

A Member of the

**Leonard
Cheshire
Disability**

Global Alliance

Cheshire Homes Society of British Columbia



Community Report 2018



Message

This past year, Cheshire Homes Society of British Columbia (CHSBC) marked its 45th anniversary since its incorporation on October 3, 1973. It continues to be an honour for me to be President of this organization where the vision continues of our founder, Leonard Cheshire, who advocated for the rights and choices for persons with disabilities, in creating an inclusive society.

The sharing of ideas and experience is key to our success. The Leonard Cheshire Disability Global Alliance continues to make steady progress in transforming the lives of disabled people in the various countries throughout the world. As Chairperson of the Americas Region, I feel fortunate to have a position on the Global Alliance Council.

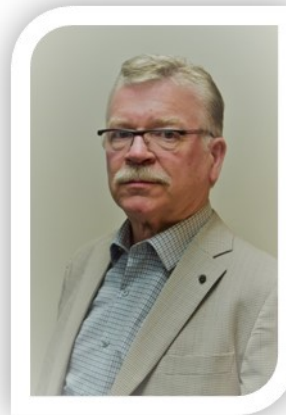
The ongoing support of my fellow volunteer board members has, as always, been invaluable and I am grateful for the expertise and knowledge they bring to their governance roles as our society evolves. Collectively, we are committed to our Mission and providing opportunities for the people we serve. Slowly, but surely, progress is being made in meeting the objectives of our Strategic Plan, which has guided us throughout our work. We continually reflect on our business outcomes to gain understanding on how well we are doing and where as an organization we can improve. Overall, CHSBC continues to remain financially stable, and through careful planning, provides us with opportunities for future development.

Together with our Executive Director and his management team, we strive to expand our services, through creating partnerships and building positive relationships with our stakeholders. The quality of service that we provide is important in that process, as well as realising our Vision in being “a recognised leader and dependable brand.”

To that end, I am extremely grateful for all of the hard work carried out by our talented and dedicated staff. I am continuously inspired by the success stories of clients meeting their goals and how the staff supports them in that process. Together we are making a difference in people’s lives.

I look forward to working with you all in achieving our goals!

Respectfully,



David Anderson
Board President
Cheshire Homes
Society of British
Columbia.



Message

I am pleased to report that 2018 was another successful year for Cheshire Homes Society of British Columbia (CHSBC). We did well with meeting our annual budget, underwent some operational restructuring, and made further improvements in our service delivery.

Throughout the year we continued to look for efficiencies in our operations, yet ensure that we were able to continue to meet the needs of our clients and staff effectively. Restructuring opportunities arose due to us outsourcing our accounting services and adjusting a position within human resources. As a result, Serafina Lecce, formerly a Program Manager, was promoted into a newly created position of Manager of Client Services. This position will provide more support to the programs and increase capacity in operations to advance some initiatives that we want to work on.

The implementation of the Occupational Therapist Leadership Coach has been very successful with improving the standards of service delivery to our clients. Initiatives included training on SMART goals and developing tools for managers and staff to complete Functional Skills Observations of clients to assess their abilities and prepare plans to support them to do tasks independently.

During the course of the year, recruitment and retention of casual employees, as is typical in this sector, continued to be an ongoing issue. In an attempt to be proactive in this area, CHSBC applied for and was awarded an employer skills training grant of \$187,500 for 25 employees. This grant is specifically for a 5 week training program and will conclude with participants receiving a Community Support Worker certificate. Training commenced in October and will be conducted by Eclipse HR Solutions.

Unfortunately, during the course of the year, Loren Tisdelle, Director of Human Resources, left the organization after 10 years of service to further his career in human resources with a larger organization. Over the years Loren worked passionately to put policies and procedures in place to improve the standards of human resources within CHSBC. I would like to sincerely thank Loren for his dedicated service and wish him the very best in his chosen career!

Finally, I would like say a big thank you to the members of our Board of Directors who passionately serve this organization in providing good governance. There are many occasions that a number of the members of the board give up so much of their time for the advancement of the society. Their commitment and ongoing support is very much appreciated. As Executive Director, I feel very honoured and privileged to continue to be entrusted with the leadership of this wonderful organisation and work with them all.

As we look towards 2019, Cheshire Homes Society of British Columbia will continue to work ensure our values of “acceptance, empowerment, independence and opportunities” are at the forefront of our work, for the people we serve and collectively we can make difference in the quality of their lives.

Respectfully submitted,

Mark Rattray
Executive Director
Cheshire Homes Society of
British Columbia





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.

OUR 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.

OUR VISION

Cheshire Homes Society of British Columbia will be a recognized leader and dependable brand in delivering best practices and achieving successful outcomes for persons with disabilities, throughout the province.



Our Values

Our values are represented under four key words whereby we recognize that each person has the right to:

Acceptance

Be treated with dignity and respect



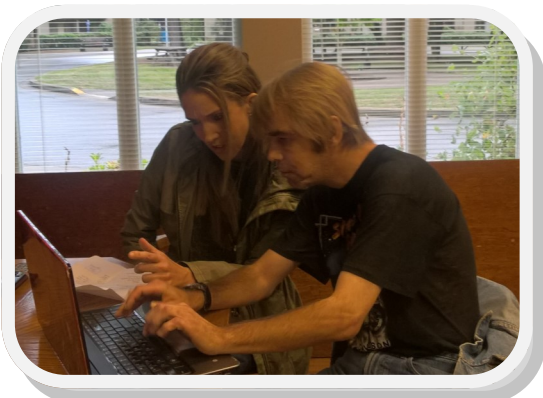
Independence

Reach their optimal level of independence, through encouragement and support



Empowerment

Learn through goal-oriented, outcome-focussed programs



Opportunities

Pursue opportunities that will enhance their quality of life





Strategic Plan 2017–2020

Some of our achievements this year

Operational Excellence

Continuous Quality Improvement

- ⇒ Implementation of the OT Leadership Development Coach has led to improvements in service delivery.
- ⇒ Identification of need for Manager of Client Services to allow the Director of CS to prioritize development and improve quality of services
- ⇒ More than half of the year's discharges were for clients moving to full independence

Fundraising

- ⇒ CHSBC applied for the BC Employer Skills Training Grant and was awarded \$187,500 to train 25 employees.



Strategic Partnering

Relationships

- ⇒ Satisfaction surveys were completed June 2018 and sent to stakeholders for their feedback. Feedback received was favourable.
- ⇒ All suggestions and complaints are responded to in a timely manner.

Partnerships

- ⇒ A five year agreement was made with Douglas College to support practicum students in their new Bachelor of Social Work program. Three RSW practicum students started 8-month placements in Q4.

Influence

- ⇒ CHSBC joined BCCEO Network in December 2017. As a group the network advocates for persons with disabilities at government level. Through education opportunities and the sharing of resources, best practices in service delivery are available and utilized.



Strategic Plan 2017–2020

Some of our achievements this year

Innovation in Service Delivery

Outcomes

- ⇒ The OT Leadership and Development Coach is currently working on standardising the observation tools for employees to use. Training will follow upon completion.
- ⇒ A Program Manager is now a certified trainer with RentSmart BC. Clients will have the opportunity to participate in a certificated program on how to be a good tenant.
- ⇒ A long-standing CHSBC employee was trained as an NVCI instructor. Training is integrated with CHSBC values and approach, and teaching of Acquired Brain Injury.
- ⇒ The RN continues to work predominantly at Larkin House. Client Services has commenced work on integrating the RN for all programs.

Advocacy

- ⇒ A Program Manager attended a workshop on supporting persons with disabilities to gain employment. Policy and training material is being developed. Consideration is being given to recruiting an employment support worker for CHSBC.

Developing Potential

Engagement

- ⇒ CHSBC's list of Staff Representatives was updated for each committee, with employee representatives from every department being signed up to contribute to various groups and issues.

Performance

- ⇒ The revised Employee Performance Evaluations are more streamlined and clearly connected to organizational values and the employee's job description. This provides clearer feedback and should improve compliance on completion of all performance evaluations.
- ⇒ A Revised Emergency Response Plan was submitted for approval in October.

Leaders

- ⇒ This has been built into the updated Employee Performance Evaluation Forms. Employees and Managers are given a format to discuss leadership aspirations and identify required competencies to work on.
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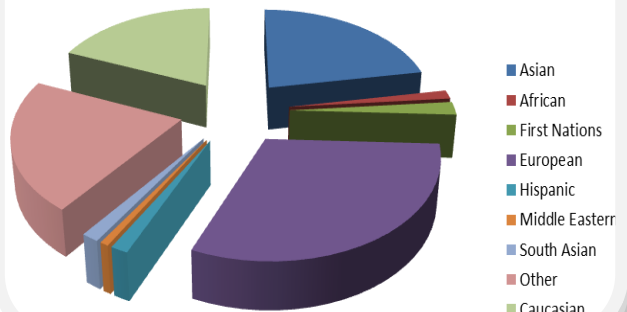
Our Services

Who We Serve

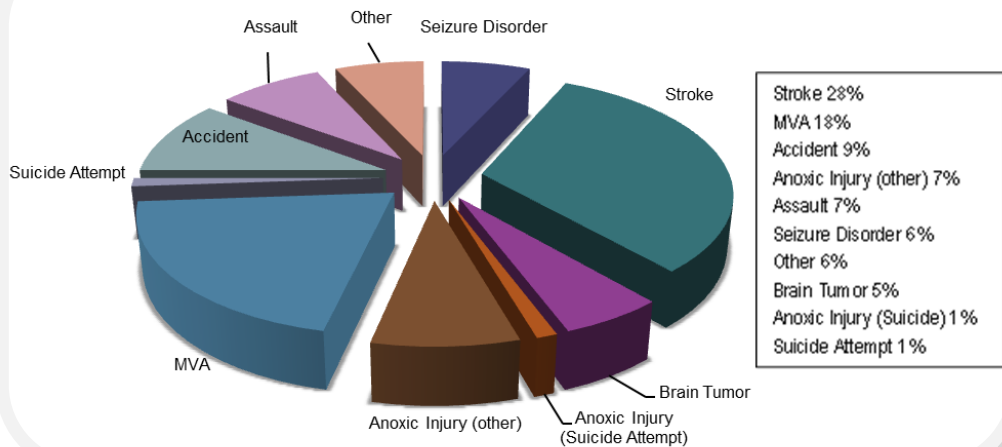
**Age of Persons Served
(% of clients)**



Ethnicity (% of clients)



Nature of Injury





Our Services

Client Satisfaction Survey

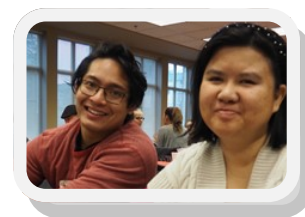
In June, the client satisfaction survey was distributed by email and made available online to all clients. A total of 48 clients responded to the survey.

In regards to staff interactions, clients said:

"My support worker allows me to still live my life the way I want and supports me with doing so."

"They help me with the everyday stuff that I have difficulty doing because of my memory issues."

"I feel safer and more independent because of staff support. Makes me feel like I can go out and be safe in my community."



Some highlights from this year's survey that reflect the success of the programs include:

- ⇒ 97% of those that completed the survey said they were satisfied or very satisfied with the support they receive from CHSBC
- ⇒ 100% of those who responded said they were satisfied with the goals that they work towards with staff
- ⇒ 89% of clients reported that their quality of life improved since receiving CHSBC services

The areas where they reported their quality of life most improved were: **health, mobility, living skills, recreation, leisure & community participation**

In regards to the benefits of and the things clients liked about CHSBC services, they said:

"I do things on my own which I have never done before."

"I like that they realize that I can handle most of my life unassisted and they allow me to grow and help when I need it."

"I'm not as scared to try different things."

"Having my own suite and not having to live with others but still having staff support, when needed."

"When I began, I couldn't get out of bed and now I am looking for gainful employment."



Client Stories

Darrell had a background that consisted of high risks and living life on the edge every day. When Darrell acquired a brain injury in May 2011 from a stroke, it left him with left-sided weakness.

After the stroke Darrell found his life to be “too safe” compared to his previous risky lifestyle and wanted to push himself and his left leg. Darrell decided that he wanted to try to use his left leg in an challenging environment where he had to trust it or else “fall a long way”. Darrell decided that he and five of his friends would climb The Chief, as he states, “physical damage or death is what thrills me.”



Darrell decided that he wanted to try to use his left leg in an challenging environment where he had to trust it or else “fall a long way”.

When Darrell discussed this with his friends, they were reluctant; however, they knew he was going to do it anyway. Darrell said this was an experience that he was unable to pre-plan and that during the journey the “biggest problem was mental”, as he had to problem solve which way to go to get himself up the mountain. Darrell planned to use his cane to pull himself up on a tree if he fell (which he only did twice). Darrell hiked his way up approximately four hundred meters and back down in approximately five hours taking only short breaks as he knew a long break would be detrimental to finishing. Darrell encourages that “everyone pushes themselves over the limit every single day.”



“Tracey suffered a serious heart attack on July 16, 2017 which caused an ABI. She was visiting friends in Alberta at the time and after being transferred to Surrey hospital spent time at an outpatient residential rehabilitation setting. After not seeing much progress and her health declining, she moved back in with her parents in Langley. She was connected with a CSW with CHSBC through the FHA not long after moving back home and has been making huge strides, physically and cognitively ever since! Tracey is focusing on her mobility, living skills and comprehension with support from

Cathy, the CSW. Tracey has begun using a walker and exercises in her home in her effort to achieve her goal of walking again. We look forward to seeing what Tracey can accomplish and thank her for sharing her story!”



Our Events

CHSBC BBQ



CHSBC hosted a client BBQ at Trout Lake in July 2018. Clients participated in a Mingle BINGO, scavenger hunt, played games and enjoyed the outdoors.



Bodie and Dunbar Houses Events



Halloween

Valentine's Day





Our Events

Christmas Party

CHSBC 4th Annual Christmas Party took place at Langley Timbers. The Program Manager of Fraser Heights organized an entertaining game of Family Feud that clients and staff enjoyed.





Our People

Employee Satisfaction Survey

Employee feedback this year shows that we continue to provide excellent service and support, but that there is still work for us to do:

- 93% of respondents agree that CHSBC's work positively impacts people's lives.
- 98% of respondents are determined to give their best effort at work each day.
- 85% of respondents agree that their Program has a safe work environment.
- 95% of respondents agree that CHSBC is dedicated to diversity and inclusiveness



Length of Service

Two of our employees were recognized for their length of service.

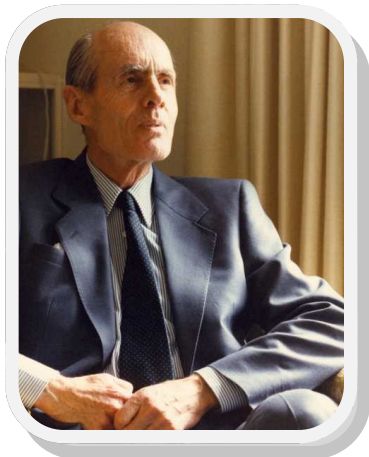
Robert Flather—20 years of service

Florenda Salonga—25 years of service

Congratulations!



Thank You



It all began with our founder.

On 22 May 1948, former RAF pilot, **Leonard Cheshire** took a dying man, who had nowhere else to go, into his home. With no money, Leonard nursed the man himself. They became friends and this one act of kindness saw many more people coming to Leonard for help, people who were keen to share a home with others and all chip in together.
-www.leonardcheshire.org

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



Cheshire Homes Society of BC
101A–3920 Norland Avenue, Burnaby, BC V5G 4K7
T: (604) 540-0686 | E: admin@cheshirehomes.ca
www.cheshirehomes.ca

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