



The CISS Story

A Poem by Mai Lan

Once upon a time,
It began not so sublime.
There were some ladies and gents,
Who developed, created and did invent,
A place to foster self-advocacy, unity and dignity.
Thus came the birth of The Community
Integration Services Society.

The forefathers and mothers of CISS,
Thought that Woodlands of late,
Had a philosophy that was not great,
Nor was it really the best.
So it needed to be put to rest.

Now the genesis of CISS was humble and just micro,
But they had a great and honorable quest.
To be bigger, better and the best!

Now of course, with every superior quest ,
The journey will encounter many a perils
Along with the spills, chills, and all the thrills.
The path is laid with glitches, ditches, and foils,
Then add a few hiccups, bumps and a lot of tough toils.

But when there's faith and if fate allows,
There's the sweet smell of success, joys and many
wows!

As CISS grew and grew; and had to do a few moves,
To finally find the needed space,
It came upon an old heritage place,
Which you know it is just their groove.

So it came to pass; a Kyle Kitchen propped up here,
Their luncheons are surely something to cheer!
A Coffee House for friends over there;
A place people came from everywhere!
A community garden dug up just yonder;

A site on a sunny day is something to behold and
wonder!
A seniors' haven where they spend their wild golden
years.

While the young sprites
get delight in their work,
To spend on what they
cherish and love
so dear.

In this incredible story of
not so old,
There are ladies and gents
who are so bold,
Such as our Exec. Shari and
her cheery band of leaders;
Mary Joy, Kahir, Jim and Lee,
Who always seem to be full of glee.
Ester and Pam don't just hang around
They sure take care of the paper mounds!

The merry, merry men; Hudson, Quentin and Mark,
Love to dance all around just for a lark!

Well those lovely ladies Chantal, Lori and Sarah
Do so much here and more; hip, hip, hurrah!

Then there's Lorna, Maria and Shelley
They really enjoy their lunches at the deli.

If you meet Geoffrey, William, Julie and Mike,
They always ask politely what they would like.

The friendly trio of men; Brian, Lee and John
Always ready to extend their hand,
And so the list goes on and on.

There are many more ladies and gents,
Who know how they are adored and blessed
In CISS, who wish them nothing but the best.

But alas, this story must come to a close
However, not before it must be so foretold;
That each and every one in CISS,
Live truly, blissfully, happily ever after.



Vancity sponsors a window at
our new home, Melissa Park,
with a generous donation!

From the Executive Director's Desk

by Shari

Happy New Year to all of our readers, may the year bring you good health and happiness. We have an exciting year ahead of us at CISS with our relocation to Melissa Park to take place sometime in February. Although we hoped to be in the house in January, the Christmas break slowed the work down. I personally want to thank everyone for your patience and your willingness to work in tight quarters during the final phase of the construction. Our effort to reduce space and spending now will help us gain all of the things that we need in our future home. I can hardly wait to move into the house and I envision a place where we gather and provide such incredible opportunities for the individuals in our programs – this is a dream come true.

A major initiative which we plan to kick off in Melissa Park is the expansion of our catering business sponsored by the Kyle Kitchen program. The catering business will be run by individuals in our Port Coquitlam and North Vancouver programs. Through the generosity of Chevron Canada, we have been given a two year (\$10,000) grant towards the building of this social enterprise. The first portion of the grant (\$5000) will go towards the purchasing of materials for the business as well as for marketing our business in the Port Coquitlam area. This is a wonderful gift for the individuals who have committed themselves to the catering business. A way that each of us can help the business to grow is by telling our family and friends about the catering company and encouraging them to access this service for lunch or business meetings. We will be ready for external orders by March 2012. If you want additional information, please contact Lee Weisgarber at 604-461-2131 or by email at lweisgarber@gociss.org.

In the fall, CISS initiated a fundraising event called *Sponsor a Window at Melissa Park* and to date, out of 32 windows, we have raised funds for 17. We need to continue with this project in order to properly cover each window. Please consider sponsoring a window for \$200, or co-sponsor by donating what you can and we will pair you up with other partial sponsors. For each window sponsored, there will be a plaque placed in honour of your donation. You will be leaving a legacy for you and your family in the home. Thank you for participating in this important fundraising project and please see Pam Galt at Suite 200 3003 St. Johns, call 604-461-2131, or email at pgalt@gociss.org to give your donation and to pick up your tax receipt.

In our last edition, I spoke of our CARF Accreditation Survey, which took place in mid October. We have since received the survey results and CISS has achieved a three-year accreditation certificate. This is exceptional news and the results came with some good consultations and recommendations.

The following list is recommendations which need to be addressed by CISS:

H. Health & Safety – H.5.a. (6) & H.6.a.(1) – There is no procedure for staff to follow in the event of violent or other threatening behaviour that might be initiated by someone other than a person served. The recommendations are to develop a procedure and practice it at least once per year at each site.

I. Human Resources – I.6.d. (1)(a) & I.6.d.(1)(b) – The performance evaluation tool used by the organization can be linked to the job description and required competencies only if the evaluator makes a conscious effort to do so. It is recommended that performance evaluations be more closely based on job functions and identified competencies. The way the executive director's job description was used as the basis for the performance evaluation could be a good model to follow.

K. Rights of Persons Served – K.3.a. – CISS is not always aware of the specific legal status of all the individuals it serves. It is recommended that it consistently demonstrate that it is knowledgeable of the legal status of the persons served. It could develop a system of information gathering that ensures that it has this information and that it is current on all individuals served.

All three areas of recommendations are easily achievable through our Health & Safety Committee, our Consumer Profile requirements, and through our performance tool upgrade.



A special congratulation goes out to Kim Slind, who gave birth to a daughter, Paige Kimberly Slind, on January 9th of this brand new year. Kim has dedicated her time, energy, and expertise, for as long as I can remember, to edit our quarterly newsletter. We at CISS, along with our entire extended family wish Kim, Paige, and family all the best.



What's New at CISS?



What's New in North Vancouver

By Trisha

Congratulations to Melissa! She is now working on Tuesdays as well as Thursdays at Korna Pet Supplies. The North Shore team enjoyed an exciting excursion to BRITANNIA MINE MUSEUM! It was really an adventure taking the train through the dark damp tunnels of the original mines. What an eye opener and an opportunity of appreciation for CISS staff to see how poor the working conditions could be. With the 'fall out' and winter arriving, the emphasis at the North Shore was on the Christmas festivities. What better way to celebrate the Yuletide Season than a trip to Grouse Mountain, featuring a ride on the Gondola? The staff and consumers also enjoyed a tour of the fabulous Christmas tree exhibits and took in a Charlie Brown Christmas movie. Our consumers and staff enjoyed a spectacular luncheon at Our Lady of Fatima Church in Port Moody. The main attraction was capturing Kahir dishing out the menu and sporting a hairnet! Thank you Kodak! Secret Santa joined our North Shore team in mid December and brought smiles to consumers and staff! With our Kathy at the *ceramic 'kelm,'* many of our consumers were able to produce wonderful Christmas gifts for their family and friends.

What's New at IDS 1

By Mary Joy

It has been a wonderful and hectic three months. We had a Happy Halloween party at the Coffeehouse where three individuals were given prizes for the best costumes. The best male prize was for an individual who dressed up as Chucky – the costume was identical to the doll in the movie. The best female was Jack from IDS 1 who was a howling werewolf who looked and played the part well. The third place costume was an individual who was dressed as Shrek. The people who attend this event are always dressed in the most awesome costumes; it is always so difficult choosing the best ones. Consumers are all keeping busy with their programs, activities, and finding new things to do. Julie is employed with BFI completing office work, data entry, and filing. Another consumer continues to work at Tim Horton's and hopes to increase her hours. Chantal loves her paper route and continues to work hard each week delivering the papers. Sarah continues working hard at A&W and has started an Aquasizing program with her peer Shana. Many other consumers continue to seek employment. Dan completed his first wood-working project, which is a storage bench. He did a great job and looks forward to his next project. Another consumer went to India for Christmas to visit relatives. Speaking of Christmas, CISS employees and consumers enjoyed an excellent Christmas party this year. Everyone appreciated their gifts from CISS as well as the wonderful meal and dancing. The party was held at a local church and the musicians were excellent. Everyone had a great time; the management served the food and set up the event with help from the Board and some staff. We had great participation from everyone. Once again, CISS had a most successful Christmas party. We are all looking forward to our move to the new building in the upcoming year and wish everyone a Happy, Healthy, and Prosperous New Year.

What's New at IDS 2

By Brook

Every new year comes with change and 2011 was no different. The year past, CISS saw changes in consumers and staff as well as new opportunities and possibilities. CISS recently said good-bye to staff Nicole D., who will be missed by all. Her caring and dedication to the people we support, as well as to others, will not escape our memory. Thank you Nicole! Time has a way of moving people along through our lives. It also has a knack for bringing new faces and friendships as well. We welcome a new consumer at IDS 2. She has recently started her program here and seems to enjoy spending time with others. Changes in life also mean new opportunities and new experiences. One of our consumers, John H., has been learning new technical skills working closely with Angel. John has worked hard, with his experience at Free Geek, gaining knowledge and experience from this opportunity, setting up computers and networks at our offices. John seems excited for this chance to learn new skills and enhance the ones he has. Change has also brought us to the time and place for our move to the new location in Port Coquitlam, which is near at hand. In the interim, the folks at our admin and Inlet offices have relocated to the main office, the staff of which feel is an exciting and welcome move. Change moves us along and forward through the great race; life. Comings and goings, near or far away, it always leaves an impression. What changes will we see in the months and years to come? Only the wisdom of time will tell.

What's New at Inlet

By Jim

It's been a hectic few months at Inlet Enterprises, but we are now comfortably settled into our new/old home at #200-3003 St. Johns Street. It's great to be able to share a space with the rest of the Port Moody Team (sorry North Van) as we can share ideas and encourage and support one another. Our thanks go out to Kahir for arranging a fantastic trip to Grouse Mountain for everyone. Several of the consumers at Inlet were able to attend and enjoyed themselves immensely. As well, the annual Christmas party was enjoyed by all. Having it at a non-traditional site (Our Lady of Fatima church instead of the Executive Inn) worked out great as there was plenty of room for dancing and socializing after an excellent meal. Congratulations to Peggy who won one of the fabulous gingerbread houses in the Gingerbread House draw. And our thanks to Chris H. for providing the music, Our Lady of Fatima church for being so welcoming, and all of those who helped to set up beforehand and clean up afterwards. Consumers are still active with their programs. Russell and Paul still volunteer faithfully each week, helping out at Kyle Kitchen, Our Lady of Fatima Church, and Neighbourlink. Peggy was also busy volunteering, working with the children's program at Cameron Center in Burnaby. Peggy is now eagerly seeking out paid employment opportunities. Consumers enjoyed participating in adapted yoga and are ready to continue this in 2012. And while Music Therapy takes a brief respite in January, consumers are taking the opportunity to explore other ways they can engage their community. This new year, we are committed to seeking out more employment opportunities, exciting volunteer opportunities, new relationships, and even better programs for our consumers. Our belief is that everyone is entitled to a full and complete life. Our goal at Inlet Enterprises as part of CISS is to do everything in our power to help our consumers achieve that.

Helpful Hints from Pam

You hear about a clever idea and think... why didn't I ever think of that? Here are a few of those ideas that you may find helpful.

1. Try hulling a strawberry by poking a straw through it.
2. Hide scratches in your wood by rubbing it with a walnut.
3. Remove crayon from your walls by rubbing it with WD40.
4. If you cut up an apple for your child's lunch, stop it from going brown by securing it with a rubber band.
5. Organize your linens by folding bed sheets and placing them inside the matching pillow cases. This way you will never have to hunt through the stack for the matching sets.
6. Keep baby powder in your beach bag as a standard item. Sprinkle it over your little ones to get sand off of their skin – it works great.
7. Lose an earring? Attach a nylon stocking over the end of your vacuum hose and you can find your tiny lost items quickly.
8. Use the complimentary shower caps from hotels when traveling to pack your shoes in; by doing this you will avoid getting the rest of your clothes dirty.
9. Bread tags make the perfect solution for identifying computer cords. Just label them with a permanent marker and attach one to the base of each cord.
10. Want to make a special treat for your kids? Slice and place prepared cookie dough on the outside (over the top) of your muffin tins. Bake as directed and let cool. These make the perfect little bowl for ice-cream or fruit.
11. Pump up the music on your iPhone or iPod by placing it in a bowl. The concave shape amplifies the music.
12. Forever losing your essential bathroom items? Use magnetic strips to store items such as bobby pins, clippers and tweezers by running a strip on the inside of your vanity door.

Staff Spotlight: Trisha



By Kathy

Trisha was born in Vancouver & attended school at The Convent of Vancouver Sacred Heart, Langara College, & UBC. Trisha studied journalism. She worked at Western News, Western Living magazine & then the Richmond Review.

Trisha also went to Kwantlen College, where she obtained her Early Childhood Education degree. Trisha's children were young at this time, so to enable her to be home with them, she opened a special needs daycare. She then worked for the Maple Ridge school board with special needs people. She was also the publisher for the Maple Ridge Bugle.

Trisha's loves include cooking and any new technology, and particularly her dog Chuck, also known as "Mr. Bumbles." Trisha has some eccentric habits where pens & eyeglasses are concerned. When a pen goes missing, you may find a pair of glasses in its place.

Trisha has now been working for CISS for 10 years. She is an energetic member of the North Van team. She is the go-to person when anyone needs music or movies. The consumers & staff are very appreciative of her skills. She has a great love of computers & all gadgets large & small.

Staff Recognition

Four staff were recognized for their years of service: Mary Joy for twenty years; Trisha for ten years; and Kahir and Mai Lan for five years.



Jokes to tickle your funny bone!

By Michelle

Q. What do prisoners use to call each other?

A. Cell phones.

Q. What do you get from a pampered cow?

A. Spoiled milk.

Q. Why did the man put his money in the freezer?

A. He wanted cold hard cash!

Q. What did the fish say when he swam into the wall?

A. Dam!

Q. What do you get when you cross a snowman with a vampire?

A. Frostbite.

Q. What dog keeps the best time?

A. A watch dog

Q. What did the judge say when the skunk walked in the court room?

A. Odour in the court.



“Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world.”

Harriet Tubman

Recipes

By Katrina

Christmas is over but you still have a can of cranberry sauce in the cupboard. Try this chicken recipe – it is awesome!

Cranberry Chicken

1 cup Russian Salad Dressing or Catalina Dressing
1 package Onion Soup Mix
1 can Cranberry Sauce

Pour over 6-8 chicken breasts in a 9x13” pan.
Bake at 350 degree oven for 1 – 1 ½ hours.
Serve with rice, veggie and salad.



Riddles to make your mind bend!

1. What kind of words are the following: Level, civic, madam and eye.
2. What always ends everything?
3. If you have me, you want to share me. If you share me, you haven't got me. What am I?
4. A cowboy rides into town on Friday, stays two days, and rides out again on Friday. How did he do it?

Answers on page 9

Seasonal Affective Disorder

By Jim

Though Vancouver is considered one of the most beautiful places on earth, in the winter months, which brings short days and plenty of clouds and rain, many of us fall victim to poor moods and low energy. This is quite normal during this time of year and, for most of us, is not much of a concern. However, for some of us, this annual depression is much more serious. Seasonal Affective Disorder (S.A.D.) is a mental health condition where someone, who has normal mental health throughout most of the year, experiences symptoms of depression at certain times of the year. These symptoms might include low energy levels, sleeping too much, or feelings of sadness. For most people who suffer from S.A.D., these symptoms happen during the winter months when there is less and less sunshine. However, a few people suffer from S.A.D. during the summer.

Some typical ways to treat S.A.D. can include using medication such as melatonin, or using light therapy with bright lamps, sometimes in various colours. If you are concerned that you might be suffering from S.A.D., it would be wise to consult a medical professional.

However, for those of us who may simply be feeling a little bit down during the darker months, the best medicine can often be simply getting outside into the sunshine.



Resources For Families

By Christina

Now that the New Year is upon us, it is a great time to register/update for the services available to your family members! Some of the passes available to our consumers include Community Access Passes and Access 2 Entertainment passes. Perhaps now is an opportune time to check if yours are still valid and apply for these services if needed!

While browsing the CLBC website, I happened upon a link that I thought may interest most families. The link can be found at www.icanbesafeonline.com and I believe it is an invaluable service available for all members of the family. The internet has become a popular and easy way to connect with family and friends, and keeping ourselves safe online is just as important as ensuring our safety in the "real world".

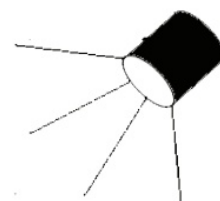
On the site, there are many great informational videos, stories, blogs, and even a quiz for individuals to complete after reading and watching the information. The information provided is geared to empowering and educating individuals with basic safety information while they are browsing online to help keep them safe. There is even a section for families that is meant to help you understand the risks that you or your family members may encounter while online.

CONSUMER SPOTLIGHT

Geoff

By Katrina

Geoff has been with CISS since September, 2003. Since joining the day program, Geoff has volunteered at Kyle Kitchen and Roger's Video and participated with his peers in two plays put on at Our Lady of Fatima Church. Geoff currently works at McDonald's Restaurant in New Westminster on Wednesday mornings. He is actively looking for a second paid position in a sporting goods outlet. If you have ever met Geoff, you would know that he is an avid hockey fan. In his spare time (if there is no hockey game on) he enjoys watching DVD's and playing video games. His other interests are travelling with his family and acting. Geoff has a great sense of humor and would love to be a sportscaster or weatherman - look out Mark Madrega!



"Success is not to be measured by the position that one has reached in life, but the obstacles that he has overcome while trying to succeed"

Booker T. Washington

SUGGESTION BOX

By Shari

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

Communication: The suggestion is *"Would it be possible for managers to communicate effectively with staff? An example, the daily logs (hard copy) – I was told to reprint the daily logs and put them in the file cabinet. Today I was informed by staff members that these are generic logs in the file cabinet. Which one is it?"*

This is a great suggestion and one for which I will provide some clarifying information which I hope will answer the question.

As everyone knows CISS staff have gone through some major learning curves with the introduction of our new database system, Share Vision, which was introduced to the first team only one year ago. Although it was a major learning curve, I have to say that I am impressed by the life skills workers and program managers for managing the change so well, particularly during our CARF year.

While we developed the system, we tried to really think about the system in a way that we could manage, even in the event of a system break down (i.e. no internet access). In doing this, we developed a hard copy of the daily log which could be available to staff in the event they were not able to put the daily log activity in the system. The log developed was generic (as mentioned in the suggestion) so that a staff could document the day's activity. The generic log is a one day log which could be placed in the individual's blue binder and, when access to the internet became available, the staff (or key worker if the staff was a relief staff) could input the data into the system for that particular day(s). Upon completion of the entering of information, the staff would sign off on the log and submit to the program manager.

Over Christmas, we had an internet issue where over three days the activity was limited. Upon return from my vacation, I learned of the issue and the managers inquired into what our plan was for the hand written log notes which had been entered into Share Vision at a later date. The decision that was made was to shred the logs once the manager has confirmed that they had been entered. This decision/process will be built into the ISP system so staff can access that resource for the process. I'm sorry for the confusion over the daily log and will ensure that we get the final ISP Binder in place soon; it was put to the side during accreditation but needs to be finalized with the new ISP planning process in place (with the Quality of Life outcome indicators). Thank you for your patience during the changes and I hope to hear that our communication with staff improves.

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

New Year's Resolutions

By Jocelyn

Well, it's that time of year again: the time we all make a resolution to improve ourselves or some aspect of our life! A new year's resolution is a commitment a person makes to accomplish a new goal or project, or to stop a certain habit. The most common New Year's resolutions are: spending more time with family or friends, getting into shape, stopping a bad habit, saving money, and learning something new.

A New Year's resolution ideally should last the entire year, should improve throughout the year, and should be accomplished by the following New Year!

Here are a few tips to achieving your new goal: choose a goal that you are willing to sacrifice for, choose a goal that you have resources for (a gym nearby, a friend who has set the same goal) and most importantly, set a goal that you truly believe will improve your well being! Happy New Year everyone, and good luck!





Spring Allergies



By Lee

Spring is the time of year that we normally think of when it comes to seasonal allergies. As the trees start to bloom and the pollen gets airborne, allergy sufferers begin their annual ritual of sniffing and sneezing. The biggest spring allergy trigger is pollen -- tiny grains released into the air by trees, grasses, and weeds for the purpose of fertilizing other plants. When pollen grains get into the nose of someone who's allergic, they send the immune system into overdrive. The immune system, mistakenly seeing the pollen as foreign invaders, releases antibodies -- substances that normally identify and attack bacteria, viruses, and other illness-causing organisms. The antibodies attack the allergens, which leads to the release of chemicals called histamines into the blood. Histamines trigger the runny nose, itchy eyes, and other symptoms of allergies. Medications are often the key to handling nasal allergies and sinus problems. But there's also a lot that you can do on your own. Here are some suggestions.

Nasal irrigation: To the uninitiated, squirting water in your nose might seem to be a bizarre treatment for nasal allergies. But it works. "Some trials found that nasal irrigation works as well as antihistamines in reducing symptoms."

Environmental control: If you can reduce your exposure to an allergen, you'll help reduce your symptoms. So take some sensible precautions around the home. If you're allergic to dust mites, buy a mattress cover to keep them out. If it's pollen, keep the windows shut and use air conditioners to filter the air. If it's cat dander, keep the animal out of your bedroom.

Moist air: If the air is dry and you're having sinus problems -- like pain and pressure -- keep your nasal passages moist. Use a humidifier or vaporizer (and keep it clean).

Protection: If you know you're going to be exposed to an allergen, take some precautions. If you need to rake outside during pollen season, for example, wear a mask and goggles to protect yourself -- or get someone else to do it.

Supplements: Some people want to treat their allergies without drugs and hope to find a "natural" cure instead. There is evidence that supplements such as butterbur and quercetin can help with allergy symptoms, but talk to your doctor first. A few popular cold and allergy supplements, including Butterbur and Echinacea, are related to ragweed. They can actually trigger an allergic reaction.

Finding the 'Ideal' Job

In today's economy, we are more likely to think about what kind of job we *can get* rather than thinking about what kind of job we *want*. And especially if you are looking for your first position or are early in your work career, any kind of work experience is definitely valuable. However, as you continue on your career path, at some point you will probably start thinking more and more about your *ideal* or *dream* job. Here are some questions that you can ask yourself to help put you on the right path, or at least point you in the right direction.

- Try to remember when you were a young child: What did you want to be when you grew up?
- What kinds of things do you enjoy doing in your spare time?
- What are you good at? What accomplishments are you most proud of?
- What are some things that you are passionate about?
- What kinds of environments do you prefer?
 - Do you prefer a calm and quiet environment? Or do you prefer an action-packed, busy environment?
 - Do you like working by yourself? Or would you rather work in a team?

These are just some of the many questions that you can ask to get yourself started.

CONSUMER SATISFACTION SURVEY RESULTS

By Shari

In the past three months (October, November, December 2011) there have been 9 surveys completed and returned to CISS.

Question	Yes	No
Did you have help to fill out this survey?	8	1
Who helped?	Family or Caregiver 5	CISS Support Staff 3

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.	6	3	0	0
List of suggestions for the Social Committee: More music therapy; coffee house; Dinner Club: meet a group of friends to eat out; sing along.				
I like the programs that I do at my program.	4	5	0	0
I set my own individual goals at my ISP meeting.	4	5	0	0
I get to try new things at my day program if I want.	4	5	0	0
I like the way my staff help me at my day program	7	2	0	0
My Program Manager listens to my complaints	5	4	0	0 N/A no complaints

Do you have any suggestions or ideas?

Nothing, More music therapy; coffee house, everything is going good, specific plan with exercise that fits to individual would result in effective improvement – if consumer is male then male staff would also be encouraged to help him, No, job workshop.

What do you like the best about CISS?

Coffee house, swimming, staff Ray, being out, coffee house, being with friends, meetings with Shari, their support on job (activity) searching process/progress, swimming, buying lunch on Fridays, staff, volunteering at Coffee House, Anthony (musician), the staff, outings on train, sea bus, bus and the hot tub at swimming.

What do you not like the best about CISS?

Nothing, like everything, nothing, since everything's good, if there are more/same/similar group of people who could be involved in activities such as sports/games/socializing it would be helpful to develop weakness, social skills.., meetings too long, staff are sometimes grumpy.

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.

Answers from page 5

- 1.) They are palindromes – they read the same forward and backwards.
- 2.) The letter 'g.'
- 3.) A secret.
- 4.) His horse is named Friday!

Community Partner: Cameron Recreation Complex

By Michelle

Cameron Recreation Complex in Burnaby has much to offer as its services include indoor racquet sports, cycling, an indoor gym and weight room, indoor tennis, get fit classes, drop in programs, and educational and fun recreational classes for enjoyment. There are seniors' programs along with youth programs. Some members of Community Integration Services Society have been visiting Cameron Recreation Complex on a regular basis. You will be greeted by friendly, warm staff as you enter their facility. The center also has an accessible library on the second floor of the building that you can utilize when you are there. Cameron has partnered with us and offered our consumers the opportunity to be matched to an appropriate volunteer position of their choice. Recently Diane had offered one of our consumers experience within the youth services, helping out with the preschool-aged program that the facility offers. This consumer gained valuable experience and had the opportunity to work with children, which she loves. Other volunteer opportunities include helping out with the seniors' programs if you are interested in giving back while having fun doing it.

Volunteer

During the past few months, consumers from CISS volunteered their time and efforts in a variety of ways. These include: CISS Hot Dog Express, North Shore Meals



on Wheels, Parkgate Senior's Centre, Maplewood Farms, Northshore Outlook, Our Lady of Fatima

Church, Kyle Kitchen, Neighbourlink, and Cameron Centre Day Care. Well done to all of the volunteers!



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 \$30.00. For more information please contact us at 604.461.2131 or email Shari at smahar@gociss.org Membership forms are available for download: www.gociss.org.

CISS Sponsors a family for Christmas

By Mary Joy

CISS employees proved to be most generous with their food and gifts which were donated. This year we sponsored a single mother with two children. A wish list was created by asking what the children wanted as well as the mother. The family has only been in BC for one year. When asked, the mother said she did not want anything, only gifts for the children. She was asked if she could have just one item, what it would be. She chose moisturizer as she did not ever have any. One of the children received a telescope, which was one item on the list, and the other child received skateboard items. The family was given many other items as well – a huge hamper of food was donated by the staff of all the programs, and the mom was given many beautiful gifts from earrings and makeup to moisturizer. Staff also donated their time at the end of the day on a Friday, to deliver the hamper and presents. The family was very thankful and appreciative. We received a wonderful card stating they had a much nicer Christmas because of what was given (from the bottom of their hearts). They also hoped to be able to someday give back to others as we have done. CISS employees are the spirit of Christmas.



BRAVOs

To: Bobbie

Department: IDS 2

From: Brenda

Reason: For supporting an individual who has anxiety with any changes to his programs - he was able to have a successful day at coffee house. You also informed the IDS 2 team on how to handle the situation if it should happen again. Great work.

To: Katrina

From: Brenda

Reason: For making an apron while supporting an individual at his paid position.

To: Nicole

From: Renee

Reason: For adjusting a consumers lunch protocol and minimizing anxiety.

To: Nicole

From: Brenda

Reason: For arranging a movie day and bringing personal TV.

Christmas Fun!



CISS COFFEEHOUSE, COME JOIN THE FUN!



**Thursday
12:00 – 2:00 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**



We need your support

Please support CISS by donating to our 2012 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: Michelle, Andrea, Katrina, Christina, and Jim

Layout by Andrea H.

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If you would like to submit an article, picture, or creative work e-mail your submission to:
jj@cociss.org

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