

Hope.Help.Home.



Community Living
VICTORIA

CELEBRATING

66
YEARS



annual report 2020 | 2021

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66 Years of Service

Community Living Victoria supports people with intellectual disabilities together with their families, support networks and the community by promoting full citizenship.

On December 16, 1955, a group of dedicated parents founded what is now called Community Living Victoria. Today, as the largest, not-for-profit, community

living service provider on Vancouver Island, Community Living Victoria provides a range of support services to children, youth and adults with intellectual disabilities, and to their families.



QUALITY OF LIFE MATTERS

All of Community Living Victoria's services focus on supporting people to have access to a full range of life choices. We are committed to the principles of community living. These include:

- ▶ **Respect** for the uniqueness, dignity and worth of each individual;
- ▶ **Recognition** of each person's need for self-determination, personal happiness and satisfaction; and for
- ▶ **A meaningful life** where their gifts and contributions are valued.

Working Together, Making a Difference

As we reflect on the past year, dealing with the pandemic remained our top priority. At the beginning of the pandemic, the uncertainty and gravity required immediate crisis management; we scrambled to implement safety measures and protocols to keep people supported and our employees as safe and healthy as possible. The sourcing of adequate PPE was an enormous challenge. Over time, we gained knowledge and, with the support of the sector and following all public health protocols and guidelines, our planning became more deliberate and informed. We are proud of the ways in which Community Living Victoria (CLV) pivoted in a very short time to adapt workplaces, adjust service delivery and continue to provide support and connection to individuals and families virtually. Our deepest gratitude to our staff on the front lines, and the coordinators, supervisors, and managers who spent countless hours helping CLV shift to providing adapted services. Some community inclusion staff were redeployed to support our homes to ensure that our most essential services remained stable. We are amazed at the ways in which the people we support, and their families, have adjusted and adapted to the impacts of COVID-19. For example, many people became familiar with using new technologies. All our staff, home share providers, and contractors continued to provide vital services while balancing concerns for their own families and loved ones. It was through our collective efforts that we kept people safe, supported and secure at a time of significant uncertainty.

Our annual general meeting in September was our first virtual meeting with the membership. While we missed the opportunity to connect in person, we were pleased that the meeting was accessible to more people. We recognized retiring board members, as well as presenting continuous service awards to employees.

We completed our sixth CARF accreditation survey in November 2020. The process this year looked very different, with a digitally enabled survey because of health and safety protocols. It was a great success, and we are proud to have received another three-year accreditation.

As a result of the pandemic, we were unable to have many of our key events including our signature concert, seasonal celebration, and summer BBQ. Although families were able to visit outside, the usual Christmas and other celebrations were not possible. Thank you to all the families and people we support for their understanding and flexibility.

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Board Members on a podcast

Clockwise from top left:

- Mike Chadwick (CLV Board President)
- Joanna May (Human Resources Director)
- Rob Taggart (Foundation Board President)
- Joanne Finnegan, (CLV Board Vice President)



A highlight of our general meeting in May was the annual community awards. Board President Mike Chadwick was given the Volunteer of the Year Award. Darren Gardner and Michael McNally from Thrifty Foods Quadra and McKenzie received the Employer of the Year award. Educator of the Year went to Marta McAulay, Speech and Language Pathologist, Saanich School District, and a new category of CLV Heroes was established to recognize individuals and staff for having gone above and beyond during the pandemic.

Community Living Victoria's Family Support program was honoured to receive a Celebration of Families award from the Family Support Institute of BC. This award is given to people or groups who contribute to the betterment of families by volunteering and/or supporting communities to see the benefits of inclusion, celebrating families and, helping others see abilities and diversity first.

Our 2021–2024 strategic plan, completed in May 2021, was also done virtually. The strategic directions that will influence our work over the next three years are:

- people get the support they need and in the way they want it
- people are living in safe and affordable housing of their choice
- CLV has a diverse, engaged and stable workforce



- CLV is a leader in the provision of sustainable and innovative services

Unfortunately, we were not successful in the recent BC Housing funding call. This means that we will likely pause on the mixed housing development proposed for our Cedar Hill Cross Road property. We hope that this project will eventually move forward and provide affordable rental housing for the people we support and the community.

We are grateful to our Foundation and supporters who, despite the pandemic, found ways to continue to support us.

Community Living Victoria continues to be supported by a dedicated and committed Board of Directors and leadership team. Some aspects of our personal and professional lives will be forever changed by the COVID-19 pandemic. But we will continue to be guided by our core values and to respond to the needs of families and the people we support. We are grateful to our staff, contractors and home share providers for their unwavering commitment. We know that there is much work to be done as the pandemic evolves in the year ahead. We will continue to lead with one goal in mind: to keep the people we support and our employees as safe and healthy as possible.

We are hopeful that we will be able to celebrate our 66th anniversary in person at a gala planned for December 16. This will be an opportunity to celebrate the history, accomplishments and future of Community Living Victoria. We are so thankful and proud to be part of such a great community.

Together we make a difference.



MR Chadwick

Mike Chadwick,
PRESIDENT



e. tarshis

Ellen Tarshis,
EXECUTIVE DIRECTOR

“Community Living Victoria's structure of leadership and consistent efforts made to empower and support employees, cultivates a workplace guided by trust, pride and healthy relationships.”

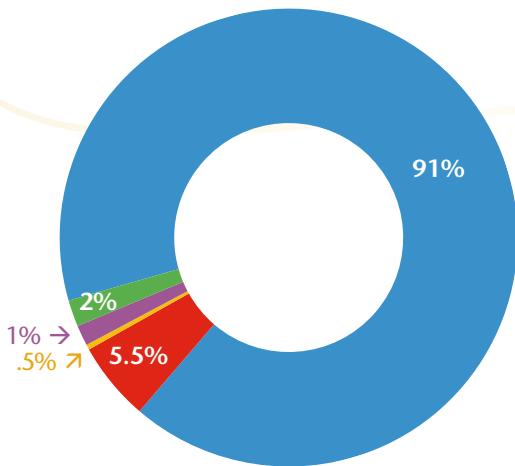
“People want to work for CLV because they feel they are acknowledged for their efforts and are supported by the organization.”

“CLV is more of community than it is a workplace. This is where everyone finds the needed support to grow and succeed. I'm glad to be here.”

“Community Living Victoria actively strives to improve their culture & diversity.”

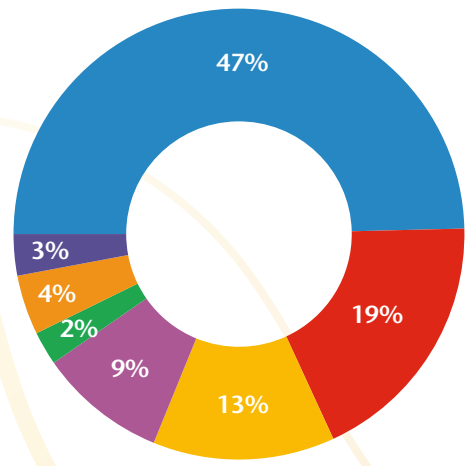
Financial Information 2019/2020

REVENUE
WHERE THE MONEY COMES FROM



- Community Living BC – 91%
- BC Employment Assistance & BC Housing – 5.5%
- Ministry of Children and Family Development – .5%
- Island Health – 1%
- Donations, Grants, Bequests & Other – 2%

EXPENSES
HOW WE PUT THE MONEY TO WORK



- Staffed Residential – 47%
- Host Agency/Homesharing – 19%
- Community Inclusion – 13%
- Administration – 9%
- Youth Services – 2%
- Supported Living – 4%
- Community Services – 3%

Our Services

Residential Services

HOMES

We continue to provide support for individuals in 14 community homes. Our homes are well established in neighbourhoods throughout Greater Victoria. We provide caring and supportive environments that help people live as independently as possible. Many of our staff go above and beyond to ensure that the people we support have a great quality of life.

As the global pandemic continued through the year, we continued to find new and creative ways to help people stay connected with family and friends while also remaining healthy and safe.

Like all of us, individuals living in CLV homes missed seeing their family and friends. However, many CLV families continued to go above and beyond to help keep those connections. Leanna, whose brother has lived in our Jeffree home for many years, made treat bags for everyone at Jeffree for Halloween, dropped off a fire pit and patio furniture that all the Jeffree families could use over the Christmas holidays for outdoor visits, and would occasionally drop off special treats like pizza and coffee to help brighten their days. Jane, whose brother Andrew lives at our Marin Park home, was unable to travel to see him for visits and instead began sending post

cards to him and his housemates so they would have mail to open on a regular basis and feel connected.

CLV homes saw several moves over the last year despite the pandemic. One home relocated to Arrow Road just before Christmas. The individuals love their new neighborhood, close to parks and walking trails. Shortly before their move they also welcomed Ben to the home. In 2021, Brian, who has been closely connected to CLV in many different programs for over 20 years, moved into our Cedar Hill home and has really connected with his new housemates. The Jeffree and Burnside homes also had new individuals move in. The pandemic may have complicated the logistics of each move, but CLV staff worked hard to create a welcoming environment, and all the moves were managed successfully.

Celebrations took place throughout the last year in new and creative ways. CLV had many birthday parades, opened the main office space to host distanced family visits throughout the winter, and made sure our outdoor patio spaces were comfortable and welcoming for family visits. Some, like Sean, Russel and Patrick, from Jeffree home, also enjoyed staycations at the Brentwood Bay Resort, complete with a private hot tub and lots of room service. The commitment and creativity of our staff team has been key to CLV's ability to safely navigate this unprecedented time.



HOME SHARE

Home Share supports individuals in home-sharing arrangements, enabling them to choose a living arrangement that is specifically designed to meet their needs and lifestyle preferences, and providing opportunities to establish natural relationships and social connections within their community

Brad has been a part of CLV's Home Share network for the past 12 years. During that time, he has been supported through moves to various living arrangements, all with a view to maximizing his independence. In March 2020, he chose to return to his family home on Salt Spring Island, as he felt it was the safest place for him to be during the pandemic. Several months

later, Brad decided to remain on the family farm with his mother and brother. He has a very close relationship with his family and feels comfortable living in the family home once again.

Brad chose to convert his Home Share funding to respite funding so he could live with his family on Salt Spring Island, stay connected with CLV, and receive support to meet his disability-related needs. His coordinator worked with Community Living BC to make this change. Brad also joined a community inclusion program. Brad has enjoyed reconnecting with his hometown community and is currently getting work experience at a long-time family friend's bakery. With respite providers not only on Salt Spring but also in Victoria, Brad has the best of both worlds: support in his own community and support in Victoria to help him maintain connections and take care of things when he is in the "big city."

This has been such a positive change for Brad! He knows that if he decides to move back to Victoria one day, he will have CLV's support to help him find another Home Share arrangement .



SUPPORTED INDEPENDENT LIVING

Individuals receive weekly supports in their home and community through CLV's Supported Independent Living (SIL) Program. The work we do in SIL is based on the belief that all people can live with dignity, make their own choices, and live self-directed lives. We focus on addressing the evolving needs of our participants as they proceed through the stages of their adult lives, with skill-building, problem-solving, peer support, self-help, self-determination, equal access, and individual and system advocacy. The flexible hours of support may be used to attend a medical appointment, help a participant reconcile their finances, make a trip to the food bank, or work on conflict resolution skills so they feel more confident having difficult conversations with a landlord or supervisor. We also manage subsidies through BC Housing so people can have affordable housing options.

"Paying it forward" is often inspired by gratitude—responding to kindness by being kind to someone else instead of paying it back to the person who initially helped or supported you in some way. It serves as a key link between receiving and giving. It moves recipients to share and increase the good they have received

by doing the same for someone else in need. Furthermore, it can give people a strong sense that they're doing something that matters.

In May 2019, SIL participant Stacey had a goal of having a full set of dentures by November 2019. With the support of his SIL worker, Stacey created a budget. For six months, Stacey worked hard to

save money, pay off his bills, and find a dentist and denturist who would provide estimates and accept a payment plan he could afford.

By October 2019, Stacey's dental work was completed, and he finally had the smile he had always wanted. Despite a boost in his self-confidence and self-esteem, his extensive dental work continued to put him back financially. Each month, after all his bills were paid, Stacey would put any remaining money toward his payment plan. He never complained and it never occurred to Stacey to ask anyone for financial help.

In December 2019, Stacey's SIL worker presented him with the opportunity to apply for the CLV Foundation Grant. If approved, the grant would help cover the cost of all the dental work he'd had. Stacey and his SIL worker told his story to the Foundation Board, which graciously gave Stacey a grant to pay off the balance still owing. Stacey was overwhelmed with gratitude.

Gratitude may seem like a simple emotion, but Stacey would argue that it inspires kindness, connection, and transformative life changes. Gratitude is more than a nice feeling; it is also motivating.

On New Year's Day, 2020, Stacey saw a TV program about a little girl born with a cleft lip and palate. As he listened to her family talk about the stigma and discrimination they experienced, Stacey was moved to tears. He learned that by donating to Operation Smile, he could help a child receive life-changing surgery. It was at that moment that Stacey knew he wanted to pay it



forward. He wanted to give to others what he himself had received. That single act of kindness from the CLV Foundation Board transformed Stacey's life; it increased his feelings of personal value and self-confidence, and he wanted the same for someone else.

Stacey made a donation to Operation Smile and talks about the joy of paying it forward, knowing that a child will have the surgery they need so they too will have a brighter future, with many reasons to smile! "

SUPPORTED APARTMENT LIVING

Supported Apartment Living (SAL) is a unique option for individuals seeking independent living but still requiring regular supports. We provide budgeting support meal planning and cooking assistance, and help people set and achieve goals. SAL participants rent their own apartments, and some own their own condos. Although we provide daily staff support, there is no overnight staff. Located directly across from a local mall, the apartment building is in an ideal location. It offers easy access to grocery shopping, banking, medical clinics, pharmacies and five main bus routes.

The Supported Apartment Living (SAL) Program is a community of friends. People look out for each other and enjoy many shared activities. When COVID-19 restrictions

shut down their favourite activities, the SAL individuals, families, and staff got creative with transforming these activities to online, unique approaches and small group

gatherings, all while following the COVID-19 protocols.

The Wednesday night dinner and social at SAL became a Zoom meeting, and we all learned how to use the new technology together. In addition to music sessions, a lot of life skills and safety education was also delivered via Zoom.

Art and craft classes and projects were divided into a several small groups over a few weeks, so everyone could participate. We also created a wall display so when individuals were at the SAL support suite, they could see what their friends were doing too. Sharing Thanksgiving became a drop-in for a “takeout” prepared meal with a small visit; one individual did a virtual horse-show video, while another hosted a cooking class via Zoom with another participant and then the food was delivered to him.

Physically distanced visits and picnics with friends and family continued on beaches and parks, and there were drive-by visits and parking-lot hellos from the van, The SAL support suite was decorated, as usual, for every holiday, cultural event and birthday as we celebrated together via Zoom. The annual end-of-summer picnic was a physically distanced obstacle course, with individual snacks and prizes, held at a baseball field.

One of the highlights, though, was the Goldstream Campfire. In small groups throughout the fall and spring, even if the weather was a little bit cool, everyone enjoyed a marshmallow or hot dog roasted on the campfire and a chance to visit with each other.

As the SAL individuals will tell you, “You just can’t stop a community of friends who are determined to stay together no matter what!”



Community Support

FAMILY SUPPORT

Family Support continues to be in high demand from families and individuals and remains a vital service in our community. We are grateful for a BC Community Gaming Grant that enables us to continue to provide information, resources, advocacy, and support in a variety of areas important to families. We often attend planning meetings in schools, ministry offices and the community. We help with planning, conflict resolution, workshop organization, community development, parent support groups and inclusive education facilitation.

Over the past year, Family Support has seen an increase in the intensity and complexity of support needs, as many families who were struggling before COVID-19 faced overwhelming situations and crises through the pandemic.

Families were asked to provide support for their children, youth, and adults with intellectual disabilities around the clock for an indefinite period, with very little help. Families caring for people with critical health needs struggled to

keep them safe. We anticipate that re-entry to work and life post-COVID-19 will be a challenge, as many people are still out of work and resources for families of children with complex needs remain scarce.

Family Support continues to provide direct support to over 200 families per year and we share resources and social media connection to close to 900 families and care providers within the community. Throughout the pandemic, the challenges of connecting families with supports resulted in an average case load increase of 40%.

Through COVID-19 we have seen a significant increase in referrals from community partners. The focus has been on providing supports for families with complex needs and working toward wraparound supports across many systems, including housing, poverty, health, mental health, schools, and community supports. As we work together to provide wraparound supports, we have continued to build a positive, family-centred focus as we brainstorm supports for families and individuals in need.

This has been a difficult year for most, but for one young man things were extra challenging. Sam has a disability and struggles with anxiety. When his dad passed away, he was left in a home by himself with the added isolation of the pandemic. Initially, Sam thought he would be able to stay in the home for some time, but he soon learned that this would not be possible.

Family Support was instrumental in initiating and coordinating supports, including advocating, and working as a liaison with Community Living BC,

housing, legal support, and community agencies to bring everyone together as a team in a crisis. Community Living BC was able to fund a support worker, with whom Sam quite quickly developed a strong relationship.

Given the rental market in Victoria, finding a new home seemed like a daunting task. Thankfully, we were put in touch with another agency that worked to find a unit that would suit Sam—and, most importantly, would take his much-loved cat. All parties worked together to take care of packing and moving, and most importantly, Sam's emotional well-being during this process. His support worker not only attended to the usual tasks of daily living and medical appointments that had long been overlooked, but he also helped Sam to go through the contents of the family home. With all parties working together, we were able to ensure that moving and cleanup services were arranged. Family Support staff and Sam's support worker were there to help coordinate the moving of many of his parents' belongings and assisted him on moving day, to make the transition as smooth as possible.

It has been a long road for Sam during an already difficult year. But teamwork, flexibility and dedication have resulted in a positive outcome. As we have seen through many times of family and individual crisis, there are amazing people in the community who will pull together to help! It takes a village—and that truly has been the spirit of our relationships with many community partners through the COVID-19 pandemic.

“Family Support Workers validate the worries and concerns of family members.

By lending a hand, sharing information, helping us get connected, and standing by our side when we are struggling, we know we are not alone and that life can get better for our loved ones.”

PARENT SUPPORT PROGRAM

Our Parent Support Program (PSP) provides long-term, in-home support to families in Greater Victoria headed by parents with intellectual disabilities. We provide training and hands-on support, focusing on areas such as child development, nutrition, and home and street safety. We also connect families with community resources and assist them in navigating government, school, and support systems.

This past year was very difficult for Parent Support Program (PSP) families, as it was for most families everywhere, because of the complicated issues and challenges that arose during the COVID-19 pandemic. It was also very inspiring to see each family's resiliency and determination to get through it.

Last summer, most camps and respite facilities were closed. Many parents also did not feel safe taking public transportation and stayed home with their children without a break. One PSP family took their kids to many different beaches and lakes, and up to Ladysmith for its world-famous cinnamon buns; they even found a second-hand trampoline. Other PSP families got creative as well with camping trips, water games, and arts and crafts.

Although most of the PSP children headed back to school last September, a few families decided to try homeschooling, which proved to be a little more difficult than anticipated. Parents worked hard to provide their children with the support needed for home learning, but it was challenge. PCP staff helped some families communicate with their children's schools and adjust to on-line learning. As a result, families developed better communication with teachers and received additional supports that helped their children remain engaged and connected with their school communities.

Another positive aspect of the pandemic experience was that PSP parents became much more comfortable with the virtual world via Zoom meetings with schools, doctors, friends and family, and PSP staff (when they weren't doing backyard visits). This will likely continue, to a lesser extent, after the pandemic.



This summer, with restrictions eased, families enjoyed the reopening of camps and activities—and play dates! PCP staff resumed some of their typical work, building parenting skills, and helping parents apply for child-care and summer camp subsidies, as well as recreational and housing subsidies.

A special thanks to CLV's Foundation, which has been very supportive to PSP families for many years, the last year being no exception. The Foundation provided funding for trips to BC Children's Hospital in Vancouver, online art classes, respite, and housecleaning services for a busy family.

"The PSP is an amazing support for me and I'm thankful!"

HOST AGENCY

Our Host Agency service works directly with individuals and families who have chosen to receive Individualized Funding (IF) from CLBC. IF enables people to choose the supports and services they need. This means they can create options and choices that suit their lifestyle and preferences.

Cole is a very social and active young man who enjoys meeting people. He participates in Special Olympics team and individual sports and in Power To Be activities; he also likes most outdoor activities, including biking, hiking, canoeing, kayaking, basketball, road and ice hockey, swimming, bowling, and going to the driving range! He has a new recreation buddy through Lifetime Networks Dynamic Duo program, and they are enjoying getting to know each other and spending time outside.

Cole also has fun participating in social activities through the Greater Victoria Down Syndrome Society. He enjoys cooking, and pizza is a favourite food. Cole has an artistic side, and he likes to spend time creating colourful signs on cardboard. Cole describes himself as a gamer as well and likes to spend time playing his favourite video games.

Cole lives independently in a home owned by his family, receiving 15 hours per week of outreach support through the Host Agency program. He is very comfortable in his home. Musically inclined, he loves his drum kit, which is set up in the garage; he can make music there without concern about disturbing his neighbours. Cole has a close and supportive family, whom he sees often. When they are in town, they stay in the second

bedroom of his home. Cole is thrilled to be an uncle to his young niece.

Cole uses his supports for grocery shopping and preparing meals, and while he knows how to keep his home neat and tidy, he has support to keep up with household tasks. Cole finds that a monthly list helps him, and his support workers track chores and other important tasks. He also uses his supports to attend health appointments, arrange his calendar, register for events, and engage in all the recreational activities outdoors and in the community that he enjoys so much.

Cole is living the dream, a bachelor in his own home who is comfortable and confident knowing that the supports he needs are available at the times and locations that work best for him.



COMMUNITY INCLUSION

Community Living Victoria operates four Community Inclusion programs: the Community Access Program (CAP), Satellite, Reflections and Peninsula Community Inclusion (PCI). Each program is tailored to the specific support needs of the participants with opportunities for community inclusion, learning new skills, and spending time with friends.

With the exception of the PCI program, CLV's larger Community Inclusion (CI) programs were closed at the beginning of the pandemic. We started bringing people back, one person at a time, in small groups over the fall and winter. As restrictions have eased, we are expanding these programs to bring people back together in thoughtful ways, with the aim of returning to as full capacity as possible in the fall of 2021. During

the pandemic, many individuals discovered that they enjoyed spending their CI times in different ways. Some benefitted from smaller groups or one-on-one support, and others enjoyed spending more time at home, with more flexibility. As we work toward reopening these programs, we will be using a person-centered approach to reintroducing individuals to CI in ways that work best for them.

Community Access Program

The participants and staff of the Community Access Program (CAP) have continued to show resourcefulness and resilience throughout the pandemic. Each month, more individuals have returned to the program and reconnected with long-time friends. Staff have worked hard to organize the days and group individuals together, while offering a variety of activity choices from art projects to zoom music sessions and driveway visits to friends they have not seen in a long while

Many returning participants are overjoyed to have the opportunity to reconnect. Two participants, Shelley and Nathalie, are long-time best friends,

but they have only been able to visit through phone calls or at a distance for months. Their reunion was filled with joy. Another returning participant, Troy, was so happy on his first day back, he could hardly contain his excitement. Troy visited all day with people in the program, smiling from ear to ear. CAP staff look forward to continuing the gradual reopening and seeing more participants returning to program soon.

The best community inclusion develops naturally, and this is the case with Liam. Liam has an affinity for buses and began regularly visiting the BC Transit hub at the beginning of the pandemic, with the support of CAP staff. At first, drivers and workers were hesitant about this man who showed such interest in their work. Liam continued to visit throughout the year and soon became a recognizable face to the workers. After striking up a friendship with one of the mechanics, Liam was given a brand-new, unreleased BC Transit hat. Liam was also offered a tour of the facility. Liam continues to visit the transit hub on a regular basis and is greeted by drivers and workers alike.



Satellite

It is fortunate that the Satellite program operates out of CLV's newest location, a three-story building in Esquimalt. As we started bringing individuals back to the program, we were able to spread people out, using all three floors to maintain social distancing, while supporting as many people as possible under the provincial health guidelines. Staff have worked tirelessly to

find creative activities for participants and took advantage of smaller numbers to do art projects, puzzles and games, and many Zoom activities. Now, with restrictions easing, people can come together with their friends once again and enjoy some safe community outings and activities.

Spike has been a part of the Satellite program for over 20 years. He is very social individual and missed his friends and staff from the program during the pandemic. While he enjoyed some one-on-one time with staff and driveway visits at the beginning of the pandemic, he was thrilled to be able to return to his beloved Satellite program to reconnect and spend time with his pals. Here he is enjoying a special 70th birthday party with friends!



Reflections

Reflections is a smaller program located in the West Shore which offers 1:1 support to participants. The program reopened slowly in the fall of 2020, bringing individuals back in small numbers. They were delighted to reconnect and

spend time with one another and with their staff team. Everyone at Reflections is looking forward to returning full time in the fall as restrictions continue to ease.



Melanie and Shannan were unable to participate in Reflections for almost a full year, and both are so pleased to be back, connecting with their friends and staff members once again.

Dan is one of the participants who returned to Reflections in the fall on a part-time basis. Dan loves horses and was very happy to reconnect with the Victoria Therapeutic Riding Association, which is one of his happy places.



EMPLOYMENT SERVICES

For more than 30 years, Employment Services has supported people in securing and maintaining jobs. Our employment counsellors work hard to develop strong relationships with employers and employees, resulting in a diverse and inclusive workforce. Through a focus on abilities, not disabilities, people are supported to overcome barriers to obtaining meaningful, gainful employment, ensuring their right to full citizenship in their communities.

There is one consistent quality among successful people: the ability to persevere. You must commit to achieving your goal and put in the hard work needed. When it comes to perseverance, tenacity and determination, Maranda has it all.

Maranda was put to the test after she and her family moved to Sidney in 2019 and she chose to resign from her job as a barista. The move brought Maranda into a tight and remarkably competitive job market on the peninsula, which meant that looking for a job became a full-time pursuit. She applied to and interviewed for so many different jobs that she was starting to lose count. Despite the emotional rollercoaster of putting herself out there and not achieving success, she would pick herself up, dust herself off and begin again.

As with most job-seekers at the time, Maranda's search was put on hold during the early days of the pandemic. When the time was right and



she felt safe to go out there again, Maranda and her employment counsellor shifted their focus to potential opportunities in sectors that were either born of or had grown because of COVID-19: production, light custodial work, and health care. After trying a seasonal position that was not an ideal fit, Maranda came back to the job search and secured a position with the residential services team at Legion Manor.

When speaking about her job recently, Maranda shared, “I really like talking with the seniors when I’m working because I’m making a connection with them. Because I work alone during my shift, it makes me feel happy to talk to people and it gives them someone to talk to. For much of the pandemic, seniors did not have their families visiting. I feel like I’m growing really well in my job; I’m learning to clean the rooms and I get to spend more time with the

residents that way. This is going to give me lots of experience working with elderly people, and that will make me better at doing the health care assistant job I want one day.”

Maranda has been doing her part to keep the common areas and high-touch points sanitized and safe for the residents and staff at Legion Manor. She takes great pride in being thorough in her tasks, and the feedback from her supervisors is consistently positive. Maranda is eager to learn and one of the first to offer help.

Maranda has just begun further training so she can add cleaning of residents’ living spaces to her skill set when high-level sanitizing is no longer required. This will help her to maintain her hours and the valuable relationships she is building with the people who live at Legion Manor.

Youth Services

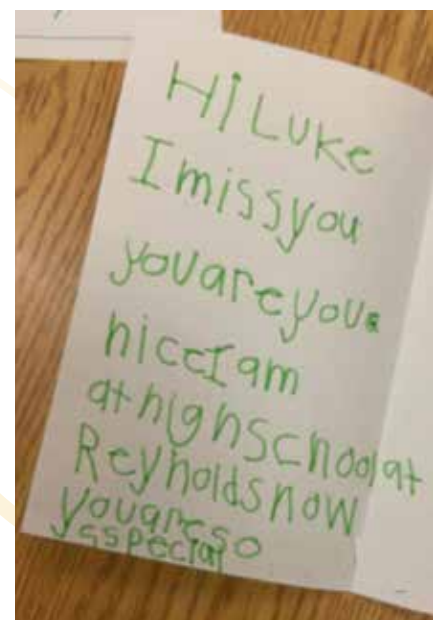
TEEN COMMUNITY CONNECTIONS & AUTISM SERVICES

Teen Community Connections (TCC) is an inclusive program for youth between the ages of 13 and 18 with intellectual disabilities. Our support helps them make friends, develop social and life skills, and access the community. Autism Services is designed for children and youth ages 6 to 18 years who live with autism. We help families manage and designate their funds, navigate the system, plan for success, and coordinate contractors to provide direct services, such as behaviour intervention, social skills groups, day camps and family support.

Youth Services faced a variety of challenges in providing services during the pandemic. This was reflected most significantly in our participation rates and group sizes for both Teen Community Connections (TCC) and Autism Services. Operating our programs with smaller group sizes meant some of the youth were unable to connect in person with many of their former peers. The staff and participants faced this challenge with amazing resilience. New friendships were formed through unexpected partnerships throughout the year. The youth showed patience, understanding and kindness to each other as they learned to connect in new ways with their peers. Staff worked with the youth to create ways to interact with missed friends, through letter writing, video messages, Zoom calls, and distanced visits

outdoors. One youth wrote a special letter to a former staff member and received a letter in return. The youth was overjoyed to receive his letter, and this sparked further interest in connecting with other friends.

Youth showed incredible strength as they adjusted





to a new way of interacting with their peers, engaging with their community, and tackling unpredictable changes in their daily and weekly routines. Smaller group sizes also allowed youth to nurture existing friendships and focus on interpersonal skills and for staff to tailor activities to the interests and skill sets of the individuals.

Our programs have always strived for a focus on youth voice. Although the availability of activities was limited this year, we were able to see youth communicating their choices and their desired activities. We are fortunate to live in a beautiful city that has significant access to outdoor spaces; outdoor sports were enjoyed, with basketball and mini-golf being among the favourites. Other



highlights were picnics and walks in some beautiful regional and provincial parks.

This year we said goodbye to several youth who aged out of services. Being able to say goodbye is a crucial life skill and we always have a special party for individuals leaving the programs. Although we are sad to see youth leave, we are also looking forward to new growth, as our program capacity is increasing again, and we are opening our doors to new faces and new experiences.

"I didn't get a chance to say thank you for the last several years of supporting [my son]. He has had such a wonderful time ... visiting so many places with you and his friends all over town. So many fun adventures! Hanging out with you and the other kids on Fridays has made him feel like he really belongs somewhere, and he can just be himself and is accepted for himself just as he is. He has loved every moment ... and never once felt like he did not want to be there. You have given him priceless memories that he will cherish forever."

"Our family is so grateful for you and your team and TCC teens for the tremendous support and encouragement for [our son] throughout this year. Your efforts motivated and inspired [our son] through difficult days ... Thank you, beyond words—thank you!"

A MESSAGE FROM OUR FOUNDATION PRESIDENT

Hope. Help. Home.

The Community Living Victoria Foundation continued to find ways to advance its purpose this year, despite the challenges of the COVID-19 pandemic. Rather than our usual in-person monthly meetings, we had virtual meetings—via Zoom—every two months. But while our journey may have taken some unusual twists and turns, our partnership in supporting the individuals and families at Community Living Victoria (CLV) has never felt stronger.

FUNDING TO MOVE THE PEOPLE WE SUPPORT

In 2017, the Foundation board was asked to provide financial assistance for a new accessible van to replace the aging van for the Lindsay home. The first Ram ProMaster was purchased and put into service at that time, and since then, four more have been purchased to provide transportation for the Wilcox, Burnside, and Orillia homes and for the Reflections Community Inclusion program, where all individuals use wheelchairs.

The new technology in these vans is amazing, with improved safety features, better fuel efficiency, improved visibility for both passengers and drivers, and excellent lifts, making them among the best accessible vehicles on the market. Smart flooring that allows for quick configurations for multiple wheelchairs (up to six), the Q'STRAIT, a user-friendly system for securing wheelchairs, and easy-to-remove bucket

seats on wheels, together make for a variety of options that are easy for staff to put in place.

As a result, we're able to move more individuals and staff from a home, and more individuals who use wheelchairs can travel together. This will also provide added safety if a home needs to be evacuated in the event of an emergency.

Providing transportation is critical for the people we support, and with support for people using wheelchairs increasing, they can now participate in all activities, including recreational outings, going to appointments, shopping, visiting friends and family, and enjoying holidays.

MATCHING GRANT PROGRAM

This program has two significant objectives: it enhances CLV participants and their families' lives in one of four areas: health, life-limiting conditions, education, and inclusion in the community; and it also has had a significant impact on our Foundation board members as we hear first-hand stories from the individuals we support, which brings us much closer to the cause we volunteer for.

Our relationship with sponsors from the Vipond Royal Colwood Golf Classic Tournament remained strong through the pandemic, and we stayed in touch with our concert supporters, many of whom continued their support despite our being unable to have a concert. This continued support made it possible to continue the Matching Grant Program through the pandemic.

This year we supported all three individuals who applied for grants, for a total of \$4,111.50. We have awarded over \$13,000 in the last two years.

VIPOND ROYAL COLWOOD GOLF CLASSIC

Golf courses have been operating under safety protocols during much of the pandemic, which made it possible for our 9th Annual Vipond Royal Colwood Golf Classic tournament to be held on





June 18, 2021. The format was different from past tournaments, because of COVID-19 restrictions, but the results were the best yet, as Bruce Brown gathered more sponsors than in past years, signed up 122 golfers and held a virtual online auction as well. The auction brought in over \$10,000, for an overall total just shy of \$64,000 for CLV. Way to go, Bruce!

SUMMER EVENT

The Foundation board received incredible feedback, along with inspiring letters of thanks from several group homes, after last year’s lunch, which was delivered to 16 CLV locations for 120 individuals.

In our April 2021 meeting, the Foundation board voted unanimously to provide a fun event again this year for our homes and the SAL apartments. On June 22, we hired a local entrepreneur with an ice cream truck and invited the various CLV locations to come by the Cedar Hill X Road property for treats. Live music was provided by our Foundation board Ambassador, Ken Marriette, and his band, Mile 0.

CHIPPING FOR CHARITY

January 2 and 3, 2021, will be remembered by volunteers who participated in our Chipping for Charity event as a gratifying rainy day of fundraising by recycling Xmas trees at CLV’s Cedar Hill X Road property.

Since most people from Victoria don’t change their plans because of the weather, the rain didn’t stop people from bringing us their trees. In our first year of doing this, in a market with several organizations that recycle Christmas trees, we were pleased with the result, raising just over \$2,069.

Many thanks to Capital Tree Service and the volunteers from both boards, as well as several guest supporters and spouses who worked at this fun event.

REACH FOR THE SUN AND STARS

Our direct mail program has never been more important as during these times, when we were not able to run our concert series. (In 13 past concerts, we’ve raised over \$750,000 for CLV.) This year these campaigns have raised just over \$8,000, and 100% of these funds go to the people CLV supports, enhancing their lives at this critical time.

ISLAND STRONG: A NOVEMBER 2021 VIRTUAL AUCTION

The CLV Foundation board is working on a virtual silent auction to be held November 15–21, 2021. The theme of the online auction will be “Island Strong,” reflecting the great spirit, caring community, and strength of our beautiful island through this pandemic. Contributions will be greatly appreciated. Items we will be asking for include Vancouver Island travel, restaurants, and experiences.

IN CLOSING

We would like to express our gratitude to the many front-line workers who have provided CLV services throughout the pandemic. Our thanks also to the leadership at CLV and the actions they have taken to ensure the health and safety of the individuals supported and staff.

Thank you also to our Foundation board members, who continue to work hard to raise the profile of and funds for our only customer, Community Living Victoria.



Robert Taggart, PRESIDENT
Community Living Victoria
Foundation



CELEBRATING
66
YEARS

We couldn't do it without you.

We acknowledge the financial support of the Province of British Columbia.



GRANTS



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