### FALL 2015

### **COMMUNITY INTEGRATION SERVICES SOCIETY**

Happy 25<sup>th</sup> Anniversary Community Integration Services Society who has been providing *Quality Community Inclusions Services since July 3, 1990* 

News Link



By Shari

There have been so many people who have came through our services or worked for us over the past 25 years and we were very happy to have so many guests at the celebration on June 26<sup>th</sup> at our Annual General Meeting and BBQ. It was wonderful to see one of our original clients, Ed Hill, join us in this celebration.

Make sure you drop by Melissa Park to see our special Celebration Tree made up of everyone's thumbprint.

The day was filled with tears of joy and tears of sadness as we released blue balloons for Kerry, and sent Pam off on her retirement. The joyful part of the day was getting together with those individuals who love and support CISS. Since we moved to Melissa Park we have been blessed with beautiful and sunny weather for every single outdoor event we have hosted in our backyard. The day was super hot but with the steel drum music playing in the background it felt like we were on a Carribbean vacation.

... continues on pg. 2







## From the Executive Director's Desk

#### ... continued from pg. 1

Our board of directors hosted the Annual General Meeting (AGM) portion of the day and gave the audience great information about our the past year and its success, the financial business of the Society and the future strategic direction of the organization.

I want to take the time to recognize and thank our dedicated board of directors who work quietly and tirelessly in the background as volunteers. Under the leadership and direction of our board Chair Vinay, Vice Chair Peter, Treasurer Michael, Secretary Sue, and members at large Sarah, Marta and Laura. Thank you for all of your support and dedication over the past several years, we couldn't do our work with you.

We are very excited to start on our next 25 years and our vision and focus comes out of our strategic planning process. Strategic Planning is an organization's process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy. The process involves setting goals, determining actions to achieve the goals, and mobilizing resources to execute the actions. A strategy describes how the ends (goals) will be achieved by the means (resources). Strategic planning helps CISS have forward thinking and moving work which assures that our clients (those individuals in service) are getting what they are asking for. This is done by getting feedback. On January 8, 2015 the Board of Directors, administration and management staff participated in a facilitated Strategic Planning meeting with Darrell Lim from Vantage Point Vancouver to revisit the Society's Mission, Philosophy, and Vision and to create a new strategic direction.

### **Mission Statement**

Community Integration Services Society is committed to enabling individuals with disabilities to become active members of their own communities.

### **Philosophy**

CISS is firmly committed to the principles of full integration into the mainstream of community living for all individuals. In order to achieve integration, Community Integration Services Society believes that every individual has the right to interact and to engage in the greater community.

### <u>Vision</u>

Community Integration Services Society will be a leader in greater Vancouver in supporting individuals with disabilities through an expanding range of services that respond to identified needs, a dedicated team of professionals who are supported in their professional growth, and the proactive use of technology systems and increasingly independent financial sources.

The board, administration and management team met again on April 8<sup>th</sup>, 2015 to take the information from the Include Me! Surveys, the CISS Annual Satisfaction Surveys and the results of our January strategic visioning session and turned it into our strategic plan for the next three years. ....*continues on pg. 3* 

Expand CISS Services by evaluating the needs both

Explore Respite Services through assessment of

needs

Expand

Services

internally and externally.

Define and assess

need for

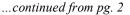
expansion of

services

Re-educate

internal and

external stakeholders



Strategic Goals 2015 - 2018 the ideas are emerging.....

Expand CISS' Presence within Metro Vancouver, building stronger relationships with the community through marketing and community building activities.



Improve internal business and administrative processes and build human resource capacity of the leadership and board team.



### Develop robust fundraising program

Continue to

improve exisitng

services, expand

employment

services

Showcase success

stories of current

services

Explore and enact, if possible, alternative funding models

### Thank You to our Rock Garden Helpers By Jeff

In June of this year, a huge team worked together to improve our Garden at CISS. Over the past few years, many hours have been spent on the garden, weeding, planting and watering are just some of the tasks that people have helped with. This June, with the support of many families, staff, board members, and local businesses, we turned our garden into a rock garden. First we had to lay the fabric before the rocks were dropped off, and then 30 volunteers from our programs, family and from Telus worked hard to shovel the rocks throughout the garden. Special thanks to Anthony, Dennis, Curtis, Marlene and Brian from Telus who helped us spread over 8 cubic yards of rock in under an hour.



### FALL 2015

### NEWSLINK

# All Good Things Come to an End Eventually

### By Shari Mahar, Executive Director

I would like to acknowledge Pam Galt who, after 20 years at CISS, retired following our June Annual General Meeting. Pam, who started her first day at CISS on June 5, 1995, is leaving us today to begin the next phase of her life. Who would have thought that when Pam was hired as an Office Assistant working four hours a day that she would reach her 20 year anniversary mark at CISS? Pam stated that when she was hired she thought that she would have this job for about three years but to her own surprise has had 20 years of great employment at CISS. Pam will be enjoying retirement with her husband Gord, her children and grandchildren.

Pam has fond and lasting memories of CISS and has great recollection of meeting Mike on her first day of work. Pam pays close attention to fashion and always looks great and Mike recognized this in Pam. On Pam's first day of work Mike commented on how nice the material of her blouse felt. They continued to admire style together over the years and to this day Mike asks Pam if she still has her leather vest.

Pam is a committed employee who has had a huge impact on where we are today. Her job is so diverse that it is really hard to put it into a job description. I have been able to rely on Pam for every job I have ever asked her to do. We have sat in an offsite cold storage room sifting through years of time sheets, we have moved several offices to new locations, we have cleaned more things than you can imagine, we designed the layout and colours of



Melissa Park, we stood together at an Auction to get good deals for CISS when we moved to Melissa Park, we waded through water up to our knees during the flood at Hansen House, and the list goes on. Not only is Pam committed and generous to CISS, her husband has always helped us with lending his truck and his strength for all of the moves over the years as well as his great BBQ skills. The Galt family have been generous with donations to the Society and have sponsored the 25<sup>th</sup>Anniversary AGM; they contributed all of the food and of course Gord did the barbequing.

We have laughed and cried together, we have pulled out our hair trying to figure out how to stretch the CISS dollar. And I would not want to change a minute of this time with Pam. Pam is my friend; colleague, mentor, someone who I deeply respect and I will miss her greatly. Pam's eyes filled with tears when I asked her....*What will you miss the most when you retire*? Pam said "I will miss the people" as she choked backs tears and said "this is an extension of my family, I always feel like I am safe....can take risks....and my back is always covered....I will miss everyone at CISS."

## **CISS LOGO**

From 1990 until 2000 CISS had a logo that represented community and in 2000 our new logo representing people was created



Community Integration Services Society

Members of the IDS 1 Team

# **CISS HISTORY**

### IDS 1 Program by Navjit



**FALL 2015** 

CISS formed Norwood Day program in 1994 running out of Coquitlam and within the year there were 12 participants. The program was developed to serve the needs of the participants who were not ready to enter the work force and who did not fit into a regular group or day program setting. The program expanded for the next few years offering a diverse program for the participants. In 1994, Individualized Day Services began operating out of the CISS head office and continued to expand for the next few years. IDS client's abilities and needs spanned a wide range, leading to unique, diverse programs ultimately with a common theme: helping the

participants access their community through education and

vocational or recreational activities. In the fall of 1998 Norwood and IDS merged and moved to a new site, which was primarily used as home base for the community based programs.

IDS programs are created with the input from the individuals, their families and caregivers, and other involved persons and have individual goals identified. IDS programs are developed to meet each individual's needs in all aspects of their daily lives, including supports around employment through pre-employment training and volunteer work experience.

Today, the IDS 1 program supports many people who are working or looking for work. Members of the IDS 1 team contribute to the community through a number of different volunteer positions. Many of the Coffeehouse volunteers are from the IDS 1 team.

## IDS 2 Program

### By Brook

IDS 2, as we know it today, came out of the Norwood program, an IDS predecessor program formed in 1994. The purpose of the Norwood program was a continuing education and training program for individuals who had recently graduated from high school. Many individuals felt they were not quite ready for job readiness programs, but wanted to expand their experience into their local community in preparation for future employment opportunities. Norwood was renamed IDS 1 and moved to a new location in Port Moody. As more individuals arrived, a new IDS program was formed: IDS 2. Since then, the three programs housed at the Port moody location have moved to our new site, Melissa Park, located in Port Coquitlam, where the programs IDS 1, IDS 2 and Inlet Enterprises continue.



Members of the IDS 2 Team

### FALL 2015

#### Members of the Inlet Team

### Inlet Program by April

After Woodlands Institution closed its doors, its population was moved into private and non-profit group homes in their communities. Societies such as Community Integration Services Society Inlet Enterprises Day Program were born to meet the needs of this population during the day. Inlet offered a place for individuals from various communities to grow, learn and most importantly belong once again.



The activities offered at the program were diverse to

accommodate the abilities of the individuals, but the small site in

Maillardville hindered its potential growth. After a couple of months, the program moved to a location on Clarke St. in Port Moody, where the program was able to offer a greater variety of activities such as crafts, baking, music, life skills, as well as, hot lunch and movie days. This gave individuals both social and skill based activities to enjoy.

Over the years individual's programs evolved and became more client centered on their individual abilities. Support began to be tailored for their increasing needs using different styles of support from home based to full community inclusion supports.

Today, Inlet is a partial senior program supporting 13 individuals who are busy volunteering, while a few have obtained paid employment. Inclusion has given these individuals the opportunities to develop their social networks outside of their programs; enriching their lives with new friendships and allowing them to be active members of society.





# North Vancouver Program

CISS first began operating Leisure Services on the North Shore in May of 1993 in response to a call for programs for seniors with developmental disabilities. At the time, the program was innovative because it was one of the first programs that operated entirely in the community and was not based in a centre. The seniors who participate in the Leisure program typically attend between 2-6 hours per week and participate in a range of community activities, with the goal of forming new friendships in the community. The Leisure Services program has been very creative in finding ways for the participants to pursue their

interests and meet other seniors in their community. As individuals continue to

discover new interests and abilities, the Leisure program is there to help them find a way to participate with people who share these interests in the community.

The Individualized Day Services Program on the North Shore welcomed its first client in 1995. This program was developed to meet the unique needs of many people in the community, including those who were just leaving high school. The clients in the IDS program participate in their community through a mix of volunteering, employment and recreational activities. The wishes of the client determine the direction of their programs. For several years, the program ran "Hot Dog Express," a Hot Dog stand that employed members of the IDS team and taught them many skills. The stand was initially held at Maplewood Farm and later moved to Ron Andrews Community Centre.



### FALL 2015

# Kyle Kitchen Program

Kyle Kitchen opened on May 6, 2003 and is an innovative project between Community Integration Services Society, the community of Port Moody with support from Kyle Centre. This was a result of a CISS staff advocating for the participants of the Individualized Day Services program who was looking for somewhere to teach a cooking program. Originally this staff was successful in finding a facility, free of charge, however after sending out letters of intent, she was contacted by the Manager of the Port Moody Community Services and Facilities, a Recreation Programmer with Kyle Centre.

The Kyle Seniors were looking for someone to run a senior's soup and sandwich program. A volunteer with the seniors at Kyle Centre was very interested in what CISS had to offer. A meeting was set up including the seniors and the group where they decided on what steps needed to be taken. Within a few weeks the kitchen began its successful operation. The participants and their staff from CISS have been working hard and learning many new skills.

Every Tuesday CISS serves seniors an affordable lunch consisting of a soup, sandwich and dessert in their own community. This program supports CISS work in employment development, community partnerships, and relationship building. The Kyle Kitchen program is run by volunteers looking to gain some valuable transferable skills. This project provides 12 individuals with



volunteer positions learning applicable life skills. On Mondays, the volunteers prepare soup stock, and make dessert all from scratch. While the crew is at the kitchen preparing lunch for Tuesday, a team of two is busy shopping for the weeks' groceries. On Tuesday, the team arrives first thing in the morning to finish making the hearty soup, prepare the tasty sandwiches, and the dessert for the "sweet tooth." At 1130, lunch is served. The seniors line up, and the volunteers take orders, handle money and practice social skills. Once lunch is finished another crew arrives to do the clean up and dishes. The Kyle Kitchen program serves approximately 15 to 20 seniors on a regular basis. Each year there is a special Bridge Lunch. This lunch is a variety of sandwiches, veggies, fruit platters and dessert. Many volunteers have come and gone over the last 12 years including many who have learned valuable skills and gone onto similar paid employment.

# Coffeehouse



Coffeehouse has been around for just over 18 years, and while Coffeehouse has changed from its initial vision, one thing that has remained constant: Coffeehouse is a fun place for people to come together to connect with friends and share a love of good music. Every Thursday at Place Maillardville, people line up and wait patiently for the doors to open, and quite often you can hear the people in line wondering if their favourite musician will be there. Will it be Anthony, will it be Ron, or will it be Gordie or Chris. No matter which musician eventually shows up, they all

know a good time will be had by all. What often goes unnoticed by those outside is the hard work by those who help to get coffeehouse ready. Whether it is setting up chairs and tables, putting out signs, running admissions, or working in the concession, everyone has a job, and everyone is part of the team, and that is one of the best things about Coffeehouse. In the past year to better help facilitate employment readiness for the people we support, Coffeehouse adopted a more formalized job description and posting system for the various jobs that need to be done at Coffeehouse. Starting last September, jobs were posted and volunteers had to apply for the job they wanted. This year, jobs will be posted again so people can try a different position and work on developing new skills.

Balloon release for Kerry.

dance.

### **FALL 2015**



house isn't focused anticular activity — Mary Joy Russell: "This ample, swimming or in different agencies in orgener and trade for activities, share resources or eet one another. says it also fits with Nervoe and t teaching adults skills which can ays because the se isn't focused cular activity —



sell was pleased "They seemed to be

Each month, Community Integration Services Society clients dona interest local businesses and organizations. The Perr Moody base ing Byres to collecting materials for neyclicit, CISS workers evolving clients, with the goal of helping them find part-time paid employment Mary Jop Russell, a supervisor with the society, says each clients nee skills are assessed, and programs are tailored around what they can do them match clients with suitable employre.

nen match clients with suitable are panyore urounu what they can do. Workers The society runs four programs. Inlet Enterprises, based in Port Moody, works ainly with clients in heir Airtheis to fiftigs, while Coquitlants Norwood Day rogram is geared to young adults recently out of school, with clients ranging in the from about 15 to 23.

ge from about 19 to 23. Individualized Day Services in Port Moody offers one on one help to adults, while North Vancouver-based Leisure Services integrates seniors into the com-unity through recreational activities. Coquidam's Community Ventures Society — which collaborated with CCIS to tart up a weekly coffehouse — provides support to families and individuals lealing with disabilities. The society helps clients out with academic pursuits, cereational interests, employment and other needs. For information on Community Ventures Society, call 393-6070. Employers and anyone else wanting information on Community Integration Services and anyone else wanting Society can call 931-2131

### In Loving Memory of Kerry Jones June 27, 1976 - May 18, 2015 By Katrina

If you look to the heavens, you will see a bright new shiny star! It was with heavy hearts that we had to say goodbye to Kerry Jones on May 18th, 2015 after her long and arduous battle with Leukemia.

Kerry was one of the first participants to join Norwood Day Program in July of 1995. She was a joy to be around and brightened up the room whenever she arrived at "school", as she called it. Kerry was easy-going, kind and very supportive of everyone. Although not one to say a lot, when she did speak, we all listened. Kerry knew what she liked and what she

didn't! Kerry's favourite things to do were; going for walks, riding the sky train and playing baseball. She was always willing to pitch in and help with whatever was going on, whether it was participating in a car wash fund-raiser, gardening or helping out in the kitchen.

Kerry left us with many wonderful memories. When we think of her, we will immediately think of Thomas the Train, we will recall the little skip she used to do, and hear her say "Bus, get to work now!" and "I like you!" – her favourite sayings.

WELL, MISS JONES, WE LIKE YOU TOO! AND WILL MISS YOU! YOU WERE A SPECIAL YOUNG WOMAN AND HOLD A SPECIAL PLACE IN ALL OF OUR HEARTS! THANKS FOR ALL THE **BEAUTIFUL MEMORIES!** 

# **DO YOU REMEMBER WHEN...**

### In 1990

The Spice Girl Brit Awards



Back in 1990 we complained about the cost of living, however the:

Cost of new house \$123,000.00 Average Income per year \$28,960.00 Average Monthly Rent \$465.00



Cost of a gallon of Gas \$1.34 Price for a new Isuzu Rodeo \$12,4900.00 IBM PS1 Computer From \$999.00 - \$1,999.00 Average University fees, were \$1,464



Simpsons " is seen for the first time on FOX

In technology and it shown that there is a hole in the Ozone Layer above the North Pole, Tim Berners-Lee publishes the first web page on the WWW

First in car GPS Satellite Navigation System goes on sale from Pioneer.

The Hotties, and Fashion Icons in 1990 were: Christina Applegate, Naomi Campbell, Cindy Crawford, Linda Evangelista, Angie Everhart, Melanie Griffith, Rachel Hunter, Kathy Ireland, Kelly LeBrock, Traci Lords, Judit Masco, Elle Macpherson, Madonna, Kate Moss, Tatjana Patitz, Claudia Schiffer, Stephanie Seymour, Julie Strain, Niki Taylor, Heather Thomas, Christy Turlington

The Quote" "I've fallen and I can't get up" Best Film Oscar Winner: Dances With Wolves



90s trivia questions and answers

- 1 What was Carol Burnett's 1990s comedy series called?
- 2. Which sitcom, premiered in 1988, featured Dr. Harry Weston?
- 3 What was the most-watched TV show in history when it was screened in May 1993?
- 4 Who had a 90s hit with 2 become 1?
- 5 Which 90s James Bond starred in Dante's Peak?

A: Carol and Company.
A: Empty Nest.
A: Final episode of Cheers.
A: The Spice Girls.
A: Pierce Brosnan.

Some famous people who died in 1990: Sammy Davis Jar, Stevie Ray Vaughan, and Tanku Adbul Rahman.

# Messages from CISS's Board of Directors

## From the Board President Vinay Nand

Dear Families, Consumers and Staff

The past year has gone by so quickly and yet again we are in the summer months. At this year's AGM we celebrated a milestone year for Community Integration Services Society. The past year has had its challenges as we lost friends, we said goodbyes but at the same time we welcomed new members into our CISS family. I look forward to the upcoming year and any new challenges it may present. I am even more excited about the new goals we want to achieve. I know through the support of our families, the strength of our consumers, and the dedication from our staff that we will excel in moving CISS to new heights while increasing awareness within the community about our society.

Sincerely,

Vinay

## A Reflection on our First 25 Years by Peter Dawe, Board Vice President

Having served as a member of the Board of Directors for the past 15 years, I wish to offer my congratulations and appreciation to all who have contributed to the building of who we are today. We have given twenty five years of remarkable service to a very wide community. This is the time to celebrate all that has been accomplished in enriching the lives of so many individuals and so many families. I wish to acknowledge the many staff and administration who have contributed so much by their dedication.

Looking back over the years as a board member I see and admire the tremendous growth in our services and the resulting success stories. Lives really have been changed for the better. That really matters. So many people have participated in our programs in ways that are appropriate to themselves. This has not been easy over the years. I recall my first contact was in very crowded office space in Coquitlam, near Cottonwood Drive. Then came our challenging years in Port Moody. I remember the cheerful greetings as everyone waited by the front entrance as you had no other place to gather. I admire the generosity of spirit demonstrated by so many staff and managers in our final months in Port Moody. We had to reduce the size of our office space to help cut down our operating costs to help ready us for the move here to Port Coquitlam. Who can ever forget the sight of Shari, working off a folding coffee table instead of a desk? Once we moved, what a transformation! Melissa Park Lodge has changed us all. We have our own home. We have stability. For many years many of us shared the dream that we might have our own building to be our home some day in the future. But it was difficult to be a true believer when we worked so hard just to balance our books. I remember how bold that dream was, because there were so many obstacles which prevented us from chasing it. With outstanding leadership from our Executive Director and the planning of the Board, we saw our confidence grow as our building fund increased. How many AGM's did we report year after year about the growth of that fund?

Once we purchased and restored Melissa Park Lodge, we were all filled with such pride to be a part of the growth and success of CISS; I have my own personal markers of success. They include our hosting the Coffee House, Java with Friends, as a great social gathering place for hundreds of people each week from throughout the Lower Mainland. Also ten years ago none of the participants in our services held a paying job. What has developed in this dimension was unimagined at that time. This has been a wonderful development. However, the most important measure of success for me is the hospitality that I experience when I walk in this door at any time. All are welcomed here; all feel at home, all are important. This is a development to be really proud of on our Twenty Fifth Anniversary.

Writing on behalf of your Board of Directors, we celebrate what we have become. We have a home, we are a source of inspiration to so many and our programs continue to develop and meet the needs of our consumers. We celebrate an excellent staff and administration.

Ad Multos Annos

### FALL 2015

### NEWSLINK





# JAVA WITH FRIENDS COME JOIN THE FUN!

THURSDAY 12:15 – 1:30 PM

PLACE MALLAIRDVILLE

1200 CARTIER ST.

COQUITLAM

\$3.00 ADMISSION

CONCESSION ALSO AVAILABLE

(COFFEE, POP, CHIPS)

LIVE MUSIC, DOOR PRICES, DANCING, OPPORTUNITIES TO SOCIALIZE

# BRAVOS

**Bravo to Renee from Lee:** For supporting an individual in the evening to attend event at SFU pertaining to his job at Radio station. This allowed him to brainstorm with fellow programmers. Thanks!

**Bravo to Mai Lan from Linda:** For assisting an individual from another team, ensuring they did not miss their bus. Even though you did not need to stay and wait with them, you chose to "keep them company." Way to go!

**Bravo to Rob from Linda:** For visiting an individual in hospital. He very much appreciated that you gave him some books to read.

**Bravo to Renee from Linda:** For offering support to a team member from another program when you knew they had a very rough day. It meant a lot to our new staff. Greatly appreciated!

**Bravo to Kathy from Mary Joy:** For waiting with a client at the end of the day as she had forgotten her house key at home and the door was locked. Kathy waited for an hour for someone to return home and made arrangements for a key to be available at all times.

**Bravo to Brenda from Linda:** For assisting a client from another team who had fallen. Your caring attitude is greatly appreciated. Bravo!

**Bravo to Angel from Lee:** For assisting with 25th anniversary prep; picking up microphone, suggesting musician, set up, clean up and picking up client so he could attend. Awesome!

**Bravo to Angel from Lee:** For driving an individual to his class on the weekend. This ensured this person would be on time and successful. Thank you!

**Bravo to Brenda from Lee:** For creating a 25th anniversary scrapbook! It was awesome to see all the old and new faces. Thank you!

#### We need your support

Please support CISS by donating to our 2015 fundraising campaign.

Name:			
Address:			
_			
Postal Cod	e:		
Phone:			
			(made payable to ty) for the amount of:
<b>🗖</b> \$25	<b>□</b> \$50	<b>□</b> \$100	□other
Your charitable receipt will be sent to the above address.			
Thank you for your contribution!			
		letter Commit	tee include: Brook,

Layout by Kimberley S.

### Community Integration Services Society

2175 Mary Hill Road Port Coquitlam, BC V3C 3A2 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

#207 – 217 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.