

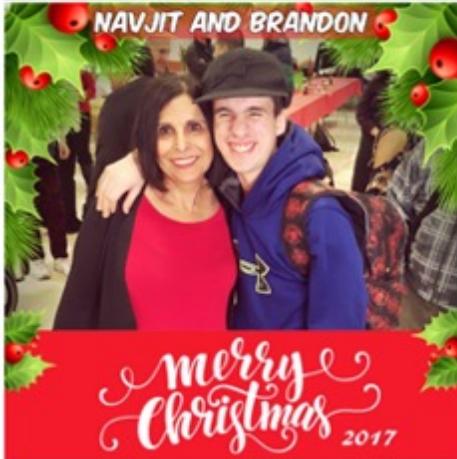
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COMMUNITY INTEGRATION SERVICES SOCIETY



# News Link

## Our Annual Christmas Party



# From the Executive Director's Desk

By Shari

CISS has a lot to be proud of with the outcome of our most recent CARF Accreditation Survey. On November 2<sup>nd</sup> and 3<sup>rd</sup>, CARF Surveyor's Doris Lucas (Admin Surveyor) and Deborah Dickinson (Program Surveyor) came to CISS and reviewed our Society for compliance to the CARF 2017 Employment & Community Services Standards Manual, and made zero recommendations.

For Doris, it was the first survey that she made zero recommendations in her 15-year involvement at CARF. This meant a lot to our team, we worked hard to make their experience at CISS a good one and were complemented over and over again about the great work that we do. Our systems are working well, individuals served are satisfied with their services, and are doing the activities that resonate with their personal goals. Our staff did an exceptional job of providing a welcoming place for the surveyors to work in, whether it was in the office or in the field.

Although we met all of the standards, the ladies gave us some excellent suggestions and we plan to utilize their ideas and expertise moving forward. With gratitude, I extend my appreciation for our CARF team; Erica, Tina and Jeff and to all of the Society staff and volunteer board members for their hard work and commitment to quality services at CISS.

2017 was a very busy year for Milestone Anniversaries with nine employees celebrating their years of service to CISS. Our 15 Year employees were; Kathy, Lee and April, 10 Year employees; Ghirmay, Tanya, Renee and one other employee, and 5 Year employees; Ramiro and Jeff. We celebrated anniversaries in three separate events; the AGM, a North Shore Employee Breakfast and a Tri Cities Luncheon. We appreciate and thank all of these employees' commitment to CISS and to the people we support.

As the year came to an end we celebrated our annual Christmas Party on December 15<sup>th</sup> at the Lady of Fatima Church. Thanks to the Social Committee for planning such a great event, the hall was beautifully decorated and everyone was dressed for the festive occasion. A special thanks go out to the volunteer kitchen servers from Van City Pine Tree Branch and to Brandon Larson who is a local real estate agent. Many of the volunteers were at our event for the third year in a row. We had our volunteer photographers Kara and Nigel (Pixta) who made the picture corner of the hall a super fun place to hang out.

We finished 2017 with a very generous donation from Maxine Wilson. Because of Maxine's generosity and commitment to community and services like CISS we will be able to upgrade our computer labs so that we have better equipment to provide our services. The computer labs are integral in our work, they help individuals to learn, grow, find work and to do research. We are so grateful to Maxine and plan to invite all of our readers to a dedication event in February 2018 so we can celebrate together.

By the time you read this Newsletter we will be already in the New Year. I feel optimistic about 2018 and know that it will be an eventful, busy and positive year for everyone at CISS. Our focus at CISS will continue to concentrate on partnerships in community, expanding our services, and building our capacity. With the stability of our services, with the dedication and commitment of our volunteer board members and our employees, CISS will continue to build, improve and be a leader in our community.

*Happy New Years  
Shari*

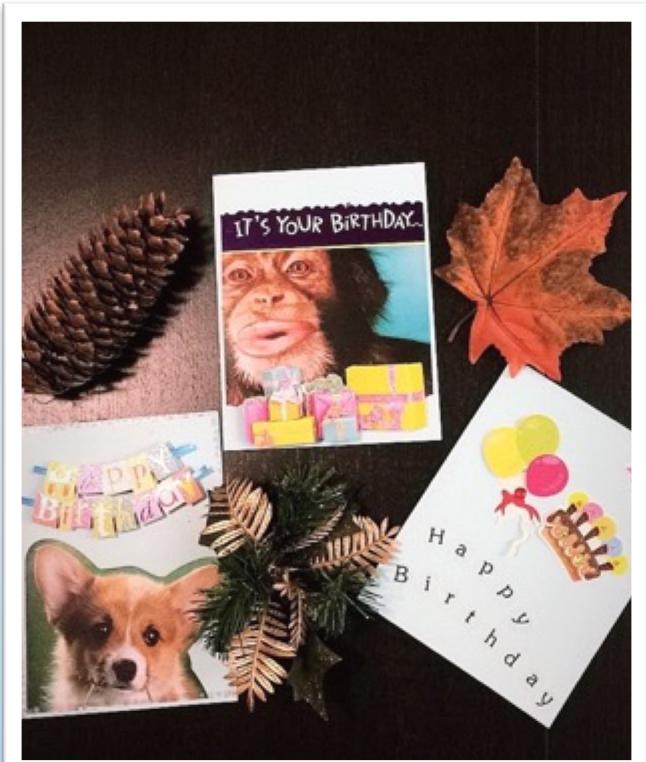
# A Big Thank You to Vancity for their Generous Donation!



## HARVINDER'S HOLIDAY CARDS

By Jenn

This year, Harvinder began card making as part of her program at CISS. Harvinder finds that card making is an enjoyable and relaxing activity. Making birthday cards for family and friends is especially rewarding as they are her favorite card to give out. Harvinder puts extra care in to each card by picking a theme, adding special trims and carefully placing some sparkle with bejewels. With more practice and time, Havinder plans to donate her cards to CISS to use for staff and peers. Great work, Harvinder!

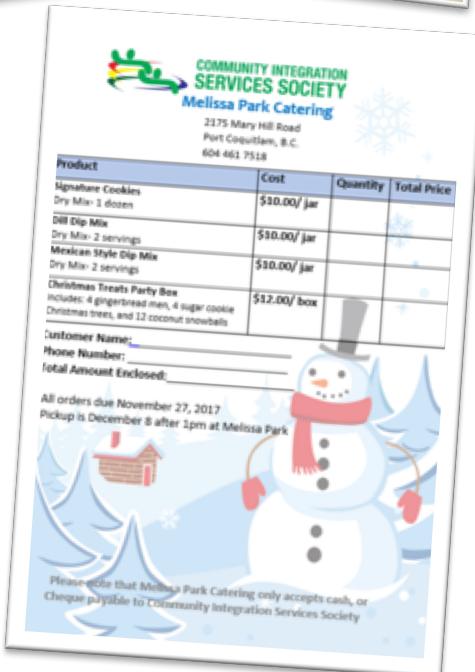




## Melissa Park Catering

By Krystina

With a recent approval from Fraser Health, the catering crew hit the ground running just in time for the holiday season. Several holiday treat recipes were tested for flavor, presentation, and cost effectiveness. From this testing phase, the caterers selected three delicious goodies which filled the Christmas Treats Party Box; White Chocolate Coconut Christmas Balls, Gingerbread Men, and Sugar Cookie Christmas Trees. In addition to the Christmas Treats Party Box, the caterers offered their delectable Dill and Mexican dry dips, and Signature Triple Chocolate Chip Cookies. With no signs of slowing down, the caterers will be in for an exciting and prosperous New Year!



## Flower Delivery at Nicola Lodge



By Renee

Every Friday Andrea goes to Art Knapps and chooses the flowers that she will be delivering to Nicola Lodge. Andrea's infectious laugh and smiling eyes appear to have a positive effect on the seniors that she delivers these flowers to. One of the resident's husbands came to let her know how much it meant to his wife to have Andrea come each Friday to deliver flowers. This is important as this senior's health is deteriorating and she remembers very little, but had told her husband how happy she was that there would be a volunteer bringing flowers to the residents every Friday. Andrea seems to have made a difference in the lives of the Nicola Lodge residents with her volunteer services.



# Consumer Satisfaction Article

By Jeff

In the past four months (September – December 2017) there have been **22** client surveys completed and returned to CISS.

Question	Yes	No	No Response	
Did you have help to fill out this survey?	<b>20</b>	<b>2</b>		
Who helped?	Family or Caregiver <b>11</b>	CISS Support Staff/Manager <b>8</b>	Peer	Home Support Worker <b>1</b>

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.	<b>11</b>	<b>10</b>		<b>1</b>
<b>List of suggestions for the Social Committee:</b>				
Do some sport activities like Basketball, etc.				
Video game stores to play in big game machines.				
I like the programs that I do at my program. ( <i>one client chose two options</i> )	<b>14</b>	<b>8</b>		
I set my own individual goals at my ISP meeting.	<b>13</b>	<b>7</b>	<b>2</b>	
I get to try new things at my day program if I want.	<b>13</b>	<b>8</b>		<b>1</b>
I like the way my staff help me at my day program	<b>12</b>	<b>9</b>		<b>1</b>
My Program Manager listens to my complaints	<b>13</b>	<b>8</b>		<b>1</b>

What do you like the best about CISS?	What do you not like the best about CISS?	Do you have any suggestions or ideas?
<ul style="list-style-type: none"> <li>• I get picked up and brought to the facility</li> <li>• I like when people answer my questions</li> <li>• I like my staff, friends and manager. I like my job</li> <li>• Staff</li> <li>• People are very nice, calm and friendly, full of respect</li> <li>• Computers</li> <li>• Coffeehouse, church volunteer work</li> <li>• Get me out of my house, meeting friends</li> <li>• Social programs like Coffeehouse and Music Therapy</li> <li>• Programs are good</li> <li>• Friends, Volunteer and Paid Jobs</li> <li>• Caring, variety of activities, friendly</li> <li>• Coffeehouse</li> <li>• Staff, Building</li> <li>• I like to interact with my peers</li> <li>• How I am treated, socializing with peers and staff</li> <li>• Coffee with peers, card making class</li> <li>• Positive, lots of staff that I like lots</li> </ul>	<ul style="list-style-type: none"> <li>• I don't like it when people tease me.</li> <li>• I didn't like when my favourite staff left, I miss her so much.</li> <li>• Concerned about not being able to attend programs regularly because of 1:1 staffing being inconsistent.</li> <li>• Music</li> <li>• Not to be pushed and pulled by staff</li> <li>• When they push me</li> <li>• Some days the program is short and return home early (Program Manager called family to clarify: Handi-Dart follows their route and schedule resulting in varying drop-off times</li> </ul>	<ul style="list-style-type: none"> <li>• I'd like more of a checking in system about my progress.</li> <li>• I would like to do more volunteering at a day care. I love kids and could read books with them.</li> <li>• If possible, please send photos by email to my family when I attend public events.</li> </ul>

## Tips and Advice By Jeff

Cold and flu season is now in full swing. The tips below will help you stay healthy and help you have a speedy recovery if you do end up feeling under the weather.

1. Avoid stress: Stress can effectively shut down your immune system. Try relaxing practices like deep breathing, meditation or yoga and spending time with family, friends and pets to cut down on stress.
2. Get enough sleep: Getting a good night's rest can help your body prevent you from getting ill or shorten your recovery time when you are sick. This occurs because our bodies release cytokines when we are sleeping, which regulate the function of the immune system.
3. Keep warm: When we are cold, our bodies have to spend extra energy to warm us up. This energy would otherwise be used for digesting food and fighting infections. So, spoil yourself with a nice bath or a cozy sweater, it's good for your health!
4. Avoid sugars: Sugars suppress your immune system by slowing down white blood cells responsible for attacking bacteria.
5. Give your body what it needs: Whole grains and plenty of fruits and vegetables are important for keeping our bodies healthy.
6. For an extra boost: Yogurt, oats, barley, garlic, fish, chicken soup, tea, beef, and mushrooms have been shown to improve the functioning of the immune system.
7. Remember to keep exercising: It is important to find a way to keep our bodies moving even in the cold winter months. An exercise DVD you can do in the living room or bundling up for a walk on a cold sunny day are a couple of ideas to keep activity levels up.
8. Hand washing: Make sure to wash your hands regularly. This is especially important after being out in crowds or whenever we are around someone who is sick to prevent the spread of germs.

With information from: <https://www.uwhealth.org/flu/10-ways-to-stay-healthy-during-cold-and-flu-season/> 10371 and  
<https://keeperofthehome.org/keeping-your-family-healthy-during-cold-and-flu-season/>

## MOVIE REVIEW: THOR RAGNAROK

By Matt and Brook

In this no-holds-barred adventure, Thor is imprisoned on the other side of the universe without his mighty hammer and finds himself in a race against time. The tone of this marvel film is a little different than others in the Marvel Cinematic Universe (MCU); utilizing more humor within an action packed theme of heroes saving the day. The funny moments in the film made it light hearted and enjoyable. The storyline was great and the special effects were fantastic, which is often what makes or breaks a superhero film. Last but not least, one of the most important parts to a great movie is the music and the Led Zeppelin centered sound track added a brilliant “kick butt and take no names” feel to this film. Thor “Ragnarok” makes for a great time at the movies as you will be engaged for the full 2 hours.





## Fun Page Winter 2017



Can you spot the 7 differences in this artistic setting?



## "It's Sno' Joke..... Penguin Riddles

Where do penguins go to dance?  
(The snow ball!)

Where does a penguin keep its money?  
(In a snow bank!)

Why did the penguin cross the road?  
(To go with the floe!)

Where do penguins go to the movies?  
(At the dive-in!)

What's a penguin's favorite salad?  
(Iceberg lettuce!)

What do penguins wear on their heads?  
(Ice caps!)



What do penguins have for lunch?  
(Icebergers!)

How does a penguin make pancakes?  
(With its flippers!)

Who's the penguin's favorite Aunt?  
(Aunt-Arctic!)

What do you get when you cross a penguin and an alligator?  
(I don't know, but don't try to fix its bow tie!)

Why do penguins carry fish in their beaks?  
(Because they don't have any pockets!)

What do penguins sing at a birthday party?  
(Freeze a Jolly Good Fellow!)



## Johnny: Implementing Words in to Photography

By Krystina

A little imagination and the use of his cellphone camera have been the chief requisites for creating these beautiful images. These pictures were taken after practicing the learned English word phonetically, and then typing it out. Through this process, Johnny is able to pronounce and spell new English words by utilizing an approach that is meaningful to him.



## Inclement Weather, Be Prepared

By MaryJoy

The weather can be unpredictable which is why you should always plan ahead. To ensure the safety of yourself and others, your vehicle should be given a winter tune up. Your tires should be checked for proper inflation, and one should ensure they are using the right tires for the conditions they will be driving in. When on the roads it is important to slow down so as to observe road and weather conditions in a cautious manner, listen to the radio for updated reports, and to leave a good distance between your vehicle and the one in front of you.

During inclement weather, CISS staff will assist clients into and out of vehicles to minimize the risk of injury and ensure safety. If an employee arrives at a location and finds the entranceway unsafe for walking (snow and/or ice), the staff will contact their Program Manager to discuss options and be given direction for safe support. Any staff working at a residence will work collaboratively with the caregivers or family members to maintain safe walkways during the day, by shoveling and salting. Staff, be prepared with appropriate attire: boots, gloves etc.



# Celebrating Christmas!



# SELF-ADVOCATES UPDATE (GO GETTERS)

By Ali

As 2017 rounds to a close, the Self Advocates Committee reflects on the year it has had and where they would like to go in the future. After much discussion, the group has created a calendar of topics to be released in the New Year which is set to include guest speakers and educational workshops. Under the new direction of Ali Vrzal, the group hopes to become more independent and become more involved in community events.

Sunday, December 3<sup>rd</sup> was the International Day for People with Disabilities, and the CISS Self Advocates group celebrated on December 4<sup>th</sup> by hosting “Coffee with An Advocate”. On this day, peers and staff were invited to meet with their self-advocate rep and discuss the significance of the day, and the importance of self-advocacy. This featured Mark at the Port Coquitlam Head Office and Glen in the community in North Vancouver.

In other exciting news, the group has decided on creating a quarterly video/audio podcast to better help share information with other self-advocates. This podcast will be available for all staff and clients at CISS through the online database, Sharevision. The Self Advocates thank everyone’s continued support. Stay tuned to see what other great things the Go Getters are up to in the New Year!

## Practicing Food Safety this Holiday Season

By Navjit

Turkey, like other meat, should never be defrosted on the kitchen counter top. The refrigerator is the safest method for thawing a frozen turkey, which needs 24 hours for every 4 to 5 pounds of weight. Once the turkey thaws it should be cooked within 1 to 2 days.

When it comes to prep, according to the USDA, 68 percent of people wash their turkey in the kitchen sink. “Research shows that washing meat or poultry can splash bacteria around your kitchen by up to 3 feet, contaminating countertops, towels and other food.” The only way to eliminate bacteria is to cook your turkey to the correct internal temperature. There are three areas that need to be checked to ensure your turkey is done: the densest part of the breast, the innermost part of the thigh and the innermost part of the wing. These three parts of the turkey must reach 165 degrees F. If one area does not, continue cooking the turkey until all three areas reach the correct internal temperature.





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## JAVA WITH FRIENDS COME JOIN THE FUN!

**THURSDAY 12:15 – 1:30 PM**

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\$3.00 ADMISSION

CONCESSION ALSO AVAILABLE

(COFFEE, POP, CHIPS)

LIVE MUSIC, DOOR PRICES, DANCING,  
OPPORTUNITIES TO SOCIALIZE

## BRAVOS

**Bravo to Krystina and Ali from Shari** – thank you for organizing and supporting the first ever summer Spirit Week at CISS. Your plans were spectacular and fun and I know that you made many people happy. Your efforts have made a very challenging summer for the people who work and attend our services fun and different. Bravo to you both!

**Bravo to Lorna from Brenda** – for your help with the Christmas tree.

**Bravo to Bobby from Krystina** – for bringing new staff to CISS.

We need your support

Please support CISS by donating to our 2018 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: Brook, Trish, Celsa, Jenn, and Krystina.

Layout by Kimberley S.

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\*CISS has enhanced our website; you can now view it on your mobile device.

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