



Community Social Services Employers' Association of BC

ANNUAL REPORT 2020



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Our Vision

Deliver leading Human Resources and Labour Relations services that foster a sustainable, resilient and robust work force in social services.

Our Guiding Principles

- We value the work of our member agencies and recognize the contribution members make to their communities and the people they serve.
- We deliver quality services in a professional manner with honesty and respect. We facilitate a positive, productive and diverse labour relations environment within the social services sector.
- We embrace and promote the principles of Truth and Reconciliation.
- We work collaboratively with our members and government, value member input and support and promote open and honest communication.
- We are committed to best practices and seek to develop innovative solutions to labour relations and human resources issues.
- We recognize that we are a multi-employer association organized in three distinct divisions and we strive to balance the interests and aspirations of member agencies with the government mandate.
- We believe employees are our most important resource and support them to be the best they can be.

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About

The **Community Social Services Employers' Association of BC** (CSSEA) provides, human resources, labour relations, collective bargaining services, and research and knowledge management to 194 members and 87 associates throughout the province ranging in size from under 10 employees to more than 600 and collectively employing more than 17,000 people.

Created in 1994 and based in Vancouver, CSSEA is the accredited bargaining agent for members and negotiates three sectoral collective agreements.

CSSEA members deliver a wide array of services to the people they support across BC in three service divisions:

- Indigenous Services
- Community Living Services
- General Services

Government and members rely on CSSEA to be a leader in human resources and labour relations in the community social services sector. Through stakeholder consultation and collective bargaining, CSSEA endeavours to build constructive and collaborative relationships with members, government, employees and unions, while continuing to attend to evolving membership needs.

CSSEA comprises four departments that deliver services to members and associates:

- Human Resources and Labour Relations (HRLR) Services
- Research and Knowledge Management
- Communications and Events
- Corporate Services

HRLR Services delivers consistent, reliable and trusted advice on human resources and labour relations issues. The team provides collective agreements negotiation and administration services, third-party representation (mediation, arbitration, human rights), disability management, and training and skills development.

Research and Knowledge Management collects and analyzes sectoral compensation and workforce data, conducts research on external compensation and benefits, manages the sector's job classification system, provides costing services during collective bargaining, and oversees information technology infrastructure, systems and website maintenance.

Communications and Corporate Services inform external stakeholders and internal clients and are responsible for communications, database maintenance, event planning, member and associate management, and governance administration.

Board Chair Message

To say that community social services employers have faced challenges the likes of which have never been seen in our careers would be framing 2020 mildly. The uncertainty brought on by the COVID-19 pandemic resulted in a wave of operational challenges that compounded the day-to-day complexities of running a social services agency. From ensuring that staff and individuals served remain healthy and safe, to managing the fear among some to report to work, to maintaining a collaborative relationship with unions — all while trying to preserve normal levels of service — employers faced struggles of paramount magnitude.



As British Columbia methodically returns to some semblance of normal, I would like to commend my fellow social services colleagues for their tireless work in ensuring that the services provided by our sector, a designated essential service, continued to remain available to BC's most vulnerable citizens. I know many who endured sleepless nights and worked around the clock wearing multiple hats in order to keep their doors open at a crucial time when ironically, most of the province was shuttering and locking down. The emotional strength and stamina required to endure the early days of this health crisis cannot be overstated.

I commend CSSEA for kicking into high gear at the start of the pandemic and ensuring that members remained connected to provincial, federal and WorkSafeBC guidelines, as well as collective agreements obligations. Regular pandemic communications, particularly the ever-helpful Frequently Asked Questions, were valuable resources that consolidated information and were greatly relied upon. In particular, I am thankful to Mark Slobin and his sub-panel of members who convened weekly meetings during the height of the pandemic to discuss issues and form a strategic conduit between the membership and CSSEA. The panel's relaying of member questions and needs allowed CSSEA to focus its communications and target the issues of most pressing importance. Members' continued connections with their Consultants and Advocates also proved to be a significant asset as many waded through new HRLR terrain.

Government's swift and steady leadership no doubt contributed to a flattening of our curve. Beyond the province's scientifically-informed approach to managing the pandemic, I applaud both the federal and provincial governments for acknowledging the economic impact of the crisis and moving quickly to create aid programs that benefitted out-of-work Canadians, as well as subsidies and top-ups for employers and low income-earning employees.

The provincial government's early assurances that it would maintain funding continuity, as well as fund incremental increases due to overtime costs, provided direct and tangible assistance. In addition, its commitment to aiding community social services employees by offering preferred temporary emergency childcare placement was essential in allowing the sector to continue functioning while schools remained closed. The federal/provincial temporary pandemic pay initiative and BC Housing's Safe Staffing Initiative similarly recognized the integral role played by our sector by offering temporary pay bumps to most employees covered by the CSSEA collective agreements.

As employers move cautiously towards recovery in our new pandemic reality, it has become abundantly clear that our years of investment in health and safety, particularly our support and spearheading of a formal health and safety council, has been a worthwhile endeavour. I am proud to have been involved with the Community Social Services Health and Safety Council in its inception phase and can attest to the great work being done to address sector-specific health and safety concerns. The Council is hard at work developing resources that will allow employers to methodically address potential future waves of the pandemic, ensuring that any subsequent response is measured and well prepared for. I congratulate all stakeholders of the CSS WorkSafeBC Pilot Project for taking an idea, committing to it for four years and transforming it into a recognized independent Council that is now more important than ever. In a year when the membership continues to face lingering adversity and hardship, we can be hopeful that we are walking a path that will best prepare us for the uncertain road ahead.

Fernando Coelho, CSSEA Board Chair

CEO Message

Annual Report messages are, by their very nature, reflective as they look back on the previous year and highlight milestones, achievements and challenges that have shaped it. My last Annual Report message focused on CSSEA's 25th anniversary, so much of my commentary involved looking back to the years and decades



that have defined our organization and the community social services sector at large. Much has changed in the last 12 months. As the world was suddenly gripped by the challenges brought on by COVID-19, we quickly moved from a mindset of reflection to a focus on the present emergency, which entailed a tendency to look ahead and try to predict the unpredictable. Since we never experienced something like this before in recent generations, we don't have past patterns to fall back on or to extrapolate. Questions like, "When can agencies operate at 100% again?" "How do we prepare for a potential second wave of the pandemic?" "What adjustments do we need to make to ensure employees feel comfortable returning to work?" and "Will we have adequate supplies of PPE?" are just some that members continue to grapple with.

As we collectively navigate the unknown future, I'd like to express my admiration for how the sector courageously handled the COVID-19 health crisis. As an essential service, employers faced significant early challenges in staffing, safeguarding client and staff well-being, as well as continuity of operations. Members rose to the very difficult challenge and should be proud that they continued to provide important services to British Columbians amid uncertainty and fear. The sector quickly responded to the crisis and never stopped delivering services to BC's most vulnerable.

At CSSEA we attempted to maintain normal operations as we pivoted to an almost entirely virtual workplace, and many of the difficulties we faced were new. Among them, we had to make the tough decision to cancel this year's Community Social Services Awards of Excellence and move the AGM and Conference to virtual meetings. This was a cruel irony given that unprecedented challenges like COVID-19 make celebrations like our awards all the more necessary, but given that we did not want to burden the membership with additional responsibilities like taking the time to submit nominations when maintaining operations was paramount, we believe it was the safe and responsible decision. We appreciate our sponsor TELUS' understanding and continued support, and look forward to holding a celebratory in-person event again in 2021.

CSSEA continues to move ahead on a number of significant initiatives, including data collection in preparation for 2022 bargaining. I appreciate everyone who took time to complete the *2020 Compensation and Turnover Report*, which will form

the sector's annual total compensation base and be utilized by government to define sectoral needs and make decisions that will directly impact its next provincial bargaining mandate. Data obtained through the survey has, and will continue to, also inform decisions on the distribution of Low Wage Redress funds.

Consultants and Advocates on our HRLR team have predictably been busy as they adjusted to increased and extraordinary membership inquiries as a result of COVID-19. Despite the heavier workload, the department has maintained a business as usual approach and continued to offer value-added initiatives like HR Practitioners Meetings and (since March) regular weekly Panel conference calls. CSSEA is also in the process of developing a series of online courses for HR managers, which will offer cost-effective and flexible professional development for social services managers that will hopefully be welcomed by the sector and valuable in supporting managers' professional development in this current climate. The use of technology to leverage member services and engagement is a direct pillar of CSSEA's 2019-2022 Strategic Plan and I am excited that CSSEA is moving closer to operationalizing that goal.

2020 has also seen huge gains in our sector's commitment to health and safety, as it saw the Community Social Services Health & Safety Council successfully secure Association status with WorkSafeBC. The goal of having an association that will support the sector and address the complex and diverse OH&S needs that are specific to social services has been several years in the making and I congratulate all stakeholders, including The Federation of Social Services of BC, WorkSafeBC, all employers (both union and non-union) and unions in the Bargaining Association for their contribution and ongoing support. A special thanks to the past chair Fernando Coelho, the current Council Chair Tammy Khanna and Vice-Chair Pamela Pye for leading the new council in its first year of operation, as well as Satvinder Basran for his hard work, dedication and most importantly, his passion.

As I close my remarks, I would like to take the opportunity to thank all CSSEA staff for their flexibility and commitment to excellence in member services in the face of unprecedented adversity. Financially, CSSEA again performed better this year, coming in \$80,000 below the approved budget for 2019/20. All the successes could not have been possible without the hard work and commitment of the entire staff. A special word of thanks to the management team of Eric Peraro, Mark Slobin and Doris Sun for bettering the targets. To Board Chair Fernando Coelho and the Board, Panels and Ministry representatives, your guidance has been instrumental in allowing CSSEA to act and deliver on its goals, provide support to the sector through the pandemic and progress towards recovery. Onward to 2021!

Gentil Mateus, CEO

Our Members

CSSEA members are social services employers contracted and funded by the provincial government to provide a range of community social services. Primarily not-for-profit agencies, member organizations range in size from under 10 to more than 600 employees and collectively employ approximately 17,000 people throughout British Columbia.

CSSEA Members Must Meet the Following Criteria:

- Have a unionized component
- Receive at least 50 per cent of total agency funding from provincial ministries and/or authorities through ongoing, direct service contracts
- Receive at least 50 per cent of provincial contract revenue from non-health ministries or authorities
- Receive at least \$250,000 from provincial ministries and/or authorities for the unionized component
- Have a community of interest within the community social services sector

Services Provided by Members

The contract services delivered by members focus on support and care programs for a wide variety of valued British Columbians.

Services include:

- Residential and day support programs for persons with disabilities
- Crisis intervention programs
- Transition houses and residential transition care
- Counselling and life skills programs
- Emotional behaviour therapy
- Counselling for sexually abused persons and their families
- Respite care homes for persons with developmental disabilities
- Job readiness and community integration services
- Literacy and language skills programs
- Immigrant settlement support programs

Members and Associates by Division

DIVISIONS	MEMBERS	ASSOCIATES
Indigenous Services	5	4
Community Living Services	94	11
General Services	95	72
Total	194	87

Members and Associates by Region

REGIONS	MEMBERS	ASSOCIATES
Kootenays	17	7
Lower Mainland	72	39
North	26	7
Thompson Okanagan	28	12
Vancouver Island	51	22
Total	194	87

Members and Associates by Union Affiliation

UNION	MEMBERS	UNION	MEMBERS
BCGEU	117	HSA	17
BCNU	2	SEIU	1
CLAC	2	UFCW	3
CSWU	1	USWA	3
CUPE	33		
HEU	19	Total	198*

* Some members have more than one certification.

Our Associates

CSSEA associates are organizations that have a community of interest within the community social services sector but do not meet the criteria to be CSSEA members. Associates access CSSEA services and resources on a fee-for-service basis. Associate organizations are unionized and non-unionized employers from each of the three membership divisions.

Services Provided to Associates

In an effort to continue providing expertise that cater to the diverse needs of our associates, we offer three levels of service.

Consulting Services and Collective Bargaining Package (\$10,000/year), which includes:

- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- WorkSafeBC Appeals
- Other HRLR Services
- Sector Surveys and Reports
- One Regional HRLR Training Session
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website for HRLR Templates, Resources and Best Practices Materials
- HRLR Email Alerts

Subscription Services Package (\$150/year), which includes:

- Access to CSSEA's Members' Only Website for Human Resource/Labour Relations (HRLR) Templates, Resources and Best Practices Materials
- HRLR Email Alerts
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Additional Services Offered at Competitive Rates:
 - Collective Bargaining at the rate of \$175/hour + GST
 - HRLR Services at the rate of \$150/hour + GST
 - Job Classifications and Compensation Analysis at the rate of \$100/hour + GST
 - WorkSafeBC Appeals at the rate of \$150/hour + GST

Consulting Services Package (\$5,000/year) which includes:

- Collective Bargaining at the rate of \$125/hour plus expenses (see below) and applicable taxes
- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- WorkSafeBC Appeals
- Other HRLR Services
- Sector Surveys and Reports
- One Regional HRLR Training Session
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website for HRLR Templates, Resources and Best Practices Materials
- HRLR Email Alerts

HRLR Services

Pandemic Response Coordination

From the beginning of March 2020 CSSEA staff were heavily involved in supporting members to respond to emerging HR and staffing challenges relating to the pandemic. CSSEA staff responded to members' individual inquiries and also coordinated sector-wide direction on developing issues impacting community social services agencies. From March to July, frequent bulletins were issued, with topic areas often informed by member feedback and the tracking of inquiries. In addition to the high volume of inquiries from members, CSSEA's Divisional Panels acted in an advisory capacity to CSSEA on weekly conference calls to inform what further advice and direction should be provided to members in CSSEA's communications. CSSEA also hosted several province-wide conference calls with the HR Practitioners Group to discuss emerging issues.

Collective Bargaining and Associate Members

While the sectoral collective agreements were settled in 2018 for CSSEA's membership, negotiations of individual collective agreements for Associate members continued in the past year. Represented by CSSEA staff, negotiations started, continued, or were concluded at the following:

- First Nations Health Authority
- First United Church Community Ministry Society
- Greater Victoria Women's Shelter Society
- Living Well Home Care
- Nisga'a Valley Health Authority

Cases of Interest

1. Proliferation of Bargaining Units

CSSEA filed an application in the BC Supreme Court on May 14, 2019 seeking that a Labour Relations Board (LRB) decision be set aside, which allowed for additional unions to be certified at a single employer. The LRB prohibits this type of "proliferation" in other public sectors with similar sectoral bargaining structures but continues to allow it in community social services based on previous decisions. Employers that have to deal with multiple unions under the same collective agreement can experience conflicting approaches taken by different unions leading to challenges in the administration of the collective agreement and "industrial instability." This is generally not condoned by the LRB and the recent decision contributes to conflicting law and policy under the *Labour Relations Code*.

A hearing date in the BC Supreme Court is being sought in late 2020.

2. Reimbursement for Eye Exams

A policy grievance was filed by the Union Bargaining Association (UBA) on January 14, 2020 claiming that eye exam and hearing aid costs are reimbursable to employees at 100% of the cost, unlike the 80% rate payable for all other extended health claims (EHC). The UBA claims that in 2013 bargaining, the parties agreed that the 80% limit on reimbursement would not apply and is supported by the language of the collective agreement which contains no reimbursement rate for eye exams or hearing aids while other language in the same clause expressly mentions the 80% reimbursement rate for other EHC benefits. CSSEA asserts that the collective agreements were settled on the understanding that any improvements made to the EHC plan were still subject to the 80% reimbursement rate.

The matter was referred to arbitration with Chris Sullivan and the hearing was held on August 20, 2020.

Referrals to Hearings

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. From October 1, 2019 to July 31, 2020, there were:

- 108 matters referred to arbitration and expedited arbitration,
- 10 matters referred to harassment investigation,
- 11 matters referred to the Labour Relations Board, and
- 2 matters referred to the Human Rights Tribunal.

The breakdown of the top 5 types of issues referred to arbitration continues to be heavily weighted toward disciplinary matters:

Top 5 Grievance Issues (up to August 31, 2020)

46	15	11	6	4
Cases on Discipline and Discharge	Cases on Hours of Work	Cases on Harassment and Discrimination	Cases on Jobs: Posting and Selection	Cases on Wage rates

Photo credit opposite page: Independent Living Housing Society



Finance, Research and Knowledge Management

\$20 Million Low Wage Redress

CSSEA worked with the Employer Classification Committee and CSSBA on the distribution of \$20 Million Low Wage Redress Wage Increase plus the 2.0% General Wage Increase to close the wage gap with comparator classifications in health sector. The \$60 Million Low Wage redress and 6.0% General Wage Increases over three years are part of the 2019–2022 Collective Agreements.

CSSEA and CSSBA have agreed on the distribution of the second of three annual \$20 million Low Wage Redress fund effective April 1, 2020. The agreement provides for the following distribution:

- All FTEs except Paraprofessional Grid Level 16P would be eligible for a 3.63% increase in wages effective April 1, 2020.
- The target rate for Licensed Practical Nurse has been met and as such will only be getting the 2% general wage increase.
- Children Who Witness Abuse Counsellor 13P will receive an additional 7.17% on top of the 3.63% wage increase.
- Paraprofessional Grid Level 14P and 15P will receive an additional 1.77% on top of the 3.63% wage increase.
- Nutritionist will be reclassified to 16P, receive an additional 6.6% on top of the 3.63% wage increase.
- Paraprofessional Grid Level 16P will receive an additional 7.4% on top of the 3.3% wage increase.
- Paraprofessional Grid Level 17P, 18P, 19P and 20P will receive an additional 4.7% on top of the 3.3% wage increase.

Compensation and Employee Turnover Survey (C&ETS)

In 2019, we recorded a 93.1% completion rate on our *Compensation and Employee Turnover Survey*. This was particularly noteworthy given it included all of CSSEA's largest agencies and is estimated to represent 95% of the sector's total FTEs.

In 2019, we held data orientation sessions in nine cities: Dawson Creek, Kamloops, Kelowna, Nanaimo, Prince George, Surrey, Vancouver, Vernon and Victoria. We also conducted one-on-one sessions and visited/discussed the survey with agencies in Castlegar, Creston and Nanaimo.

As of September 28, 2020, we have received surveys from 71.0% of our members. At our current rate, we are poised to match our yearly average participation rate as well as FTEs captured.

Non-Union/Non-CSSEA Data Collection

In 2019, approximately 699 of the non-union social services agencies funded by the province of BC have been invited to complete the *Compensation and Employee Turnover Survey*. 514 of 699 non-union social services agencies responded to the survey yielding a participation rate of 73.5%.

In 2020 approximately 686 non-union social services agencies were invited to complete the *Compensation and*

Employee Turnover Survey. As of September 28, 2020, we received surveys from 539 non-CSSEA agencies yielding a participation rate of 80.0%.

CSSEA is collecting the survey data on behalf of government, leveraging the capacity and cost-effectiveness of our existing data collection process. The ability to obtain both member and non-member data is beneficial for the sector at large, as it paints a balanced picture of the sector as a whole in BC.

Joint Job Evaluation Plan (JJEP)

CSSEA worked with employers and the unions and completed 322 job classification reviews from 91 agencies in the past year.

4 New Certifications			
BCGEU		HSA	
4 Jobs reviewed Lower Mainland Society	14 Jobs reviewed Community Builders Benevolence	12 Jobs reviewed Kamloops and District Efray	17 Jobs reviewed MacKenzie Counselling

BY REGION	AGENCIES	REVIEWED
Kootenays	5	13
Lower Mainland	38	122
North	13	49
Thompson	12	35
Vancouver Island	15	49
BY DIVISION		REVIEWED
Indigenous Services		8
Community Living Services		49
General Services		211
BY UNION		REVIEWED
BCGEU		179
HSA		53
HEU		3
CUPE		30
UFCW		2
SEIU		1

A JJEP orientation webinar was also held by CSSEA this year, attracting over 60 participants.

Social Services Workforce Information System (WFIS)

The strength of our data collection systems have made it possible for the Research and Knowledge Management department to offer more to members by way of reports.

WFIS Online Reports

1. Agency Pyramid
2. Funding Profile
3. Benefits Participation and Family Status
4. Paid Sick Leave Days per FTE
5. Paid Sick Leave Days Per Employee
6. Total Compensation Comparison
7. Total Compensation Cost
8. Total Compensation Cost Annual Trend
9. Agency Specific Reports for Health for those required to report to HSCIS

CSSEA PUBLICATIONS

1. Executive Director Salary Report
2. & Excluded Salary Report
3. Non-Union Salary Report
4. Employee Turnover Report
5. Employee Turnover Report by Region
6. Employee Turnover Report by Classification
7. Agency Specific Employee Turnover Report
8. HR Metrics Report
9. Agency Specific HR Metrics Report
10. CSSEA Fact Book

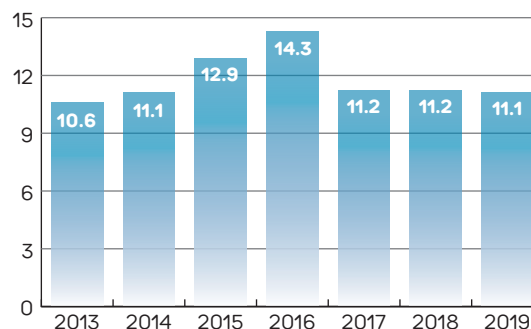
CSSEA Website Job Posting

A total of 466 jobs from members and associates were posted on the Careers page of the CSSEA website. This is a complimentary service offered by CSSEA and provides an important resource in connecting the public with our sector, thus aiding its recruitment and retention efforts.

Early Intervention Program

CSSEA has been active in communicating to members about the Community Social Services Early Intervention Program (CSSEIP). The program is a mandatory component of the 2019–2022 Collective Agreements and is a collaborative effort between CSSEA, the CSSBA and the sector's three disability management providers (Great-West Life, Acclaim Ability Management Inc. and the Disability Management Institute).

The Sector LTD Incidence Rate (New Claims per 1,000 Covered Lives) is shown below:



Employees in Self-Isolation or Quarantine

CSSEA tracked self-isolation (quarantine) absences due to COVID-19, prepared a cost estimate on the impact of absences in our sector, and provided regular updates to government.

As of September 28, 2020, a total of 2,342 employees have been reported in self-isolation or quarantine. The table below shows the number of agencies and employees:

EMPLOYER TYPE	AGENCIES REPORTING	EMPLOYEES IN SELF-ISOLATION OR QUARANTINE
CSSEA Members	99	2,2705
Non-CSSEA Agencies	13	72
Total	112	2,342

Communications and Awards of Excellence

COVID-19

This year's unexpected public health crisis, brought on by COVID-19, required swift and clear communications from CSSEA to the membership. As the entire public sector attempted to navigate the uncharted territories of dealing with this once-in-a-career pandemic, communicating was particularly challenging and required continuous coordination with numerous groups including PSEC Secretariat, WorkSafeBC, various provincial ministries, the BC Centre for Disease Control, the Office of the Provincial Health Officer, and more. As information flew across news outlets, social media and between colleagues in the initial uncertain days of the outbreak, CSSEA made a conscious decision to communicate in a manner that respected employers who were experiencing a deluge of questions and e-mails.

Rather than inundate members with tidbits of information, we formulated a process by which a small committee of panel members met regularly to discuss the most pertinent issues they were facing at an agency level. In coordination with CSSEA's HRLR Consultants and Advocates who shared their most common inquiries, we were able to prepare targeted Question and Answer bulletins that addressed key pertinent issues comprehensively. CSSEA continues to monitor COVID-19-related membership queries, as well as government and WorkSafeBC communications, and will keep the sector apprised of developments as they arise in our new ever-changing reality.

AGM and Conference

Vancouver's 2019 AGM and Conference, dubbed "*Imagining the Next 25*," was one of our most successful and meaningful conferences to date. The event drew 333 registrants from around the province who, in addition to participating in our targeted streams of professional development, helped CSSEA celebrate our 25th year anniversary. The event was met with enthusiastic sponsor participation, as both CSBT and HBT sponsored receptions that celebrated our important milestone. The 2019 Annual General Meeting similarly honoured CSSEA's 25th birthday, as it paid special acknowledgement to all of our previous Board Chairs and CEOs. This year's AGM and Conference will be decidedly less celebratory, as its virtual setting will make capturing the joy and camaraderie that come with face-to-face interactions more challenging. Nevertheless, we believe this year's conference focus on building resilience in our COVID-19 realities is essential and will benefit the membership greatly as we recover from the first wave of the pandemic and prepare for potential future waves. CSSEA believed it was important for the entire sector to participate in this year's conference and we thank WorkSafeBC for sponsoring the event so we are able to offer it free of charge to both Members and Associates.



BC Community Social Services Awards of Excellence

An unfortunate casualty of this year's regular department schedule is the holding of our sixth annual BC Community Social Services Awards of Excellence. With guidance from the member committee, we made the early decision to cancel the awards, given the additional resources it would require agencies to complete nomination forms, as well as the uncertainty surrounding travel for filming of the awards vignettes. It was a difficult decision, as the sector deserves recognition for its continuity of service throughout the pandemic now more than ever. Despite the disappointment, we believe the decision is correct, and look forward to holding a celebratory in-person event in 2021.

The sector was fortunate to be able to honour four recipients at our 2019 Awards of Excellence. The event drew a crowd of 285 attendees who enthusiastically celebrated our four outstanding recipients:

Rising Star – Alicia Erenli: Program Coordinator, Maple Ridge Pitt Meadows Community Services, General Services

Hero – Lora Church: Program Director, Community Living Victoria, Community Living Services

Leader – Jessica Denholm: Vice President, Performance and Quality Assurance, Family Services of Greater Vancouver, General Services

Legend – Patricia Woroch: Chief Executive Officer, Immigrant Services Society of BC (ISSofBC), Associate

We thank TELUS for sponsoring the resoundingly successful event and appreciate its commitment to being the event sponsor for an additional five years. Through our first five-year partnership, we have grown the event from a small luncheon to a provincially recognized integral part of CSSEA's annual conference.



From left: Lora Church, Alicia Erenli, Lily Lim (accepting on behalf of Patricia Waroch) and Jessica Delholm.

CSSEA also thanks members who took part in reviewing nominations, as well as the judges who selected final winners:

Member Committee

Dawn Hein, Mission Association for Community Living
 Tammy Khanna, Independent Living Housing Society of
 Greater Victoria
 Sanjeev Nand, Langley Community Services Society
 Debbie Scarborough, South Okanagan Women in Need Society
 Ellen Tarshis, Community Living Victoria

Judging Panel

Mark Bermel, TELUS
 Doug Campbell, Consultant
 Christian Codrington, ProActive ReSolutions
 Randi Mjolsness, retired Assistant Deputy Minister

CSS Health and Safety Council

On March 31, 2020, WorkSafeBC approved the Community Social Services Health and Safety Council's application to become a Health and Safety Association. This is the first time that the community social services sector has had an organization that is focused on the health and safety needs of the industry.

The vision of the Community Health and Safety Council (Council) is to promote and cultivate safe and healthy workplaces by providing leadership on injury prevention, sound disability management, and return to work best practices in the sector. The Council delivers support to workers and employers registered within three WorkSafeBC Classification Units: Counselling or Social Services (CU#766007), Life and Job Skills Training (CU#766010), and Residential Social Services Facility (CU#766017).

The Council Board is Chaired by Tammy Khanna, and Vice-Chaired by Pamela Pye. It is composed of industry leaders, including both employers and employees (union & non-union), and WorkSafeBC who provide community social services in the areas of Harm Reduction, Immigration, Indigenous, Community Living, and General Services throughout British Columbia. The Council is working to address injuries that are arising out of Acts of Violence or Force, Over-exertion and Fall/Slips/Trips.

In addition to collaborating with the Federation of Community Social Services of BC, the BC CEO Network, Community Social Services Bargaining Association and WorkSafeBC, the Council also consults with its sister Health and Safety Association, as well as other stakeholders to develop and implement both community social services sector-specific health and safety resources and education to the industry at large.

The Council recognizes Memorandum of Agreement #17 RE: *Provincial Occupational Health and Safety Council for Community Social Services* of the current Collective Agreements, which will serve as a benchmark to support the sector. These areas include: violence prevention & training including risk assessments, psychologically healthy and safe workplace standards, exploring provincial standards for Joint Occupational Safety and Health Committee (JOSH) committee processes, providing recommendations to the Joint Training Committee on joint educational opportunities and others, including occupational health and safety topics of mutual interest and benefit to the sector.

The Council is focusing on four areas for 2020/2021:

- Council Infrastructure Development Initiative,
- Community Social Service Violence Risk Assessment Initiative (VRAT),
- Community Social Service Information Gathering Research Initiative, and
- COVID-19 Universal/Standards Precautions & Personal Protective Equipment.

The Council would like to recognize all the frontline workers and employers who are providing complex and diverse essential services through the pandemic across British Columbia. These are clearly unprecedented times and the Council will be working diligently to support and safeguard the health and safety of the industry. We encourage all employers and employees to access WorkSafeBC's COVID-19 Guidelines for the community social services sector for non-residential and residential settings.

CSSEA acknowledges the work of all the individuals who contributed to the creation of the new council

Council Board Members

COUNCIL CHAIR

Tammy Khanna – Independent Living
Housing Society of Greater Victoria,
(Community Living)

COUNCIL VICE-CHAIR

Pamela Pye – BC Government
Employees' Union (BCGEU)

COMMUNITY SOCIAL SERVICES EMPLOYERS (UNION & NON-UNION)

COMMUNITY LIVING

Janice Barr – Community Living Society
(New Westminster, Richmond, Vancouver)

Melinda Heidsma – AiMHi Prince George
Association for Community Living

GENERAL SERVICES

J. Gordon Cote – NASFG Programs Ltd.
(Nanaimo)

Judy Valsonis – Touchstone Family
Association (Richmond)

COMMUNITY SOCIAL SERVICES BARGAINING ASSOCIATION OF UNIONS (WORKER)

WORKERS REPRESENTING ALL SERVICES

Lois Higgins – BC Government Employees'
Union (BCGEU)

Michael Reed, Sheryl Burns (alternate)
– Canadian Union of Public Employees
(CUPE)

Shelley Moore – Construction and
Specialized Workers' Union (CSWU)

Colin Brehaut – Health Sciences
Association of BC (HSA)

Georgina Hackett – Hospital Employees'
Union (HEU)

Fred Scott – United Food and Commercial
Workers (UFCW)

CSSEA

Gentil Mateus – CEO CSSEA

WORKSAFEBC

Denise Subotin – WorkSafeBC

COUNCIL STAFF

Satvinder Basran – Director

Council Board Members (Employers) are registered in the following WorkSafeBC Classification Units: Counselling or Social Services (#766007), Life and Job Skills Training (#766010), & Residential Social Services Facility (#766017).

Advisory Panel

The Council Advisory Panel is composed of employer and worker health and safety subject matter experts, including a WorkSafeBC representative who provides the Council Board with support on addressing a range of diverse services and programs in community social services.

ADVISORY PANEL CHAIR

Satvinder Basran – Council Director

Fiona Senyk – Council Representative

WORKSAFEBC

Arvin Cajigas – Industry Specialist, Industry & Labour Services

COMMUNITY SOCIAL SERVICES BARGAINING ASSOCIATION OF UNIONS (WORKERS)

Brian Campbell – BC Government Employees' Union (BCGEU)

Michael Wisla – Health Sciences Association of BC (HSA)

Georgina Hackett – Hospital Employees' Union (HEU)

COMMUNITY SOCIAL SERVICES (EMPLOYERS)

INDIGENOUS SERVICES

Paul Hucul – Vancouver Aboriginal Child & Family Services

GENERAL SERVICES

Brenda Wagner – AXIS Family Resources Ltd.
(Services across the Western & Northern BC)

Terri Nakayama – Starbright Children's Development Centre
(Kelowna)

Natalia Day – Victoria Cool Aid Society

COMMUNITY LIVING

Graham Chaplow – Developmental Disability Association
(Richmond & Vancouver)

Mandy Rhodes – Milieu Family Services Inc. (Services across BC)

Financial Statements

The following are excerpted highlights from CSSEA's audited financial statements.
The complete document is available by contacting CSSEA's office.

Statement of Financial Position

March 31, 2020, with comparative information for 2019

	2020	2019
FINANCIAL ASSETS		
Cash (note 7)	\$ 1,209,353	\$ 61,389
Term Deposits (note 3)	500,000	750,000
Investments (note 4)	492,178	509,882
Accounts receivable	89,637	60,497
	2,291,168	1,381,768
LIABILITIES		
Accounts payable and accrued liabilities	584,537	249,112
Deferred revenue (note 6)	32,366	64,369
Deferred contribution (note 7)	641,635	-
Obligations under capital leases (note 8)	32,664	48,070
	1,291,202	361,551
Net financial assets	999,966	1,020,217
NON-FINANCIAL ASSETS		
Tangible capital assets (note 8)	54,732	96,460
Prepaid expenses	87,786	72,983
	142,518	\$ 169,443
Accumulated surplus	\$ 1,142,484	\$ 1,189,660
Accumulated surplus is comprised of:		
Accumulated surplus (note 13)	\$ 1,150,306	\$ 1,179,778
Accumulated remeasurment gains (losses)	(7,882)	9,882
	\$ 1,142,484	\$ 1,189,660

Commitments (note 10)

See accompanying notes and schedule to financial statements.

Approved on behalf of the Board

Statement of Operations and Accumulated Surplus

Year ended March 31, 2020, with comparative information for 2019

	2020		2019
REVENUE	Budget	Actual	Actual
Provincial government funding	\$ 2,649,255	\$ 2,674,412	\$ 2,623,269
Sector bargaining initiative (note 7)	-	370,365	-
Fees	376,040	401,629	364,080
Investment income, net (note 5)	27,750	25,854	29,289
	3,053,045	3,472,260	3,016,638
EXPENSES (NOTE 12)			
Human resources and labour relations	1,028,812	990,725	1,031,335
General	1,018,156	1,014,192	995,116
Research and knowledge management	756,470	768,114	701,520
Membership	280,061	248,548	224,170
Bargaining (note 7)	89,840	480,153	191,822
	3,173,339	3,501,732	3,143,963
Annual deficit	(120,294)	(29,472)	(127,325)
Accumulated surplus, beginning of year	1,179,778	1,179,778	1,307,103
Accumulated surplus, end of year	\$ 1,059,484	\$ 1,150,306	\$ 1,179,778

See accompanying notes and schedule to financial statements.

Statement of Remeasurement Gains and Losses

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Accumulated remeasurment gains, beginning of the year	\$ 9,882	\$ -
Unrealized gains (losses), generated during the year from:		-
Investments	(17,370)	11,020
Remeasurement gains realized and reclassified to the Statement of Operations and Accumulated Surplus from:		
Investments	(334)	(1,138)
Net remeasurement gains for the year	(17,704)	9,882
Accumulated remeasurement gains, end of year	\$ (7,822)	\$ 9,882

See accompanying notes and schedule to financial statements.

Board

Chair - Fernando Coelho, Chief Executive Officer
posAbilities Association of British Columbia, Burnaby
Community Living Services

Vice Chair, Rod Santiago, Executive Director
Archway Community Services Society, Abbotsford
General Services

Treasurer, Dawn Hein, Chief Executive Officer
Mission Association for Community Living, Mission
Community Living Services

Rob Byers, EFO and Assistant Deputy Minister
Ministry of Children and Family Development
Government Appointee

Ross Chilton, Chief Executive Officer
Community Living BC, Vancouver
Government Appointee

Jonathan Dube, Assistant Deputy Minister
Ministry of Social Development and Poverty Reduction, Victoria
Government Appointee

Tammy Khanna, Executive Director
Independant Living Housing Society of Greater Victoria
Community Living Services

Robert Pauliszyn, A/Assistant Deputy Minister
Public Sector Employers' Council Secretariat, Victoria
Government Appointee (Replacing Chris Rathbone in July 2020)

Bernadette Spence, Chief Executive Officer
Vancouver Aboriginal Child & Family Services Society, Vancouver
Indigenous Services

David Young, Chief Executive Officer
Sources Community Resources Society, White Rock
Indigenous Services

Vacant (Indigenous Services)

Opposite page upper and
lower photo credits: WISH



Panels

INDIGENOUS SERVICES

Chair - Bernadette Spence, Chief Executive Officer
Vancouver Aboriginal Child & Family Services Society, Vancouver

Kathleen Bennett, Executive Director
Northwest Inter-Nation Family and Community Services Society
Prince Rupert

Lyndale George/Karen Wainwright, Co-Executive Directors
Haida Child and Family Services Society, Massett

Melanie Hudson, Chief Executive Officer
Island Metis Family & Community Services, Victoria

Colleen Lucier, Executive Director
Lii Michif Otipemisiwak Family & Community Services Society, Kamloops

Vacant

COMMUNITY LIVING SERVICES PANEL

Chair - Tammy Khanna, Executive Director
Independent Living Housing Society of Greater Victoria, Victoria

Vice Chair - Dawn Hein, Chief Executive Officer
Mission Association for Community Living, Mission

Fernando Coelho, Chief Executive Officer
posAbilities Association of British Columbia, Burnaby

Ryan Cucheron, Executive Director
Venture Training, Vernon

Tanya Sather, Executive Director
Burnaby Association for Community Inclusion, Burnaby

Anita Sihota, Executive Director
Delta Community Living Society, Delta

Ellen Tarshis, Executive Director
Victoria Association for Community Living, Victoria

Julie Unger, Executive Director
Chilliwack Society for Community Living, Chilliwack

GENERAL SERVICES PANEL

Chair - Diane Entwistle, Chief Executive Officer
Okanagan Boys & Girls Clubs, Kelowna

Vice Chair - Sherry Beal, Executive Director
North Coast Community Services Society, Prince Rupert

Sanjeev Nand, Executive Director
Langley Community Services Society, Langley

Jaye Russell, Executive Director
Sea to Sky Community Services Society, Squamish

Rod Santiago, Executive Director *
Archway Community Services Society, Abbotsford

Debbie Scarborough, Executive Director
South Okanagan Women in Need Society, Penticton

Judy Valsonis, Executive Director
Touchstone Family Association, Richmond

David Young, Chief Executive Officer
Sources Community Resources Society, White Rock



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