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COMMUNITY INTEGRATION SERVICES SOCIETY



# News Link



## A Summary of a Great Day at the AGM:

By Bijan

Warm weather and a clear blue sky set the stage for the 27<sup>th</sup> Annual General Meeting. The day started with the Board and Executive Director presenting the Annual Report on CISS' performance and strategy. The reports showed the growth of the society in size and quality, and it was clear that participants have enjoyed a very productive and busy year. The Executive Director introduced new staff members and thanked them for all their hard work. Additionally, long term staff members were recognized and celebrated for their many years of service with CISS.

Following the annual report was the much anticipated grand reveal of the brick wall. Donor names were beautifully displayed on bricks around the tree in the front yard of the Melissa Park office. After the reveal, everyone sought out shade and enjoyed the BBQ, which was followed by delicious cake. The art station and photo booth were also not to be missed by those in attendance. Overall, the AGM was informative and enjoyable. Please look for your invite to next year's AGM, as we always look forward to seeing new faces at our events.



## From the Executive Director's Desk

By Shari

On June 24<sup>th</sup> Community Integration Services Society hosted its 27<sup>th</sup> Annual General Meeting (AGM). It was another wonderful and sunny BBQ event. With the support of family, friends and our community partners we had a spectacular day which started off with Adam leading us through singing the Canadian Anthem in respect for Canada 150. Not only is Adam a great singer, he did it in French and English. The event was well attended with people from all areas of our Society and community, and we were able to unveil our Brick Wall for the donors, which was very exciting. You can see more pictures from this event by visiting our website at [www.gociss.org](http://www.gociss.org)

Community Integration Services Society's goal in renewing our accredited status is to promote the quality, value, and optimal outcomes of our services through a consultative process that centres on enhancing the lives of the people we serve.

Our accrediting body's vision is that through responsiveness to a dynamic and diverse environment, CARF (The Rehabilitation Accreditation Commission) serves as a catalyst for improving the quality of life of the persons served by CARF-accredited organizations, and the programs and services they provide.

Although it feels like it was only last week that we received our last three-year accreditation certificate, we are due for our next survey to take place in the fall of 2017. In order for CISS to maintain our accreditation status we are required to show the intent to adhere to, and implement certain standards of quality in the provision of our programs and the services we offer. This intent must be evident in our actions through clear observable practices, which show verifiable results over time and clear comprehensive documentation. As a result, there have been some changes in how we record and document information as we focus on organizational and program, self-improvement.

In the fall, an on-site survey will be conducted by a survey team selected by CARF. These surveyors will come to observe the environment and interactions among our staff teams, management, and our clients. They will study CISS's policies and procedures, operational and management manuals, observe our practices and review our documentation. Surveyors will conduct interviews with individuals served, families, staff and other stakeholders to substantiate conformance to the CARF standards. At the end of this on-site survey, the survey team holds an exit conference to share its findings and recommendations with CISS. The survey team submits its report to CARF, and CARF's Board of Trustees then renders an accreditation decision. They have four options; a 3-year accreditation, a 1-year accreditation, provisional accreditation, and non-accreditation. Of course we feel confident that we will receive our 4<sup>th</sup> three-year accreditation certificate.

This does not complete the process as Community Integration Services Society must submit a quality improvement plan within 90 days of notification of the outcome. This plan must outline the actions that have been or will be taken in response to the recommendations in the survey report. This quality improvement plan must be submitted as it is an accreditation condition in order to retain accreditation. So, as you can see the accreditation process is not an easy one. It takes time and lots of hard work to become accredited. It can only happen through the efforts of all of us working together to reach this goal. Becoming accredited will truly benefit each individual that utilizes our services, their families and stakeholders through improved service provision by CISS.

This very hot dry summer was focused on our accreditation work, and with the help of our returning summer students, Tina and Erica, and special projects, Jeff, we were able to make significant progress to a paperless accreditation for the first time. It is our hope that our newly developed system for the surveyors will help provide them with the required documentation and policy evidence so they can spend more time on seeing the hard work done daily, by our employees. I deeply appreciate the students work this summer, it would have been near impossible for us to get this much work done without their help.



# MULTICULTURAL DAY



Peggy stamping the passports



CISS World Pilot



Lee's presentation on Jamaica



Ashish, and Ali reviewing his presentation on India



Food from India



Ashish pointing out on the Globe, what part of India his family is from



Dan completing a presentation on five flags; Nicaragua, Mexico, China, Canada & Poland



Food from Korea



Hudson & Ashish dancing to the Mexican styled music



Balloon release



Raphael in traditional garb



Our Master of Ceremonies, Adam J



Bollywood dancing with Sheela



Group Poetry dancing



Poetry dancing



Marion the Mexican styled dancer



Presentation on Iran



# Mark's Volunteer Job

“What I’ve Learned so Far”

By Mark and Istvan

Starting a new volunteer position is both exciting and anxiety producing. Big unknowns such as wondering if we will succeed, or if people will like us can cause stress when entering into a place of unfamiliarity.

Any individual who cares about doing a good job has had these feelings. Being nervous about how well you will do can be beneficial. Our nervousness gives us the energy to do our best, to learn as much as we can, and to do our jobs well. But what happens if we are too nervous, or do not understand something?



One important thing I have learned is, you have to talk; ask questions and seek clarification around the things you do not understand.

It’s also important to be realistic with yourself, and remember that you are on a learning curve. The things that may seem unfamiliar at first will soon become second nature.

## Inspired By Love Conference

By William and Katrina

William and Katrina attended the “Inspired by Love” Conference held in Richmond on June 16<sup>th</sup>, 2017, taking part in two workshops.

The first workshop was called “Dream Big”. This workshop was an information sharing session regarding a BC Initiative Inclusive Post-Secondary Education Program called “Step Forward”. Step Forward assists individuals with developmental disabilities who want to attend a college or university in BC. Students will be assigned an “Inclusive Facilitator” who will support the individual through the entire process – from enrolling in a course/program/school of their choice, offering assistance in adjusting to campus life, in helping to modify courses/assignments and with building a career identity based on the individual’s interests and strengths when complete. For more info on the “Step Forward” Program you can go to: [www.steps-forward.org/staffdirectory.html](http://www.steps-forward.org/staffdirectory.html).

The second workshop was called “Navigating Employment”. We learned of a “Customized Employment Assistance” program available through Work BC. This program offers assistance to individuals with finding courses available, with identifying an individual’s interests and strengths as well as determining employment goals. They can also provide assistance in networking with other programs and advocacy groups, in finding available supports for things like finances, or transportation, in job cruising to assist in identifying possible employers and with job coaching. And finally, they offer assistance and support with developing a good relationship with the employer through open communication and educating the employer about “inclusion”.

**STEPS  
FORWARD**

THE BC INITIATIVE FOR INCLUSIVE POST SECONDARY EDUCATION (BC-IPSE)





## Suggestion Box May - August 2017

By Shari



Over the past five months there were three suggestions made through the suggestion box.

**Suggestion:** Please trim the branches on the trees in the driveway, Handy Dart buses are having difficulty on the corner of the driveway.

*Thank you for bringing this important item to our attention. This was dealt with immediately when it was reported verbally to the Admin staff. Please always feel comfortable to report these things about our property or our rental property in North Van to any of the admin or management team so we can address the issue as quickly as possible.*

**Suggestion:** Have classes on Gel Nails as a suggestion.

*Gel nails are fun and I've always wanted to learn how they are done as well. I think that this should be supported in the program and I will share your suggestion with the manager of that program. Have Fun!*

**Suggestion:** Summarized suggestion is to suggest that to improve morale there should be random acts of recognition to staff whether it be Atta boys, kind words, or lunches or gift cards for staff.

*Great idea. It is always important that all of our employees feel appreciated and respected in the workplace, both by the employer and by each other. This can be accomplished in a variety of ways by making sure that everyone is included. Whether it be for an after work event like a birthday party, a retirement party for our employees or at work event like a team building activity or staff meeting, CISS always strives to show appreciation to our employees and this is done and demonstrated in our everyday work. Kindness and appreciation are expected and this is outlined throughout our policies and our practises. We have something planned for our Milestone Anniversaries (was announced at our AGM in June) and I think that this will be a way to express our appreciation a little differently than the way we have done in the past. As a charity we have to be fiscally responsible so our appreciation cannot always be of the monetary method, but we know that our employees understand that. I'm excited about our new plans, which will be released in the Winter!*

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

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## What is Quality of Life?

By Michale

Webster's dictionary defines quality of life as an account of "the happiness, independence and freedom available to an individual". Quality of life is important to setting goals, and an internationally recognized framework for quality of life was developed by Dr. Robert Schalock. This framework is recognized and used by CISS.

There are eight domains representing an individual's quality of life in three broad areas. The three broad areas are: well-being, social participation and independence which is the foundation for the eight domains which are: emotional well-being, material well-being, physical well-being, self determination, interpersonal relations, personal development, social inclusion and rights.

This framework applies equally to any person, and has an overall vision of those using it to have good, fulfilling lives.

There have been surveys taken over the last four years showing results to be very positive for the people we support using this framework. It has opened up many opportunities and understanding for people to learn what makes up a full life and how to continue to have the quality of life that everyone deserves.

References: <https://www.merriam-webster.com/dictionary/quality%20of%20life> and <http://www.communitylivingbc.ca/projects/quality-of-life/>





# Ergonomics

By Ali



Ergonomics is the science of adapting work processes, equipment and tools to best fit you and reduce the risk of musculoskeletal injuries (MSI). When we work comfortably, without risk of injury, we are more productive and attend work more regularly.

The term ergonomics is derived from two Greek words: “ergon” meaning work and “nomos” meaning natural laws. As applied today, ergonomics means adapting the task, tools and equipment to fit the person and his or her environment. The science of ergonomics applies to a variety of environments including the workplace and home. Even so, ergonomics is more commonly considered with respect to the work environment and working individuals.

The demands, if they are high enough, placed on the body from daily activities can cause musculoskeletal injury. Musculoskeletal injury occurs when there is a mismatch between the physical capacity of workers and the demands of the job. Common factors associated with MSI include; repetitive motions of sufficient intensity and duration that it does not allow the affected muscles to recover; performing an activity in an awkward or unnatural posture; maintaining the same position/posture for prolonged periods; failing to take frequent short recovery breaks when performing demanding tasks and force.

There are three main ways to eliminate or minimize risk factors that contribute to MSI they are: engineering controls which redesigns the physical aspects of the workplace or tools to reduce ergonomic risks, administrative controls which assess the policy and procedures around reducing ergonomic risks, and finally personal protective equipment that may reduce the risks of some ergonomic factors in the work place.

If you are interested in more information about ergonomic safety visit the WorkSafe BC website at: <https://www.worksafebc.com/en/health-safety/hazards-exposures/ergonomics>

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## Welcome to Bee!

By Trish



Sheila (Bee) has been a welcome addition to our North Vancouver Leisure program this spring. Equipped with a vivacious personality and infectious smile Bee has quickly become an extremely likeable member of our team. As Bee has such an abundance of energy she goes to her nearby West Vancouver gym at five am each morning where she works out until about eight. Bee has adjusted well to her 4 day program involving her days with a fitness class, card making class and transit days. Warmest welcome to our busy Bee!

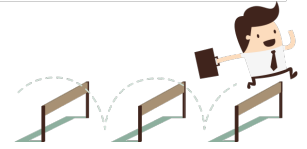


# Tips for Successful Goal Setting

By Celsa



Setting goals helps us determine our priorities, make big decisions, and realize what we want to do with our life. The ability to properly set a goal can boost its effectiveness, which increases its rate of success. There are five steps in which one can take to set a successful goal. These are: making well-formed goal statements, breaking goals down into manageable steps, keeping our motivation and commitment, setting reminders/keeping on track, as well as frequent review and re-assessment. The first step, well-formed goal statements, outlines how you must formulate a clear and accurate goal statement. The acronym S.M.A.R.T is used to help define your goal statement, which will be discussed in the next paragraph. The second step, breaking goals down into manageable steps, gives you the ability to measure and track your progress. This allows you to see your improvement in greater perspective and can also assist in the third step, motivation and commitment; the drive



to achieve our goals. By formulating a clear goal statement, you will be reminded to motivate yourself, to keep pushing. The last two steps, reminders/keeping on track and frequent review/re-assessment simply cover the methods that can be used to keep yourself organized, as well as being patient. Goal setting is not instant and can only be accomplished over time.



To elaborate on the first step listed above, creating S.M.A.R.T goals will enhance the goal setting process. In the acronym S.M.A.R.T, “S” stands for “Specific”. This means that the goal needs to be more specific than simply “get in shape”. You can make a goal more specific by establishing exactly how you intend on doing this and how often. “M” stands for “measurable”, which can be fulfilled by asking yourself how you will know when your goal has been accomplished. “A” stands for “attainable” which you can determine for yourself.



When you see yourself as worthy of a goal, then you are able to attain it. “R” stands for “realistic”, This simply means that whatever goal you decided on, it must be something that you are both willing and able to work for. Without these two factors, your goal may be unrealistic, as well as unattainable. Finally, “T” stands for “timely”. Establishing a time frame will create a sense of urgency and help push you towards achieving it. If a deadline is set, your mind is unconsciously set towards working on that goal.



# Consumer Satisfaction Article

By Shari

In the past months (May to August 2017) there have been 19 client surveys completed and returned to CISS.

Question	Yes	No	No Response	
Did you have help to fill out this survey?	17	1	1	
Who helped?	Family or Caregiver 7	CISS Support Staff 10	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.	12	7	0	0

## List of suggestions for the Social Committee:

Revisit Squamish Train Museum, A Group Game, Christmas, Summer Barbecue, Day at the Beach or Vancouver Zoo and Picnic, Summer BBQ at the Lake

I like the programs that I do at my program.	12	7	0	0
I set my own individual goals at my ISP meeting.	8	10	0	1
I get to try new things at my day program if I want.	13	6	0	0
I like the way my staff help me at my day program	14	5	0	0
My Program Manager listens to my complaints	12	5	2	0

## What do you like best about CISS?

1. Chat with friends and staff
2. How the staff help me out
3. Outings, Coffee with peers
4. Coffeehouse
5. Staff
6. Staff and Program
7. Coffee and going to the Park and Tilford Gardens
8. Swimming
9. Friendships
10. The way staff help me with my goals, they respect me and make me feel good about myself
11. Having the opportunity to express myself
12. Coffeehouse, Dancing and Shopping
13. Cat Shelter
14. My staff and Coffeehouse
15. Coffeehouse and my job
16. Doing fun things
17. CISS usually exert clients

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

1. When people bug me or ask too many questions, the same questions over and over
2. Sometimes he has monotonous time
3. Conflicts with Peers
4. Loud music
5. Leaving the house during inclement weather, people sometimes bump into me when walking, people who are too loud
6. One staff stares at me and everyone

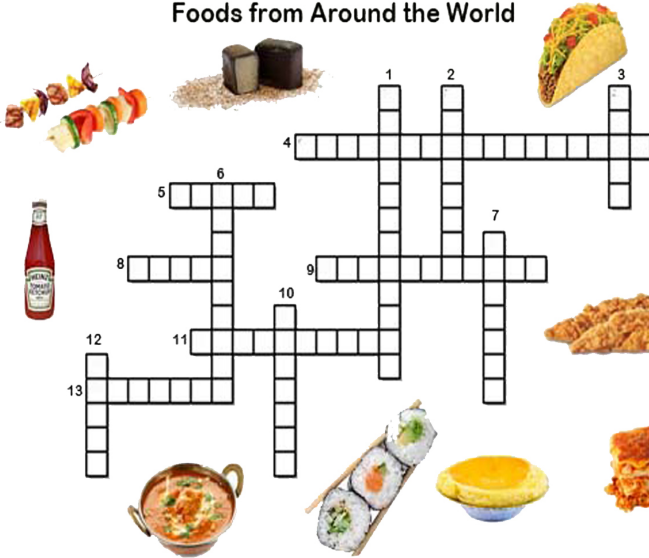
## Do you have any suggestions or ideas?

1. Would like Program Manager to listen to me
2. Staring at someone is not a nice thing to do
3. Ensure staff are aware the front seat of their vehicles are easiest for me to get in and out of
4. Basketball, work at Garden Store
5. It would be nice to have everybody go to Playland one day. The school district do this every year, rides are slower than usual to accommodate kids with disabilities. Playland often has days where it is only for a specific group of individuals. My daughter loves going on rides.
6. Buy iced coffee everyday.



# SUMMER FUN PAGE

## CISS MULTICULTURAL CROSSWORD PUZZLE Foods from Around the World



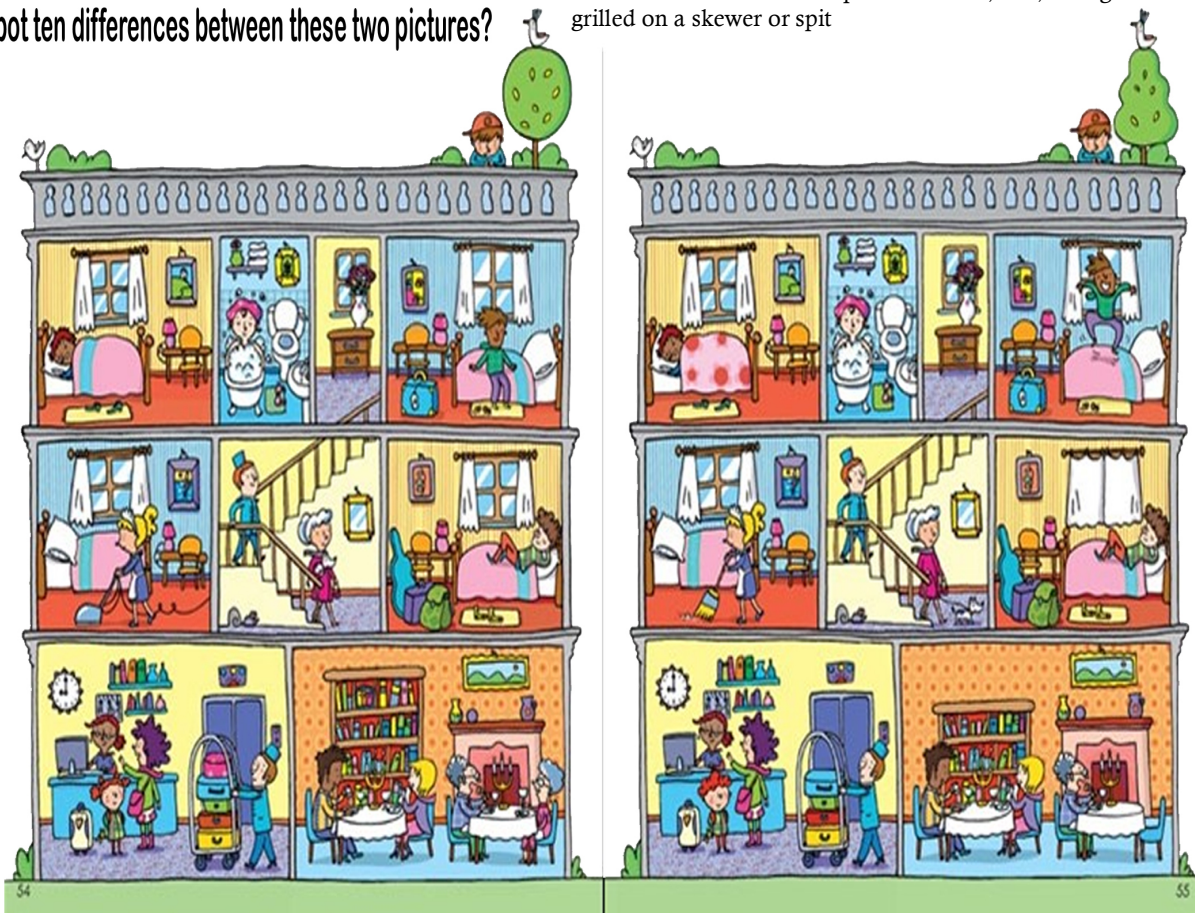
### Across

4. From the USA. A saucy mash of chili, tomatoes, onions, pepper and various herbs
5. A Mexican dish composed of a corn or wheat tortilla folded or rolled around a filling
8. A Japanese dish consisting of small balls or rolls of vinegar-flavoured cold cooked rice served with a garnish of raw fish, vegetables, or egg
9. From Australia, a melted Parmesan and mozzarella cheese, and a peppery, garlicky tomato sauce drizzled over the top of a chicken fillet
11. A Canadian syrup usually made from the sap of sugar maple trees
13. Hong Kong egg tart marries two contrasting textures: crusty, flaky pastry and jiggly, trembling custard

### Down

1. A British meal consisting of battered fish and French fries
2. Germany is known for this almond flavoured candy
3. An Indian dish of meat, vegetables, etc., cooked in a sauce of strong spices and turmeric and typically served with rice
6. French crescent-shaped roll made of sweet flaky pastry, often eaten for breakfast
7. A baked Italian dish consisting of wide strips of pasta cooked and layered with meat or vegetables, cheese, and tomato sauce
10. A spicy North American sauce made chiefly from tomatoes and vinegar, used as a condiment
12. A Dish from Iran with pieces of meat, fish, or vegetables roasted or grilled on a skewer or spit

Can you spot ten differences between these two pictures?



## Rights of Employment

By April & Elisa

Being informed can help you stand up for yourself at a place of employment, as you will know your rights as an employee. Every individual that is employed has the right to be free from discrimination in all aspects of their work environment such as hiring, firing, hours of work, and benefits. Discrimination refers to poor treatment based on a personal characteristic of an individual while employed. The personal characteristics protected in employment are: race and color of an individual, religion and political beliefs, age and sex of a person, gender or sexual orientation, mental/physical disability, marital/family status, summary/criminal conviction, and ancestry/place of origin. The Canadian Human Rights Act is the law in place to protect employees from such discrimination. Remember, knowing your rights and reaching out for help when necessary can protect you from the subjective actions of an uninformed employer.

Reference: BC Human Rights and Duties of Employment

## Manga Series: One Piece

By Matt

I have a great interest in anime, and one of my favorite shows is a fantasy manga series called "One Piece". The show focuses on Monkey D. Luffy, a young man (19), who is motivated to set off on a journey from the East Blue Sea to find the famed treasure "One Piece", and proclaim himself King of the Pirates. The story takes place in a fictional world, quite different than earth. In an effort to organize his own crew, Luffy rescues and befriends many other interesting characters on his journey, creating the straw-hat Pirates crew. He learns to depend greatly on his friends and crew as they acquire a ship and have many confrontations and adventures. I've really enjoyed the characters and story lines in this show. One of the main character themes in the show that I really appreciate is to never give up, no matter the obstacle. I find it a very uplifting and enjoyable show.



### CISS MULTICULTURAL CROSSWORD PUZZLE Foods from Around the World



Multicultural  
Crossword  
Answers!





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- \* = Requires Media/Parts

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## 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

**To Brenda from Krystina** for the work done around gardening at Melissa Park.

**To Lorna from Brenda** for the work done around gardening at Melissa Park.

**To Katrina from Brenda** for the work done around gardening at Melissa Park.

## WE NEED YOUR SUPPORT!

Please support CISS by donating to our 2017 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, Trish, Celsa, and Krystina.

Layout by Kimberley S.

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

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If you would like to submit an article, picture, or creative work e-mail your submission to:  
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