

A Member of the

**Leonard  
Cheshire  
Disability**

Global Alliance

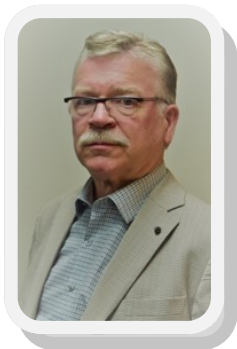
## Cheshire Homes Society of British Columbia

### Annual Outcomes Report 2017









## Board President

**DAVID ANDERSON**

*Our founder, Group Captain Leonard Cheshire, was born on 7 September 1917, and this year marked the centenary of his birth. It is an honour to be President of an organization where his vision for the rights and choices for persons with disabilities lives on.*

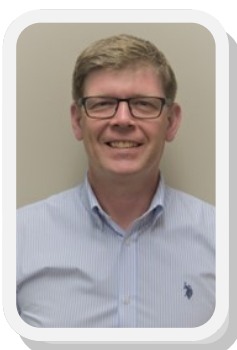
*Cheshire Homes Society of British Columbia's (CHSBC) affiliation with the Leonard Cheshire Disability Global Alliance supports expanding our services and being advocates for persons with disabilities.*

*Together with our Executive Director and his management team, the Board of Directors refreshed our strategic plan to provide focus on what we want to do over the next three years. While we recognize that it is an ambitious plan, there are a number of objectives that we will look to complete sooner, rather than later. We will strive to expand our services, by supporting persons with disabilities in developing the skills and confidence that aid their "journey to independence".*

*We are enormously grateful for the wonderful dedication of our staff in providing quality services to the persons we serve. Throughout this past year, we have continued to work on ensuring that staff have the tools necessary to complete their work in an efficient and effective manner.*

*I look forward to working with you all next year and expanding our services for those we are privileged to serve.*

*"I would like to take this opportunity to thank our volunteer Board of Directors who bring a wealth of experience and devote their time in the service of our organisation."*



## Executive Director

**MARK RATTRAY**

*As Executive Director, I feel very honoured and privileged to continue to be entrusted with the leadership of this incredible organisation, which proves to be rewarding and challenging.*

*We continued to work with our partners in the housing sector and saw substantial growth in our Langley Timbers program through additional accessible and affordable housing units being made available.*

*All of our work is done under the guidance of a knowledgeable and dedicated Board of Directors who believe in the work of the organization and plan for its future through the strategic plan.*

*Through the strategic planning process we surveyed the people who use our services, as well as our staff and stakeholders to understand our challenges and gain the insight to shape a refreshed strategy for 2017 to 2020. Four strategic themes emerged, which are operational excellence, strategic partnering, innovation in service delivery and developing potential.*

*In the years ahead we shall dedicate ourselves to achieving the goals of the strategic plan and work to place the interests of the people we serve at the heart of our entire decision making. I look forward to working with you all in achieving our mission and vision!*

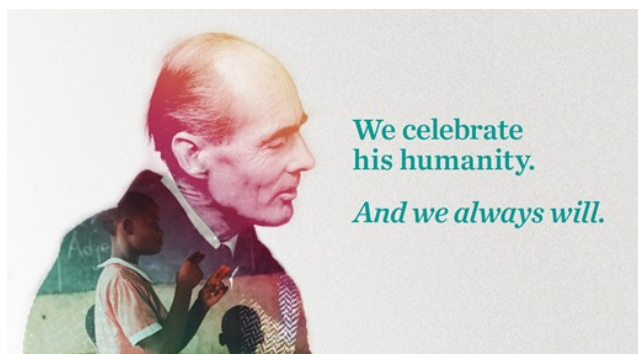
*"I would like to thank all of our staff for their commitment and dedication to providing excellent support to the people we serve."*



## About Us

The Cheshire Homes Society of British Columbia (CHSBC) was incorporated on October 3, 1973 (No.10478) as a charitable, not-for profit society by a group of individuals interested in providing support to persons with disabilities under the guiding principles of Group Captain Lord Leonard Cheshire.

### Group Captain Lord Leonard Cheshire



We celebrate  
his humanity.  
And we always will.

*“After leaving the Royal Air Force in 1946, he began a series of charitable endeavours, which sought to provide opportunities for ex-servicemen and their families. In 1948, he began looking after people in his VIP community, in Le Court, Hampshire. Cheshire himself learnt nursing skills to look after people who were brought there. But, he primarily used his leadership skills to delegate and inspire others to work as hard as him.”*

<https://www.biographyonline.net/military/leonard-cheshire.html>

‘In war Leonard Cheshire was a hero. In peace he served his nation no less well.’

— Sir John Major  
Former UK Prime Minister

Our founder, Group Captain Leonard Cheshire was born on 7 September 1917. 2017 marked his centenary year of his birth.

Leonard Cheshire Disability (UK) was founded by Group Captain Lord Leonard Cheshire of Woodhall, a decorated war hero, who, in 1948 established the first Cheshire Home for disabled veterans near London, England.

Leonard Cheshire signed up to fight for his country in the Second World War. He was assigned to Bomber Command and became one of the Royal Air Force's youngest commanding officers. His legendary war career included eight months leading No. 617 Squadron - the Dambusters - and he became the most highly decorated bomber pilot when he was awarded the Victoria Cross in 1944.

At the end of the conflict, Leonard realised that he was one of the lucky ones and was seized with a desire to make the world a better place. He received a call from a local hospital, asking if an acquaintance who was dying could come and live with him. This started a lifetime of humanitarian work with disabled people, fighting injustice and working towards a society in which everyone is equally valued.



## What's New for 2017



On December 1, 2016, the Community Support Services office relocated to McCallum Road, Abbotsford, to accommodate the growing program at Langley Timbers.

The relocation saw a reduction in travel time for our program administration staff, as well as provided much needed space.



At the end of April 2017, the head office of CHSBC relocated from New Westminster to the Jack Munro Building, at 101A - 3920 Norland Avenue, in Burnaby.

The new space is 1670 square feet, an increase of 100 square feet. There is a 4ft wide entrance door to the suite to accommodate wheelchairs and other mobility devices for persons with disabilities. There is also an accessible bathroom.



**Leonard  
Cheshire  
Disability**

**Our new location:**

101A—3920 Norland Avenue  
Burnaby, BC V5G 4K7



# Strategic Plan 2017-2020

Cheshire Homes Society of British Columbia (CHSBC) completed a project to update its Strategic Plan and identify future directions and priorities to shape the continued evolution of the society in delivering its mission, “To support persons with disabilities to achieve their optimal level of independence and enhance their quality of life through innovative services, education and community integration.”

Putting the pieces all together in one diagram:

- The themes (in blue) are the pillars built upon our Values, which provide the foundation for our work;
- The objectives (in yellow) under each theme support our Mission, which shapes our today, and our Vision that prepares us for the future.



We look forward to implementing this plan and the improvements and opportunities that may be created through it.

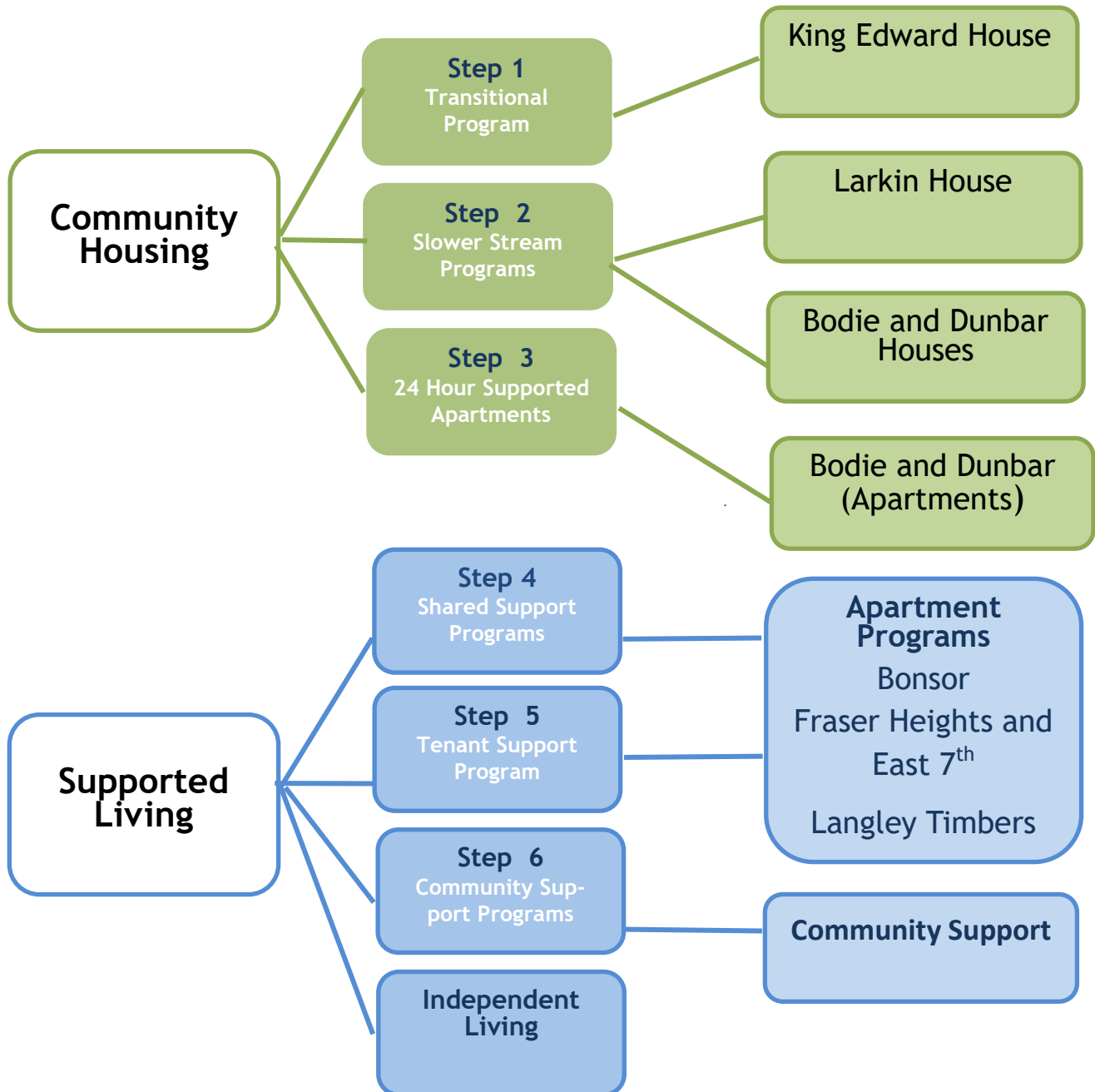
We would like to thank everyone who participated in some way in the development of this plan and look forward to continued suggestions and feedback as we look to improve our services.





# Our Services

## “Steps to Independence” - Our Model of Service Delivery



All of our Programs are CARF\* Accredited.

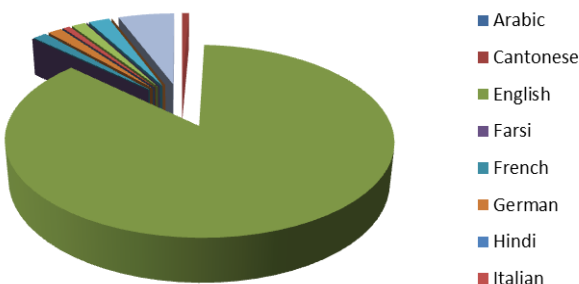
\*CARF International is a family of private, non-profit organizations (including CARF Canada, CARF-CAAC, and CARF Europe) that accredit health and human services.



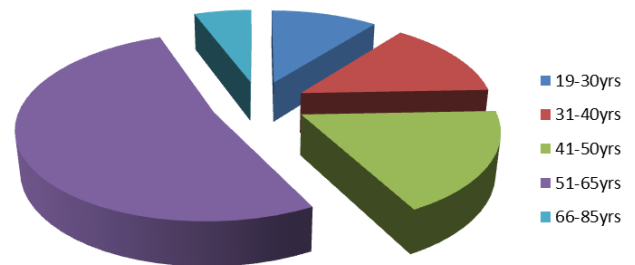
# Our Services

## Who We Serve

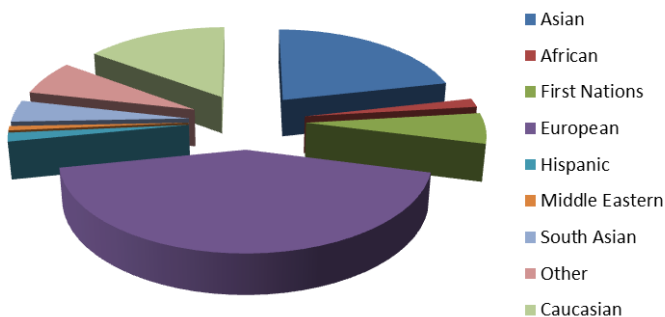
Languages Spoken (by % of clients)



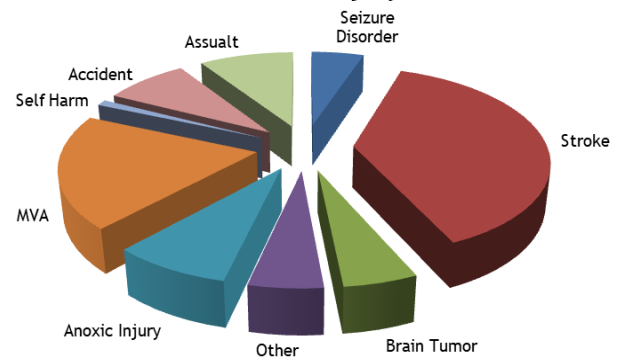
Age of Persons Served (by % of clients)



Ethnicity (% of clients)



Nature of Injury



## Client Services at a glance

- An Occupational Therapist (OT) started working with CHSBC. One of the contributions made by the OT was the creation of the Functional Skills Observation Checklists.
- Four CHSBC clients were displaced from their apartments at Langley Timbers due to a fire. Intake for new CHSBC clients did not resume until the end of October 2017, due to apartment availability within the complex.
- A number of clients had a reduction in service support hours as they achieved their goals and required less support. 41% of clients who were discharged from services was a direct result of them becoming fully independent. Well done to all those who achieved their goals!





## Our Services

### Survey said...

In June 2017, the client satisfaction survey was distributed by email and available online to all clients. A total of 49 clients responded to the survey.

- 93.88% of the clients responded being Satisfied and Very Satisfied with the quality of support they receive.
- 100% of clients in Supported Living Programs were satisfied with the quality of support that they received.
- 100% of clients in Supported Living and Community Housing programs reported that they would recommend CHSBC services to a family member or friend.



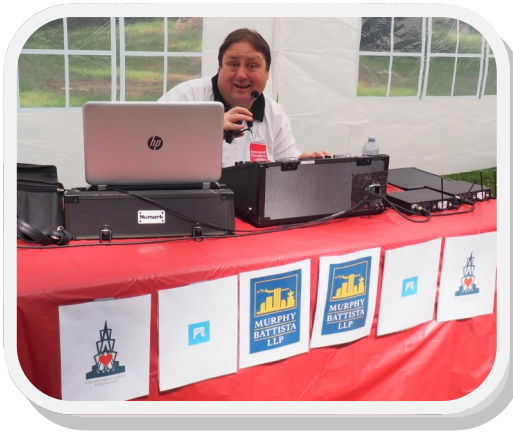
- 100% of Supported Living clients reported feeling comfortable being able to ask questions about their services, felt staff offer them personal freedom and reported that staff empower them to review their options when making decisions.
- 96% of client in Supported Living programs reported that their level of independence has increased since receiving support from CHSBC.



## Our Events



The annual Wheel Walk Run for Brain Injury Awareness took place June 10<sup>th</sup> at Central Park in Burnaby. The venue provided good community visibility, access to a natural setting and was more centrally located and close to a number of public transit stops. There were approximately 90 participants and volunteers; guest speaker Carla Felip shared her personal experiences with the TBI she sustained from a motor vehicle accident. Again this year, DJ James from Langley Timbers Apartment Program provided the soundtrack to the event. A great amount of support was shown by local ABI resources and support groups such as Semiahmoo House Society.







## Our Events

### Christmas Party

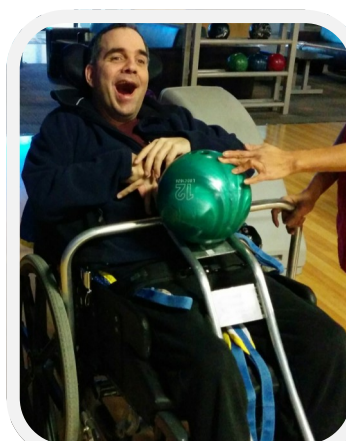


CHSBC 3<sup>rd</sup> Annual Christmas Party took place at Langley Timbers. It included music provided by Langley Timbers client DJ James, and an entertaining game of Family Feud.

### More Events



Fraser Heights  
Hawaiian BBQ



Larkin  
Bowling



Langley Timbers  
Summer BBQ





## Our People

### ... ARE DIVERSE

CHSBC continued to receive applications from individuals visiting Canada with a working visa. A number of foreign-workers were hired during the year. During the year we employed workers from Scotland, Ireland, Germany, Belgium and New Zealand. This offers our clients a unique experience to learn about other cultures.

In the past three years...there was a steady increase of males hired, from 20% to 21% to 23% in 2016/17.

There was a 10% increase in staff in the 51-65 age range.

More than 25 languages are spoken by our staff!

### ... ARE VALUED



CHSBC Executive Director Mark Rattray, Director of Human Resources Loren Tisdelle, and Program Manager Serafina Lecce together with other CHSBC staff celebrated the retirement of two Larkin House employees, Evelyn Acal and Elvie Roberts, in May 2017. Evelyn and Elvie both worked tirelessly at Larkin House for 25 years. Their dedicated and compassionate service were very much appreciated!

## Survey said...

In June, the annual employee satisfaction survey was issued. A total of sixty-one employees completed the survey this year, the highest participation rate to date.

- 98% of respondents agree that CHSBC's work positively impacts people's lives.
- 95% of respondents are determined to give their best effort at work each day.
- 91% of respondents agree that their Program has a safe work environment.
- 95% of respondents agree that CHSBC operates in a socially responsible manner.

We would like to thank our clients and stakeholders for all of their support this past year.



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[www.cheshirehomes.ca](http://www.cheshirehomes.ca)

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