

S P R I N G 2 0 1 4

COMMUNITY INTEGRATION SERVICES SOCIETY



# News Link

V O L U M E 1 6 - N U M B E R 4



Welcome to CISS

## Annual General BBQ 2014

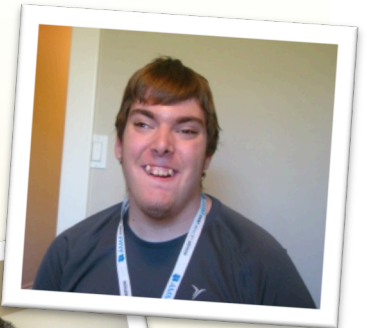
*Please join us at our Annual General  
Meeting this year at Melissa Park  
Located at 2175 Mary Hill Road in  
Port Coquitlam*

*On Wednesday June 25th, 2014*

The Business Session and Service Awards will start at 5 :30  
p.m. followed by a BBQ at 6 :30 p.m.

*Please RSVP your attendance by phoning  
Pam Galt at 604-461-7493.*

Logan



Kai



Julie



Raphael





Andrea at the cat shelter.



Ashish and Sarah having fun!



Scott Dancing at Connexions.

## From the Executive Director's Desk

By Shari

As CISS closes off the fiscal year I am happy to report that although we had an extremely challenging financial year it looks like we will end the year in good shape. Please come out to the AGM this year to learn more about our 2013/2014 audit results.

Three people, who were in our services for more than 15 years, resigned for a variety of reasons in late 2013/early 2014. Corene, Greg and Ed all hold a special spot in our lives and will be missed by so many people at CISS. All three have touched the hearts of many and have very special relationships with those staff that supported them through all stages of their lives. We are happy that they are all doing well and hope that they always know that our door is open to them anytime they are in the neighbourhood. You will forever be in our hearts; Corene, Greg and Ed.

As a special note of appreciation I wanted to let our readers know that although Bobbie (a staff who worked at Inlet) had given her resignation notice to CISS she pulled off one final fund raising activity before she left. I admire her ongoing commitment to the very end of her time at CISS and wish Bobbie all the very best luck in all of her future endeavours, we will miss you Bobbie.

Thank you to those of you who stepped up and reached out during our difficult times, we

appreciate your generosity and support. We need to continue with our supporting the organization; we cannot do our work without you, the families, people in service, our employees and our families. A sub-committee has been working on our By Law and Constitution and will soon be ready to launch our membership drive. Every person in service and their families need to become members of this organization, all decisions made impact you directly and you need to have a voice in the decisions made. Come out to the Annual General Meeting and BBQ on June 25<sup>th</sup> to learn more about our membership drive.

As we are entering into a new fiscal year we need to spend more time and effort on raising non-government funds. One such effort will be our participation in the Inclusion BC fund raising project in cooperation with Value Village. CISS will have 2 to 3 bins in the Port Coquitlam neighbourhood where we will collect soft cloth donations (no furniture please). We need all of our stakeholders to make regular donations to our bins. We are also looking for support to manage the bins so if you have extra time, a truck or van or good marketing skills please contact Pam Galt.

"When we give cheerfully and accept gratefully, everyone is blessed."

Maya Angelou



## Community Reader

By Renee

Chantal had an interest in reading with children. This came about because Chantal accompanied one of her peers who is a community reader. Chantal saw the enjoyment the children received from being read to. She also saw her peer engage and delight the readers with questions and thoughts.

Chantal decided that day she would also like to read with children. Chantal recently began reading to a few different kindergarten and kindergarten/Grade 1 class at Mary Hill Elementary School. Chantal is doing a great job beginning with some short stories and once the children become used to her reading weekly, Chantal will increase the length of the books. Congratulations Chantal for having the courage to take on this



## Community Partner Place Maillardville

By Susan

Place Maillardville offers a friendly, supportive environment, a place for people to come together to celebrate community. CISS is happy to have been part of this community since 2003, renting space out for Java with Friends, better known as Coffee House. If not for Place Maillardville many of the individuals we support would not have a location to go on a weekly basis to socialize, network and make important social connections.

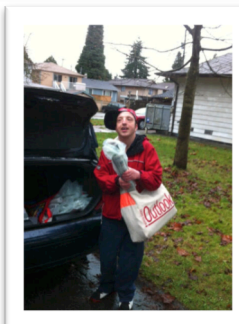
Place Maillardville is a great place to play billiards, card games or have a quiet lunch. Place Maillardville also offers classes and workshops.

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**Introductory offer: \$19 per hour**  
(offer expiry date July 31, 2014)



Darren, at the end of the paper route.



Snow Day!

# Consumer Satisfaction Article

By Pam

In the past four months (January to April 2014) there have been **11** surveys completed and returned to CISS.

Question	Yes	No	No Response	
Did you have help to fill out this survey?	9	1	1	
Who helped?	Family or Caregiver 7	CISS Support Staff 2	Peer 0	Home Support Worker 1

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.	5	6	0	0
<b>List of suggestions for the Social Committee:</b>				
A camp trip				
I like the programs that I do at my program.	7	4	0	0
I set my own individual goals at my ISP meeting.	6	5	0	0
I get to try new things at my day program if I want.	8	3	0	0
I like the way my staff help me at my day program	10	1	0	0
My Program Manager listens to my complaints	8	2	0	1 said Not Applicable

## What do you like the best about CISS?

- Peers, work
- The kind and caring staff, an opportunity to interact with other peers and the community, earning my own money and pretty much everything
- Bowling, movies, lunch outing, learning
- I like best about CISS is they give me more opportunities to do new things
- Staff & Managers who look after we well, smile and greet me
- The day program is quite flexible, the support staff are patient and understanding, our concern is addressed
- The friendly staff, meeting new friends, I enjoy my activities
- I like going to ceramics & McDonald's in Lynn Valley
- Staff, coffee

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

- Office Workers
- Loudness in the morning
- N/A
- Consumers who touch or bug me, staff should keep us apart
- Can't think of anything at the moment
- When have to wait for staff
- I like everything

## Do you have any suggestions or ideas?

- Fitness program/mental health, walking, eating right food, physical health
- N/A
- Change address on this survey (it appears this consumer received an old survey with our old address to return it to)
- No
- No

## Other Events that you Want to have planned By the Social Committee

- None
- Birthday activities, Canada Day, Christmas, movies
- Summer fun parties
- BBQ = summer, Xmas parties & Xmas gifts
- Summer beach party, tea party, Christmas train ride at Stanley Park



# SPRING FUN PAGE

By Mai Lan



## Try these tongue twisters:

1. Dogs dig deep ditches.
2. Beetle bugs bigger brother.
3. Hungry horses hunt for hay.

## Jokes

1. **Teacher:** Why are you wearing only one glove?  
**Pupil:** Because the weather forecast said "It might be cold but on the other hand it might be hot!"
2. What is the best part of the boxer's jokes? **The punchline.**
3. How do you find out where a flea has bitten you? **Start from scratch.**
4. When was the cook mean? **When he beat the eggs and whipped the cream.**
5. Why were there so many birds sitting on the power line? **They were having a bird-day party!**



## Spring Word Search

Have fun with this word search, it should get you into the spring spirit!

N	V	L	E	A	F	L	E	T	T	E	R	S	F
L	W	W	E	C	I	U	G	F	Z	Z	Y	F	L
B	D	Y	R	O	A	N	F	S	I	R	O	D	O
Y	X	H	T	R	C	R	Z	I	I	U	B	N	W
L	T	B	E	N	Q	E	M	A	D	U	M	A	E
I	V	A	L	S	M	L	F	V	G	X	O	L	R
L	S	Y	P	H	L	N	P	N	M	C	T	R	C
R	P	H	A	A	E	J	I	U	X	S	C	E	L
E	R	Z	M	D	V	T	I	S	I	V	O	V	O
G	I	S	R	A	P	I	R	H	Y	D	Q	E	T
I	N	A	I	L	H	A	T	A	B	V	K	N	H
T	G	D	U	N	H	A	J	L	V	E	P	W	E
X	I	C	E	N	C	H	A	N	T	E	D	I	S
V	S	I	E	K	P	L	A	Y	F	U	L	H	V

## Word List

1. travel
2. tomboy
3. tiger lily
4. garden fairy
5. acorns
6. maple tree
7. spring
8. thistle
9. leaf letters
10. neverland
11. sculpting



## Suggestion Box

By Shari

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

*Suggestion: Could you block the U-tube on the computer, too much violence or use password for it?*

I really hope that our computers are not being used in a way that is uncomfortable for others who share the same space. I believe that the support staff would monitor client use and the managers would monitor staff use. I will discuss this topic at the next managers meeting and we will look at ways that we can assist those using the equipment to make good choices so that we do not have to limit the vast array of information available to us through the internet and You Tube. Thank you for bringing this to my attention, I appreciate your concern.

*Suggestion: Use our rental house next door for home share we could help staff it! (if it's an option).*

Great suggestion and this is certainly part of our long-term plan. We know that many families who use our current community inclusion services also want home share services and respite services. Respite services would allow families some time away from home and would give the individual in receipt of the service a break from home and routine. A wish I have is to use Hansen House for respite services in the form of slumber parties – give a handful of individuals a night away from home at the same time. The combination of ideas will certainly be of interest to many of the people in our services. In order for these ideas to come true we need to become eligible to give this service, which will require a RFP (Response for Proposal) which I am prepared to write in the fall. It will also require the house to be empty or available for such use. Great idea, the board is also very excited about the prospect of such an idea.

*Suggestion: The writer wrote "move two individuals (named in suggestion note) to Inlet team, very slowing down, and good match.*

I believe that the writer is suggesting that the two individuals who are slowing down move to our 45+ program. Although some individuals on the IDS teams are little slower or fragile they are too young (under 40 years old) to attend Inlet program and will not have common interests with those in this service. I believe that the IDS programs can be flexible in how people are supported and perhaps the two individuals may be better matched with each other and should spend more time together. I will pass on this suggestion to the manager in charge of the team so they can review the individual's programs/schedules. Thanks for the suggestion.

*Suggestion: Can we paint lines in the parking lot to establish proper parking spaces? Two handicapped spaces near the door for wheelchair clients. And arrows for which way to enter and exit our parking lot. Maybe staff and clients can do it for a summer project.*

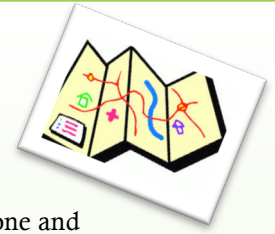
This is a great suggestion and one that I expected to hear about at some point. When renting out the property next door we believed that the parking lot was an eye sore and having brightly coloured lines would make it even more noticeable. I did imagine that staff that supported individual's in wheelchairs would get better access to the closer spots however those who are using walkers may require a shorter walking distance than someone being pushed in a wheelchair. Actually for a variety of reasons we may want to make those spots available for the people that need them the most. Whether there are signs for handicapped parking or not staff or users of the parking spots will need to self-monitor where they park. Arrows which indicate entrance/exit at Melissa Park would be very helpful especially to new visitors to the site. I will put this on the list of things to be done this summer, thank you for the suggestion.

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



# Road Trip Travel Tips

By Pam



The summer is around the corner so taking a family road trip seems like a natural thing to do. If you plan it right it can be fun, interesting, educational and relatively inexpensive. Review these few simple tips to ensure that you are road ready and that your trip will be delightful not disastrous.

1. Get your vehicle checked out by a professional mechanic about 2 weeks before you leave to ensure that all the essentials (fluids, filters, hoses and belts) are either replaced or topped up. This will allow time for any last minute repairs.
2. Check your tire pressure against the recommended pressure in your owner's manual. Also take a walk around your vehicle to make sure that your headlights, brake lights, reverse lights, blinkers and hazard lights are all working properly.
3. Make sure that your brakes are not squealing or making a burning smell. If your pedals go all the way to the floor it may mean that you need to replace the brake pads and have your brakes serviced.
4. If you are travelling in the warmer months it's a good idea to check to see that your air conditioning is working properly before you leave. Chances are you haven't had it on for several months and you don't want to find out that it isn't working in the middle of your trip.
5. Check the expiration date of your insurance, driver's license and passport (if you're taking it). You don't want to discover that anyone of them has expired while you are away. You may also want to consider taking out extra travel insurance or a BCAA membership. It is also recommended to contact your credit card company to alert them of your travels if you are travelling out of country.

6. Pack essentials like drinks, snacks, travel games, music, cell phone and chargers, accommodation information, GPS and/or road maps and an emergency roadside kit.

7. Packing an unexpected gift for your child/children such as a new toy, game or book will be a nice surprise for them and will be something new to occupy their time during the drive.

8. On road trips stops along the way are a given but if your children are happy keep driving no matter how hungry you are or if you have to use the washroom, only take a break when they start to fuss. Use this opportunity of stopping to fill up your gas tank as well.

9. Young children find it difficult to sit for a long periods of time in a restaurant. Try purchasing your lunch (if you didn't already pack it) at a grocery store. Stock up on fruit, veggies, string cheese, and cold cuts and then find a park and have a picnic.

10. Bring empty water bottles and refill them at drinking fountains to save on costly bottles of water.

11. When packing, rolling clothes rather than folding them will take up less room. Put toiletries into a plastic bag in case they leak out. Put socks inside shoes and take sunscreen sticks instead of bottles as they also take up less room. Bring extra plastic bags for soiled clothing or if you decide to stop for a quick swim along the way you can pack your wet bathing suit in them.

12. The key to every successful vacation is planning. Give yourself adequate time to prepare and get organized for every detail. Leave your travel information with a family member or a trusted friend and include a list of emergency contact numbers.

## Multi-Cultural Canada & CISS

By Adam

Canada, as a nation based on immigration, has long history of being lingual and culturally diverse. In 1971, Canada was the first Western country to officially adopt multiculturalism. It was added to the Constitution in 1982 in the Canadian Charter of Rights and Freedoms. "Multiculturalism ensures that all citizens can keep their identities, can take pride in their ancestry and have a sense of belonging." Recently announced findings of Statistics Canada indicate that Canada has now become not only truly multicultural but also a multilingual one. Out of more than 200 different languages spoken in Canada, 179 are spoken right here in Metro Vancouver.

Community Integration Services Society (CISS) is one of the unique models of our country, and our community. CISS is proud of supporting clients with different cultural and lingual backgrounds; having life skills workers in service, with the ability of speaking in more than two languages makes CISS one of the unique organizations in British Columbia to understand and support a wide range of lingual and cultural diversity of our clients.

I, as a multilingual life skills worker, would like to welcome all new participants and new staff who work with CISS, with warm greetings.

Welcome, Bienvenue, Witajcie, maligayang pagdating, Swagat, and khosh amadid to all.



# Down Syndrome and Dementia

By Trish

People with Down syndrome are now reaching old age on a regular basis and are frequently living well into their 70s. While there are many exciting milestones that accompany the golden years, old age can also bring unexpected challenges for individuals with Down syndrome. Frequently, their families and caregivers may feel inadequately prepared to deal with these challenges. In order to enjoy all the wonderful aspects of a longer life, it is important they be proactive and learn about issues that may lie ahead.

As they age, those affected by Down syndrome have a greatly increased risk of developing a type of dementia that's either the same as or very similar to Alzheimer's disease.

In people with Down syndrome, changes in overall function, personality and behaviour may be more common and early signs of Alzheimer's such as, memory loss and forgetfulness.

Early symptoms may include:

- Reduced interest in being sociable, conversing or expressing thoughts
- Decreased enthusiasm for usual activities
- Decline in ability to pay attention
- Sadness, fearfulness or anxiety
- Irritability, uncooperativeness or aggression
- Restlessness or sleep disturbances
- Seizures that begin in adulthood
- Changes in coordination and walking
- Increased noisiness or excitability

Adults with Down syndrome, along with their families and caregivers, need accurate information and education about what to anticipate as a part of growing older, so they can set the stage for successful aging.

<http://www.bild.org.uk/our-services/books/health-and-well-being/downs-syndrome-and-dementia/http://www.dseinternational.org/en-gb/about-down-syndrome/health/>



## Health and Safety

By Pamela

### Workplace Hazardous Information System (WHMIS)



The Health and Safety Committee at Community Integration Services Society has been working hard to develop and implement a Workplace Hazardous Information System (WHMIS). WHMIS is a comprehensive plan for providing workers information on the safe use of hazardous materials used in the workplace. The main components of WHMIS are hazard identification and classification, labeling, material safety data sheets, and worker training education.

Materials such as cleaning supplies and aerosols have been identified, and material safety data sheets on these products are now available for all the staff at CISS to review, or refer to in any situation. All staff at CISS have also completed the WHMIS certification, and are familiar with the labels on products that identify the product as hazardous.

The implementation of the WHMIS system is just one way your Health and Safety Committee is working for all the staff at CISS, to help improve the Health and Safety for both the individuals we work with at CISS and the support staff. Way to go Health and Safety Committee!



## Mackin House Museum

By Dan

It was built in 1909. Henry James Mackin and his wife Mary Elizabeth Mackin with his two children resided there. They moved here and Henry Mackin worked for the Fraser Mills in 1914. He was the Mill Manager. This home continued until 1961. The museum opened in 1993.

Rooms of Interest are: Parlour, Dining Room, Kitchen, Grandmother's Room, Master Bedroom, Girl's Bedroom, Toy Room and Boarder's Room.

Museum highlights are: The toy collection dating back to the 1890's, the fully furnished rooms in the 1910 style furnishings and photos of the early days of Coquitlam including Fraser Mill's history.

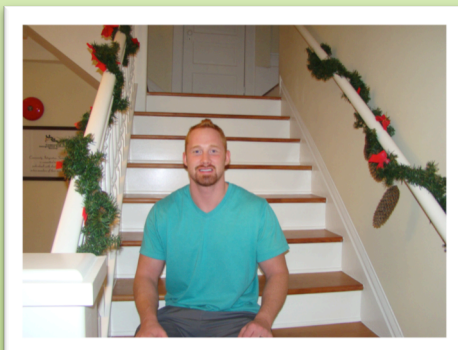
## Staff Spotlight

### Matthew

By Brook

Matthew McCourt has been a part of the CISS team for nearly 3 ½ years. Matt is 28 years old. He has a good sense of humor and displays it with his co-workers. Matt works in the IDS 2 program. Matt has been involved with event planning, gardening at the Melissa Park location and he currently sits on the "self employment" subcommittee. Matt helps to run the successful senior's lunch program at Kyle Centre in Port Moody. Before coming to work at CISS, Matt was a youth councilor for "Youth Unlimited". Matt has been married for 1 ½ years and has a home based business where he manufactures custom truck parts, from which he employs two individuals from IDS 2. Some of his interests are fishing, cars,

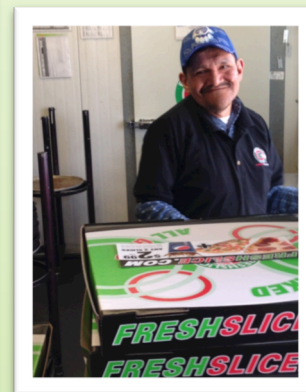
movies, camping, history and bodybuilding. Matt is a natural support person and that really shines through with how he supports individuals. He is well liked by both staff as well as the individuals he supports.



## Russell's New Job

By Dee

Russell was successful in completing his goal of obtaining a paid job. Russell has been working in his



new position since the 12<sup>th</sup> of March, of this year. He is working at Fresh Slice Pizza, in Henderson Centre, making pizza boxes. He works every Wednesday, for an hour in the morning. Russell is very competent with his job, and enjoys his independence while working. On the second day of his job, his boss added a new task of placing a flyer on each box after the box is folded. Russell is hoping to add more tasks as he is always looking for more to do. He is a huge asset to Fresh Slice!! Way to go, Russell!!

## Annual Self Advocate Conference

By Katrina and Chantal

Chantal and I were among a group from CISS that attended the Annual Self Advocate Conference in Surrey on March 12<sup>th</sup>, 2014. The conference was put on by Self Advocates for Self Advocates. The theme of the day was “Building a Community of Leaders”. Throughout the day we heard stories from Self Advocates about their experiences working together, building networks and making a difference in their communities. The day kicked off with being introduced to the “Start Getting to Know Someone by Saying Hi” campaign. We heard personal success stories of overcoming challenges, of facing fears, of challenging oneself and achieving personal goals. We met one young lady who studied Classical Indian dance for 12 years and delighted us all with her performance. We heard from a gentleman that talked about how he met his wife of seven years and how happy they are together. (There were four married couples there that day.) We heard from a man that grew up in Woodlands and witnessed firsthand the abuse that went on there. He was part of a group that worked diligently for years to see that Woodlands was not only closed down but also

torn down. We met another woman who studied art and now sells her art and has her own art studio. At one point in the conference, paper was put up around the entire room and Self Advocates were invited to draw pictures of what they would like to see on their “Life’s Path”. The common themes throughout the room were a home of their own, healthy family/relationships, a job they enjoyed and money to buy things they wanted or to take vacations. Sound familiar! Don’t we all have those same dreams for ourselves? And probably one of the coolest presentations of the day was the official unveiling of the “SelfAdvocateNet.com” website. Fourteen years in the making, this website will be a valuable resource for Self Advocates and their supporters. We encourage everyone to check it out. Throughout the day we got to see old friends, make new friends and do a whole bunch of networking. Chantal and I felt the Conference was a total success! We had a very fun day!

## Paid Employment Success Story!

By Brook

Mike has a position at two Boston Pizza locations locally where his fine motor skills and great dexterity are perfectly suited for the position, which he holds. Each shift, Mike bends, folds and assembles cardboard boxes that most of us have received with our favorite pizza. He originally had one position, which due to cutbacks, he was let go. However, his skills, hard work and character did not go unnoticed by Boston Pizza staff and management. When business picked up the management called Mike back to continue his work. Not only did they restore his hours, but also they sent his name out to another BP franchise in Maillardville, Coquitlam. With that reference Michael acquired a new position and now works two days a week at a well-known, Canada wide,







# 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 Rob from Mary Joy** – for returning a client from another program to the office to catch her bus, when your shift had ended.

**To Jim Jo from Mary Joy** – for taking over for a staff, and waiting with two clients whose transport was late picking up. You relieved a staff when your shift had ended.

**To Nicole from Mary Joy** – for staying past your scheduled shift when there was a mix up with Handy dart.

**To Wendy from Shari and Mary Joy** – for your on-going support and care for a client, no matter what the situation is, you are always there.

**To Ramon from Rob** – For assisting clients at end of day until regular staff could arrive.



**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, Mai Lan, Jim, and Linda.

Layout by Kimberley S.

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604 444 4452



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

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North Vancouver, BC V7J 3T6  
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[www.gociss.org](http://www.gociss.org)

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

**Community Integration Services Society**

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