

A Member of the

**Leonard  
Cheshire  
Disability**

Global Alliance

**Cheshire Homes Society of British Columbia**



Annual Outcomes **Report**  
2016





**Executive Director**  
**Mark Rattray**

This past year has proved to be an exciting and rewarding venture for Cheshire Homes Society of British Columbia (CHSBC)!

Much work and progress took place over several years toward the three day CARF accreditation survey, which took place from June 8<sup>th</sup> -10<sup>th</sup>, 2016. As a result of the survey, CHSBC was issued a CARF Three-Year Accreditation applied to the following service(s):

Community Housing – King Edward House, Bodie and Dunbar Houses  
Community Housing (Medically Fragile) – Larkin House  
Supported Living – Fraser Heights Apartments Program, East 7<sup>th</sup> Apartments Program, Bonsor Apartments Program, Langley Timbers Apartments Program and Community Support Services

*Governance Standards Applied*

We were happy to note that our clients appear to be very satisfied with the services they receive, family members expressed a high level of satisfaction with the support provided and the funding agencies were very enthusiastic in their praise of CHSBC.

The ongoing commitment and support of our Board of Directors is to be commended and is very much appreciated. I believe we are very fortunate with the dedicated Board of Directors that we have who volunteer their time, and energy in support of our mission.

Our committed staff did a wonderful job at strengthening our programs and services as well as implementing a number of initiatives in the run up to the accreditation survey with CARF. I thank each of you for your contributions and the enthusiasm that you bring each day.

Respectfully submitted,

Mark Rattray  
Executive Director  
Cheshire Homes Society of British Columbia



**Board President**  
**David Anderson**

It continues to be a great pleasure for me to serve as President of the Cheshire Homes Society of British Columbia, and to represent Canada in the Leonard Cheshire Disability Global

Alliance as National Chairperson, and Chairperson of the Americas Region.

I am extremely grateful for the dedicated effort and support of the Board of Directors who made significant progress this past year towards governance objectives and strategic goals.

One key objective this past year was for the society to be accredited with CARF, with the Governance Standards applied. CHSBC is proud to have earned a three year accreditation certificate.

In 2016, we continued to participate in strengthening our ties with the Leonard Cheshire Disability Global Alliance and our relationships with all of our partner organizations within our region. The Alliance can play a significant role in improving the lives of those with disabilities but it requires everyone working together and pushing the “brand” forward as a global movement.

We should all be proud that we have achieved recognition with CARF, as it demonstrates that we are governing the society against an applied set of standards. A quote from the CARF Survey Summary captured it entirely for me:

“The organization is fortunate to have the leadership of an energetic, mission-driven board of directors. Members represent many disciplines and are recognized leaders in their communities. There appears to be a shared sense of pride that it is an honor and privilege to be part of the organization.”

Thank you all for your continued support, I look forward to next year with optimism as we position ourselves for the future.

Respectfully,

David Anderson  
Board President  
Cheshire Homes Society of British Columbia.



**We need to set our sights high, to be satisfied with nothing less than the best, and to commit ourselves totally and unreservedly to participate in the struggle to build a more liveable world.**



*- Leonard Cheshire*

## 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.*

## 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.*

## Values

*Cheshire Homes Society of British Columbia values the clients that they serve, staff, volunteers and stakeholders through relationships that are of quality, meaning and purpose, promoting ability out of disability.*

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

**Acceptance  
Empowerment  
Independence  
Opportunities**

CHSBC's Mission, Vision and Values are at the forefront of our decisions and practice to ensure that we align all that we do to promote independence for the clients we serve.



# WHO WE ARE



*Earth Day Outdoor Refurbishment at Larkin House, 2016*

**CHSBC is proud** to support diversity in our workplace.

**In 2016...**

**83%** of our staff identified as women

**9%** more new hires were over 40 years of age.

The number of **Hindu** and **Punjabi** speaking employees at CHSBC has doubled since 2014.

**More than 25** languages are spoken by our staff!

**We are happy** to share that employee retention at CHSBC has **improved by 8%** since 2014.

Per our Employee Satisfaction Survey results, **85% of staff were satisfied** with Violence Prevention Training provided through CHSBC and **89% reported** that they felt safe in their workplace.

**This year** we initiated new training to improve the awareness of our staff on important issues like **accessibility, diversity,** and introduced our new ***Positive Intervention Policy.***

**CHSBC** is proud to be an *equal-opportunity employer.* CHSBC promotes a work and service environment where all persons are treated with respect and dignity.



# WHO WE SERVE



*Acceptance • Independence • Empowerment • Opportunities*

An **Acquired Brain Injury (ABI)** is an injury to the brain that is not hereditary, congenital, or degenerative, and which has occurred after birth.

Over **160,000** Canadians suffer an acquired brain injury each year. Causes can be traumatic, such as a car accident, or non-traumatic, such as a stroke.

The changes that can occur as a result of ABI vary, depending on the part of the brain that has been injured.

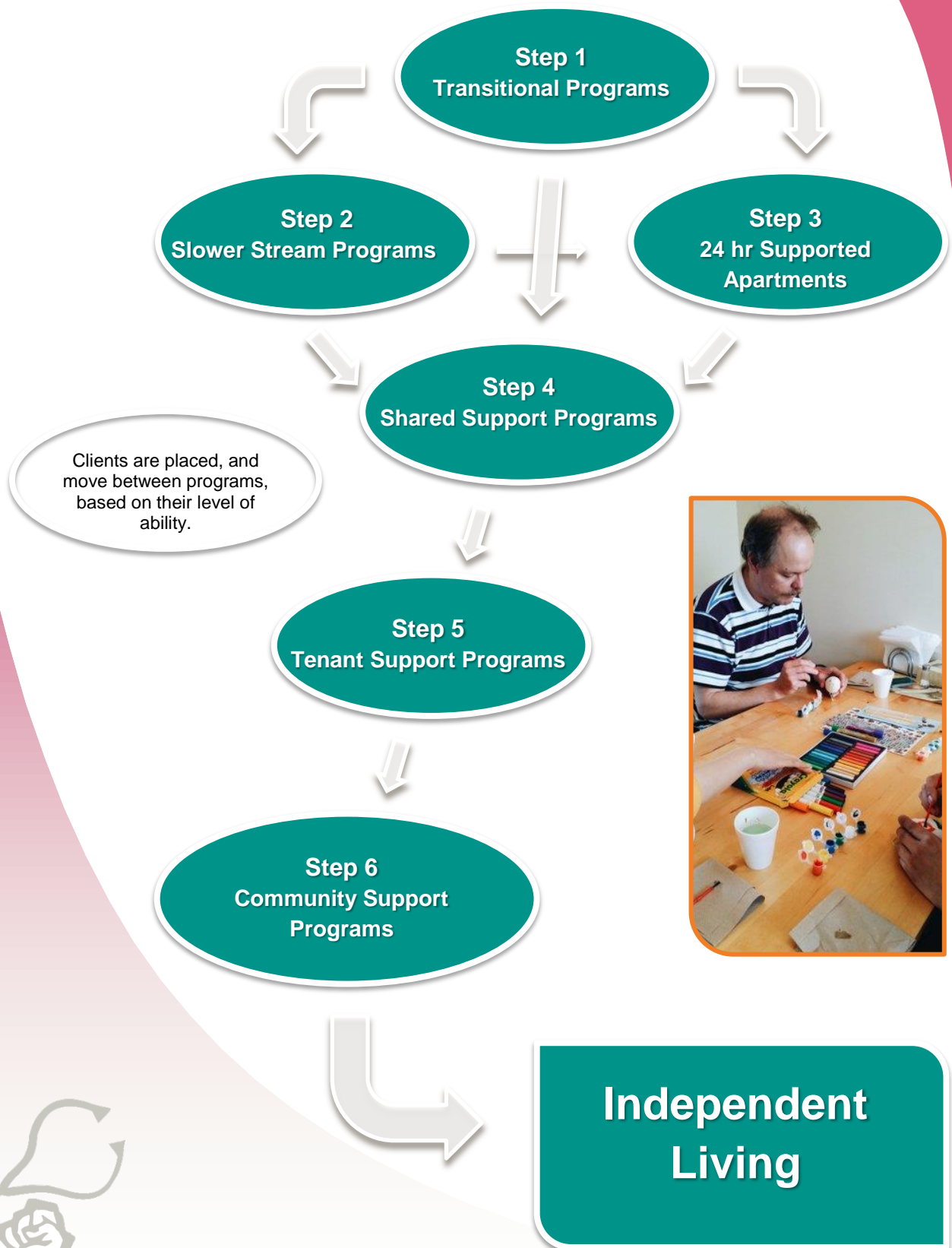
**Persons with ABI** often experience changes in many areas of their functional lives, including physical, social, behavioural, emotional, and cognitive changes.

**CHSBC believes** strongly that persons with ABI and other disabilities should be supported to achieve an independent, empowered life, as valued members of our community.

Our programs provide various levels of support to persons who are at all stages of their recovery with ABI.

# OUR MODEL OF SERVICE DELIVERY

## “Steps to Independence”



# OUR PROGRAMS



Since 1973, **CHSBC** has provided services tailored to the needs of persons with disabilities in a range of programs. All of our services are CARF accredited.

**CHSBC** provides Community Housing with 24 Hour Care at King Edward and Bodie & Dunbar houses. Medically Fragile Community Housing, with specialized 24 Hour care, is provided at Larkin House.

**CHSBC** also provides apartment-based Supported Living at Fraser Heights, Langley Timbers, East 7<sup>th</sup> and Bonsor residences, and Community Support Services based out of Abbotsford.

**CHSBC** has demonstrated that it is an industry leader in providing services to persons with disabilities, and works with the Health Authorities to build and implement "best practices" and seeks "continuous improvements" in the healthcare environment.

In 1984, **CHSBC** was the first organization in British Columbia to offer transitional services to persons with Acquired Brain Injury. **CHSBC** continued to identify areas of need for persons with ABI, and in 1991 became the first in the province to offer support to complex medically dependent survivors. Later, in 2002, **CHSBC** expanded to offer apartment-based services.



“

***The life of a man consists not in seeing visions and in dreaming dreams, but in active charity and in willing service.***

”

- Henry Wadsworth Longfellow

**100%** of clients were satisfied with the quality of support they received from CHSBC

**100%** of clients in Supported Living and Community Housing programs reported that staff promoted independence

**100%** of clients felt they were treated with respect by staff

“I like having support for medical appointments.”

“I feel very comfortable speaking with the staff at Fraser Heights.”

WE ARE PROUDLY



“I enjoy spending time with my support worker.”

“The staff is very positive, helpful... I feel safe and secure here.”

\* based on results of our Client Satisfaction Survey conducted June 2016

# RAISING AWARENESS

## Wheel Walk Run

**For 8 years**, CHSBC has held an annual event in June, which is Brain Injury Awareness Month.

The “**Wheel, Walk, Run for Brain Injury Awareness**” brings ABI survivors, family, friends and community members together for a common goal of spreading awareness about what brain injury is, who it affects, how it affects them and where possible, how to avoid sustaining one.

Brain injury is currently a leading cause of death and disability worldwide and in BC alone, there are **22,000 new brain injuries each year**. The annual incidence of acquired brain injury in Canada is 44 times more common than spinal cord injuries, 30 times more common than breast cancer, and 400 times more common than HIV/AIDS. **In fact, brain injury occurs at a rate greater than that of all known cases of Multiple Sclerosis, Spinal Cord Injury, HIV/AIDS and Breast Cancer per year combined.** The far-reaching effects of ABI on our communities is not reflected in the level of funding received. By raising awareness, CHSBC hopes to improve funding and services available to persons with ABI.



# GLOBAL ALLIANCE

A member of the

**Leonard  
Cheshire  
Disability**

**Global Alliance**

**CHSBC** is proud to be a member of the Leonard Cheshire Disability Global Alliance and to have the President of our Board of Directors, David Anderson, represent Canada as the National Chairperson and Chairperson of the Americas region.

**Leonard Cheshire Disability** has over 65 years' experience and a deeply rooted network of over 200 Leonard Cheshire Global Alliance members in 54 countries. It is one of the world's largest networks wholly dedicated to supporting persons with disabilities.

Global Alliance members are united by a desire to change attitudes towards disability around the world, supporting each other through sharing skills and experience. Each Cheshire organisation has its own independent governance structure and individual NGO status.



Leonard Cheshire Disability Global Alliance Regional Chairs Meeting 2016

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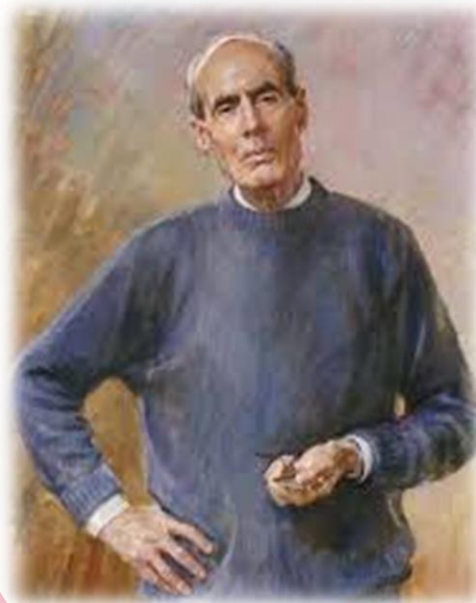
Global Alliance

101A-3920 Norland Ave  
Burnaby, BC V5G 4K7  
Phone: (604) 540-0686  
Fax: (604) 540-0684  
Email: admin@cheshirehomes.ca

Cheshire Homes Society of British Columbia respectfully  
acknowledges our generous public and private funders for  
their commitment to supporting our programs and our cause.



Ministry of  
Justice



**Leonard Cheshire  
1917-1992**

CHSBC would also like to acknowledge  
the professionalism and dedication of our  
Board of Directors.

President: **David Anderson**  
Vice President: **Cliff Bottoms**  
Treasurer: **Anushka Perera**  
Secretary: **Reg Smith**

Directors: **Doug Galloway**  
**Larry Hipson**  
**Judy Alexander**  
**Alex Jackson**  
**Gabor Gasztonyi**