



Leonard
Cheshire
Disability

A Member of the Leonard Cheshire Disability Global Alliance

Cheshire Homes of British Columbia



Community Report 2020



Message

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.

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.

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 how we can improve. Overall, CHSBC continues to remain financially stable, and through careful planning, provides us with opportunities for future development.

In 2019, we continued to participate in strengthening our ties with the Leonard Cheshire Disability Global Alliance. The Global Alliance is a worthwhile endeavor and can play a significant role in improving the lives of those with disabilities, but it requires everyone working together and pushing forward as a global movement. Together, we are committed to improving the quality of the lives of persons with disabilities and supporting the United Nations Sustainable Development Goals. It has been an honour for me to be part of this process and worthwhile cause.

I would like to take the opportunity to thank our executive director, Mark Rattray, and the staff for their commitment and positive attitudes as they continued to work towards meeting the required accreditation standards and improve our service delivery. I am very pleased that the organization earned a further three year accreditation certificate CARF, they should all be congratulated on their achievements.

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 board members represent many disciplines and share a sense of pride to be part of the organization. The governing body provides effective and ethical governance leadership to ensure that the organization focuses on its purpose, mission, vision and outcomes for persons served."

I would like to recognize the valid contributions from every member of the Board of Directors, who share a wealth of

knowledge, professionalism, and experience, that enhances the governance of the society.

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.

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



Message

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

I am pleased to report that in the majority we did well with meeting our annual budget and meeting the objectives of the strategic plan. Overall, Cheshire Homes Society of BC (CHSBC) continues to remain financially stable, and through careful planning, provides us with opportunities for future development.

Much work and continued progress took place toward the three-day CARF accreditation survey, which took place from June 26th – 28th, 2019.

As a result of the survey, CHSBC was issued a further 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

Community Integration

Supported Living – Apartments Program, Langley Timbers Apartments Program and Community Support Services

Governance Standards Applied

CARF recognized and congratulated our diligent and successful efforts to maintain our accreditation. They noted that our team's effort ensured that the intent of the standards was understood and that the plans, policies, and procedures were implemented. 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. One such quote from the report highlights the level of satisfaction:

"The organization has an excellent reputation in the community for working collaboratively and proactively on behalf of clients. CHSBC was described as the "go to agency" that would "take the most challenging clients and work with them successfully." The organization was also described as being "flexible and responsive" to any requests.

CARF also reported that staff members in both community housing and supported living settings are energetic, dedicated, compassionate, and enthusiastic about achieving the mission and assisting clients to attain their desired

goals.

As a result, collectively we demonstrated our commitment to Continuous. Quality Improvement and achievement of accountability, positive outcomes, a person-centered and interdisciplinary approach to service delivery, teamwork within the organization, comprehensive financial management and an overall improvement on client services.

I would like to thank all of our staff for their commitment and dedication to providing excellent support to the people we serve. There have been many exciting new initiatives, and many of the staff have been involved in helping design and implement them through active participation in the committee process. Through our organisational values, and inspiring staff, gives CHSBC the potential to bring about our founder's inspiring vision for persons with disabilities.

Finally, 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 look forward to 2020 with excitement in pursuit of our mission and engaging with our partners from different sectors to provide services to persons with disabilities in the communities of their choice!



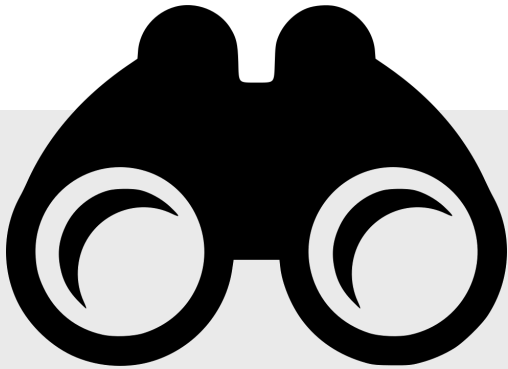
Respectfully submitted,

Mark Rattray
Executive Director
Cheshire Homes Society of British Columbia



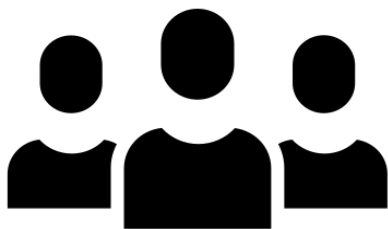
About Us

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.



Acceptance

Be treated with dignity and respect.

Empowerment

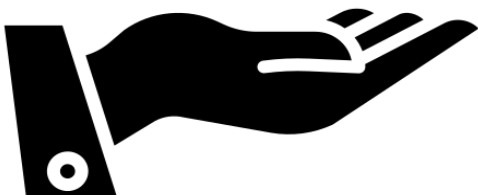
Learn through goal-oriented, outcome-focused programs.

Independence

Reach their optimal level of independence through encouragement and support.

Opportunities

Pursue opportunities that will enhance their quality of life.





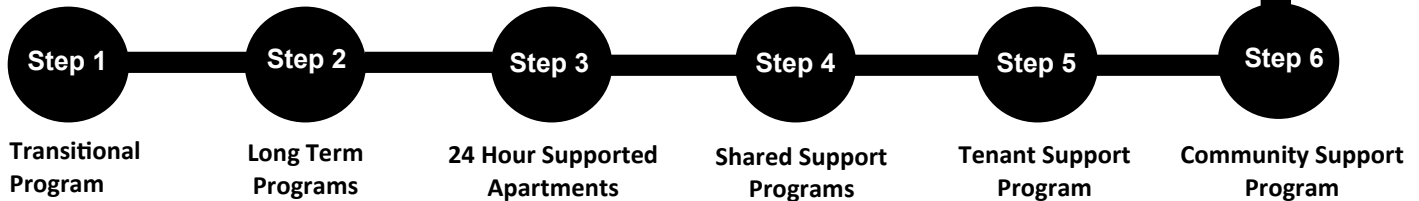
Our Programs & Services

Steps to Independence

Community
Housing

Supported
Living

Optimal Level of
Independence



People We Serve



CLIENTS

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 2019/2020 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 2019/2020 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

We do it WITH clients, not for clients

Despite the limitation of resources and challenges we faced during the ongoing pandemic, 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 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.

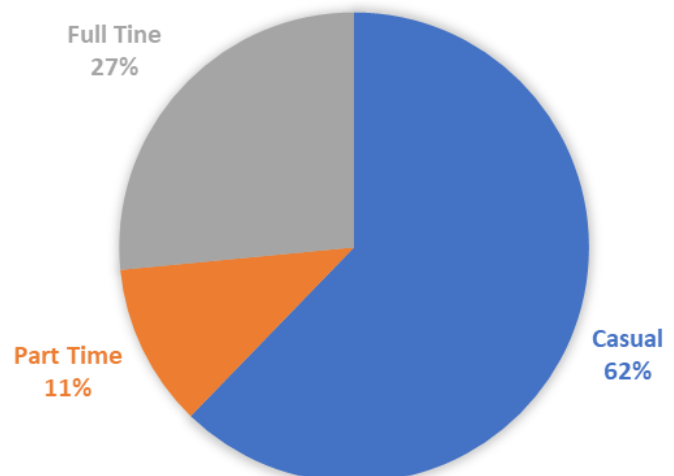
Our staff are regularly required to maintain their knowledge and skillsets through training provided by the organization or the health authority. We ensure that our employees fully understand and able to provide a dependable client services.

Our People



Our total number of employee in 2020 is 118 employees, dominated by 94 female employees and 24 male employees with their age varied from 18 to 65 years old.

OUR EMPLOYEES AS OF OCTOBER 31, 2020

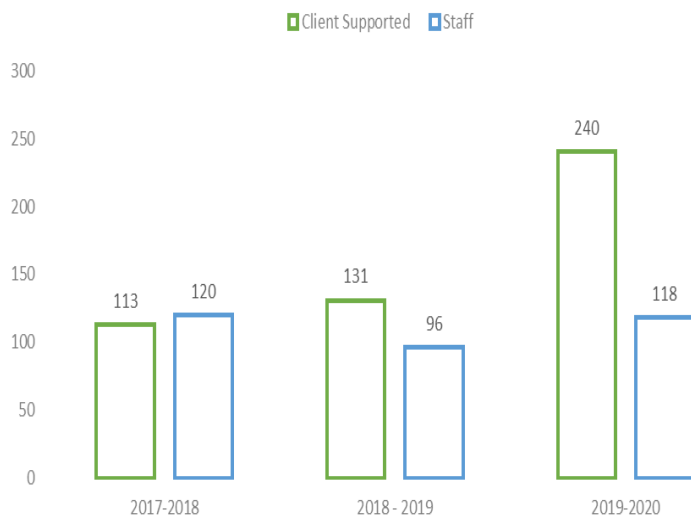




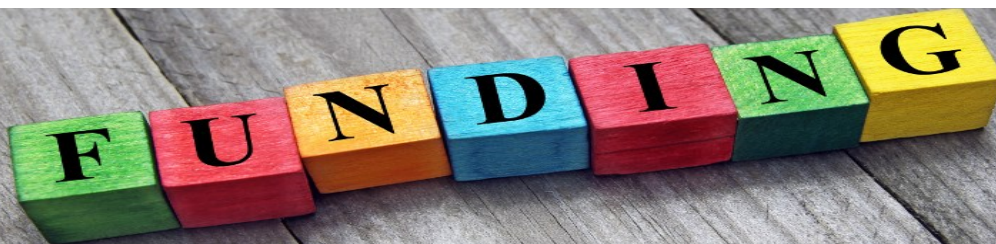
Our Financial Overview

In December 2019, the health sector including our organization was faced with an ongoing global pandemic of coronavirus disease (Covid-19). As the result, CHSBC has to limit some of our services to the client and closely follow the health restriction regulations. Our social workers were faced with an increase in complex client needs during coronavirus disease as they have to follow the social distancing requirements. Our organization has adapted, evolved, and taken measurable steps to respond to Covid-19 to be able to provide the services our clients need.

CHSBC Growth Chart



The Growth Chart reflects our organization's financial growth over the year. In 2019—2020, our organization experienced a decrease in client admissions as we were faced with the Covid-19 restriction and social distancing rules. Our organization 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.



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.



Ministry of Justice





Our Events and Contests



CHSBC Halloween Bash at Bodie and Dunbar



Our Christmas Party





Our Services

Client Satisfaction Survey 2020

In September, the client satisfaction survey was distributed by email and made available online to all clients. A total of 35 clients responded to the survey.

In regards to staff interactions, clients said:

"My questions are answered. Staff is caring and loving and care about people."

"My workers come rain, snow or whatever weather and I can always rely on them. Glad they help me through this pandemic time too."

"Get help with emails, phone calls for appointments and making good decisions that make my life better."



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

- ⇒ 98% of those that completed the survey said you were satisfied or very satisfied with the support you receive from CHSBC (91% in 2019)
- ⇒ 97% of those who responded said they were satisfied with the goals that they work towards with staff (94% in 2019)
- ⇒ **90% of respondents felt that you have a clear** understanding of your goals to have increased independence (96% in 2018)
- ⇒ 85% of clients reported that their quality of life improved since receiving CHSBC services (87% in 2019)
- ⇒ 61% said you were satisfied with the Action Meetings you participate in (73% in 2019)
- ⇒ Similar to last year, the areas where you reported your quality

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

"The caring environment. Responsibilities and time given to clients."

"I like that I can trust the staff."

"Varied support and flexibility of staff and management"

"Service through hard times like the pandemic."

"My workers go out of their way to make sure things get done, that's important and great."



Client Stories

A NOTE FROM DJ JAMES



James suffered stroke on August 20, 2010.

This event has changed his life in a major way and he lost his entire speech and certain mobility. He was only able to say two words. After two days in the hospital, he started having severe seizures up to 17 times per day. He was moved to the critical care unit (CCU) so his seizures could be controlled first. He then moved to the second floor and started his speech-language therapy and physiotherapy. During the therapy, he re-learned how to say his name “James” again. He was so happy!

He continued to learn more single words, but he could not put a sentence together. When he was discharged from the hospital, he was given a book called “Let’s Talk about Stroke”, which he thought really funny because “he could not talk!”

He was given no support. No Social Worker, no speech therapy, no physiotherapy, and no occupational therapy. It took him six months and with the help of his good friend John to get him the help he needed. He was required to do a lot of paper work– which he could not do because of Aphasia.

April 2021, he finally started his speech therapy through the acquired brain injury program. During this time, he worked on improving his memory for words, putting words into sentences, and improving his texting. July 2011, James suffered mini stroke but he came back fighting.

Today, 10 years later he feels very fortunate to have had the Langley and Surrey Stroke Recovery of B.C Speech and Language, Cheshire Homes Society and Headway (Strive) New West. He is getting some of his life back by a sheer determination and by taking therapy for his Expressive Aphasia, however, he still needs help to improve some more. In his “former” life, James was a Professional DJ/MC, and he is working hard on gradually getting back to his life by doing the music for some stroke recovery or Aphasia events. Speech therapy is what keeps him mobbing forward to his goals.

As someone with an Acquired Brain Injury, he feels strongly about sharing his positive stories with other people so they understand Aphasia and Aphasia Recovery. He shares his experiences with people he meet and with as many people as he can talk to. He participated in a video for the Stroke Recovery Association of British Columbia to help raise awareness about language and communication recovery after strokes.

For the last three and a half years, he has lived independently in his own Apartment with the Langley Timbers Apartment Program through Cheshire Homes Society. He volunteers at the Salvation Army Thrift Store Aldergrove and do clothes tags and many more. And with his heart, he has learnt to help others with a stroke or Brain Injury with Aphasia and he tries to make them smile and relax.



Our People

Employee Satisfaction Survey

Our employees were encouraged to provide feedback by participating in surveys throughout the year. In June, the annual employee survey was issued as a way for employees to provide feedback and input.

- ◆ 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.
- ◆ 82% of respondents agree that their Program has a safe work environment.
- ◆ 89% of respondents agree that CHSBC is dedicated to diversity and inclusiveness

FEEDBACK





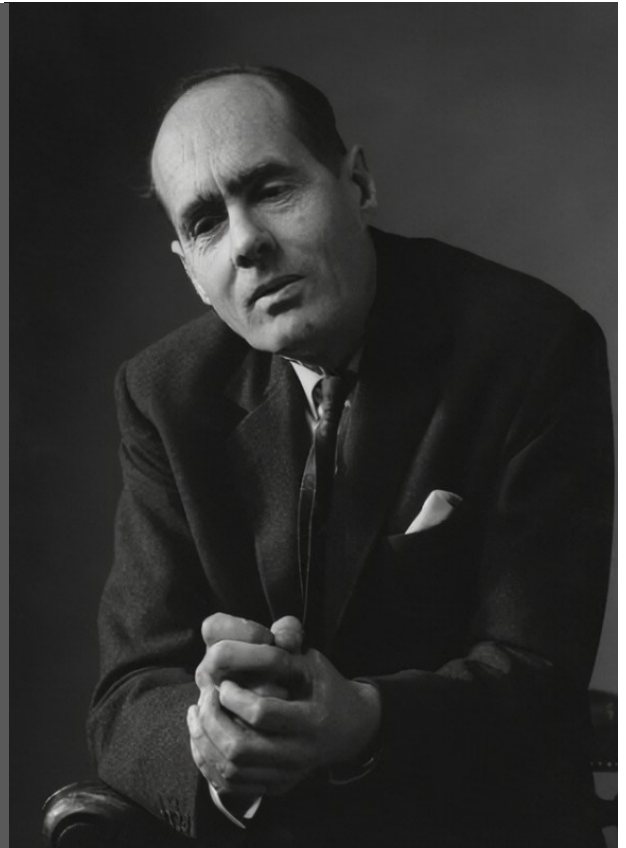
Thank You

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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