



**LONDON
DRUGS**

**Embracing diversity
for business success**

Last summer, SES arranged a business tour at London Drugs in Cottonwood Mall. After the tour, assistant manager Lillian informed everyone that she would be hiring soon and encouraged all to apply. Brian was hired as part

of the Early Morning Stock Team and started training with SES staff support but soon was working independently. He also has joined the store's Safety Committee!

Soon after, Lillian contacted SES staff to see if there were any other candidates in our service who were interested in applying. Caitlin and Steven jumped at the opportunity. Caitlin works as part of the Afternoon Stock Team and with Brian and Steven on the Early Morning Stock Team. When asked about hiring persons with developmental disabilities, Lillian says, *"I had the pleasure of hiring 3 incredible staff last year and they brought out the best in my team each day with their positive, I can do anything attitude. It was an attitude that was contagious. I would highly recommend anyone who is looking for new employees to use these services where you will find a great fit for your team."*



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SES Staff, Gizelle, Leah, Lana, Sharon, Nancy, Craig



Embracing diversity cont...

In the late fall, Tammy replaced Lillian as the Assistant Manager and immediately embraced the services that SES had been providing. Tammy expressed that all three were an asset over the busy Christmas season, volunteering to work over-nights and extra shifts whenever asked. Their success can be attributed to the fantastic team of coworkers and supervisors (natural supports) that they have working with them! After Christmas, Steven moved to another town and with Tammy's support was able to receive a transfer to a store in his new location. Brian and Caitlin love their jobs and are a valued part of the team. They both are anticipating more responsibilities and taking on new challenges in the future as they plan on working here for a long time!



SES = Success!

2016 was a year of successes for SES! As the year ended, 23 out of 26 candidates were working at jobs with permanent paid employment! For the first time in SES history, this past December, three individuals worked together on the early morning shift at London Drugs, independent from SES supports!

There have been a few changes at SES this year, including a new address, when our office moved to a new location in April! Our new location has more office space and larger meeting area. SES also saw the launch of the first CSCL Employment website in 2016 with csclworks.org! Staff worked diligently to create a site that encompassed our services and included our business partners and candidates with an informed, user friendly layout. We can't wait to see what 2017 has in store for SES!

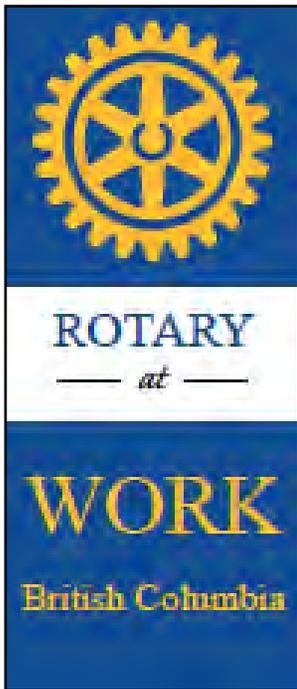
A Champion for Youth Employment



On September 20, Greg began his first day at Finders Seekers Thrift store. Jim and Lisa Romeyn, the owners of the store, believe that everyone has the right to paid, meaningful employment and they demonstrate this through their actions. Although



this is Greg's first job, the ongoing support and guidance of both owners has helped him learn his role quickly. Greg now works independently in the store sorting and organizing the clothing donations. Greg is proud to be working and loves his job. Jim couldn't be happier and says *"It's really nice having him. Greg is doing a great job!"*



Rotary At Work Makes a Movie!

On December 12th & 13 Rotary at Work film crew set out to film 10 businesses to promote inclusive hiring practices in our province. They came to Chilliwack on December 12th and CSCL's Supported Employment Service was ready and excited to showcase just a few of our Champion Employers. The Rotary@Work Project was busy filming employees with their Managers in an effort to create a short film. The films message is about dispelling the Myths about hiring persons with disabilities into the workforce and busting the Myth with the Truth placards. Rotary at Work BC has been such a great partner for CSCL's Supported Employment Service. Take a look at the finished product of Rotary's hard work at <https://www.youtube.com/watch?v=oOVCIBRKWMU&t=6s> If you are interested in learning more about how CSCL's Supported Employment Services can help your business find the right employee, contact us at 604-392-7377.

The Home Depot manager, Kevin Vandembosch with Employee Eddy



Mr Mike's General Manager, Trenna Pennington with Employee Hebrina

Real Canadian Superstore Joe Fresh Supervisor Kim Burgess and Employee Mercy



Save-On-Foods Chilliwack Receives 25 Year Inclusive Employer Award

Congratulations Save on Foods Chilliwack for receiving an award for 25 years of Inclusive employment.

On December 14th, 2016, Save on Foods was recognized by The Rotary at Work Initiative. Alan and store manager Leigh Yochlowitz were presented with a plaque by Chilliwack Society for Community Living's (CSCL) Executive Director Julie Unger. Alan's career began back in 1991 as a general store clerk; he is a valued employee that most community members know on a first name basis. Alan's enthusiasm for his job is well received by those who shop and work at Save on Foods Chilliwack.





Rotary At Work Diverse Employer Awards

Julie Unger - CSCL's Executive Director, hosted the Rotary at Work Employer Recognition Event along with Rotary District 5050 Assistant Governor, Kevin Wood (Julie and Kevin are members of the Rotary Club of Chilliwack). Together they shared information about Rotary and shared the Business case for hiring an inclusive workforce. It was a fabulous event and an impressive number of businesses who received awards for Inclusive Hiring practices... If you didn't attend this year, watch for the next event scheduled for the Fall of 2017!



**BENEFIT
FROM
INCLUSION**

Business Case:

Building An Inclusive Labour Force

Inclusive Hiring Works Making a hiring decision should always come down to selecting the best person for the job. Employing individuals with developmental disabilities is no different. When effectively placed in positions that align with their interests, individuals with developmental disabilities can truly excel, often exceeding employer expectations!

The Value of Retention The average turnover rate for employees across all industries is 49%. High turnover is an extremely costly reality in business: training new employees, covering missed shifts and getting new staff up to speed with experienced staff takes time and resources. In contrast, turnover rate for employees with developmental disabilities is substantially lower, at just 7%.

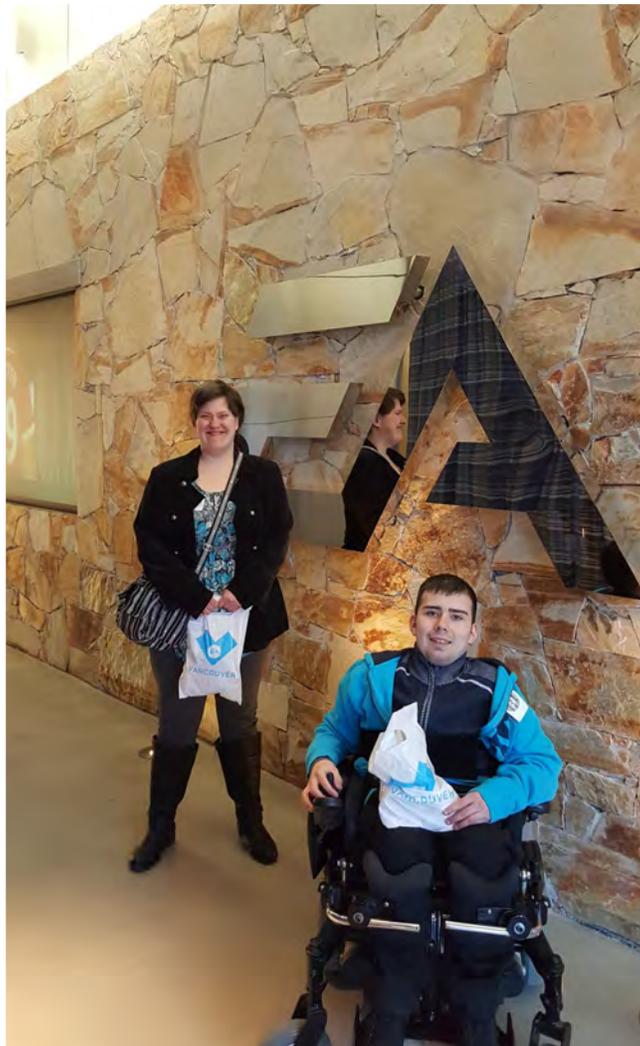
The Value of Reliability The Canadian Economy loses an estimated \$16.6 billion annually due to absenteeism (2013). Depending on the industry, when an employee does not come in to work it can result in lost business, reduced productivity, distraught customers or missed deadlines; all of which hurt performance and profitability. Did you know 86% of employees with a developmental disability rated an average or better on attendance than their colleagues without a disability?

Public Perception and Enhanced Customer Loyalty People want to frequent businesses that reflect their communities and improve the quality of life for their families, friends and neighbors. If given the opportunity to engage with a business that participates in inclusive hiring, they will.

It's more than the right thing to do, it's the smart thing to do.



MentorAbility Day at EA Games Canada



EA (Electronic Arts) Canada is a video game developer in Burnaby BC. It houses the worlds largest video games test operation. On Jan 24th, SES individuals took part in an invitation from EA to participate in a MentorAbility Day and learn more about Game Development, Technology and their Corporate Team jobs. They also participated in mock speed interviews with EA's Talent and Acquisition team members from across North America. Chance and Anna-Jean both said they received some great feedback on their interview skills and appreciated the opportunity to learn more about the “gaming” business!



Check It Out!

Earlier in 2016, Chilliwack’s MLA, Laurie Throness, spoke in the legislature about CSDL and Supported Employment Services!

Follow the link below to see the live video of his presentation!

http://lauriethronessmla.ca/bcltv_videos/chilliwack-society-for-community-living-employment-services/



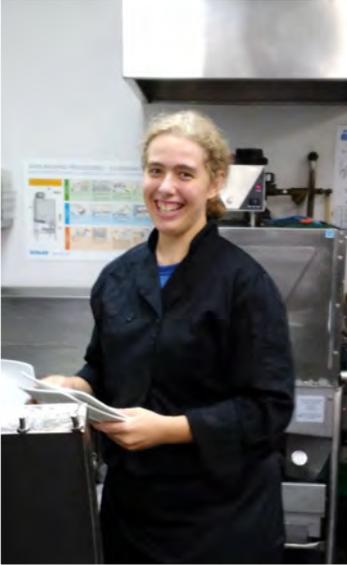
LAURIE THRONESS
MLA, Chilliwack-Hope

Meet Our Champion Employers!



Mr. Mikes Steakhouse Casual Comes to the Table!

Mr. Mikes understands the benefits of inclusive hiring in the work place. James was first to obtain a position in the kitchen. Due in part to James' success, the management team went on to hire Shawn and Hebrina as dishwashers. Hebrina is glad to have landed a job doing what she most wanted. Shawn is happy to have hands on work, where he can interact with other employees. Shawn and Hebrina cover all of the dishwasher shifts and they take pride in keeping the area up to Mr. Mike's high standards. James, Shawn and Hebrina all agree that the management and staff at Mr. Mike's Steak House Casual in Chilliwack have been very supportive and is a fantastic place to work!



For over 20 years The City of Chilliwack has hired Candidates from CSCL's Supported Employment Services. A position carved out specifically for individuals with developmental disabilities. Over the years many individuals have had the opportunity to use this position to build and enhance their employment readiness skills. The staff are friendly and always helpful, the duties are consistent, yet challenging. The duties include outside cleanup around City Hall, recycling, compost and garbage removal. Sarena is the latest Candidate to be employed by The City of Chilliwack. You may recognize her from seeing her cleaning the streets around town, as her other part time job is with the Business Improvement Association. Both of these positions are a perfect fit for Sarena, as she takes great pride in keeping her community clean and safe.





Best Buy knows that "Finding the perfect job is all about finding the perfect fit." A slogan that is not new to CSCL Supported Employment Service. Store manager Ondjre created a new position this season called the CEA-Customer Experience Ambassador. The person for this position would need to be a "flyer" expert, know where the product is located and be familiar with sales staff to help customers. Ondjre hired Chance for this position and it was a perfect fit! Chance was so excited to be able to have the opportunity to work and showcase his skills. Chance loved his job and the staff. He ended the season by attending the staff Christmas party! Chance looks forward to being a part-time member of this great team in the near future !



Chilliwack Water Store has been a Champion employer over the last 4 years. They have hired CSCL clients and supported work experience and training opportunities to assist clients to gain valuable skills for the work force. On January the 11th 2017, the Chilliwack Water Store hired Irene as a file clerk and production worker. ***"You may be thinking why is this significant?"*** Irene is in her 60's and has never had a paid employment! Irene has been volunteering for several years and yet circumstances have prevented her from reaching her dream of being employed. In January, Irene received her first pay cheque at the age of 62! Irene has an exceptional memory to detail and has surpassed her employer's expectations by learning tasks quickly and efficiently and has become an asset to the team.



CSCL's Supported Employment Service had three Champion Employers nominated this year for the WOW! Award. To learn more about CLBC, WOW! CLBC Award winners past and present, or the Community Action Employment Plan, visit www.communitylivingbc.ca

Upcoming Events...

February 2017

Employer Luncheon

SES will host our annual Employer Luncheon at the Best Western Hotel on Feb 21, 2017.

March 2017

Burger & Brew

On Wednesday, March 8, 2017 CSCL Employment Services will be hosting a networking opportunity for local businesses to learn more about Inclusive Hiring practices and the benefits to your business. We will be enjoying burgers and brews after work at Mr. Mikes Steak House Casual! Call us to reserve your ticket at 604-392-7377.

April 2017

World Autism Awareness Day

The 9th annual World Autism Awareness Day is April 2, 2017. Every year, Autism organizations around the world celebrate the day with unique fundraising and awareness-raising events. How will you celebrate?



 csclworks.org



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