



## *MentorAbility & CLBC ...and Me!*



Tyler and Ross Chilton, CLBC CEO

When Tyler found out he had an opportunity to be Mentored by CLBC CEO Ross Chilton, he had to write a letter stating why he wanted to take part in the MentorAbility Canada Project. Part of his letter stated, "I would love to be mentored by you to see how you affect change as a CEO for Community Living British Columbia. It would be my hopes and dreams to be able to work for a company such as yours to help others find the resources that they may need and facilitate change in the world for persons with diverse abilities."

Tyler was chosen and spent the day of November 25 driving to sites and meeting with CLBC Board Members in the Lower Mainland. Tyler spoke with service providers at a new service site, attended a luncheon at a Self Advocate Conference Meeting where Tyler was asked to be part of the committee in planning for the next conference! Ross answered many of Tyler's questions regarding his work and responsibilities throughout the day. The day ended with Tyler getting a glimpse of the life of a **CEO for A Day!**

"I really appreciated spending the day with Ross learning what he does. I was very inspired how Ross listened to everyone's needs. I think this Mentorability is one step in learning and growing towards my hopes and dreams."



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# Ring That Bell!

We have a new feature at our SES office... Just inside the door we have a bell that everyone can ring to announce they just got a job or have a success story to share!!



Gabriel celebrates successfully completing his Forest Fire Fighting Training Course!



Esteban received news that his new home business name has been approved!

We love the sound of bells, don't you?

## ASHLEY KICKS IN SOCIAL CAPITAL!



As a young person entering the job market Ashley knew she wanted to become more self-confident as well as meet new people and create her own social capital... In September 2019, Ashley shared with her vocational counsellor at SES that she was interested in learning

some self defense skills. She decided she would try out a couple of classes at Hiscoe Jiu Jitsu. Ashley liked it so much, she signed up right away for the twice a week classes. On December 17th, Ashley completed her first belt test and passed. She now wears a yellow belt! Ashley has made new friends and has also shown herself that she can take on a new challenge and achieve her goal. Way to go Ashley!

Learn more about Social Capital and check out this video:

<https://youtu.be/q6TN7WZA1b0>

**"Social Capital At CSCL"**

## It's A New Car!

SES is happy to report on this exciting new update about Mercy... In our last newsletter we featured Mercy and her story about her journey to getting her Learners "L". Mercy has been working hard, saving her money and recently Mercy bought her first car! She is now on the road practicing with her sister and taking driving lessons for her N road test which is booked for June 2020.



Mercy is shown here with her shiny red car and says "I am so happy!"... Way to go Mercy, on all your hard work and achieving yet another goal!



ROTARY  
— at —



Chilliwack's Rotary at Work BC Celebration and Recognition Evening was held at the SureStay Hotel by Best Western Chilliwack on November 7th. Local Inclusive employers met each other and heard inspirational success stories from Chris at The Salvation Army and Bradley from Mark's Chilliwack. Mercy spoke about her job at Real Canadian Superstore (RCSS). Certificates were handed out to new employers and businesses with milestone years of inclusive hiring. A 15 year Employer Recognition Award was presented to Mertin GM. They've been a strong community partner for many years and we appreciate working with them. Downtown Chilliwack BIA received a plaque for employing Harold to keep the downtown business area clean and tidy for 20 years now! A great time was had by everyone attending on this evening. Thanks to all of the Chilliwack Inclusive Employers!



# Bridge Has BIG News!

## The BIG Program

This is an innovative three-year project to support early employment interventions and improve employment outcomes for transitioning youth with disabilities. This project will see the Chilliwack Society for Community Living partner with researchers from the University of British Columbia along with seven other partner agencies supporting youth with developmental disabilities across BC. During this project, youth will have the opportunity to participate in a program designed to improve their transition planning and other employment outcomes such as self-determination, pre-employment skills development, hands-on employment training, personalized employment plans and paid employment (with the support from a



Vocational Counsellor). The goal of this program is to fully support youth to attain paid employment. As a result of this project (and funding), CSCL was able to expand the BRIDGE Youth Employment & Transition Service and has recently hired a second Vocational Counsellor. If you are interested in hiring a Youth, please call 604-846-7777.

## Building resiliency in times of uncertainty

You are braver than  
you believe, and  
stronger than you  
seem, and smarter  
than you think

Christopher Robin

We are living in a complex world with change all around us. Naturally, this can make you feel uncertain or fearful about the present and future. The good news is that resiliency – the ability to thrive in times of change and uncertainty – is learned, and you can start building your resilience today. Use the tips below to take on a more flexible, resilient mindset.

- Accepting what's out of your control.
- Embrace change.
- Maintain a positive attitude.

### *A Little Customer Service Goes A Long Way!*



Recently, a customer of Buy Low Foods in Hope sent them this email in regards to her experience at their store and in particular her interaction with Tyler. This is a bit of what she wrote... Good day! I wanted to make sure that credit is due to whom it belongs and it's important this young man be commended on his spectacular customer service. On Thursday February 6, 2020 I went to Buy Low Foods to quickly pick up groceries for my family. The night prior I had a terrible shift at my place of employment. I woke up Thursday morning feeling extremely bummed out and really had no desire to see or talk to anyone. As I was shopping, a very polite young man named Tyler (blonde hair), says to me "Oh you sure are buying a lot of soups". For a split second I was ready to become defensive but when I looked at him, he had these bright eyes and this ear to ear smile. How could I get upset !!? So, I went on to explain that my family goes through a lot of soups, especially my kids. I patiently waited for his response and he said "have you applied for our rewards program ? You can apply when you see the cashier". I said "oh I don't think I have, I'll definitely have to ask about it". Please note, not only had I entered the store feeling upset from my night prior at work, I was also fighting a sore throat and have had no voice for close to 2 weeks. Tyler explained the benefits of the program and that it only takes a few minutes to apply. He was such a sweet, polite, professional young man. I walked out of Buy - Low with my \$200 worth of groceries feeling so much better. I felt acknowledged. I felt important. I wasn't just another person ripping around with a shopping cart. Please make sure you let Tyler know how much of a fantastic employee he is and how he helped change my day from gloomy to smiling again!!

Thank you... Sincerely, Christa

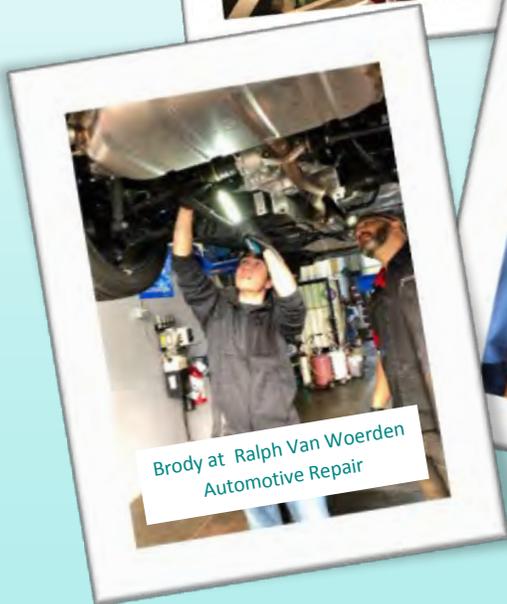
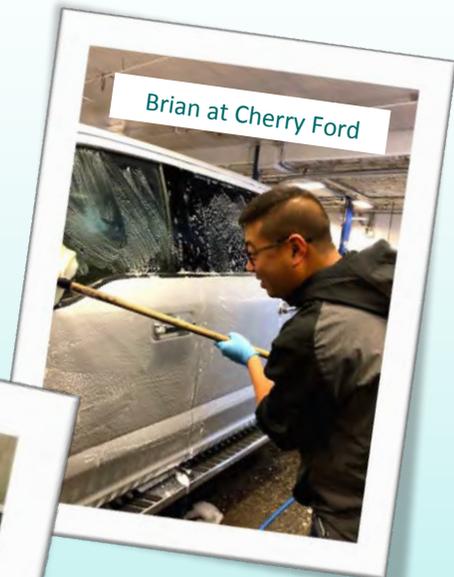


# MentorAbility Works!

**MentorAbility** is a mentoring experience in which job seekers with disabilities (Protégés) are matched with individual mentors (employers or business leaders) to explore career opportunities and what they need to get ahead in their desired field of interest.

Please contact us if you would like to become a mentor in our community!

For more information go to: <https://www.supportedemployment.ca/mentorability/>



## Self-Employment Success

**The Social Media Tutor** is the registered business name for Esteban's new home business! He has been working hard over the past 6 months with building his business, step by step and learning about all the business needs through the Community Futures Self-Employment Program. It started out when he was hired to support a restaurant owner with online and technical work (he was in

after a delicious doughnut and pork sandwich, Esteban is a major foodie!), soon he was setting up POS systems and much more when he realized this kind of work could be a great self-employment business for him! Congratulations Esteban!



# Meet Our Champion Employers!



A brand new FreshCo opened in Chilliwack in November 2019 and a whole team of employees were hired and trained to serve their customers. Alexandra was hired to be part of that team as a cashier and she is enjoying it very much. She says her coworkers are friendly and fun to work with. Inclusion is important to FreshCo and it shows in their hiring and in the support of all their staff. Alex enjoys her work at Freshco and providing great customer service.



At the end of January, Stephanie was hired at Eden Care Home as a casual worker training in Housekeeping, Laundry and Dietary Aide. The Covid -19 pandemic has not stopped Stephanie from wanting to be at work supporting the more vulnerable people in our community. She has taken the shifts when others have not been available to work. Stephanie like everyone else has been trained and knows all the precautions needed to be taken to keep herself and every one else safe. She is still learning and receives support from her Vocational Counsellor on site.

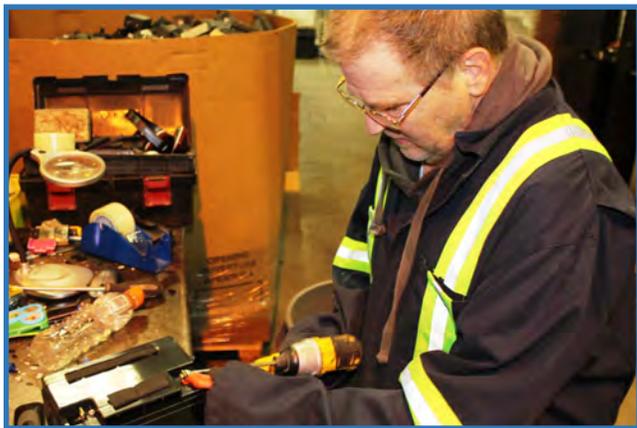
Stephanie says, "I've worked here casually for a few months doing DA, house-keeping and laundry and love it! It's hard work but worth it in the end, the staff is nice, we are like one big family here at Eden."





Ashley was recently hired at Recreation Excellence as a Fun Leader for their day

camps and Pro D Day programs. Ashley also does child minding there twice a week. She is having a great time hanging out and caring for the kids who visit the Landing Leisure Centre and Cheam Centre and getting to know her coworkers. Recreation Excellence has been an inclusive employer for many years and Ashley's managers are happy to have her be a part of their team.



Byron obtained full time employment at eCycle Solutions in Chilliwack. Management and fellow workers have been welcoming from the beginning, offering helpful suggestions and answering questions along the way. Thanks to the supportive environment, Byron is now totally independent on the job and looks forward to work every day. Byron enjoys his job and is especially proud to know that his efforts are making a difference in BC's recycling process!

## Hiring people with disabilities makes good business sense!

*Since 1987 CSCL Employment Services has partnered with inclusive employers in Chilliwack to help fill their personnel and labour needs. Our goal is to provide services which generate positive outcomes for both businesses and job seekers.*

# Upcoming Events...

## October

### Disability Employment Awareness Month (DEAM)

The purpose of Disability Employment Awareness Month is to promote employment inclusion for people with disabilities and celebrate the many and varied contributions of workers with disabilities. Please help us spread the important message that a strong workforce is one inclusive of the skills and talents of all individuals, including individuals with disabilities.

For more information go to: [supportedemployment.ca/deam](http://supportedemployment.ca/deam)

## November

### Rotary At Work, It's Good Business!



ROTARY



Rotary Community

This month, inclusive employers in the Chilliwack community are invited to an evening of recognition and celebration for their inclusive hiring practices and diverse workforce. This event is held at the Best Western by Surestay Hotel and the date will be announced.

## COLOR ME ...



 [csclworks.org](http://csclworks.org)



**The CSCL Adult Employment Services Team (SES) can be contacted at:**

Phone: 604-392-7377

#23-8635 Young Road, Chilliwack, BC, V2P 4P3

**The CSCL Youth Employment Services Team (Bridge) can be contacted at:**

Phone: 604-846-2019

45195 Wells Road, Chilliwack, BC, V2R 1H6