

F A L L 2 0 1 4

COMMUNITY INTEGRATION SERVICES SOCIETY



News Link



Thank You for your Support!

It has been a busy summer at CISS! In addition to our regular programs, we held a car wash and hot dog sale. This was a fundraiser in support of our summer barbecue, which was held at the end of August. We're thankful to everyone who came out and showed their support by buying a hot dog or getting their car washed. Also, thank you to all the people who washed cars, cooked and sold hot dogs, and held signs on the sidewalk so people driving by would see our car wash going on. Special thanks go to the Social Committee for organizing these fun events!



Commission on Accreditation of Rehabilitation Facilities (CARF)

By Shari

Over the summer Erica, our summer student for the past two years, has been helping to organize our materials for CISS' upcoming CARF survey. CARF, which stands for the Commission on Accreditation of Rehabilitation Facilities, is our accrediting body.

This external review by CARF is a requirement of CISS' contractual agreement with Community Living British Columbia (CLBC) and takes place (if we pass with full credits) every three years. CISS has been accredited with full credits since 2005. This year, our site survey is scheduled for Monday October 6 and Tuesday October 7th.

The survey team comprises of industry peers who follow a consultative (rather than an inspective) approach in conducting the on-site survey. In addition to interviews of staff, persons served and their families, the surveyors observe organizational practices, review appropriate documentation, answer questions, and suggest ways to improve the provider's operations and service delivery.

Following completion of the survey, CARF renders an accreditation decision and delivers a report that identifies the service provider's strengths and areas for improvement and its level of demonstrated conformance to the standards. To demonstrate its ongoing conformance to the CARF standards, an accredited provider

completes a Quality Improvement Plan after receiving the survey report and submits an Annual Conformance to Quality Report each year throughout the accreditation term.

On Monday October 6th the two surveyors (one administration, one program) will arrive to Melissa Park by 9:00 A.M., where everyone will be invited to take part in a start up meeting/gathering. We will be able to introduce you to the surveyors so if you are contacted or interviewed you will be familiar. After the kick off meeting the administration surveyor will meet with the board of directors and the program surveyor will be guided through each of the program departments at Melissa Park and North Vancouver offices by the program manager. Don't be surprised if you see the program surveyor in the community visiting your program location. By the late afternoon on the 7th everyone will be invited back to the office at Melissa Park to hear how the survey went. We can celebrate our success and enjoy hearing all of the positive things about CISS and the hard work that everyone does.

In the meanwhile it is business as usual with a little extra attention to reviewing our systems. Please assure that if you have any questions to contact either your program manager or myself.



Bev's 77th Birthday Celebration



Jesse, at the bird sanctuary with a crane.

Annual General Meeting

By Shari

June 25th was our 2014 Annual General Meeting BBQ and this year was one of my favourite years yet. The weather was spectacular, the food was incredible (thanks to the Caterers: Katrina, Rae, and Chantal), the business meeting was interesting and visiting with all of the guests was fantastic. This year's AGM was well attended with family, friends and volunteers. We were even lucky enough to have two individuals who had not even started attending our programs yet come with their families, it was great that everyone got to meet them for the first time at such a social event. The annual meeting gives us the opportunity to reflect, it helps us recognize our good work as well as our struggles over the past year. At the annual meeting we recognize employees reaching milestone years of service. This year we celebrated two 10 year awards, Linda and Dee and two 5 year awards, Michale and Angel. Handing out the awards is one of my favourite tasks at the meeting. It gives me the opportunity to tell the staff how much I appreciate their hard work and commitment to the individuals who use our service and to our Society as a whole.

To see the full report for 2014 please visit our website at www.gociss.org or see a hard copy at Melissa Park.



Eagle Ridge Hospital Thrift Store – Volunteer

By Brook

Since early May 2014, Lee Martin has been giving his time to help support a local outlet not far from Melissa Park. The Eagle Ridge Hospital Thrift Store located nearby on Shaughnessy Street has welcomed Lee to come by and lend a hand for a good cause. Lee contributes to whatever is needed to be done. The small store generally needs new donated items sorted, organized and placed out into the showroom for sale. There is general clean up in the show room with sweeping and dusting, Lee also helps organize the stock room. The thrift store staff genuinely appreciates Lee's help and really enjoy having him.



Fragile X Syndrome

By Pushpinder

Fragile X Syndrome, also known as Martin-Bell's Syndrome or Escalante's Syndrome, is a genetic condition that can have a variety of effects. People with Fragile X Syndrome (FXS) have a normal life expectancy, most will need support and care for their entire lives. In affected individuals, a single gene is shut down and cannot produce the protein it normally makes for typical development and functioning of the brain.

Some of the symptoms may include:

- Anxiety and unstable moods
- Long face, large ears, flat feet, low muscle tone
- Attention deficit hyperactivity disorder
- Intellectual impairment to varying degrees
- Delayed and abnormal speech
- Autism in 20- 25% of people
- Seizures (epilepsy) in about 25% of people
- Ability to hyperextend joints, especially fingers

There is currently no drug treatment that has shown benefit specifically for fragile X Syndrome. Supportive management is

important in optimizing functioning in individuals with fragile X Syndrome. It may involve speech therapy, occupational therapy, individualized behavioral and educational programs. People with FXS will experience a number of challenges in their lives, but with effective interventions and support they can be engaging and productive members of their families, schools, workplaces and communities.

<http://www.fragilexcanada.ca/index.php?id=11,0,0,1,0,0>

http://en.wikipedia.org/wiki/Fragile_X_syndrome

<http://www.fragilex.org/fragile-x-associated-disorders/fragile-x-syndrome/>

Thank you to Lafarge



Thank you to Kevin Recksiedler from Lafarge Canada Inc. at the Abbotsford Gravel Sales location. He donated 8 bags of washed and bagged sand for the sand castle competition at our August Barbecue.

Health and Safety

By Pamela

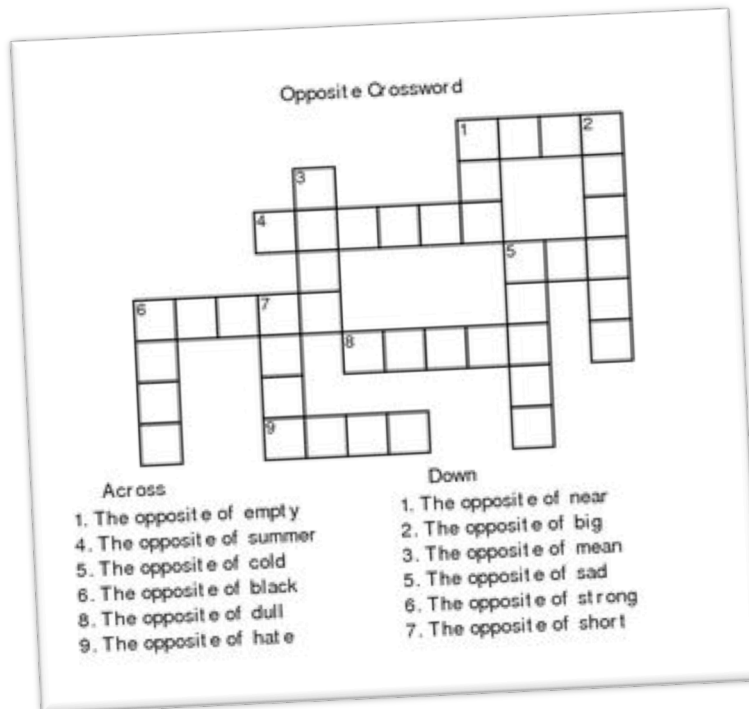
Over the past several months, the Health and Safety Committee at CISS has been busy with several tasks. The annual Risk Assessment Survey was completed at the end of 2013 and your committee has made several recommendations and has been following-up on those recommendations to ensure the safety and well-being of staff. As always, the more feedback we have, the better the committee can serve the society, so we appreciate those who participated. As well, in accordance with WSBC regulations, our WHMIS policy has been updated and a MSDS (Material Safety Data Sheets) binder has been created. This binder is kept in the staff office – ask your H&S rep if you don't know where to find it. Thank you to Erica for helping the committee get this in place.

The H&S Committee has also been busy reviewing the Health and Safety Booklet, which informs all staff about local Hospitals, local clinics, what to do if involved in a motor vehicle accident, alternate locations to report to in the event of a disaster, and emergency numbers. The booklet has now been updated! You should have received a copy to place in your emergency car kit. Don't forget to destroy the old one. Lastly, a reminder that all staff should be reading the monthly H&S meeting minutes which are posted on the Health and Safety board. Please make sure that you read the minutes each month and sign off on the signing sheet.



FALL FUN PAGE

By Navjit and Pushpinder



JOKES

Q: What goes up and down but does not move?

A: Stairs

Q: Why can't your nose be 12 inches long?

A: Because then it would be a foot!

Q: Why don't traffic lights ever go swimming?

A: Because they take too long to change!

Q: Why did the man run around his bed?

A: To catch up on his sleep!

RIDDLES

Q: The turtle took two chocolates to Texas to teach Thomas to tie his boots. How many T's in that?

A: There are 2 T's in THAT!

Q: How many books can you put into an empty backpack?

A: One! After that it's not empty.

Q: What is full of holes but can still hold water?

A: A sponge!



FALL SCRAMBLE

Can you unscramble the fall words below?

- avesle _____
- ulfkhnat _____
- inkpmup _____
- oups _____
- utkrye _____
- norac _____
- ertocob _____
- tanmuu _____
- olohcs _____
- ragnoe _____

Answers: 1. Leaves, 2. Thankful, 3. Pumpkin, 4. Soup, 5. Turkey, 6. Acorn, 7. October, 8. Autumn, 9. School, 10. Orange



From the Executive Director's Desk

By Shari

I hope that everyone is enjoying this hot and dry summer that we are having in the Lower Mainland this year. I can see from the fruits of their labour that our garden is growing both flowers and vegetables. Thank you, to all of the staff and clients, who have; donated, volunteered and worked hard to present such a lovely garden. It is wonderful smelling the flowers and watching the tender care that is given to the garden every day.

I am so happy to see everyone is such great spirits and to see the new individuals on the IDS 1 team fit in to their programs so comfortably. We have two more individuals who will be joining the IDS 1 team in September.

Some of you may remember but for those of you who don't: From March 4 to 29, 2011, Community Integration Services Society partnered with Community Living British Columbia (CLBC) as part of a demonstration project to assess the quality of life of persons with developmental disabilities receiving supports and services from providers in the Fraser Region of British Columbia. There were a total of seven (7) service providers who took part in the demonstration project. Since then service providers from across the province have taken part in the ongoing work of quality of life and have taken part in the Include Me surveys. CISS will once again be taking part in the quality of life surveys now called "Include Me," this will take place sometime in the fall of 2014. The survey will be done for all individuals served by CISS in both the Simon Fraser Region (Melissa Park Poco programs) as well as the Vancouver Coastal Region (North Vancouver programs). We will provide more detailed information as we get closer to the dates however if you want more detail about the process please visit <http://www.communitylivingbc.ca/> website and search for Quality of Life information.

Here is a Summary of our last survey:

Of the 42 adults served (in the region) by CISS, 25 were surveyed. Of these 25 adults, 18 (72%) answered the survey via self-report while surveys for 7 individuals (28%) were completed by proxy respondents. To achieve completed surveys for 25 individuals, 40 were invited to participate resulting in a response rate of 63%. Proxy surveys were completed by two individuals (generally a family member and a support staff from CISS) who would answer the survey questions as if they were the person (client). The proxy surveys were done one at a time (separately) and the answers were summarized/averaged for the results. CISS on average had a very high self-reports done in comparison to the other groups interviewed.

Quality of life framework as adopted by this tool suggests that each of the domains is connected to one of three overarching factors:

- Independence (Domain: personal development, self-determination)
- Social participation (Domain: interpersonal relations, social inclusion, rights)
- Well-being (Domain: emotional well-being, physical well-being, material well-being)

Continued on next page...

Quality of life scores for adults served by CISS ranged from 7.30 for the domain physical well-being to 5.98 for the domain social inclusion.

Domain	Average Score CISS	Average Score Other groups	Difference between CISS & Others
Physical Well-Being	7.30	8.58	-1.28
Emotional Well-Being	7.28	8.07	-0.79
Rights	7.18	7.75	-0.57
Material Well-Being	6.60	7.08	-0.48
Personal Development	6.28	6.57	-0.29
Self-Determination	6.12	6.76	-0.64
Interpersonal Relations	6.05	5.93	+0.12
Social Inclusion	5.98	7.22	-1.24

The average scores for CISS for the well-being domains (emotional, physical, and material wellbeing) were lower than the average aggregate scores for these domains (differences were statistically significant. Specifically: The average score for emotional well-being (7.28) was significantly lower than the average aggregate score of 8.68. The average score for physical well-being (7.30) was significantly lower than the average aggregate score of 8.07. The average score for material well-being (6.60) was significantly lower than the average aggregate score of 7.75. For all other domains (personal development, self-determination, interpersonal relations, social inclusion, and rights) differences between average scores for CISS and the aggregate sample were not statistically significant. The results may be varied by the fact that there were higher proxy surveys completed by other organizations in the project however we still needed to address the issue.

In response to the outcome of our surveys CISS changed our Individual Service Plan to better meet the individual's needs. CISS developed the ISP in order to define the services the Society will offer to an individual. The areas of strengths, individual hopes and dreams, personal achievement, and the creation of goals are all discussed during the ISP meeting. The ISP is based on the framework of Quality of Life, which considers 8 domains.

I hope that in this year's survey that we discover that people who take part consider themselves to have a good life and that this is reflected in their responses to the survey questions. If you want additional information about this year's surveys please contact Mary Joy Lovering (604-986-1511) or Shari Mahar (604-568-4753).

Bird Sanctuary Day Trip

By Brook

Some of us took a day trip to George C. Reifel Bird Sanctuary recently, located in Delta just west of Ladner. With nearly 850 acres of wetlands, trails, natural marshes and low dykes in "the heart of the Fraser River Estuary," it is a great place to catch a glimpse of many species of birds (of which over 280 have been documented), and other wildlife in their natural habitat. It comes highly recommended by the group to journey out to Delta and spend some time to view some beautiful wildlife in our "Supernatural British Columbia". We will be back!



Consumer Satisfaction Article

By Pam

In the past three months (May, June, and July 2014) there have been 14 client surveys completed and returned to CISS.

Question	Yes	No	No Response	
Did you have help to fill out this survey?	14	0	0	
Who helped?	Family or Caregiver 9	CISS Support Staff 5	Peer 0	Home Support Worker 0

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.	8	5	0	1 (Don't Know)
List of suggestions for the Social Committee: Christmas party, Valentine's party, more BBQ's (hamburgers), Valentine's Day Party, Christmas Party, New Year's Party, Summer picnics.				
I like the programs that I do at my program.	9	5	0	0
I set my own individual goals at my ISP meeting.	6	5	1	2 (N/A & Don't Know)
I get to try new things at my day program if I want.	10	3	0	1 (N/A)
I like the way my staff help me at my day program	10	4	0	0
My Program Manager listens to my complaints	10	3	0	1 (No complaints Face wasn't circled)

What do you like the best about CISS?

Ya!
Swimming, going out for lunch, socializing, staff
People
The staff treat me like an adult. The staff help me improve my behaviour. I like all my activities
Good staff
Painting
I like going out
Coffee House
I like my programs, my peers & my staff
Lunch out & movies, drinks, looking around, going home & getting changed at the end of the day, bowling, Coffee House (social), volunteer
Coffee House is working out well so far.
Working on computer.
Outings with the staff

What do you not like the best about CISS?

Friday because I have to work
Nothing
Nothing
I don't like when I have to stay inside due to rain
Nothing
Working (exercise)
Have not been there long enough to develop any dislikes.
No complaints

Do you have any suggestions or ideas?

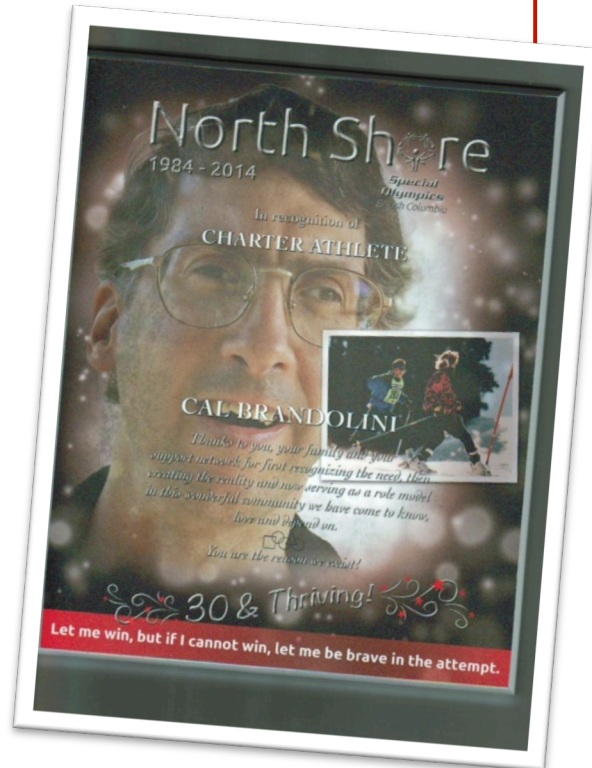
No
Office – paper work
Colour printer??
No
No
No
No
I like being happy!
Not at this time
Social gatherings

Spotlights

Cal

By Trisha

In the spring of 2010, Cal joined our Leisure program in North Vancouver. Gifted with a terrific sense of humour; energetic and outgoing nature, Cal immediately became a welcomed addition to our team. Although it isn't obvious to people that first meet Cal, he has visual challenges and is a member of the CNIB. Cal was recently featured in the North Shore News for his 30 years of participation and excellence in Special Olympics. The confident athlete has excelled in skiing. Cal's achievements extend with his accomplishments and thirst with technology. Equipped with an iPhone 5, iPad and determination to learn the latest technology, Cal's ambition puts him more advanced than most of us. Cal is a considerate individual who enjoys giving back to the community. Cal has volunteered in various programs such as delivering trays from Meals on Wheels to recycling. Cal delivered the North Shore Outlook until it folded and was given a letter of appreciation for job excellence. On Friday mornings, we all can look forward to a squeaky clean office, compliments of Cal the Cleaner. We feel very privileged to have Cal as part of our team.



Kathy

By Trisha



For the past dozen years and change, Kathy has been and continues to be an enormous strength to our North Vancouver team. Equipped with a vast network of connections and amazing people skills, Kathy has been the source of finding many jobs for our IDS team. As our appointed social planner Kathy is incredible at preparing outings to custom fit the interests of our clients while searching for bargains to keep costs down for our society. Kathy is modest and doesn't like to be in the limelight although she dedicated many hours of her own time to find the present North Vancouver office location. Last fall, Kathy received devastating news following a routine woman's medical procedure. Needless to say, Kathy was stunned and frightened at first by the upsetting diagnosis. Kathy astounds not only all of us at CISS but also her doctors. Since then, she has remained in full control of her life as she took in stride her surgeries, chemo and radiation. What is most remarkable is that Kathy keeps working! It is doubtful that most people knew she was battling cancer. Kathy is such an inspiration. Kathy would like to remind everyone that early detection is VERY important, and to keep up to date with regular checkups.



Suggestion Box

By Shari

Over the past four months there was three suggestions made through the suggestion box

Suggestion: To add “dancing” as a specific choice under the physical activity section on the Share Vision Daily Log. Many of the CISS clients participate in dancing at Coffeehouse, and is in fact a significant form of exercise for those who do participate, often dancing for the entire hour when the music is played.

Coffeehouse is listed on the Daily Log as a leisure/recreational activity however we all know that each individual who attends participates in a range of ways i.e. dancing, singing, clapping, listening, etc. We certainly could add dancing to the daily log and for those who want to track the activity as two events (Coffee House as a leisure/recreation activity and Dancing as a physical activity). What the log will not track is the length or intensity of the activity i.e. someone who dances once will have the same tracking as someone who dances the entire hour. If the writer feels that the physical activity requires more detailed tracking please discuss with the program manager who can help put together a goal which can track more closely. Please note that when Dancing is added to the log it will on track from this day forward unless you go back and tick off dancing. Only go back and tick off dancing for those days that have not been summarized into a report. Thanks

Suggestion: I would like to suggest that strong perfume & colognes not be worn to Day Program.

I agree that being in a shared space like the building(s), a vehicle or any other shared space can be uncomfortable for some if others are wearing strong or too much perfume or cologne. I hope that this suggestion and my response is a gentle reminder for all of us to pay attention to this request and use a little less product. If there is a specific person who you have in mind please take that person aside and let them know how you feel, if this is uncomfortable see your program manager and ask them to help you solve the problem. The manager would assure that they did not disclose who you are when discussing the problem. Thank you, for bringing this to all of our attention.

Suggestion: We would like a copy of our time sheets.

Sure, staff are welcome to make a copy of their time sheet prior to submitting it for payroll. Please note that your paystub has detailed information about what you are paid in the current pay period as well as year to date information. Thanks for the suggestion.

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

Derek's Job at Boston Pizza

By Bijan



Derek has recently started working at Boston Pizza. To get the position, he was successful in completing a working interview. He portions food like “Cactus Cuts” and Fries into weighted individual servings and stores them in the walk-in Freezer. Derek is being supported by CISS staff as he develops his skills working in the kitchen and becomes more comfortable with the tasks he is assigned. He works every Tuesday for two hours. Derek is very focused on his duties when he is at work and is very hopeful they will be expanded in the future so he can work more hours each week. He is an important member of the team at Boston Pizza and greatly enjoys the independence of having his own paycheck. Great work Derek.



CISS COFFEEHOUSE

COME JOIN THE FUN!

THURSDAY 12:15 – 1:30 PM

PLACE MALLAIRDVILLE

1200 CARTIER ST.

COQUITLAM

\$2.00 ADMISSION

CONCESSION ALSO AVAILABLE

(COFFEE, POP, CHIPS)

LIVE MUSIC, DOOR PRICES, DANCING,
OPPORTUNITIES TO SOCIALIZE

BRAVOS

To Ramon G from Christine – for assisting with a flat tire.

To Katrina from Brenda – for donations for the garden

To Hudson and Matt from Brenda – for heavy lifting in the garden, moving rocks around several times.

To Katrina and Nicole D. from Brenda – for working so hard in the garden often donating own time.

To Matt from Brenda – for using personal truck to retrieve dirt for onsite garden.

To Katrina from Lee – for donating plants.

To Lorna from Lee – for donating stepping stones.

To Mai Lan and Chantal from Lee – for donating plants and seeds.

To Brenda from Lee – for donating plants and watering can.

To Trisha from Mary Joy & Shari – for assisting Program Manager with schedules, reports and tasks needing to be done, while the Program Manager was working from the head office.

To Rob S. from Pushpinder – for helping me with a flat tire.

To Tanya from Rob B. – for assisting with a client.

To Erin from Rob B. – for assisting with a client.

We need your support

Please support CISS by donating to our 2014 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: Brook, Pushpinder, Nina and Jeffrey.

Layout by Kimberley S.

Printed by Kwik Kopy
8628 Commerce Court
Burnaby, BC
604 444 4452



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

Community Integration Services Society

Admin. Office

2175 Mary Hill Road
Port Coquitlam, BC V3C 3A2
Ph: 604.461.2131 Fax: 778.285.5520

Inlet Enterprises and Individualized Day Services 1 & 2

2175 Mary Hill Road
Port Coquitlam, BC V3C 3A2
Ph: 604.461.2131 Fax: 778.285.5520

IDS - Leisure Services

#207 – 277 Mt. Hwy
North Vancouver, BC V7J 3T6
Ph: 604.986.1511 Fax: 604.986.4455

www.gociss.org

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

Community Integration Services Society

2175 Mary Hill Road
Port Coquitlam, BC
V3C 3A2