

A Member of the

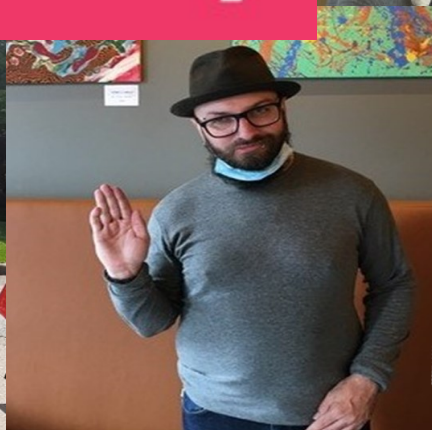
**Leonard
Cheshire
Disability**

Global Alliance

Cheshire Homes Society of British Columbia



**Leonard
Cheshire
Disability**



Community Report 2021



Message

The COVID-19 pandemic maintained its grip on the world this year and has been particularly challenging for the vulnerable people that we serve. On behalf of the Board of Directors I would like to thank all of you for continuing to provide critical support services. We are once again reminded that our trust and moreover our clients trust in the managers and staff is indeed thankfully and deservedly placed.

I am pleased to pause and recognize the entire team of staff for your service and dedication far beyond what anyone could or would have expected of you as we struggle with COVID-19. We are all in this together. Protecting the most vulnerable in a time of global crisis and alarm takes a special talent and dedication. To put the care and welfare of our clients ahead of your own safety and comfort says a lot about you all. All of our staff exemplify what it means to be true professionals. In rising to the COVID-19 pandemic with grace and dignity, you have once again demonstrated with crystal clarity why we are proud and honoured to be associated with CHSBC. You are true professionals in every sense of the word. Your continuing care and dignity is a shining example of what caring really means.

It has continued to be a pleasure for me to serve as President of Cheshire Homes Society of British Columbia (CHSBC) and to represent the Leonard Cheshire Disability Global Alliance as National Chairperson, as well as the Chairperson of the Americas Region.

CHSBC's affiliation with the Leonard Cheshire Disability Global Alliance supports expanding our services and being advocates for persons with disabilities. We have participated in several meetings and have taken the lead in coordinating and sharing information. Global Alliance members are united by a desire to change attitudes towards disability around the world, and supporting each other

through sharing skills and experience. We continued to participate in strengthening our ties with the Global Alliance Council. Unfortunately we had to postpone hosting the Global Alliance Council meeting in 2021 due to the ongoing pandemic, but we are hopeful that we will proceed as planned in May 2022.

It continues to be a privilege for me to be part of this process and worthwhile cause.

As I understand it, it was our founder's vision to reach for greater things and never to be content with the status quo, when it came to finding ways to foster independence for persons with disabilities. Our model of service delivery that forms the foundation of CHSBC is "Steps to Independence". As I see it, "good governance" as applied in the context of operating programs and services for persons with disabilities, requires us trusting our executive director, managers and staff, from top to bottom to do the right thing, to be creative, and to be resourceful. Our Board of Directors firmly believes that by instilling well deserved confidence and through that by empowering our staff, help us shape our operations from which we will all benefit.

Collectively, we are committed to ensuring that CHSBC continues to move forward in accordance with our Mission and is able to adapt when needed to the changing environment. 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. There are number of objectives that





Message

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”.

As for my role leading the Board of Directors, this is not difficult given the professionalism and dedication of the directors. With worthwhile and valid contributions by all, we have continued to look forward strategically with systematic reviews of our policies and goals. I want to express my appreciation to every member of the Board of Directors. Thank you all for your continued support to me as President and I look forward to working with you next year.

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. It is our hope that we will indeed become an employer of choice.

Overall, we have continued to meet the challenges of dealing with the global pandemic and I’m pleased to report that CHSBC continues to remain financially stable at this time. I want to thank all of the CHSBC staff, led by our executive director Mark Rattray. I have appreciated their resiliency and keeping a positive attitude during this time. 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.

The opportunity to see each other, connect and share in face-to-face conversations is something that many of us are really looking forward to. We do realize that meeting virtually with families and friends continues to be an important option for many of you; however, hopefully, we will return to some form of normality in 2022.

Thank you all for your continued support, I look forward to next year and a brighter future.

Respectfully,

David Anderson

Board President

Cheshire Homes Society of British Columbia



Message

We have managed to come through another challenging year, dealing with the COVID-19 global pandemic, yet we have continued to deliver services to the people that we serve. The constantly changing information around us to manage the rapid spread of the virus and maintain services was at times difficult; however, we continued to follow the Provincial Health Orders and ensure best practices were in place. Overall, the measures have proven very successful in maintaining the health and safety of the clients receiving services over the past two years.

It has however, been hard for a number of our clients, having limited visits with family and friends, as well as not being able to get out in the community as they used to. Some of the restrictions have taken their toll. While we endured some overwhelming challenges, there were some great stories of creative ideas and solutions to ensuring that services carried on for our clients as we tried to find a way through this crisis. Our Manager of Program Development and Service Delivery was able to host online events with some clients taking the lead to develop the activities. A number of clients participated and a great time was had by all!

If there is one thing I know about our organization it is that we are incredibly resilient. If this wasn't evident previously, it certainly is now. During the course of the last two years, we have maintained regular contact with the various health authorities and government agencies and had to make a number of service adjustments to our programs. As we continued to adapt, we faced a number of pressures in the programs such as staffing shortages and some services being curtailed to essential services only. While we have brought a number of new staff on board, recruitment has been a chal-

lenge for many organizations in our sector and the pressure has been put on staff to keep things going. Some of our staff have worked an extraordinary amount of hours and went above and beyond in their daily duties to keep things going. I again



need to tell you all that you are the unsung heroes! Without the resilience and flexibility of our staff, services to clients would have certainly suffered. I would like to thank all of our staff for their commitment and dedication to providing excellent support to the people we serve.

Our management team again worked diligently this past year, continuously putting plans in place and having to adapt. It was crucial that we had the plans in place to continue to meet essential service levels for our most vulnerable clients. They faced these challenges every day with a view to providing the best possible supports to clients and families while keeping them safe. Their professionalism and leadership qualities were evident, I am proud to have such a resilient team of managers.

I am pleased to report that in the majority we did well with meeting our annual budget. We obviously faced some financial challenges in some of our programs, which we strive to ensure individual sustainability, and had to make necessary adjustments. Overall, CHSBC continues to remain financially stable, and through careful planning, provides us with opportunities for future development.



Message

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. When we launched our strategic plan in 2017, we committed ourselves to working in a focused manner and to achieving better outcomes. I am pleased to say that many of the objectives were achieved, and therefore it was timely to update the direction for the next three years. 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 2021 to 2024. Four strategic themes continued, which are operational excellence, strategic partnering, innovation in service delivery and developing potential.

Thank you to the members of our Board of Directors who continue provide good governance and

guidance to the organization. Their commitment and ongoing support is very much appreciated for the advancement of the society.

I believe that I speak for many in looking forward to 2022, and hopefully having the pandemic somewhat under control. In the coming years ahead we shall dedicate ourselves to achieving the goals of the strategic plan and work tirelessly to place the interests of the people we serve at the heart of our entire decision making. At Cheshire Homes Society of British Columbia we will create opportunities to support more people with disabilities in our communities and make a positive difference to their lives. I look forward to working with you all in achieving our mission and vision!

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.

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

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 Programs & Services

Optimal Level of Independence



Community Housing

Step 1
Transitional Program

Step 2
Long Term Programs

Step 3
24 Hour Supported Apartments

Supported Living

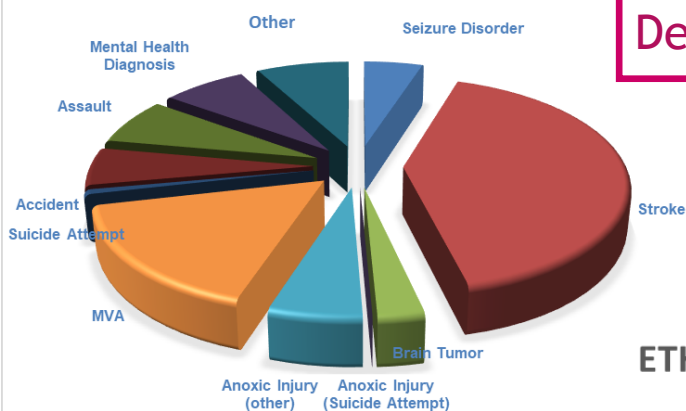
Step 4
Shared Support Programs

Step 5
Tenant Support Program

Step 6
Community Support Programs

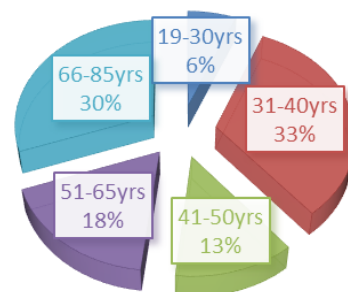
Who We Serve

NATURE OF DISABILITY

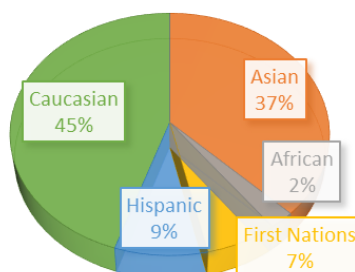


Client Demographics

AGE OF PERSONS SERVED (BY % OF CLIENTS)



ETHNICITY (% OF CLIENTS)

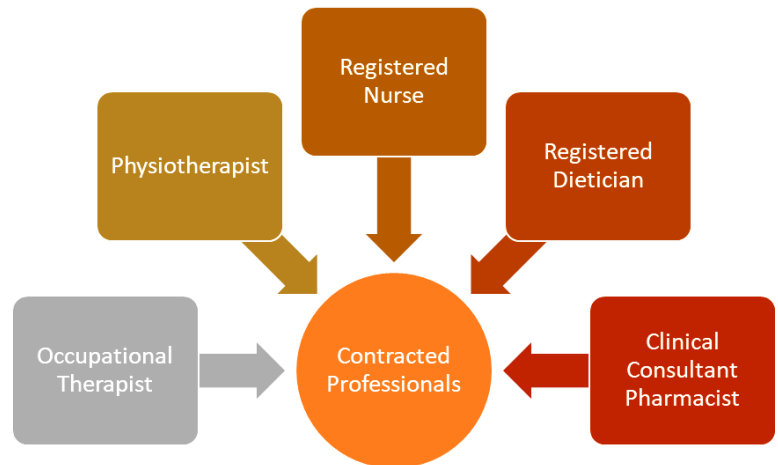




Our Growth

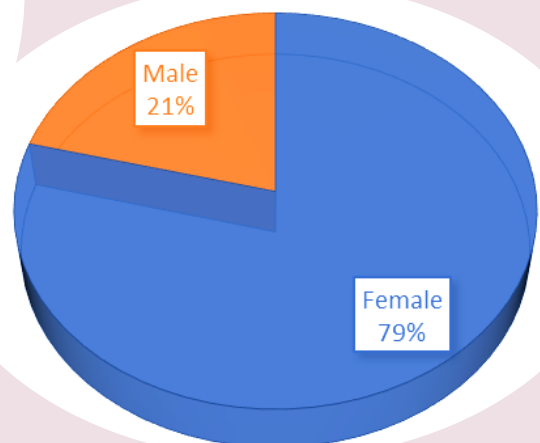
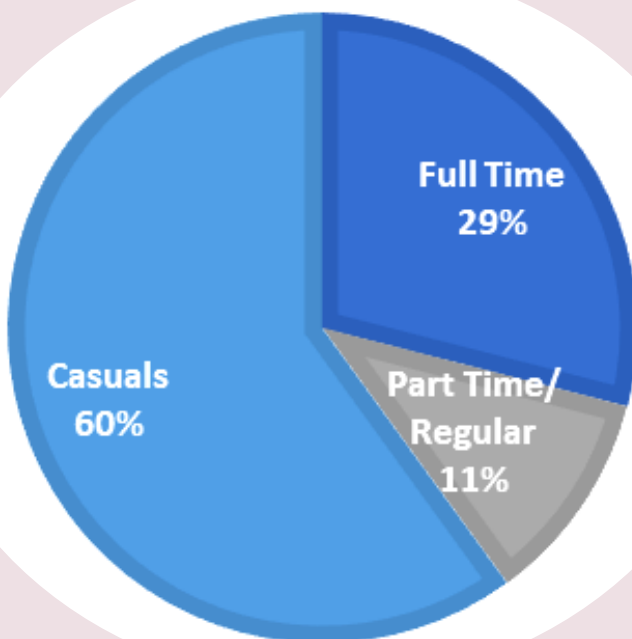
We are committed to recruit and retain our best qualified staff to ensure that we could provide the best quality of services to the community. Our team conducts regular evaluations on recruitment and retention, Performance Assessment and Training & Developments for improvement purposes.

In addition to employed staff, CHSBC has a team of professionals to support developing life skills, behavioral health care plans designed specifically for the client. Our practice is to enlist these professionals when appropriate (e.g. when community resources are unavailable/ have been exhausted) to provide support with referrals, transitions and to managers and staff with care plan recommendation and guidance. Recommendations and care plans are included in the client's Individual Support Plan (ISP), which our staff are required to follow closely in order to provide the most consistent support using best practices.



Our motto is to “do WITH clients, not for clients”

As of October 31, 2021
CHSBC currently employs
111 staff





Our Services

Client Satisfaction Survey 2021

In September, the client satisfaction survey was distributed by email and made available online to all clients. A total of 21 clients responded to the survey.



In regards to staff interactions, clients said:

“Companionship, Conversation, a sounding board.”

“Workers are awesome, they take time to chat and help.”

“The staff respect me and they treat me like a human being.”

“I can count on my support workers and Program Manager in all aspects of my life.”

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

- ⇒ 95% of those that completed the survey said they were satisfied or very satisfied with the support they receive from CHSBC (98% in 2020)
- ⇒ 91% of those who responded said they were satisfied with the goals that they work towards with staff (97% in 2020)
- ⇒ 90% of respondents felt that they have a clear understanding of their goals to have increased independence (90% in 2020)
- ⇒ 95% of clients reported that their quality of life improved since receiving CHSBC services (85% in 2020)
- ⇒ 80% said they were satisfied with the Action Meetings they participate in (61% in 2020)

The areas where they reported their quality of life most improved were: communication,



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

“Helped with computer purchase for zoom meetings, directions to and from home, got familiar with community, met other tenants in my building 75% increase in independence.”

“I feel happier living independently here much more than before”

“Friendly and respectful environment.”

“I like receiving personal one on one support.”

“Looking forward to more client and staff gatherings.”

“I have achieved many goals.”





Our Financial Overview

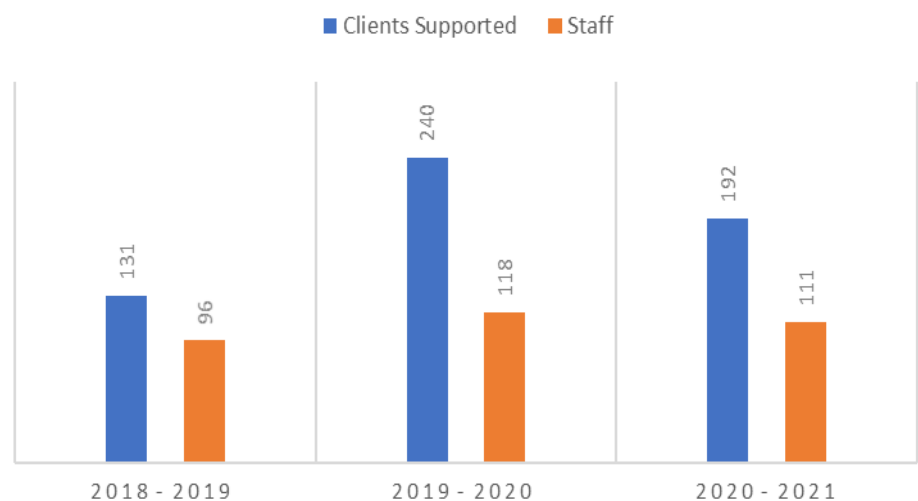
We are thankful for the ongoing financial support and commitment from Fraser Health Authority (FHA), Vancouver Coastal Health Authority (VCHA) and Community Living British Columbia (CLBC) for providing us with the majority of the funding that allows us to provide our services and programs. In addition, we would like to also thank Worksafe British Columbia, and Interior Health for their continuous support over the year.

With the support of the funders we are able to continue our mission to continuously expand our support for person with disabilities to achieve their optimal level of independence in the community.



CHSBC Growth Chart reflects our organization's financial growth over the year. In 2020–2021, our organization experienced a decrease in client admissions as we were faced with the Covid-19 restriction and social distancing rules. We were also down on a number of staff compared to 2019–2020 due to staff shortages. Our organization

CHSBC GROWTH CHART



ended this fiscal year in a healthy financial position despite going through a challenging year due to the ongoing global pandemic. We do not have any funding shortages with regard to our current operating expenses. Even though one of our Community Housing programs ran with one client short the entire year.



Client Stories



Marissa wanted to find things to do. She said she liked to swim, and her Program Manager suggested an outdoor pool not too far from her place. She and her keyworker booked her for a couple of hours at the Al Anderson Memorial Outdoor Pool and the HandyDart to get there. Another worker also came with her on the scheduled day to supervise her swim. She moved her arms and legs and tried to do the freestyle and crawl. A co-client came with her too. It was a nice sunny day and the

fresh air and exercise put her in a good frame of mind. She found out that she was getting angry for trivial issues and the outdoor pool seemed to have removed those angry feelings. She was so happy that she could swim and did not sink to the bottom of the pool. She also went to WC Blair Indoor Pool when the outdoor pool closed after the summer. She climbed down and up and down the ladder to sit in the hot tub for a massage. She enjoyed it when the water jet massaged her legs. She loves the water and swimming. She goes swimming every Sunday on the HandyDart with support workers to WC Blair Pool. She wants to go to White Rock beach swim in the sea one day. "I have to say thank you to my workers for keeping a watchful eye on me under the umbrella of safety. ~ Marissa Fitzwilliam"

Rick lives at Bodie and Dunbar House at 4265 Bond Street Burnaby B.C. This summer, he planted tomatoes, lettuce, kale, peas, onions, and many herbs of basil, parsley, rosemary. Rosemary and basil are his favourite herbs. Basil goes with peas and rosemary with corn. Gardening is part of exercise for Rick. He waters the garden every evening at 7:00 pm with the hose. He pulls a bunch of weeds out at 7:00 pm every evening. It gives him something to do that is very structural. The routine makes him feel really good. To Rick, this routines are just like singing his favorite Queen songs!





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:

- 88% 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.
- 78% of respondents agree that their Program has a safe work environment.
- 83% of respondents agree that CHSBC is dedicated to diversity and inclusiveness

Length of Service and Outstanding Service

One of our employees were recognized for their length of service and two employees were recognized for outstanding service.

CJ Festejo - 10 Years of Service

Amanda Grinder - Outstanding Service

Kelsey Pawluk - Outstanding Service

Congratulations!





Our Events and Contests

By the end of 2020, people all over the world were forced to contend with a new normal, lockdown, mask rules, economic crises, social restriction, and other on-going challenges that greatly impact CHSBC and the community.

Many of CHSBC scheduled events have to be postponed and canceled due to Covid-19 restriction and social distancing.

CHSBC managed to encourage clients to their goals towards their independence through SMART Goals contest that allows clients to set their goals and work to achieve their goals throughout the year.



EVENTS



CHSBC Annual Holiday Party 2021 was held virtually through a video conferencing platform, Zoom. Our clients and employees participated in the event and the clients had a good time playing online bingo.

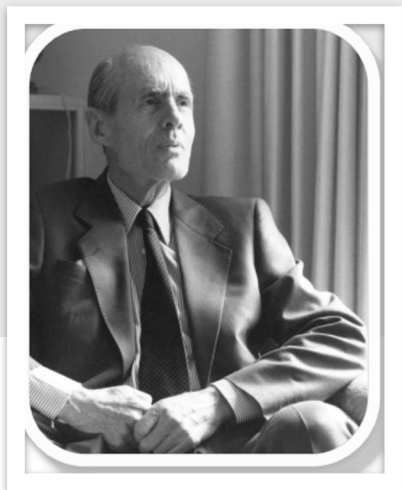
Winter Contest was also held to motivate clients to work towards their goals to achieve their optimal goal of independence.



Thank You

Leonard Cheshire

CHSBC Founder



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.

*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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