



Artist: Ryley Jensen Fisk

Annual Report 2025-2026



Artist: Geoffrey Lee

The work of the CLS takes place on the lands of the Coast Salish peoples who have been here for thousands of years. We know it is an honour to work, live and learn as settlers on these lands.

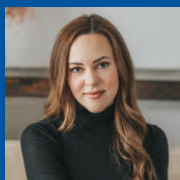
2025-2026 Board of Directors



Heather Russell
Chair



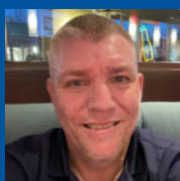
Wesley Ma
Treasurer



Penny Dale
Vice Chair



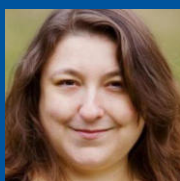
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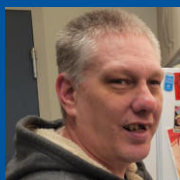
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Director



Rachel Warick
Director



Jonathan Wynn
Director



Byron Schiller
Director



Annabel Lyon
Director



Sunil Pala
Director



Dorota Bartnik Kapsa
Director



Vision

Communities where every person lives with dignity and enjoys a full life.

Mission

Supporting people to live as full citizens.

Values

Respect
Community
Integrity
Accountability



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imagine it-live it

Looking Back and Looking Forward

Message from the CEO and Board Chair

The 2025/26 has been another busy and productive year. This is the last year of our Strategic Plan, so it is a good time to look back on what we have accomplished and what we are looking forward to in the upcoming year.

Housing

Housing has continued to be our focus for the 2025/26 year. The development of accessible housing to support our aging population and, affordable, centrally located suites for people that want to live more independently have been our priorities over the last 4 years.

In 2025, we completed the redevelopment of a new 4-bedroom accessible home in North Vancouver. This is one of two homes that are being redeveloped. We have completed the design phase and awaiting permitting on a second home in Burnaby. The construction of this 4-bedroom, accessible home with an additional one-bedroom suite will begin in summer 2026. These two major projects were in addition to several upgrades to existing homes.

CLS has completed accessibility audits on all our homes. These audits have led to over 70 accessibility upgrades (e.g. bathrooms, stair lifts, ramps, grab bars, etc.) since 2023. 28 accessibility modification and accommodations were completed in 2025.

CLS continues to form housing partnerships with local housing providers to access affordable housing units for the people we support who want to live more independently. In 2026 we were awarded three additional units in a new development in Vancouver. Through our housing partnerships, CLS has added 22 affordable housing units since 2023.

Looking forward, CLS will continue to explore new housing opportunities to respond to the needs of the people we support, including expanded partnerships, new housing developments, laneway homes and substantial renovations and upgrades to improve accessibility.

Building Connections

Providing opportunities for the people we support to build connections is one of our four strategic directions. This year we supported several events and initiated some new projects to help people connect and celebrate together.

In June 2026 the CLS self-advocate theatre group that co-created and delivered Romance, Relationships & Rights and We Deserve to Work performed their latest play, We All Need a Home.

The theater group works with theater professionals and researchers to create and deliver social justice theatre. Social justice theatre is intended to entertain but also educate the audience on an important social justice issue. The development process ensures that the stories, input, and creativity of people with disabilities are centred in all aspects of the production. All characters are played by actors with disabilities. This is a partnership with the Canadian Institute for Inclusion and Citizenship at UBC and Massey Theater and we are thankful for this continued collaboration.



CLS | community living society

THE UNIVERSITY OF BRITISH COLUMBIA
Community Engagement

Massey
THEATRE
vancouver
foundation

THE UNIVERSITY OF BRITISH COLUMBIA
Canadian Institute for Inclusion and Citizenship

DISABILITY
LIVING

In 2025/26 CLS continued to host several successful events that brought people together to celebrate and have fun.

The CLS Sun Runners team took to the streets of Vancouver in April. Runners, walkers and rollers had a lot of fun

Each step forward is propelled by the step before it.

unknown

completing the 5 or 10 km loop around Vancouver. The CLS sponsors both employees and Supported Individuals to participate in this iconic Vancouver event.

In August we welcomed over 375 people to our annual summer picnic at the Scandinavian Community Centre for an afternoon of food, music, games and prizes. The event was enjoyed by the people we support and their families and, employees and their families. It was a great opportunity to come together and spend the afternoon having fun.



In December we hosted our 3rd 'A Very Elvis Christmas' party. Over 200 people we support and CLS employees attended this party which included an Elvis impersonator, dancing, lunch and gifts.

Recruitment and Retention

During the development of the Strategic Plan in 2023 there was a strong emphasis on employee recruitment and retention. In the last three years we have seen positive changes in this area. The time to fill positions has declined and our staff retention rate continues to be better than the provincial average. Several factors have contributed to these positive trends including, labour market trends and improved wage rates which we continue to advocate for with the provincial government. Although some factors are out of our control, staff training is an area we can influence which does lead to better retention rates. During the last three years we have made significant enhancements to our staff training opportunities including, additional leadership training, improved orientation and onboarding and specific training on emerging practice issues (e.g. dementia training, Person Centred Active Support, etc.). In the next year we will be expanding our repertoire of foundational training for CLS employees by adding training on augmentative and alternative communication strategies and Positive Behavioural Support.

Last year, CLS hosted its first ever staff conference. The keynote speaker was Dr. Julie Beedle Brown. Julie Beedle-Brown is one of the original creators and authors of Person-Centred Active Support and has many publications on the topic. On June 9, 2026, CLS hosted its second employee conference. This conference built on the Person-Centred Active Support techniques presented last year and incorporated a second workshop on augmentative and alternative communications strategies.

Although not every initiative fits neatly into our strategic directions, it is important to also highlight some of the projects CLS has undertaken which explore and promote best practices at CLS and in the sector.

NTG Dementia Research Project



In an effort to improve supports to our aging population, CLS is participating in a pan Canadian research project to evaluate the implementation of a Dementia screening tool for people with an intellectual and/or developmental disability. In December 2025, we received preliminary findings from the research team based on the interviews they conducted with CLS staff, families and self-advocates at CLS in November. They were very pleased and impressed with the information they were able to gather and our commitment to supporting people as they age.

The complete research paper is approximately one year away, and we will share it with you when it is ready.

Technology Enabled Project – Remote Support

During the last 3 years, CLS has worked with a coalition of interested parties and service providers to explore and pilot remote support. The coalition includes, Inclusion BC, the Canadian Institute for Inclusion and Citizenship (CIIC) at UBC, Inclusion Langley, Aspire Richmond, Spectrum Society for Community Living.

The pilot project was intended to test and demonstrate successful practices to support individuals living independently using remote and technological support. The project was funded by the Vancouver Foundation, CLBC, United Way and Mitacs. The coalition collaborated with the Canadian Institute for Inclusion and Citizenship at UBC to evaluate the project.



<https://youtu.be/v6Xzif8pbdA>

The pilot came to an end in 2025. Over the pilot tenure, many resources were developed to assist service providers to deliver services remotely which will have lasting benefit. The research findings highlighted many benefits and some of the challenges and pitfalls of delivering services remotely using technology. The need for affordable internet coverage and hardware and training for the people we support were all identified as barriers to successful and continued use of technology to delivery services. These findings will be used to advocate for some required changes to public policy in order to successfully deliver services using technology.

2025/26 has been a busy but productive year. In closing, we want to express our sincere gratitude to the CLS employees, Home Share Providers and the management team who continued to provide essential and quality services. We want to thank our funders, Community Living BC, BC Housing, Fraser Health Authority, and Inclusion BC with whom we partner to continue doing the important work of the Community Living Society.

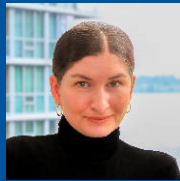
Janice Barr
CEO

Heather Russell
Board Chair

Leadership Team



Janice Barr
Chief Executive
Officer



Brenda Henderson
Chief Operating
Officer



Aaron McQueen
Chief Financial Officer



Marcela Herrera
Director of Programs



Max Sumner
Director of Programs



Elke Tilgner
Director of Programs



Lili Marian
Director of Programs



Jessica Beasley
Director of Programs



Anna Gao
Acting Director
of Programs



Jasmine Sandhu
Finance Controller



Judy Wilson
Director of
Human Resources



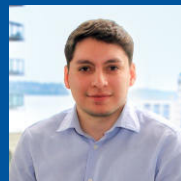
Vicky Pascoe
Manager of
Administration



Angela Keulen
Director of Policy
and Practice



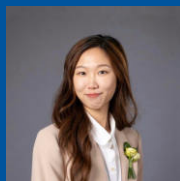
Scott Baitz
Manager of Information
Technology



Luis Mata
Manager of Property
and Fleet



Jade Braunwell
Manager of
Quality Assurance



Kaitlyn Cheng
Acting Manager
of Finance



Samantha Dickson
Senior Project Manager

2023-2027 STRATEGIC PRIORITIES

All strategic priorities are underpinned by an unwavering commitment to:

Equity, Diversity, Inclusion and Belonging

Strategic, accessible, and plain language communications

Meaningful action towards Indigenous reconciliation and self-education

RECRUITMENT and RETENTION

At CLS, we recognize our recruitment and retention efforts directly impact our ability to support individuals and families.

We are committed to enhancing recruitment and retention to ensure prospective candidates want to work with us and existing staff members want to stay with us.



HOUSING

We believe every person deserves a safe, inclusive, welcoming, and dignified place to live.

CLS wants to create innovative housing solutions that meet the specific and ongoing needs of the individuals and families we support.

We know that some people want more independent housing solutions while others are looking to age comfortably in place.



CONNECTION

The individuals we support are clear in their desire for greater connection and friendship.

The last three years of COVID-19 have made genuine connection much harder to maintain. CLS wants to recalibrate and rededicate ourselves to being collaborative, creative, and thoughtful as we develop programs and projects that nurture genuine friendships, connections, and a true sense of belonging for supported individuals.



OPERATIONAL RESPONSIVENESS

CLS is a large organization with broad reach. As we move forward, CLS wants to enhance operational responsiveness by streamlining, and modernizing the systems and processes we use to deliver our services.

By doing this work, we can best advocate for and support individuals and families.



Communities
where every person
lives with dignity and enjoys a full life

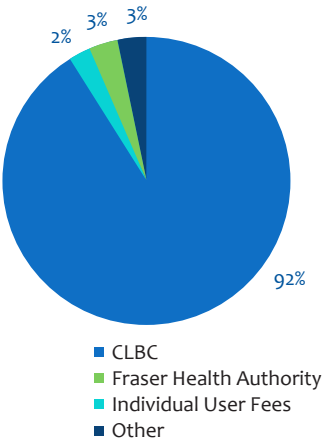
Finance Report

For the fiscal year ended March 31, 2026:

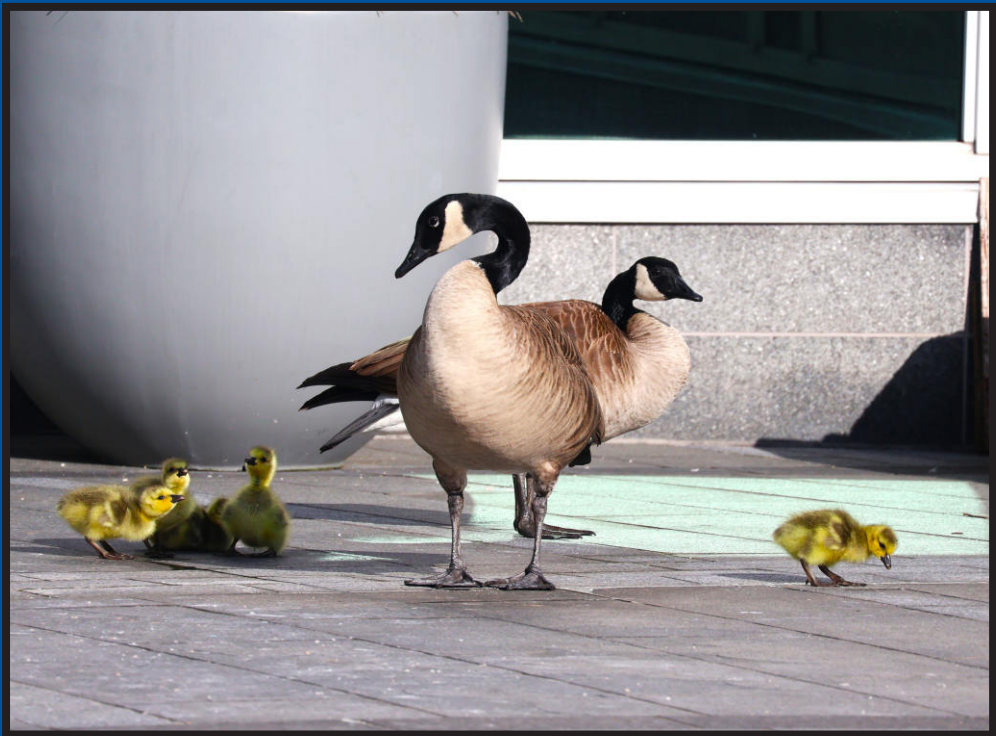
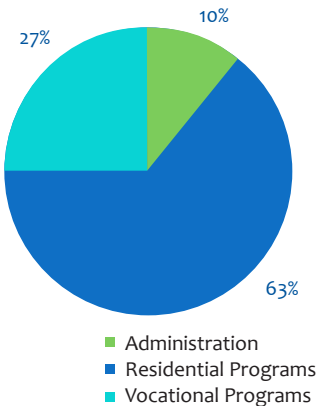
- Total operational revenues have increased from \$45.1 million to \$46.1 million, an increase of 2.2% over the prior year. The revenue increase in Fiscal 2026 is mainly due to contract renegotiation, growth in services, and non-recurring funding from Community Living British Columbia (CLBC) and other funders.
- Total expenditures have increased from \$43.0 million to \$44.3 million, an increase of 2.9% over the prior year. This is mainly due to increased costs for employee wages and benefits, growth in services, and repairs and maintenance.
- Total operational revenues exceeded total operational expenditures for the year resulting in an operational surplus of \$1.85 million before gains.
- During the year, changes in capital assets are as follows:
 - Final capital costs incurred for the now completed redevelopment of Ross Road home
 - Initial capital costs incurred for the redevelopment of Nelson home
 - Two vehicles were replaced in the fleet

CLS continues to pursue operational efficiencies and systems improvements to sustain anticipated needs and to direct as much of our funding as possible to support individuals.

REVENUE \$46.1M



EXPENSES \$44.3M



Artist: Sheldon Somons



Artist: Akim Zongo

Projects and Initiatives



Community Contributions/advocacy

At the heart of CLS lies a deep commitment to advocacy and contribution. People throughout the organization are actively engaged in making their communities a better place.

On the North Shore, people supported through the Waterfront Opportunity Centre (WOC) are well-known for collecting clothing donations to deliver to the Downtown East Side and for assembling care packages for the North Shore Women's Shelter. Their efforts are recognized and appreciated by community members, who often find their spirits lifted when they interact with them.

Across the organization, people also take part in community clean-up initiatives in local parks and neighbourhoods. These ventures have led to valuable connections on a few occasions. For example, in Surrey, participation in the *Adopt a Street* program led to a stronger relationship with the Surrey Police Department, where one constable learned American Sign Language (ASL) to better communicate with those we support. In another instance, clean-up efforts around a Frog Hollow Neighbourhood House opened the door for further opportunity to give back by volunteering at Frog Hollow Neighbourhood House. Throughout the year, community contributions included seasonal activities such as toy drives, preparing care packages for seniors at Christmas, delivering cards to seniors on Valentines Day and participating in community gardens for those who need fresh produce.

Self-advocates participating in the second production of the Theatre Project have actively championed for improved accessibility of the Massey Theatre, a venue where they not only practice but also perform. In response to their valuable feedback, the Massey Theatre has shown commendable willingness to adapt, initiating significant renovations in 2026 to enhance accessibility, including but not limited to the addition of elevators.

CLS enthusiastically participates in the Sun Run each year, fostering a commitment to health, wellness and inclusion. However, during the 2025 event, our staff and supported individuals observed that the accessible washrooms were placed on a curb, rendering them completely inaccessible for those who needed them. In response to this challenge, one of our Day Supports Leaders, along with a supported individual reached out to the event organizers articulating the difficulties posed by the bathroom setup. The Sun Run organizers were receptive to the feedback and committed

to making the necessary adjustments for the 2026 run. When participating in the April 2026 Sun Run, CLS was pleased to find that the bathrooms had been relocated to ensure accessibility for participants.

Reaching Goals

At CLS, we are dedicated to empowering people to achieve their personal goals. For the two people highlighted below, stable housing and meaningful employment were key focuses in their journeys.

Lorenz is a friendly, community-minded 41-year-old whose generosity and positive attitude leave a lasting impression on everyone he meets. Having grown up in Canada and then spending several years living in the Philippines, Lorenz returned home about three years ago determined to rebuild stability in his life. The transition was not without challenges. After returning, Lorenz experienced housing instability and a lengthy gap in employment. Through perseverance and hard work, he recently reached a major milestone – securing a safe, private, and affordable place to call home. This achievement marked an important turning point and laid the foundation for his next steps.

While his formal work history is limited, Lorenz brings with him extensive volunteer experience and a strong desire to stay active through meaningful, purposeful work. Helping others has always been important to him, and he is very familiar with The Salvation Army's programs and services.

When the opportunity to work as a Kettle Bell Worker became available, Lorenz enthusiastically stepped forward.

The role has provided Lorenz with valuable income and recent employment opportunities experience, helping to strengthen his resume and build confidence. He took pride in representing an organization he believes in and truly enjoys connecting with members of the community through the Kettle Campaign. A dependable and committed team member, Lorenz stepped in to cover last-minute shifts when needed.

Lorenz's story is a powerful reminder of how meaningful seasonal work can support stability, confidence, and independence, while also giving back to the community. Lorenz remains motivated to continue working and hopes to find employment in either grounds maintenance on a golf course, warehouse work, stocking, dishwashing, or other active roles where he can stay busy, contribute, and continue moving forward with his goals.

Brayden moved into M'Akola Housing in May 2025 after waiting almost ten years for the chance to live on his own. Getting his own studio suite was a huge milestone – something he had been working toward for a long time. Having his own place has given him the independence, privacy, and freedom he always wanted, and he settled in quickly, decorating it with his own unique style and personality.



Brayden is easygoing, funny, and someone people genuinely enjoy being around. He's also incredibly independent and motivated. He plays hockey, goes to practices, and works hard to stay active. With weekly support, he's built a workout routine that fits his goals, and even with a few health challenges, he stays positive and committed to improving his well-being. He tries new recipes, makes healthier choices, and enjoys learning from his brother-in-law, who's a personal trainer.

Since moving out of his family home, Brayden has taken on more responsibility and really stepped into leading his own life. He's found a new family doctor close to home, completed his taxes, and applied for the Canada Disability Benefit – all important steps he took with confidence. He's also learning to cook more independently, and during workouts with staff he's picked up how to make healthy protein smoothies and simple meals. These are goals he set for himself, and he's steadily achieving them.

One of Brayden's biggest goals has been planning a trip to Japan, which he will be taking with his support staff. He had been saving up for this trip and putting in a lot of research to make it meaningful. He's explored all kinds of experience he wants to try – sake tasting, sword-making workshops, relaxing in hot springs, and riding the famous bullet train. This trip represents not just travel, but the independence, planning skills, and determination he's built over the years.

Brayden stays closely connected with his family. He invites them over to dinners at his home and helped prepare decorations for his grandma's birthday. He loves getting out into the community, trying new activities, exploring different restaurants, and meeting new people.

He drives to his part-time job at SilverCity in Richmond on his own, showing just how capable, confident, and self-reliant he is. Outside of work, he spends time with his girlfriend – going to movies, planning date nights, and enjoying each other's company.

Brayden is truly living the life he worked so long to build. He's independent, motivated, and always moving toward his goals. His journey shows his resilience, his determination, and his genuine excitement for the future he's creating for himself.

Celebrations

Over the last year, the CLS community gathered in celebration on multiple occasions.

CLS hosted our annual Summer Picnic. As always, the event was very well attended, and a great time was had by all. This year, members of the Self-Advocate committee volunteered their time to help in various tasks including greeting guests, selling 50/50 tickets, distributing door prize tickets and serving cake. The Self-Advocates wore custom made t-shirts designed with the committee's then temporary logo. The games, food and entertainment were all enjoyed and very much appreciated by all in attendance.

In collaboration with the Rotary Club of Coquitlam, Rotary International, and Inclusion BC, CLS had the pleasure of hosting the annual *Inclusive Employers Recognition Lunch* on October 15th. We were happy to recognize and celebrate employers who are making a real difference in their communities. Inclusive hiring isn't just about filling a position—it's about creating opportunity, building stronger teams, and shaping a more equitable future.

As always, the holiday season is a time joy and ongoing celebrations. The annual Christmas party *A Very Elvis Christmas* has grown in popularity and was hosted in a larger venue to welcome more people. It was enjoyed by 225 people. Additionally, the various homes and programs hosted holiday parties to celebrate with friends and family.





Artist: Sheldon Simons

2025 Performance Measurement Report Summary

Demographics of the People We Support

The 2025 net increase in referrals/ intakes is high, at 85 new Supported Individuals to CLS. CLS does not maintain waitlists for services and new people are referred to CLS by primary funders, Community Living British Columbia (CLBC), and the Fraser Health Acquired Brain Injury Program. This year, all programs had entrances, with the most growth experienced by Employment Services; Independent Living; Individualized Supports; and L.I.F.E services, particularly among ages 19 to 40.

Younger generations are increasingly attracted to services such as L.I.F.E., Independent Living and Employment Services. Additionally, during the last three years the younger age groups have been referred to CLS for Home Share. In Independent Living, the majority of Supported Individuals are under the age of 30, and the move into this program is their first time living in their own home.

The majority of Supported Individuals in Staffed Homes are in the later stages of life, with 67% of the over the age of 51

and 11% above the age of 70, a 1% increase from 2024. In Day Supports 46% of Supported Individuals are over the age of 51. Due to age related changes, four Supported Individuals transitioned from the community-based model of support to home-based community support in 2025. This trend is evident in Community Inclusion, where leadership reviews Supported Individuals needs on a case-by-case basis, adjustments such as shortening the length of time participating in the community per day or reducing the number of days.

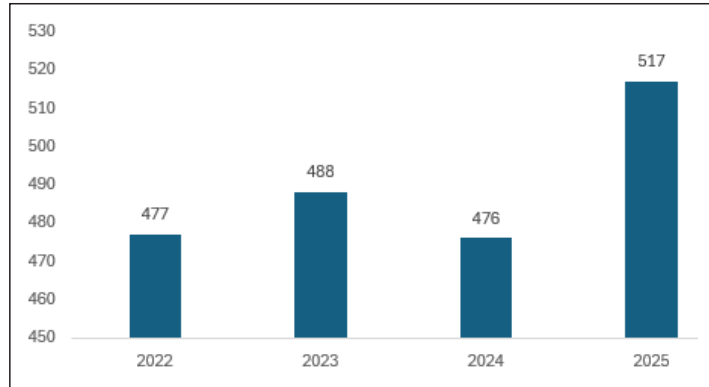
Additionally, three transitions due to age related changes in health and mobility needs in Supported Living and Staffed Homes were accommodated in 2025. Renovations in the Staffed Homes and advocacy with health care professionals continues, explored further in the 2026-2029 Accessibility Plan.

Supported Individuals gender across CLS continues to be mostly male. Though this differs across programs, the gender imbalance has also been noted in recent research

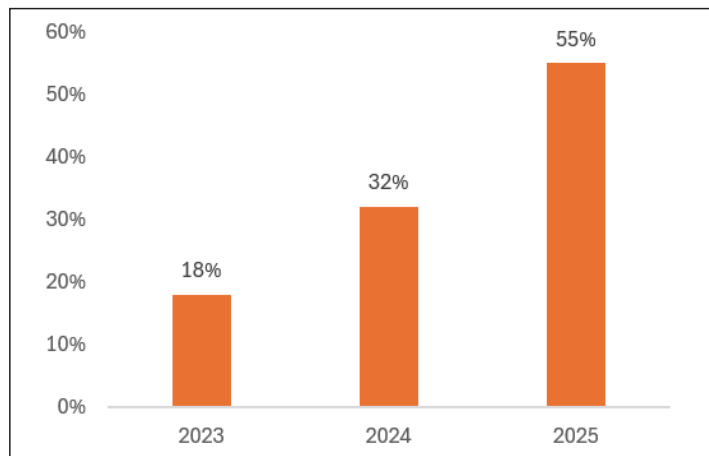
“The staff are awesome, friendly, supportive, inclusive, encouraging and help me to learn life/cooking skills. I love my house and support staff.”

regarding supported employment for people with an intellectual disability. It appears that gender bias and societal values influencing employment engagement of women, could also be affecting Employment Services and L.I.F.E. services in the sector. Further research into the reasons and supports required to change this trend would be beneficial sector wide.

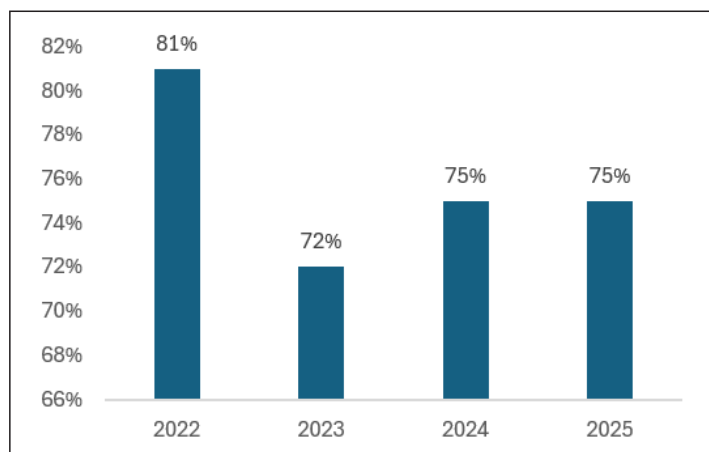
Total Supported Individuals



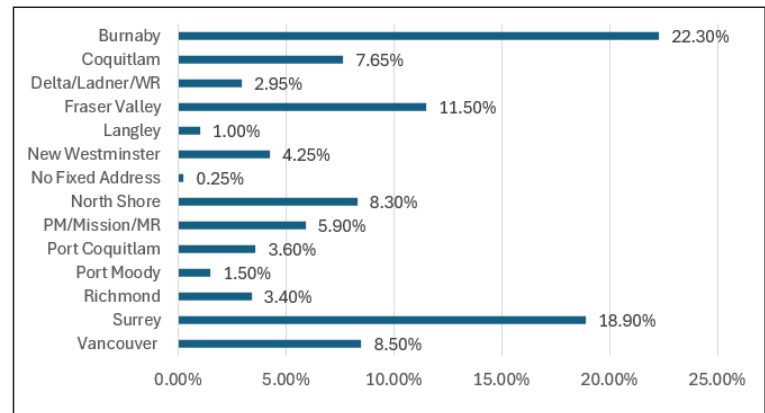
Satisfaction Survey Response Rate - Families



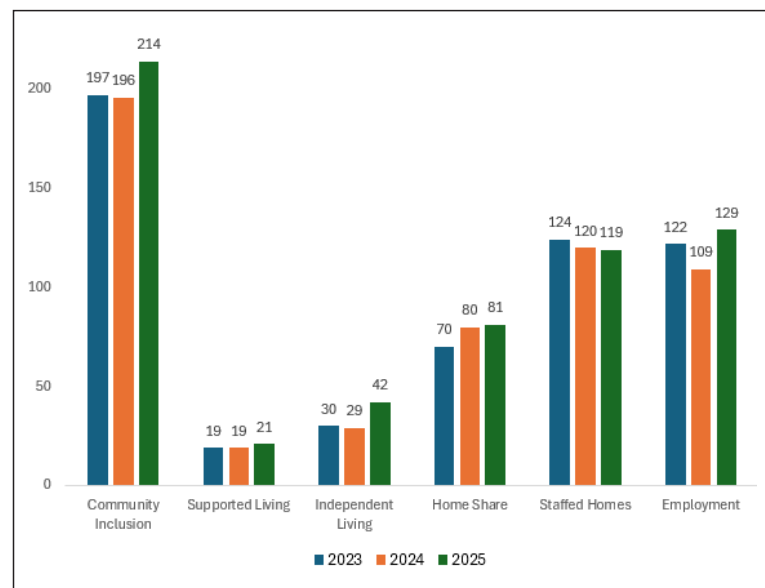
Satisfaction Survey Response Rate - Supported Individuals



Total Supported Individuals by Geographic Location



Total Supported Individuals in Each Service



Stakeholder Satisfaction

The survey results from Supported Individuals, family/personal support network members and external stakeholders including employers, were overwhelmingly positive in 2025.

Survey Results:

Supported Individuals Feedback and Targets

The average survey response rate for this stakeholder group was 75% (2024: 75%, 2023: 72%). Survey results met or exceeded the 90% target for all averages.

Methods of providing the surveys changed for some programs, with the hope of improving the validity and reliability of the results.

It is important to note that though CLS makes a variety of efforts to solicit reliable and valid input, some people may

not be well represented. Supported Individuals either completed the survey on their own or were assisted by CLS or a member of their personal support network. In the latter, Supported Individuals communicated their choices verbally or by using another communication system. Where a Supported Individual could not answer the question, it was marked as 'unsure.'

Outcome: Supported Individuals are treated as unique, with strengths, abilities, and value.

- 98% of Supported Individuals agreed that employees are interested in them
- 99% of Supported Individuals agreed that employees know what they are good at
- 99% of Supported Individuals agreed that employees help them with what they need

Outcome: Supported Individuals are supported to exercise their right to make choices with support as necessary from friends, family, and trusted advisers.

- 98% of Supported Individuals indicated that employees support them to make their own choices/decisions
- 93% of Supported Individuals agreed that they are connected with resources they need (missing one program in 2025 due to clerical error)

Outcome: Supported Individuals are supported to live with dignity and equality in a safe and secure environment.

- 99% of Supported Individuals indicated feeling safe in their program or where they live
- 99% of Supported Individuals indicated that employees listen to them

Outcome: Supported Individuals are supported to be known citizens in their community.

- 97% of Supported Individuals indicated that employees support them to go out in their community if they want to

Outcome: Supported Individuals and families/personal support network members can depend on CLS

- 97% of Supported Individuals indicated they can depend on employees

Outcome: CLS will be responsive and follow through on our commitments to Supported Individuals and

families/personal support network members.

- 98% of Supported Individuals indicated that employees do what they say they are going to do

Family/ Personal Support Network Members Feedback and Targets

The average survey response rate for this stakeholder group was 55% (2024: 32%, 2023: 18%). The responses were overwhelmingly positive, with all survey results exceeding the 90% target.

Outcome: Supported Individuals are treated as unique, with strengths, abilities, and value.

- 98% of Family/ personal support network members indicated that CLS employees know their family member's strengths
- 97% of Family/ personal support network members indicated that CLS employees see their family member as a unique individual

Outcome: Supported Individuals are supported to exercise their right to make choices with support as necessary from friends, family, and trusted advisers.

- 97% of Family/ personal support network members indicated their family member's choices are respected by CLS employees
- 98% of Family/ personal support network members indicated CLS employees support their family member to make their own choices/decisions

Outcome: Supported Individuals are supported to live with dignity and equality in a safe and secure environment.

- 97% of Family/ personal support network members indicated their family member is safe participating in the program/living in their home

Outcome: Supported Individuals are supported to be known as citizens in their community.

- 97% of Family/ personal support network members indicated CLS employees support their family member to be involved in their community, if they want to be

Outcome: CLS supports social change that contributes to stronger, healthier communities for everyone.

“CLS is a trusted and collaborative community partner, dedicated to strengthening supports for individuals with developmental disabilities and their families through collective action and shared commitment”

- 98% of Family/ personal support network members indicated CLS employees advocate for their family member
- 97% of Family/ personal support network members indicated CLS advocates for people with disabilities

Outcome: Supported Individuals and families/ personal support network members can depend on CLS.

- 98% of Family/ personal support network members indicated CLS acts with integrity
- 97% of Family/ personal support network members indicated CLS employees respond in a timely manner

Outcome: CLS will be responsive and follow through on our commitments to Supported Individuals and families/ personal support network members.

- 94% of Family/ personal support network members indicated CLS employees follow through on the things they say they will do
- 97% of Family/ personal support network members indicated CLS listens and responds to their feedback

External Stakeholders Feedback and Targets

The average survey response rate for external

stakeholders was 27% (32% in 2024, 18% in 2023) and for Employers with was 33% (11% in 2024, 55% in 2023). The responses were overwhelmingly positive, with all survey results exceeding the 90% target.

Outcome: Supported Individuals are supported to be included in their community.

100% of External Stakeholders indicated that:

- CLS works to ensure Supported Individuals are involved in their community
- CLS advocates for people with disabilities
- CLS works to make a stronger, healthier community for everyone
- CLS acts with integrity
- CLS is dependable as an organization

Outcome: CLS ensures services and supports are flexible and responsive.

- 100% of External stakeholders indicate CLS is a responsive organization

Outcome: CLS is accountable to all our stakeholders.

- 100% of External stakeholders indicated CLS is an accountable organization

Outcome: Employment Services program ensures proper support for participating employers.

94% of Employers indicated that:

- they are satisfied with CLS Employment Services program
- they are satisfied with the on-the-job support provided by program team members
- Job candidates were appropriate for the job



Artist: Jill McKenney

“My family member's team is the best I've ever seen at her home. It really has made a huge difference in my family member's life with her support people also being deaf or being fluent in ASL. They are also fabulous role models. Her needs are easier for her to communicate in her own way and be understood completely. And respected.”

Service Delivery Outcomes: Program Performance

Community Inclusion Programs

In 2025, Community Inclusion had 30 new Supported Individuals enter services and 24 people exit services. The survey response rate for Supported Individuals in Community Inclusion were:

- Individualized Supports (63%)
- Day Supports (93%)
- Studios (60%)
- L.I.F.E (85%).

The 2025 results meet the targets in four out of seven measurements for the Community Inclusion outcomes.

Effectiveness

Outcome: Supported Individuals will be present in community and have access to community-based activities

- 93% average for the number of times Supported Individuals in Day Supports, Individualized Supports, and L.I.F.E. services are present in community, exceeding the 90% target.

Outcome: Supported Individuals will be supported to contribute to their communities

- 97% of Supported Individuals in Day Supports and Studios are engaged and involved in contributing to their community at least once per year, exceeding the 90% target.

Outcome: Supported Individuals will have opportunities to improve upon or learn new skills

- On average, 78% of Supported Individuals are engaged and involved in skill development, not meeting the target of 85% quarterly.
- The information is recorded on activity logs, grouped by quarters, and aggregated annually. This measure was reviewed in 2024 to ensure the target and timeline were relevant to the programs, however upon deeper analysis CLS has found the target needs to be changed. Due to the uniqueness of each program and some challenges with data collection, the targets and measures will be adjusted next year.

Outcome: Self-determination will be encouraged and supported

- 100% of Supported Individuals in Community Inclusion indicate having opportunities to make choices, exceeding the 90% target.

- CLS identifies a 'Supported Individual's goal' as their ambition or effort, aim or desired result. Goals are specific, measurable objectives tailored to the Supported Individual's aspirations and needs, focusing on enhancing socio-emotional well-being and personal development. Each Supported Individual has a minimum of one goal.

The Community Inclusion programs did not meet their individual targets. By program:

- Individualized Supports 2025 results: 40% Target: 75%
- Day Supports 2025 results: 66% 1x per week Target: 90% 1x per week
- Studios 2025 results: 73.4% Target: 75%
- L.I.F.E. services 2025 results: 65% Target: 90%

The 2025 results were not positive. Upon analysis, CLS has determined that the targets set in 2024 are realistic and appropriate. The issues appear to be the following, summary list:

- Individuals are engaged in many activities, yet not enough related to the goals they set.
- The goals are not measurable.
- The goals are not meaningful to the Supported Individual.
- Documentation is not accurately reflecting the work.
- Staffing and capacity challenges, limiting oversight.

CLS has done a significant amount of work on measurable goals training, however the concepts can be challenging to put into practice. The Directors for the four programs will work with their respective teams and the 2026 performance measurement planning will determine further plans to improve the results for next year.

Efficiency

Outcome: Maximize service hours received

- 86% of hours paid in relation to hours that were funded, below the 95% target (92% in 2024) and CLS was expecting this measurement to be below target.
- Some programs do not have global funding but rather individualized funding. This could result in under delivering the hours if an employee is sick and/or a Supported Individual cancels or refuses supports. Another factor could relate to how when Leaders or employees are away, their hours are not covered - this includes vacation and sick time.

Service Access

Outcome: Minimize time to program entry and continuation

- Average of **8 weeks** from referral to beginning of service met the 8-week target.

Supported Living

In 2025, Supported Living had two new Supported Individuals enter services, two internal transitions due to changes in health and/or mobility needs and one person exit services. The survey response rate for Supported Individuals in Supported Living was 84%. The Supported Living outcomes have positive 2025 results, meeting the targets in three out of five measurements.

Effectiveness

Outcome: Support to maintain stability in their living arrangement.

- The program had **zero** unplanned moves in 2025.

Outcome: Self-determination will be encouraged and supported.

- **100%** of Supported Individuals in the program indicate having opportunities to make choices, exceeding the 95% target.

Outcome: Opportunities to learn skills that support independence.

- **75%** of Supported Individuals reported they are engaged and involved in skill development, not meeting the 90% target.
- The decrease in meeting this target surprised CLS, resulting in a deeper analysis. Though there were not significant changes in the survey process, there have been changes in the acceptance of supports through 2025, and possibly the Supported Individuals understanding of whether they are in fact working on skill development.
- CLS defines skill development as working on a skill that increases and/or maintains independence, enhances personal development, or promotes the Supported Individual's quality of life.
- CLS is considering how to ensure the Supported Individuals completing the surveys have clarity and understand the questions. For 2026, Leaders will go over the questions one by one prior to providing the survey to aid in this process.

Efficiency

Outcome: Minimum levels of support are being provided to all Supported Individuals.

- The program did not meet the 95% target with **93%** of funded hours being delivered.
- CLS has observed over the last few years how once Supported Individuals have secured housing, their support needs often decrease. This has led to some Supported Individuals declining to accept support. In 2025, five Supported Individuals refused supports frequently.

Service Access

Outcome: Minimize time to program entry and continuation.

- The program exceeded the target in 2025 with a **1.25-month** average between expressed desire or need to move and placement for the Supported Individuals accommodated.

Independent Living

In 2025, Independent Living had 14 new Supported Individuals enter services and one person exit services. Growth of the Independent Living program has continued with 13 new housing units added through partnerships with housing providers M'akola and Sawmill Co-op, both in Vancouver. The survey response rate for Supported Individuals in Independent Living was 85%.

The Independent Living outcomes have positive 2025 results, meeting the targets in three out of six measurements. However, given the complexities of services in this program, the outcomes are under review as part of 2026 performance measurement planning.

Effectiveness

Outcome: Support to maintain stability in their living arrangement.

- The program had **zero** unplanned moves in 2025.

Outcome: Self-determination will be encouraged and supported.

- **89%** of Supported Individuals in the program indicated having opportunities to make choices, not meeting the 90% target. The change from 2024 (100%) is curious, however the supports provided in Independent Living are driven by the Supported Individual's choices, making the program entirely self-determined. As noted, CLS will be reviewing the outcomes to determine relevance and potentially improve methods of measuring effectiveness of the program.
- **75%** of activities a Supported Individual engages in linked to their goals, meeting the 75% target.

Outcome: Opportunities to learn skills that support independence.

- **86%** of Supported Individuals reported they are engaged and involved in skill development, not meeting the 90% target.
- CLS defines skill development as working on a skill that increases and/or maintains independence, enhances personal development, or promotes the Supported Individual's quality of life.
- Following analysis of supports through 2025, there appears to be a high amount of skill development, in most forms of support provided. It is possible that the Supported Individuals may benefit from clarification of whether they are in fact working on skill development to increase the validity of this data and meet or even exceed the target.
- CLS is considering how to ensure the Supported Individuals completing the surveys have clarity and understand the questions. For 2026, Leaders will go over the questions one by one prior to providing the survey to aid in this process.

Efficiency

Outcome: Minimum levels of support are being provided to all Supported Individuals

- **73%** of funded service level hours were delivered (70% in 2024): The program did not meet the target of 95% but improvement was noted.
- CLS has observed over the last few years how once Supported Individuals have secured housing, their support needs often decrease. This has led to some Supported Individuals declining to accept support.

Service Access

Outcome: Minimize time to program entry and continuation.

- The program exceeded the target in 2025 with a **1.75-month** average between expressed desire or need to move and placement for the Supported Individuals accommodated.
- CLS partnering with affordable housing societies over the last few years has increased the number of affordable housing units available to individuals supported in Independent Living. Supported Individuals moved in with the following CLS partnerships in 2025:
 - M'akola Housing Society, Vancouver - 10 units
 - Sawmill Housing Cooperative, Vancouver - 3 units

Home Share

In 2025, Home Share had five new Supported Individual enter services and 17 exit services. The survey response rate for Supported Individuals in Home Share was 79%. The 2025 results for Home Share outcomes meet the targets in seven out of eleven measurements.

Effectiveness

Outcome: Home Share Providers will feel supported by the agency

- **100%** of Home Share Providers indicated they feel that support offered by the agency met their needs, exceeding the 90% target.
- The survey response rate for Home Share Providers was 79%, lower in 2025 due to a group of five Home Share Providers only being able to attend the training later than the reporting period.

Outcome: Supported Individuals will experience inclusion in their community.

- **93%** of Supported Individuals in Home Share are present in the community during home share supported time at least two times per week, meeting the target of 90%.

Outcome: Self-determination will be encouraged and supported.

- **94%** of Supported Individuals in the program indicated having opportunities to make choices, exceeding the 90% target.

Outcome: Supported Individuals will experience stability and contentment in their home.

- This outcome is evaluated with four indicators measuring unplanned moves and satisfaction and longevity with the living situation. These results connect to the CLS efficiency measurement aiming to minimize turnover in Home Share providers.
- There were six breakdowns in service resulting in **7.4%** of Supported Individuals experiencing unplanned moves (2.5% in 2024, 4.3% in 2023 and 1.2% in 2022). This did not stay below the 5% target. It was a challenging year in the Home Share program, with complex situations CLS has worked to mitigate with the following changes in the program:
 - New Director of Programs accountabilities
 - Established a new Manager of Home Share position
 - Reviewed of all policies and procedures
 - Increased monitoring and support role from the Quality Assurance department.

- Plan to reduce the amount of independent suites in Home Share situations
- Improvements in the annual Home Share Provider training sessions.
- **87%** of Supported Individuals in Home Share that choose to engage in the home-life indicate they feel included, not meeting the 90% target.
- CLS improved the methods to distribute satisfactions surveys to the Supported Individuals in Home Share, having the Home Share Manager oversee the process, which in turn may have allowed for more clarity for Supported Individuals resulting in a more accurate representation.
- The satisfaction survey for Supported Individuals in Home Share was updated to the following language: *'My Home Share Provider encourages me to join activities with the people I live with.'*
- CLS is going towards changing the Home Share model to encourage more inclusive environments. CLS will no longer be contracting Home Share situations with separate suites, changing this expectation.

An analysis of the mean, mode and median regarding the amount of years Supported Individuals are in Home Share is completed annually for this measurement. The program exceeded the 4-year target (mean) with a **mean of 7.3 years**, a **median of 4 years**, and a **mode of 2-3 years** (in 2024, mean: 5.11 years, median: 3.8 years and mode: 2 years).

Efficiency

Outcome: Minimizing turnover in Home Share providers.

- **18%** of Home Share Providers exited from providing services in 2025. The program did not meet the target (14% in 2024, 11.75% in 2023 and 17% in 2022).
- CLS evaluates the efficiency of the program through the stability of Home Share Providers. As part of 2024 performance measurement planning, CLS reviewed this outcome and target.
- There has been a significant increase in monitoring and adjusting procedures in the Home Share Program. As outlined above, changes in the program including role accountabilities, support from the Quality Assurance department, reduction to the amount of independent suites in Home Share situations may have led to increased turnover.
- CLS, along with other service providers in the province have been and will continue to advocate for CLBC to increase the pay rates for Home Share Providers.

Service Access

Outcome: Minimize the time from intake to placement.

- In 2025, the program met the 90-day target with five new Supported Individuals averaging **62-days** from intake to placement. This is indicative of transitions following a positive matching process.

Outcome: Maximize appropriate placements of Supported Individuals.

- **55%** of accepted referrals were successfully matched. The program did not meet the 90% target. In 2025 there were nine accepted referrals, with five placed and four awaiting matching at the time of this analysis. The process whereby referrals become accepted and a Supported Individuals is ready for matching was reviewed in 2025 and improvements are planned for 2026.

Outcome: Home Sharing Providers will be responded to in an efficient timely manner.

- **100%** of Home Share Providers indicate that their needs were responded to in a timely way by employees, exceeding the 95% target.

Staffed Homes

In 2025, Staffed Homes had two new Supported Individual enter services, two transitions to other CLS homes due to changes in health and/or mobility needs, two transitions from a CLS Home Share to a Staffed Home and no exits. The survey response rate for Supported Individuals in Staffed Homes was 73%. The Staffed Homes outcomes have positive results, meeting the targets in all six measurements.

Effectiveness

Outcome: Support to maintain stability in their living arrangement.

- The program had **zero** unplanned moves in 2025.
- Currently, CLS defines an unplanned move as “all moves that occur due to crisis or emergency situations and where the individual and/or family members have not been actively involved in planning for the move or having choice in the move.” CLS reviewed unplanned moves where Supported Individuals are displaced for a period of time resulting from issues with the Staffed

Homes, versus situations where CLS cannot entirely prevent the event such as a severe storm causing damage and/or a flood.

Outcome: Self-determination will be encouraged and supported.

- 100% of Supported Individuals in Staffed Homes indicated having opportunities to make choices, exceeding the 90% target.

Outcome: Supported Individuals will be present in community and have access to community-based activities.

- 97% of times Supported Individuals in Staffed Homes are present in community at least one time per week, exceeding the 95% target.
- CLS defines community presence as “activities that occur outside of the program or home (e.g. a walk in the park, grocery shopping, going out for dinner, going to the theatre, etc.) and does not necessarily involve interaction with other people.” These results have steadily improved.

Outcome: Supported Individuals will have a network of unpaid healthy, positive, and stable relationships.

- 97.4% of times Supported Individuals connect with at least one Unpaid Person with whom they regularly interact with every month, exceeding the 95% target.
- CLS defines an Unpaid Person as “a person involved in a Supported Individual's life who is unpaid such as family, friend, acquaintance, members of a club, group, team, or congregation, etc.). This would not include CLS employees, medical professionals, and other network members who are paid to be in the persons life.
- In 2025, CLS improved the methods and accuracy to acquire data for this measurement. CLS created a new list on ShareVision to capture Supported Individuals Meaningful Relationships, defined as “connections that foster feelings of happiness and security; create a sense of belonging, inclusion and purpose; are authentic, reliable and consistent; contribute to quality of life and are characterized by several key elements: trust, support, communication, shared values and goals, boundaries, common interests, respect and reciprocity.

Efficiency

Outcome: Maintain use of funded service level hours.

- The program exceeded the 95% target with 100% of funded hours delivered.

Service Access

Outcome: Minimize time to program entry and continuation.

- The program exceeded the target in 2025 with a 3-month average between expressed desire or need to move and placement for the Supported Individuals accommodated.
- There were two Supported Individuals who moved to different Staffed Homes due to changes in their mobility and overall needs. Both stayed in their same communities on the North Shore with accessibility modifications made for each of their new homes.

Employment Services

In 2025, Employment Services had 24 new Job Seeker/Participants enter services and 35 exit services. The survey response rate for Job Seekers/ Participants in Employment Services was 65%. The Employment Services outcomes have positive 2025 results, meeting the targets in seven out of eight measurements.

Effectiveness

Outcome: Supported Individuals will secure and maintain employment.

- The percentage of new Job Seekers that were successfully placed in employment within the first six months of services did not meet the targets for one applicable funding category. CLBC funding categories are referenced as “A, B and C” in this report:
 - A: Lower Mainland PSI (Personalized Support Initiative)
 - B: Upper Fraser PSI (Personalized Support Initiative)
 - C: Lower mainland DD (Developmentally Disabled)

* UF PSI (B) is not applicable for this reporting period as referrals in this stream were received less than one month prior to year-end, leaving insufficient time to measure six-month outcomes.

The target is 75% within 15 weeks (average). The 2025 results are:

A: 50%	B: Not applicable	C: 75%
A: 15 weeks	B: Not Applicable	C: 12 weeks

Comparative analysis:

2023:	A: 67%	B: 64%	C: 62%
2024:	A: 25%	B: 50%	C: 0%

- Supported Individuals were employed an average of 34 weeks per year in Employment Services exceeding the 30-week target.

Outcome: Maximize Job enhancements for all employed Supported Individuals.

- 53% of employed Supported Individuals in Employment Services received more than minimum wage exceeding the 45% target.
- The average wage for employed participants in Employment Services was \$19.43 in 2025, above the target of minimum wage (\$17.85 per hour as of June 2025, \$17.75 per hour prior to this).
- 35% of employed Supported Individuals received a job enhancement this year meeting the 35% target.

Efficiency

Outcome: Minimize preventable employment breakdowns (Supported Individuals that have achieved employment).

- 89% of at-risk job in jeopardy situations were prevented from breakdown (at the time of identification of imminent breakdown), exceeding the 75% target.

Service Access

Outcome: Job Seekers/ Participants will receive service in a timely manner.

- 100% of Job Seekers were in active job search within three months of intake. However, this is a self-driven program, which is a direct reflection of the interests and status of the Job Seeker. Though CLS exceeded the target, it is important to note that though the process is designed to be done systematically and immediately, it is entirely driven by the Job Seeker's choices.

Outcome: Participants will be employed in a variety of employment sectors reflective of their community.

- Participants were employed in 23 sectors, exceeding the target of 20 sectors.

2026 Performance Measurement Goals and Plans

As a result of the recommendations from this report, CLS has identified six new priorities:

- Engage Supported Individuals in meaningful goal related activities.
- Improve activity log documentation across CLS programs.
- Improve accuracy of entrance/transitions/exits data.
- Improve timeliness of submitting reportable incidents.
- Ensure the outcomes for Independent Living reflect the program.
- Increase reliability of data in Supported Individuals satisfaction surveys.
- Ensure L.I.F.E services have a strong foundation of practice guidelines and policy framework that reflects best practices.

CLS is confident in the performance measurement processes set up to strive for continuous improvement.

“Staff are always advocating for what my family member actually needs.”



Artist: Ryley Jensen Fisk



Artist: Fatima Khan
'Poppies'



Artist: Cheyenne Kwan
'Peace'



Artist: Sangeeta Rekhi

Artist: Sheri Lynn Seitz

In Memory

Shelley Hartung

Hosen Abdalla

Jo Dickey

Lori Lee

Katie Black

Joslyn Reaume

Lorne Krauss





This year has been full of connection, creativity, and community at Studio 73. Our ongoing commitment to arts, inclusion, and social advocacy continued to guide our work, both within our studio and out in the community.

As part of our quarterly release of the Anti-Racism Exhibition art pieces, we were proud to showcase works celebrating peace, inclusion, and unity. Stephanie's beautiful dichroic peace symbol was chosen by posAbilities for their winter greeting card, while Mridu's "Be Kind" mandala and Carrie's inclusive artwork were featured together in a special group exhibition. Harpreet and Cheyenne H also contributed powerful pieces highlighting the importance of representation and mutual understanding. Mridu received recognition for her striking mandala—a symbol of balance and connection—and the team celebrated the shared release of all exhibition pieces, photographed alongside educators and community partners.

Studio 73 remained active in arts education, hosting in-house classes and mobile sessions throughout the year. Groups included seniors from Progressive Intercultural Community Services (PICS), high school students, local businesses, and community organizations. Our classes continued to thrive, offering hands-on creative experiences and fostering meaningful connections.

We were thrilled to see a record number of sales for some of the local artists we support, reinforcing the value of providing opportunities for artists to share their work with the community. Being able to showcase and support these artists at this year's Housing Conference was especially meaningful, highlighting the important intersection of art, advocacy, and community engagement.

Community engagement remained a central focus. We participated in initiatives such as the Moose Hide Campaign to address gender-based violence, the Adopt-A-Street Program, and the ongoing care of our welcoming PARKlet garden space. Our team completed a full year of

weekly volunteering with Meals on Wheels, while individual artists pursued professional development, including employment support and specialized courses.

We also represented our work at a variety of community events and conferences, including Inclusion BC's Everybody Belongs conference, Surrey and Chilliwack Pride, the Surrey Teachers' Convention, the BC Teachers of English Language Arts Conference, and multiple Inclusive Art Shows. Through these events, we connected with educators, artists, and community members, sharing the creativity and impact of Studio 73.

The year included several celebrations and milestones. We marked 10 years at our Newton, Surrey location by hosting a community-focused anniversary celebration with artists, neighbors, city representatives, and long-time supporters. Studio 73 created custom glass trophies for community awards, contributed to the Spooktacular event, and participated in holiday initiatives benefiting local families, including donations to the Surrey Christmas Bureau and Sources.

Social advocacy, arts, and inclusion were further emphasized through collaborations with local organizations, cultural grants, and volunteer initiatives. Carrie and Mridu received Neighbourhood Small Grants, supporting community care packages and the creation of a mini library, while our City of Surrey Cultural Grant allowed 50 participants to experience fused glass art at no cost.

We recognized Pink Shirt Day, Orange Shirt Day, and Black Excellence, using these moments to highlight the voices and artwork of our artists while reinforcing messages of kindness, belonging, and social awareness.

Through every class, exhibition, community event, and volunteer initiative, Studio 73 continued to foster creativity, connection, and care. We are grateful to our artists, partners, supporters, and community members for making this year a truly inspiring one.



This year PotteryWorks has been blessed with many new artists being referred to the studio, so a new group of very talented young participants has been welcomed to our studio. The level and quality of their work, right from the start, has been astonishing. We started our 2025 show season with the New West Cultural Crawl on October 4-5, the biggest attendance yet for this event. An incredible chance to meet our community. We followed that with a two-day version of The Inclusion Show, in its new venue, and we set a record for sales from any show in our history. A magical night for all of us, especially with our staff member Danielle and her band providing the jazz music for the event.

November brought us two community events, The Housing Central Convention and The Eastside Cultural Crawl, which we returned to after a 2-year absence. PotteryWorks "Colour Collective" group of painters, won the "Art Brings Us Together" prize from Opus Art Supplies, who presented us with a \$2000. gift card for art supplies from their store. A large supply of paint and canvases for the painters and the biggest thanks from all of us.

Social Media Influencer Tamara Taggart, has been a huge supporter of PotteryWorks for many years, highlighting us and then personally inviting us to attend and display our work at the Downs Syndrome B.C. 321 Summit on Sept 27th in Delta. PotteryWorks loved attending this event, meeting many new and old friends. In June we attended the most unique event of our history, on the top of Grouse Mountain, Rise To The Top was an educational and fund raising event for LDS Foundation and what a fun day for everybody, where PotteryWorks was able to display our work for a completely new audience.

Last summer saw two huge events, firstly on July 1st the Canada Day celebration in Coquitlam at Lafarge Lake, welcomed almost one hundred thousand visitors and PotteryWorks had a very busy day meeting many new customers. On June 17th, an important occasion at our studio was our 25th Anniversary Celebration, with a display of our creative history of paintings, pottery and photography in our studio and refreshments in the event room next door. A well attended and heart-warming event to celebrate our history.

We closed out the year with The Special Christmas Market at Crystal Mall, an event we love to participate in and then in April 2026, we went back to Crystal Mall for a show of paintings "Portraits of my Heart".



Employee Awards



On March 11th we celebrated employees who won peer nominated awards and those who were celebration years of service awards at the annual employee awards gala. Congratulations to all 2025 award nominees and recipients.

This year the following employees and teams were nominated for these awards:

Ali Hosseinzadeh	June Sheck
Alla Melnikova	Manisha Sharma
Amy Negrete	Maria Imelda Tejada
Criselda Tejada	Noel Blanco
Divine Paronable	Rebecca Penn
Dusica Petrovic	Ron Torres
Segulja	Tina Chevalier
Edith Markser	Tiziana Nolet
Elena Unabia	Victoria Olaniyan
Elysia Bernard	Yomi Kuponiya
Jennifer Hernandez	Zane McCarthy
Joanne Hauer	

48B
Keith 1
Ross Road
Villa Rosa
Day Supports
Waterfront Opportunity Centre
Employment Services
Surrey Day Supports

The Winners

Woodlands Parents' Group Award for Vision, Courage and Creativity

This award is for employees who demonstrate sincere motivation towards Vision, Courage and Creativity in approaches to support. They consistently think outside the conventional mindset to get things achieved for an individual or group. They are aligned with the original inspiration, vision and courage shown by the Woodlands Parents' Group.



Jennifer Hernandez

When Jennifer stepped into the Team Lead role at Villa Rosa in August 2022, the home was in deep transition. Staff changes, shifting dynamics, and the overall instability that left the environment fragile and in need of steady, compassionate leadership. Over the next three years,

Jennifer quietly transformed the home. She led with calm confidence—listening deeply, supporting with empathy, and always keeping a vision for growth. She believed in the Supported Individual's potential and focussed not only on meeting their daily needs but on helping them build fuller, more independent lives. Her approach, grounded in accountability and active support, helped them flourish in ways once considered impossible: RV now has a paid job, and KM volunteers in the community.

Jennifer also built strong, trusting relationships with both families, making them true partners in the individuals' progress. At the same time, she nurtured a positive team culture—one where staff feel appreciated, connected, and proud of their work. Through creative touches like the “profile of the month,” thank-you boards, appreciation walls, birthday celebrations, and the playful “Livin' La Villa Rosa” shirts, she helped shape a team that laughs together, supports one another, and shows up united.

Today, Villa Rosa is a happier, more stable, more hopeful home—and much of that change can be traced back to Jennifer's steady, thoughtful leadership.

Community Integration and Inclusion Award

The Community Integration and Inclusion Award is presented to someone who consistently and significantly achieves success in a community inclusion and integration goal for an individual or group, specifically which engages them in a number of differing and creative ways.



Criselda Tejada

Criselda is a dedicated Team Lead and advocate for those she supports, ensuring they are treated with dignity and respect while living fully integrated lives in their communities. She exemplifies CLS' Vision, Mission and Values, inspiring her team to do the same. Over the past

year, she established a relationship with the newly formed Surrey Police Department, involving community inclusion teams and homes. Notably, one constable has even learned American Sign Language (ASL) to better communicate with the people we support.

Criselda has continued initiatives like the Community Cupboard donation and the Community Garden project, building connections with local church groups to sustain these efforts. She actively includes the people she supports in community projects, adapting opportunities to meet their needs, while ensuring that active support practices are fully applied and their choices respected.

Active Support Award

This award is presented to a team or an employee who has demonstrated through multiple examples of sustained active supports, attitude and passion, a commitment and embracement of the Active Support philosophy and approach.



Ron Torres

Ron Torres is a dedicated advocate for the Kingsway Day Supports team, encouraging those he supports to lead independent lives. He fosters a relaxed and patient environment, allowing Supported Individuals to progress at their own pace, which quickly builds trust and strong relationships. Ron's sense of humour keeps the atmosphere light, making him approachable to both participants and staff.

He promotes peer conversations and empowers individuals to make their own choices, providing support and guidance as needed. For practical tasks, like making tea or coffee, he ensures everything is accessible to facilitate independence.

Ron is committed to empowering those he supports, leading by example for many years as a veteran of the Kingsway Team.

Team Award

The TEAM Award recognizes a team in CLS that deserves special recognition:

- A TEAM that has gone above and beyond others to embrace and live the CLS values.
- A TEAM that has accomplished/achieved/reached a goal that has significantly enhanced and improved the quality of lives for individuals. These accomplishments/contributions support the CLS Mission, Vision and Values.
- The impact of this TEAM's contribution has enriched the Supported Individual(s), the CLS and the community.
- A TEAM that has demonstrate a true TEAM spirit.



Keith 1

The Keith 1 team exemplify the CLS vision by going above and beyond to ensure that every Supported Individual lives with dignity and enjoys a full life.

When faced with the challenge of relocating the men to a temporary home, the team demonstrated exceptional creativity and resilience. They not only managed the logistics of packing, moving, and setting up the new home, but also created a warm and welcoming environment where the men could feel comfortable and safe. Their efforts extended beyond physical relocation, they supported the men in exploring their new neighbourhood, discovering activities, and maintaining a sense of community despite renovation delays. This commitment reflects their ability to embrace change with enthusiasm and inspire confidence in those they support.

Years of Service Awards

3 Years

Lina Vargas
Navneet Dhillon
Mary-Anne Makowski
Mika Sarmiento
Priya Lata
Rico Askin
Harinder Bhatti
Joel Ruma
Breanne Brooks
Noel Acosta
Fanta Toure
Aileen Castel
Joy Tully
Mohinder Badyal
Toyin Obasa
Donald Guimpayan
Henry Brinas
Sylvior Birungi
Jesselin Tkenye
Christine Coffey
Jason Gonzaga
Nagaysha Brown
Kavindi Samarasinghe
Jessie Brown
Seema Bhagat
Shayna Bessette
Karen Aranas
Myrlin Java
Jennifer Hernandez
Jasdeep Mangat
Kayla Balaz
Jedi Chu
Lise Tougas
Denise Lauinger
Navdeep Kaur
Maria Conselo Belmonte
Lisa Shen
Manmeet Beri
Day Lawal
Nydia Soler Gomez
Trevor Forster
Lerma Macaburas
Annabel Salem
Natasha Kaloya
Desiree Johnstone
Joan Frias
Anthony Fawcett

5 years

Kiran Pooni
Amy Negrete
Helen Li Li
Julie Raymond
Verna Uy
Harneet Kaur
Kaitlyn Cheng
Harrison Nguyen
Murray Campbell
Guido Lanciotti
Alexis Binns
Cheryl Kumar
Janice Barr

10 Years

Natasha Hannan
Katrina Macneil
Jag Raniga
Sandeep Hans
Kristian Reyes
Xavier Luck
Kevin Pang
Kevin Sass
Samantha Dickson
Michael Robert Lewis
Romeo Banting Flores
Elvessa Pineda
Slavka Obretenov Bohac
Barbara Lago
Andrew Malin
Amy Liu
Julie Maxim

15 Years

Kate Lund
Elena Unabia
Hamid Khatami
Jessica Hopkins
Zane McCarthy

20 Years

Sirjana Shrestha
Georgina Grant-Guillou
Ausif Nawaz
Cristina Caampued
Joseph Dube
Dominique Gard
Chris Hopkins

25 Years

Bill Wesko
Ali Hosseinzadeh
Max Sumner
Dee Blackmore
Tony Maravilla
Charlene Francis

30 Years

Enrique Villanueva
Ian Mason
Charlotte Casson
Tina Chevalier
Agata Leks

35 Years

Elke Tilgner



Artist: Mridu Sood
'Mandela'

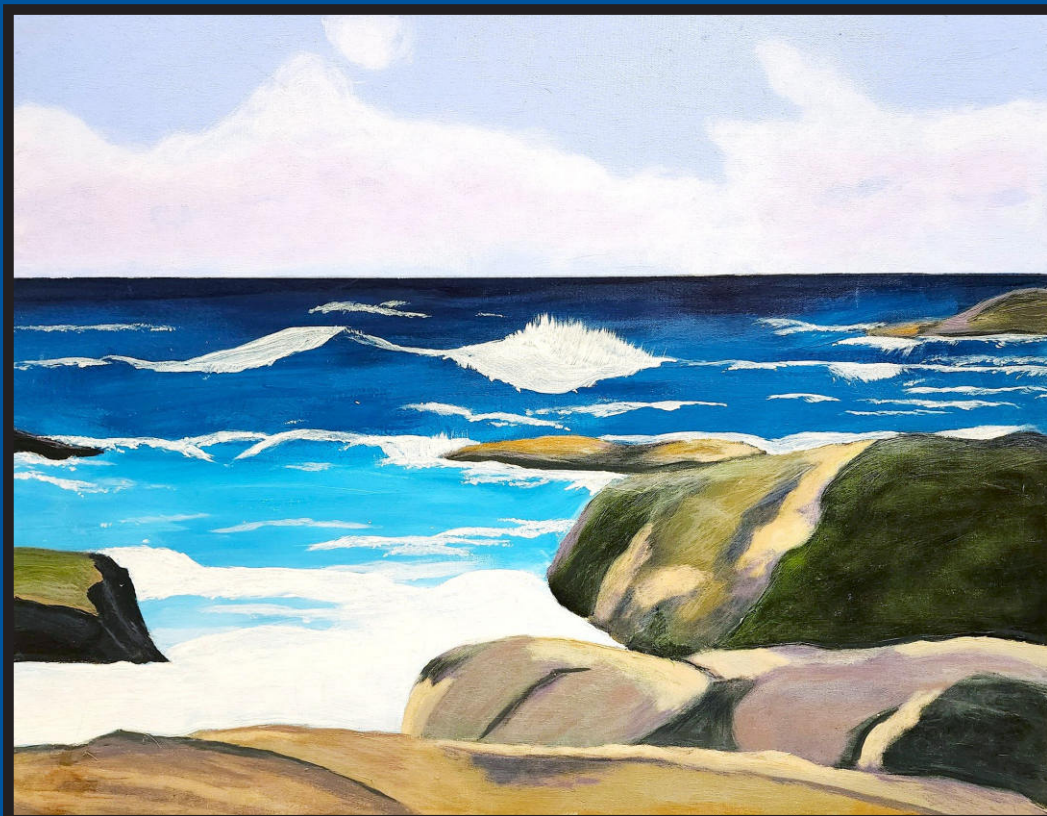


Artist: Dan Tell

Thank you to all of the individuals and organizations who contributed to and supported CLS this past year



Tamera Friesen
James Harris
Clinton Morrison
Harry and Gillian Chiang
Interlink (2008) Realty Corp in Trust (Team B)
Harvey Hunt
Ann and Guy Collette



Artist: James Lash



Artist: Akim Zongo



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