

Leonard Cheshire Disability

A Member of the Leonard Cheshire Disability Global Alliance

Cheshire Homes of British Columbia



COMMUNITY REPORT 2019



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 Council continues to meet annually and renews our collective interest in advancing the aims and aspirations of the Alliance. With each successive annual meeting our common bonds of friendship and commitment become stronger. We continue to trade ideas and grow in our understanding of ways and means to make our world a better place for persons with disabilities. CHSBC makes a strong contribution to the Alliance and it gives me great pride to see what we have achieved.

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 cre-

ating 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.

We have much to learn and much to do, as we take careful and measured steps to continue our never ending pursuit of a better and more rewarding quality of life for the people we serve. We are united in our ambition of creating more opportunities for persons with disabilities in our communities and to make a positive difference to their 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. This professional input has certainly standardized practice and enhanced the quality and professionalism of service delivery throughout the organization.

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. We hope that this will be a successful program, increase the amount of available workers and ensure our staff are able to get

quality time off.

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!

One of our goals this past year was to increase staff engagement within the organization. Through the committee structure, representatives were identified for the respective committees in each program. Regular information was provided through newsletters, to keep staff abreast of organizational issues, gain their feedback, so that their views can be taken into account. It is through the hard work of our staff that we assist clients on their journey toward independence and to realize their full potential. I would sincerely like to thank all of our staff for their flexibility, dedication and commitment in providing a high quality of service to the people we serve.

I am pleased to report that progress has been towards the objectives within the strategic plan, which can be evidenced through our Business Outcomes Management Report. We will continue to monitor progress in the achievement of the goals and further engage in work with partners from different sectors to provide services to persons with disabilities in the communities of their choice.



About Us

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 Brit-

ish 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.

Let us all look forward to an exciting year ahead!

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.

VISION



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.

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.

VALUES



Acceptance
Be treated with dignity and respect

Empowerment
Learn through goal-oriented, outcome-focused programs.

Independence
Reach their optimal level of independence through encouragement and support.

Opportunities
Pursue opportunities that will enhance their quality of life



Our Programs & Services

Steps to Independence



People We Serve

Nature of Disability

The nature of disability of the clients at CHSBC are dominated by people with brain injury caused by Stroke (29%), Motor Vehicle Accident (MVA) (16%), Mental Health Diagnosis (15%), Accident (11%), Seizure Disorder (8%), Assault (6%), and Others (15%)

Age of Person Served

Cheshire Homes of British Columbia clients age in 2018/2019 were varied consecutively from 19-30 years old (5%), 31-40 years old (12%), 41-50 years old (17%), 51-65 years old (55%), 66-85 years old (11%).

Ethnicity of Clients

CHSBC client population in 2018/2019 remains diverse; the most significant numbers were 33% identified as European, 26% as Asian, 21% as caucasian, 16% as "other" and 4% as First Nations.



Our Growth

OUR PEOPLE



Our total number of employee in 2019 is 97 employees. The vast majority of our employees are female, 78 employees and 19 male employees with their age varied from 18 to 65 years old.

As of October 2019, 68% of our employees are casuals, 17% part time and 29% are full time employees.

WE DO IT WITH CLIENTS, NOT FOR CLIENTS

Annually, our staff are required to maintain their knowledge and update their skillsets through the trainings provided by our organization and the health authority. We ascertain that our staff fully understand and able to provide a dependable client services.

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 practices 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 contracted professionals and some of the functions they provide (based on client need) include:

- ◆ Occupational Therapist
- ◆ Physiotherapist
- ◆ Registered Nurse
- ◆ Registered Dietician

- ◆ Clinical Consultant (in partnership with Medical Pharmacies)

Our contracted professionals provide consultation for support plans as required including nutrition care planning, medication administration oversight and goal planning. Based on the client need, a contracted Registered Nurse, Occupational Therapist and Registered Dietician provide oversight on a monthly and as needed basis.

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.

Our organization holds monthly meetings (at all levels including client, staff, management, leadership and board to review progress of culminating in an annual evaluation of the program's operations. Information is gathered to review trends and to identify areas for improvement and enhancement of service delivery to our clients.

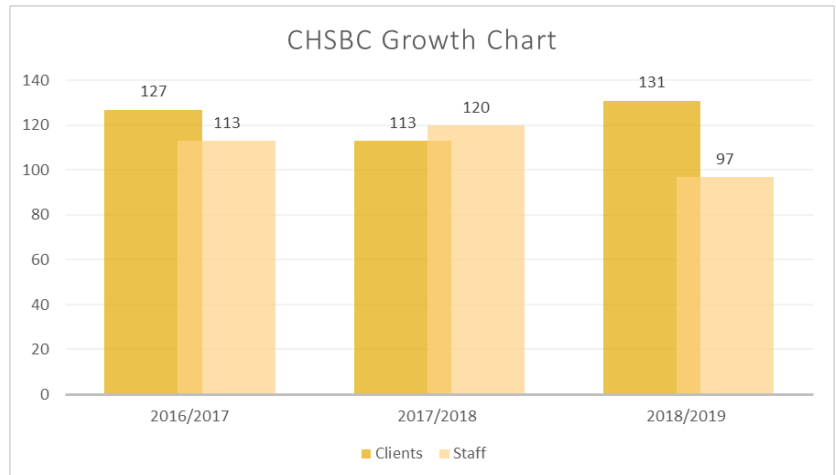
Ongoing feedback is solicited from stakeholders to ensure that CHSBC is meeting the program requirements and maintaining a positive working relationship.



Our Financial Overview

OUR GROWTH

The Growth Chart represent our organization yearly growth. In 2018—2019, CHSBC experienced an increase in client admissions as we continue to provide dependable services to meet our client goals. Our organization ended this fiscal year in a healthy financial position. We do not have any funding shortages with regard to our current operating expenses.



Our organization continue to receive ongoing financial support and commitment from Fraser Health Authority (FHA), Vancouver Coastal Health Authority (VCHA) and Community Living British Columbia (CLBC). We would like to thank our funders for providing us with the majority of the funding and allow 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 provide and expand our support for person with disabilities to achieve their optimal level of independence in the community.





Our Events and Contests



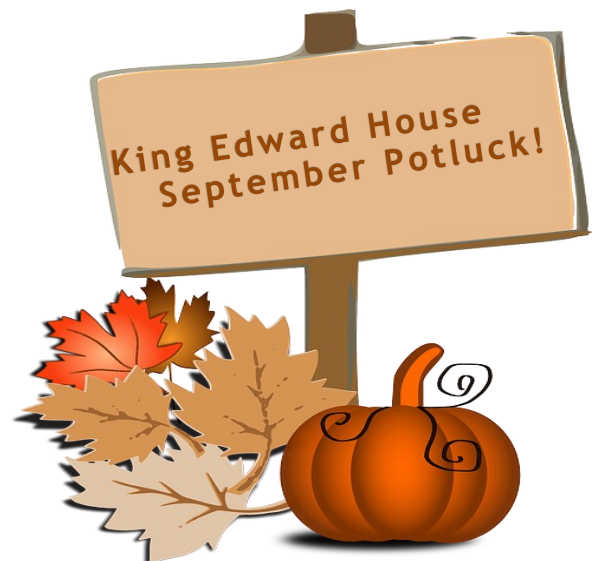
Cheshire Homes Society of BC is pleased to announce that we have been accredited for a period of three years.

This is the second accreditation that the international accrediting body, CARF, has Awarded to CHSBC. By pursuing and achieving accreditation, CHSBC has demonstrated that it is meeting international standard for quality and is committed to pursuing excellence.

Let's continue in maintaining these standards going forward!

Annual Earth Day Potluck at Larkin House.

Our organization celebrate the Annual Earth Day Potluck at Larkin House. The clients came together to celebrate, enjoy the music, food and have a day of fun.



CHSBC's Annual September Potluck was hosted by King Edward House. The clients and employees got together to enjoy an afternoon of fun and food.



Our Services

Client Satisfaction Survey 2019

In September, the client satisfaction survey was distributed by email and made available online to all clients. A total of 55 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 every-day stuff that I have difficulty doing because of my memory issues"

"I feel safer and more independent because of staff supports. 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:

- ◆ 91% of those that completed the survey said you were satisfied or very satisfied with the support you receive from CHSBC (97% in 2018)
- ◆ 94% of those who responded said they were satisfied with the goals that they work towards with staff (100% in 2018)
- ◆ 96% of respondents felt that staff promote your goals to have increased independence (87.19% in 2018)
- ◆ 87% of clients reported that their quality of life improved since receiving CHSBC services (89% in 2018)
- ◆ 73% said you were satisfied with the Action Meetings you participate in (96% in 2018)
- ◆ Similar to last year, the areas where you reported your quality of life most improved were: health, mobility, living skills, recreation, leisure & community participation of life most improved were: health, mobility, living skills, recreation, leisure & community participation!

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

"helpfulness of the staff, my independence"

"I trust my own abilities more"

"the workers adapt to the individual very well"

"the one on one support and how understanding everyone is"

"..the majority of staff here are devoted and well educated on the rights of People with Disabilities..."



Client Stories

CLIENT STORIES

UPDATES ON THE LIFE OF ASWITA TJAHJADI



Aswita Tjahjadi has been a client with Cheshire Homes Society of BC at the Fraser Heights Apartment Program for over three years. Aswita has struggled with the adverse symptoms from her brain injury since the young age of 16. Aswita indicates that she enjoys cooking, baking, and the overall the art of food. Aswita acquired numerous years of food preparation experience through the various jobs and educational courses that she has participated in over the years.

Recently, Aswita was working for Meinhardt for over two years, however, decided that it was no longer the right fit for her. She decided to look into other job prospects independently. Aswita honoured her Catholic faith and prayed to the lord daily for a new job. After much effort with working with WorkBC and visiting numerous job fairs, Aswita was successful in obtaining an interview with the new Chipotle Restaurant that opened on Broadway and Cambie in Vancouver. Aswita was officially hired on March 15, 2019 and has been working four days a week ever since.

By working 10am-2pm shifts, Aswita reports that she is able to enjoy her morning, which includes working out before taking transit to start her shift.

A typical workday for Aswita starts with washing her hands, something that occurs every hour and is light-heartedly titled 'party time' by her co-workers and managers. Aswita then proceeds to fulfill a variety of tasks including but not limited to: cleaning the vegetables with a mixture of victory wash and tap water – this kills all bacteria and eliminates the risk of salmonella infection, peeling vegetables, shredding cheese, ensuring food bins are replete, washing dishes, removing stickers and stems from avocados, as well as cleaning and transporting required equipment.

Aswita has so many positive sentiments towards working with Chipotle. She mentioned that "Everything is nice, and everyone is friendly" and really emphasized that she trusts her co-workers and feels that she is able to ask for help whenever she needs it, for instance when she needs support with lifting a heavy piece of equipment.

Overall, Aswita consistently states that she enjoys working with Chipotle and that as someone with an acquired brain injury, she feels respected, accepted, safe, and appreciated for the work that she does.



Our People

Employee Satisfaction Survey

The feedback and input provided by our employees are as important as clients to improve our services. Our employees were encouraged to participating in surveys throughout the year. In June, the Annual Employee Survey was issued as a way for our employee to provide their input and feedback to the organization.

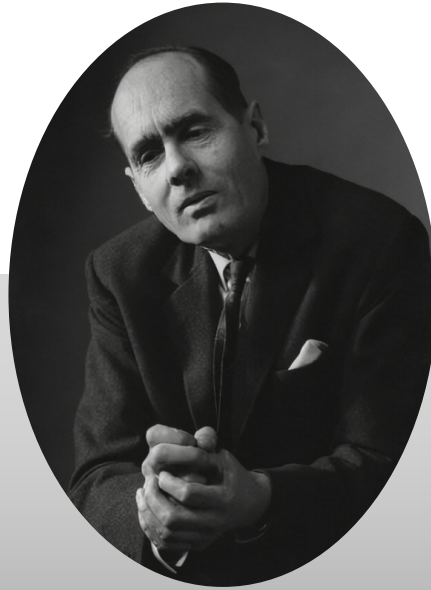


Employee feedback this year shows that we continue to provide excellent service and support, but that there is still improvement for us to do:

- 93% of respondents agree that CHSBC's work positively impacts people's lives.
- 93% of respondents are determined to give their best effort at work each day.
- 84% of respondents agree that their Program has a safe work environment.
- 93% of respondents agree that CHSBC is dedicated to diversity and inclusiveness



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

**Leonard
Cheshire
Disability**