



## One-Year Anniversary - Hot Dog Express

By Trisha

It seems like yesterday that we were hustling and bustling in setting up the premiere of the Hot Dog Express. In actuality, 365 yesterdays have come and gone and on August 15<sup>th</sup> 2011, the North Shore team celebrated the first Anniversary since the first hot dog was steamed.

As we planned ahead for this much anticipated event, all eyes were on the pending weather forecast. Although the general promise was for sunshine for 4 out of the 5 days, there was our target day iconed with raindrops. But as we planned for the inevitable and conceded to have our venue indoors we were pleasantly surprised when the sun promised to brighten our day.

The event was a huge success as the Port Moody vehicles arrived to join in the festivity. We now look forward to celebrating our first decade as the Hot Dog Express!



## NEW BUILDING

By Rae



I am writing an article about a 1910 heritage house that is soon to be ours. I went to the AGM to hear and discuss about the house.

When we finished the meeting, we went to see the house. My first impression was amazing. I am very glad that we are going to move into this beautiful home and become a BIG HAPPY FAMILY.

That includes IDS1, IDS2 and Inlet. That was my dream. The kitchen was really big.

“I would love to do the cleaning.” I heard from Shari the Executive Director that there is going to be a ramp and possibly and elevator in the future. That is great for people who are unable to use the stairs. I would like to have rooms for language, games, and computers, as I was thinking of asking staff that speak multi languages to offer a free class.

**I WOULD LIKE TO  
CONGRATULATE SHARI AND  
TEAM FOR PUTTING THE  
EFFORT INTO GETTING THE  
NEW BUILDING FOR US.**

## FROM THE EXECUTIVE DIRECTOR'S DESK

by Shari Mahar

CISS has just completed our third site survey on October 13<sup>th</sup> and 14<sup>th</sup>. It was a great experience and the few recommendations which we received will help us continue to grow and become even more expert in our work. The surveyors were impressed with the programs and enjoyed hearing about all of the success, which individuals in our programs have had with employment. The admin surveyor, Jean, suggested that CISS apply for the Employment standards in the next survey. But, like most families feel after delivering a newborn baby, it is too early to talk about the next survey, which will be in 2014. On behalf of the board of directors, we thank everyone for their hard work and dedication to excel in our business.

Everyone is eagerly awaiting the move into our new building. The scope of the renovations is substantial because we want to ensure that there are no barriers for any current or future person in service. We have learned a lot about the effort involved in obtaining building permits and understand that it is a long and, at times, painful process. CISS' stakeholders have been patient waiting for our ultimate dream to come true and it looks like we need to wait a little bit longer. In the meanwhile, we need to get back to our fundraising to ensure that all of the renovations and upgrades can be taken care of.

A way that our stakeholders can help is to sponsor a window with window coverings. We have estimated that each window will cost \$200 to cover – the estimate takes into consideration that some will be more and some will be less. To make this fundraiser obtainable by all, you can co-sponsor a window with another individual or family. Each person or family who sponsors a window will have their generous donation recognized with a placard affixed next to the window. I will start the project off with my family donating \$200 towards one window. I am proud of CISS and our achievements and am happy to contribute towards our building. We will create a poster (located at suite 204 A) with a list of all of the windows and will post the donor's name each time a window is sponsored.

After all windows are covered we will start applying the donations towards sponsoring a room. In sponsoring a room, the donor will contribute to the supplies needed within the space. For example, in the computer lab we have a deal for \$200 per computer and will need 9 in one lab and 10 in the other; or in the kitchen we will need cooking utensils, and supplies, etc. The room sponsor can be a single donor or join a group to co-sponsor the space. For anyone who wants to co-sponsor a space or window we will help you make the arrangements.

Thank you for participating in this important fundraising project and please see Pam Galt at Suite 204 A 3003 St. Johns 604-461-2131 or email at [pgalt@gociss.org](mailto:pgalt@gociss.org) to give your donation and to pick up your tax receipt.

## Health & Safety - Safety Tips for Drivers and Pedestrians

By Pamela

With school back in session and fall fast approaching, your Health and Safety Committee would like to remind all CISS drivers to make smart decisions: plan ahead for more traffic, drive with extra caution during the changing weather patterns, and watch for children. With this in mind here are some tips for drivers.



- A 30 km/h school zone speed limit is in effect from 8am to 5pm every school day.
- Always yield to pedestrians (it's the law).
- If a vehicle is stopped in front of you or in the lane next to you, they may be yielding for a pedestrian, so be prepared to stop.
- Watch for pedestrians when backing up.
- And remember most crashes are preventable so slow down, keep alert and be seen (lights on!)



# What's New at CISS?



## At Port Moody IDS 1

*By Mary Joy*

The IDS 1 team has been very busy, getting over summer and moving into the fall season. Summer took its time, but finally arrived and fall came too fast. Gardening is done and new programs will begin. We have many things to look forward to, such as discussions about hockey and working on new goals from recent ISP's. Although Sharevision has been challenging at times, it is proving to be a more up to date system with awesome visual content. People continue to work hard at their paid employment and volunteer jobs and many are looking for new or more employment and/or volunteer jobs. Some have already started new jobs. It sure has been a busy three months. Individuals enjoy volunteering at Kyle Kitchen and several consumers enjoy their Coffeehouse tasks. Everyone enjoys socializing every Thursday afternoon. Thanks to all the volunteers and employed consumers – without you it would not be possible. Don't forget, we still have our cookbook fundraiser for \$10.00 a book. Contact anyone at CISS and they will direct you to where you can purchase one. I have tried out many of the unique recipes and am not disappointed. Everyone is looking forward to our move to the new building and some have begun researching their new transit routes. Many staff and consumers have been exploring Port Coquitlam to see what venues may be of interest for recreation, volunteer and employment.

## At Inlet

*By Jim*

It seems like the summer flew past like a whirlwind this year. Since our last edition of the newsletter, Brenda has transferred over to IDS2, Jailene has transferred to our casual pool, and Reina has taken up a part-time permanent position at Inlet. One of our consumers, Elisa, has moved from Coquitlam to a beautiful home in Delta. For a while there, it looked like summer would never arrive, but when it did, we took full advantage. We enjoyed the blazing sunshine with trips to the Greater Vancouver Zoo, the PNE, and an Inlet picnic. Derek continues to be successful at his job at East Side Mario's, and is eager to find a 2<sup>nd</sup> job to supplement his income. Russell and Paul are both also eager to find paid work. Shelley, Corene, and Elisa each still faithfully do their part at the CISS offices, being paid for their efforts. And, this September, Peggy has recently started a volunteer position working with the children's programs at Cameron Center. Congratulations Peggy! It has been an exciting summer, indeed. We at Inlet look forward to an equally exciting, challenging, and rewarding Fall.

## At North Vancouver

*By Kathy*

Summer finally arrived, very late, but welcomed with open, bared arms and a fantastic run of sun!! Now Fall is here! Our Hot Dog Express celebrated its first year anniversary. This was attended and supported by staff and consumers from Port Moody. Even the rain prediction for the day disappeared and was replaced by sunshine. We enjoyed outings to the Burnaby Village Museum and the Vancouver Aquarium in July. Kathy and Melissa enjoyed a ride on the antique carousel. The torrential rain marred our outing to the PNE that day. We all had a great time anyway enjoying the Superdogs and animal farm.

Dong Ku has had a busy summer. He has been doing an excellent job of mowing the grass at Seymour Creek Golf Center, which is a paid position. Congratulations Dong Ku! Cal and Barb have been busy doing recycling every week. It's a messy job, so kudos to the recycling team. Birthdays were celebrated by many consumers and staff with cupcakes, cakes and candles.

Barb has been to camp, Melissa to Kelowna, Scott to Cultus Lake, Greg to Hawaii, Dong Ku to camp, Margaret to Chilliwack, and Kathy to Smithers. Darren and Rozmeen have also enjoyed a family holiday. Whew....we should be good to go into the busy Fall season with Christmas on the horizon!

## At Port Moody IDS 2

*By Brenda and Brook*

At the time this article is written, it's the first day of Fall! Summer was short and sweet this year, however, better late than never! IDS 2 welcomes Gracie back from maternity leave and Brenda from Inlet. The IDS 2 team would like to wish John N. a speedy recovery; we wish you well! Brian, Lee, Hudson, Geoff, Krista, Mike and, new to employment, Rae are working hard at their paid positions. For those that are looking, keep plugging along. Good things come to those who wait! The team enjoyed many activities this past summer including the Vancouver Zoo and PNE. The team also enjoyed the local parks to play summer favourites such as frisbee, football, baseball and crabbing at Belcarra. Well, time to get back to work achieving goals and preparing for the big move to our new building in the Fall!



By North Van Team

As we get older, we realize what a surprisingly big part of our happiness simple fitness and health habits play. A growing number of sites help people to manage their diet, exercise, and health issues, and give them a way to rap with others doing the same. Following are the best health sites we know of.

<http://www.fitday.com>

<http://www.realage.com>

<http://www.imedix.com>

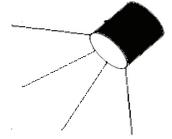
Happy Living!!



Linda, Julie and Bobbi at Julie's play.

## Staff Spotlight: Rob

By Mary Joy



Rob has been with CISS since October 2007. He was born in Saint John, New Brunswick and first moved to Vancouver in 1972, he returned to New Brunswick for one year then settled in Coquitlam, when he was 9. Rob moved around for about 5 years, and then graduated from Centennial Senior Secondary. Rob attended University of Western Ontario in London, where he obtained his Bachelor of Arts, majoring in History. Rob has always had empathy for others in all of his jobs; his favorite part was helping people. Rob grew up with Tourette Syndrome and understands what it is like to be different; this gave him insight into this field.



Rob coached little league baseball and has been a scout leader. It was during this time that Rob thought about finding paid employment where he could advocate for and help others in their daily lives. Having a job in this field in the community in which he grew up adds an extra bonus and allows him to give back and serve in his own community.

Rob has been in this field for about four and a half years. He began in a private group home doing respite care for young adults with Fetal Alcohol Syndrome. He then worked with Community Ventures Society as a relief employee for five months before joining CISS. Rob began at the Inlet Program before moving to Individualized Day Services.

Other jobs Rob had over the years include Me-n-Ed's pizza, teaching English in South Korea, and in the film industry, where he was an extra in the movie *Blonde and Blonder*.

Some of Rob's interests and hobbies include being a Scout Leader and helping to run a cooking challenge camp – this will be his 14<sup>th</sup> year. Rob has enjoyed conflict simulation board games since he was eleven. In recent years Rob has had a couple of historical articles published in a hobby magazine. Rob runs his own board gaming convention; BottosCon, and is in the 5<sup>th</sup> year of operation. In his spare time, he enjoys reading, hiking, travelling, watching movies, and writing poetry. For the last five years he has been sharing his poetry with veterans of his local legion on Remembrance Day. Last year Rob went for a ten-day tour of Europe, the highlight of which was Vimy Ridge.

Rob has a knack for writing meaningful poetry or poignant letters to the editor, which often get published.

Rob prides himself in being active in both Provincial and Federal politics. He has served on his MLA's executive and worked on numerous election campaigns.

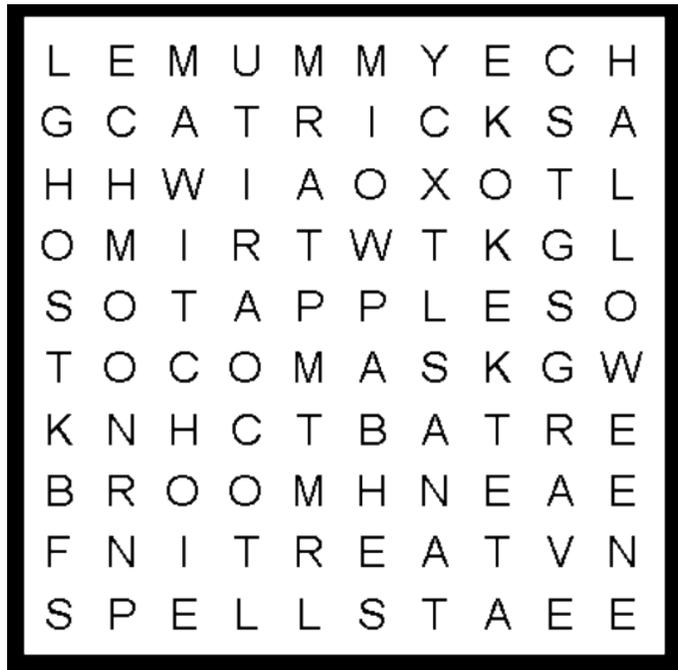
Rob believes one has to be active in their community and stand up for what they believe in and, most importantly, he believes one has to lead by example.



# Fun Page



HALLOWEEN  
 WITCH  
 BROOM  
 GRAVE  
 MASK  
 MOON  
 TRICK  
 APPLES  
 SPELLS  
 TREAT  
 GHOST  
 CAT  
 BAT  
 MUMMY



## Jokes to Tickle your Funny Bone

**Q.** WHAT'S A MONSTER'S FAVOURITE BEAN?

**A.** HUMAN BEAN!



**Q.** WHAT IS A MUMMY'S FAVOURITE TYPE OF MUSIC?

**A.** WRAP!

**Q.** WHY DID THE GHOST GO INTO THE BAR?

**A.** THE BOO'S!



**Q.** WHAT DO GOBLINS AND GHOSTS DRINK WHEN THEY'RE HOT AND THIRSTY ON HALLOWEEN?

**A.** GHOUL-AID



**Q.** WHY DID THE SKELETON CROSS THE ROAD?

**A.** TO GO TO THE BODY SHOP



# Fading Employment Support

By Katrina

One of the most important aspects of supporting an individual in obtaining and keeping a job is to make sure a plan for “fading” exists. “Fading” is the withdrawal of, or reduction of, staff support given to the individual. Fading is important because it leads to long-term, sustainable, unsupported employment. Fading facilitates social inclusion, it establishes and improves the relationship between the employer and employee, it allows the individual to receive training and supervision from the employer, and it helps to avoid segregation from his/her co-workers. In the beginning, there may be a period of high support needs but, as confidence develops and skills are developed, the support should become more refined and gradually fade. Fading should begin as early as possible – meaning the very first day of employment. Fading should occur each and every shift and the degree of fading increases as natural supports and cues are put in place. A fading strategy plan should be established (based on work performance) and should be agreeable to both the employer and employee. As fading progresses, you will need to assure the employer and the employee that you are still available for advice and support during the transition. Bottom line, the goal of support staff should be to offer the minimal support necessary for the individual to achieve success.

## COMMUNITY PARTNER: SEYMOUR CREEK GOLF CENTRE (NORTH VANCOUVER)

By Jocelyn

Dong Ku has been employed at Seymour Creek Golf Center since August 2011 after having volunteered there for 3 weeks in July 2011. Dong Ku cuts



the grass for one hour every Monday and works hard to ensure the front grass is presentable and nicely groomed. Seymour Creek provides a driving range, group lessons, junior camps, and one-on-one lessons. Dong Ku enjoys cutting the grass at Seymour Creek and takes pride in doing a good job while cutting straight lines! Thank you to the staff at Seymour Creek Golf Center! We look forward to a great community partnership.

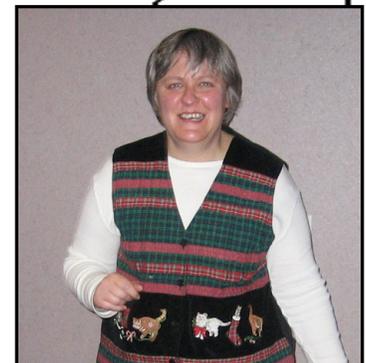


## CONSUMER SPOTLIGHT

Peggy

By Michelle

Just over one year ago, Peggy came to join CISS at Inlet Enterprises. Born in Winnipeg, Manitoba, Peggy is 43 years old and has 3 brothers. Her love of dogs was born out of her mother who bred Irish Setters. Peggy has resided for the last 20 years with loving caregivers Kathy and Norm. She enjoys volunteering at Coffee House and recently obtained another volunteer position at Cameron Center working with young children in the day care program. Peggy loves dancing, yoga, swimming, socializing and bowling. Peggy likes to go camping every year and enjoys her boyfriend Scott whom she met at the Olympics in Shanghai, China. Peggy works two days per week at B.C. Hydro and would like another paid position in the community.



# SUGGESTION BOX

By Shari

Over the past three months there were two suggestions made through the suggestion box and one suggestion made through our website <http://www.gociss.org>.

The suggestions through the suggestion box were made by a person in service.

The first suggestion is, "I don't like it when staff brings consumers to their house, we should be doing our programs." The second suggestion is, "I don't like it when staff are on their cell phones all day and not helping us with our programs".

This is a very valid suggestion which was made anonymously by a consumer in service. The interesting part about the way it was written leads me to believe that this individual is advocating for the rights of their co-consumers as well as for her/him self.

CISS has a policy (Conducting Personal Business During Work Time 2.A.07) which covers the rules around what employees can and cannot do while at work, particularly around cellular phone use, but it does not explicitly state within the policy that staff cannot take consumers to their home.

Although the staff do not have a break away from their work where they could make a call or drop by their home briefly, we do allow for some flexibility. CISS accepts that staff will, on occasion, need to make or receive a personal call at work. However this is not to interfere with the consumers' programs.

The golden rule has always been that consumers do not go to their staff's home; this is considered unprofessional conduct and is discussed during orientation and during program and guideline development.

Things that we can do in response to these suggestions: Update the policy to make the rule about taking consumers to staffs' homes clear; have all staff discuss the policy and its implications at their next staff meeting; ensure that all consumers know that if any of the rules are broken, they can make a complaint to the program manager.

The suggestion that came through our website was made by an employee. The employee asked that CISS set up a system so that staff who are on committees and have CISS email accounts, be able to log into their email from our public website.

Although we were not able to accommodate this request due to the inability to make the email accounts safe, Angel was able to go to each site computer and bookmark the log in information to make it easier for staff to access their webmail.

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

## Pumpkin Bars

If you are having a large gathering, this is an alternative to pumpkin pies.

2 cups white sugar  
1 cup oil  
4 eggs – slightly beaten  
1 – 14 oz. can pumpkin  
2 cups flour  
2 tsp. baking powder  
½ tsp. salt  
1 tsp. baking soda  
2 tsp. cinnamon  
1 cup chopped nuts (Optional)



Combine sugar, oil, eggs and pumpkin in a large bowl. Mix well. Add dry ingredients. Spread in a greased 9 x 13 pan. Bake 25-30 minutes at 350 degrees. Let cool.

Frosting:

3 oz. Philadelphia cream cheese  
¼ cup butter  
1 Tbsp. milk  
½ tsp. vanilla  
1 ¾ cups icing sugar



## ADULT ADHD

By Andrea

When many of us think about ADHD, we think about the effect it has on children. But did you know that two-thirds of children affected by ADHD continue to have symptoms in adulthood? Some of the main symptoms of ADHD include hyperactivity, impulsiveness, and inattentiveness.

Hyperactivity is characterized by excessive fidgeting and stimulation-seeking, while impulsiveness appears in the form of thrill-seeking and sudden significant life changes. Forgetfulness and difficulties focusing on conversations are signs of inattention. Those with ADHD might also suffer from excess worrying, insecurity, and low stress tolerance. While there are several factors leading to the development of ADHD, researchers have focused largely on genetics, nutrition, and environmental pollutants as major contributors.

Traditional treatments typically include stimulant medications, but currently some natural supplements are being investigated. Such alternatives include omega-3 supplements to increase the presence of this fat at the cellular level, as well as zinc supplementation to improve disrupted dopamine function. Thyroid health and bright light therapy are also being looked into for improvements in mental functioning and sleep patterns. Adults with ADHD can have a positive outlook as medical professionals are improving their skills in symptom recognition and new treatment options are within reach.

## Green Cleaning Tips

By Pam



The David Suzuki Foundation is all about keeping our environment green. I went to their website <http://www.davidsuzuki.org> and found these “green” cleaning solutions. These alternative cleaning solutions are non-toxic and don’t contain harmful chemicals as many conventional household products do. Why don’t you give some of these ideas a try? You could make a world of difference to our planet.

1. Bottled glass cleaners can leave a toxic film on your mirrors and glass. To get rid of this toxic gunk simply mix a 5% solution of hydrogen peroxide to water in a spray bottle and then spray on and wipe clean. Now you’re ready to make your own safe glass cleaner by mixing a solution of water and vinegar; no more ammonia smell to irritate eyes and lungs.
2. Dryer sheets were originally designed to take the static out of clothes however most people unnecessarily use one or two in every load. Dryer sheets contain synthetic chemical ingredients however the type and amount is not required by law to disclose. You are best to stop using them altogether and you may discover that you or members of your family no longer are bothered from asthma like symptoms, headaches or irritated skin.
3. Air fresheners do not provide fresh air. Many of them actually contain formaldehyde (a known carcinogen), naphthalene (a suspected carcinogen), toluene (known to cause liver and kidney damage) and xylene (a neurotoxin). Air fresheners mask undesirable odors with nerve deadening chemicals that interfere with our sense of smell while others coat our nasal passage with an oily film. Artificial fragrances in general can trigger asthma attacks and can affect our central nervous system. Cleaning and deodorizing with baking soda or vinegar and good ventilation is the best alternative to rid your environment from odors.
4. Children like to put things in their mouths, and to keep them clean, many of us use disinfectants to clean things. The David Suzuki Foundation states that kilogram by kilogram children absorb more chemicals than adults. As a safer alternative to disinfectants and anti-bacterial products, they suggest choosing products that list all the ingredients, have plant-based ingredients, and have a green seal certified label (products that perform as well or better than conventional products and are biodegradable and do not contain phthalates, heavy metals, or brighteners).
5. That black stuff on grout and caulking in the bathroom is actually moisture-loving mold spores which can affect air quality. Here are a few safe solutions to tackle the problem. Make a paste out of baking soda and liquid castile soap, apply with a sponge or rag and let it sit for 15 minutes, then rinse and wipe clean. Undiluted vinegar in a spray bottle is great on caulking, just spray it on and rinse it off but avoid tile and grout as vinegar is a strong acid that can etch. Bleach is also another option applied in a spray bottle however the best remedy to get rid of mold or mildew is prevention. Install a properly working fan relative to the size of the room to remove moisture from your bathroom.

# BOARD PROFILE – MARTA

By Jim

Marta is one of the newest board members at CISS. We thought we'd take a little bit of time to get to know her. Marta was born in Ottawa, Ontario where she grew up. From there, she spent some time in Montreal, Quebec where she attended McGill University. Following the successful completion of her undergraduate degree, Marta made her way to San Francisco where she studied at University of California, Berkeley and earned her Masters degree in Public Health Administration and Management. Marta then decided that she couldn't bear to be away from Canada any longer, and decided to make the move to beautiful British Columbia. Until recently, Marta had been working at Fraser Health Authority focusing on implementing new information technology systems. But in the last few weeks (as of this writing), Marta joined the team at Coastal Health Authority as the Collaborative Practice Coordinator.

Previously the chair of the board for Health Fee Advisory Board at UC Berkeley, Marta had been looking for a way to similarly volunteer her time and her expertise in the health field here in BC. She came across CISS' call for new board members and decided to offer her services. She has been serving on our board since April of 2011 and has been excited to be a part of the growth that CISS has undertaken. So far, she has been enjoying the opportunity to learn and lend a hand wherever she can.

In her free time, Marta is an avid dodgeball player (no, really), enjoys hiking and walking with her dog, and is also a longtime football fan. Though she had historically been an Oakland Raiders fan, she has since transferred her loyalties to the San Francisco 49ers by marriage.

We at CISS are glad to have you on board, Marta, and we look forward to a long and successful relationship together.

## BECOME A MEMBER OF CISS

CISS would like to present to you, the stakeholders, and the opportunity to become official supporters of the society. You are invited to become a member of the Society today.

As a **Member of CISS** you will enjoy the following benefits:

- Voting privileges at our Annual General Meeting
- Subscription to Newslink, our quarterly newsletter
- Invitations to society events:
  - Annual Christmas Party
  - Annual Barbeque
  - Special Events



*The annual fee for a membership is \$20.00. For more information please contact us at 604.461.2131 or email Shari at [smahar@gociss.org](mailto:smahar@gociss.org). Membership forms are available for download: [www.gociss.org](http://www.gociss.org).*



Darren bagging birdseed at Maplewood Farms.



Pam and Shari at Taste of Tri-Cities.

# BRAVOS

**To:** Ramon

**From:** Linda

**Reason:** For going the extra mile to advocate for a consumer. For fighting against the challenges presented until the first rock of the mountain was moved.

---

**To:** Rob

**From:** Linda

**Reason:** For advocating above and beyond all obstacles for a consumer, it is great to see the new changes in this life.

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**To:** Cristina

**From:** Linda

**Reason:** For going the extra mile to advocate for a consumer, you hung in and continued to fight for the rights against the challenges presented, thank you for not giving up.

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**To:** Cristina

**From:** Mary Joy

**Reason:** For donating five boxes of disposable gloves and incontinent pads to CISS.

---

**To:** Nancy

**From:** Raishma

**Reason:** For going out of her way to help staff with a consumer in the community.

---

**To:** Michale

**From:** Nicole

**Reason:** For staying late, past her shift, to help a teammate.

---

**To:** Rosella

**From:** Nicole

**Reason:** For staying late, past her shift, to help a teammate.

# CISS COFFEEHOUSE, COME JOIN THE FUN!



**Thursday  
12:00 - 1:30 p.m.**



**Place Mallairville  
1200 Cartier St.  
Coquitlam**

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



**Live Music**



**Door Prizes      Dancing**



**Opportunities to  
Socialize**



# Consumer Satisfaction Survey Results

By Leah

In the past three months (July, August, September 2011) there have been 14 surveys completed and returned to CISS.

Question	Yes	No
Did you have help to fill out this survey?	13	1
Who helped?	Family or Caregiver 9	CISS Support Staff 4

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

Question	Awesome	Okay or Good	Terrible	No Response
The Social Committee plans parties and events that I like.	7	6	1	0
<b>List of suggestions for the Social Committee:</b> Halloween; Christmas; Birthday Parties; Dancing; Garage Sales; Barbeques.				
I like the programs that I do at my program.	7	6	1	0
I set my own individual goals at my ISP meeting.	8	4	1	1
I get to try new things at my day program if I want.	7	6	0	0
I like the way my staff help me at my day program	10	4	0	0
My Program Manager listens to my complaints	10	4	0	0 N/A no complaints

## What do you like the best about CISS?

1 on 1	It's fun
Coffeehouse and dancing	My paper route
Going for walks	Staff are helpful, positive, and supportive
Good communication	Staff are nice
Helping me reach my goals	Staff interaction
Hot chocolate	Talking to people and socializing with peers
I get to do what I want, like window shop at the mall	Volunteering programs
I get to try new things	Working for Outlook

## What do you not like the best about CISS?

Bugging  
Bumping into people  
Having a conversation

## Do you have any suggestions or ideas?

Go on a field trip  
More computer time  
More staff help to find a part-time job

Thank you to those of you who have participated in the survey. I 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.



## Volunteer

From July 2011 – September 2011, the consumers of CISS have chosen to continue to contribute to their communities in meaningful ways that reflect their interests and goals.

Consumers have volunteered their time, energy, and hearts into many endeavours including:

North Shore Meals on Wheels; Maplewood Farm; CISS Hot Dog Express; North Shore Bowl; NorthShore Outlook; West Van Seniors' Centre; Parkgate Seniors Centre; North Van SPCA; Share Food Bank; Our Lady of Fatima Church; Kyle Kitchen; Coffee House; Calvary Church; and Share Neighbourlink.



**We need your support**

Please support CISS by donating to our 2011 fundraising campaign.

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

Address: \_\_\_\_\_  
\_\_\_\_\_

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

Layout by Kimberley S.

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Burnaby, BC  
604 444 4452



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

**Community Integration Services Society**

**Admin. Office and IDS - Port Moody**  
#200 - 3003 St. Johns Street  
Port Moody, BC V3H 2C4  
Ph: 604.461.2131 Fax: 604.931.1690

**Inlet Enterprises**  
#205 - 3003 St. Johns Street  
Port Moody, BC V3H 2C4  
Ph: 604.931.4554 Fax: 604.461.4443

**IDS - Leisure Services**  
#1 - 1583 Pemberton Ave.  
North Vancouver, BC V7P 2S4  
Ph: 604.986.1511 Fax: 604.986.4455

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

**Community Integration Services Society**

200 - 3003 St. Johns Street  
Port Moody, BC  
V3H 2C4