

Community Social Services Employers' Association of BC



Annual Report 2022



Photo credit: Community Living Victoria

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 195 members and 88 associates throughout the province ranging in size from under 10 employees to more than 600 and collectively employing more than 20,000 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:

- Community Living Services
- General Services
- Indigenous 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 three departments that deliver services to members and associates:

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

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, Finance 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 informs external stakeholders and internal clients and are responsible for communications, database maintenance, event planning, member and associate management, and governance administration.

Board Chair Message

I am pleased to have served as your Board Chair for the year 2021-22. While I am grateful to have stepped into this role closer to the other side of what has been a tumultuous navigation of COVID-19 – as characterized by staffing shortages, ever-changing PHO instructions, shifting services, and an unparalleled rise in mental wellness concerns – nevertheless, challenges to our work have not diminished.

Most notably, we have emerged from an unprecedented pandemic only to face the next pressing and significant issue: the expiration of our current sectoral collective agreements. Long before we started formally negotiating with the Community Social Services Bargaining Association in February, our employer Bargaining Team had already spent months completing behind-the-scenes work including the drafting of a comprehensive Bargaining Plan. It was clear from the outset of bargaining that this round would be uniquely different and one that might take longer to conclude for the entire public sector.

At stake for workers are wages and cost of living adjustments, amidst inflation that has reached levels not seen since 1981. While we are all undoubtedly feeling the ravages of inflation in both our operational & day-to-day lives, CSSEA's Bargaining Team is required to work within the mandate set by government for the entire public sector, and that includes all monetary provisions. It remains unclear how bargaining will progress when the parties resume talks into the fall, but I commend CSSEA staff for taking proactive measures to ensure that essential services levels are established in the event of future job action. On behalf of the Board of Directors, I express my thanks to both our panel representatives as well as to our CSSEA staff who are committed to sitting on the Bargaining Team and representing the interests of employers with integrity and professionalism.



2022 also signals the expiration of CSSEA's 2019-

22 Strategic Plan. Over the past three years, CSSEA has made noteworthy strides in the fulfillment of its five goal areas, despite having resources diverted due to COVID-19. Given a collective societal shift towards web-based work, I am particularly proud of our team's visionary move to prioritize the use of technology towards improving members' services and engagement. The recent launch of CSSEA's leadership e-learning hub is a testament to the positive outcomes resulting from CSSEA's creative and innovative approaches to its service offerings. The e-learning hub is a valuable & affordable resource for employees across the province, especially those assuming leadership roles, working in remote areas and who otherwise are not able to travel to the Lower Mainland to attend conferences and in-person trainings.

As we look ahead to the drafting of our next strategic plan, we as a Board have decided that it is prudent to wait until the outcome of 2022 collective bargaining before we proceed, as the new agreements will undoubtedly impact how we visualize CSSEA's future strategic direction. Given this pause in strategic planning, I am pleased to be taking part in a "Blue Sky" session at this year's conference that will start a discussion with the membership on their broad strategic priorities for our sector in the years ahead. Within the distinct parameters of CSSEA's mandate and strategic planning process, we are creating this opportunity to have a candid and informative discussion with you. I invite all members to join me for this conversation in Vancouver on October 25.

As I look towards the remaining twelve months of my term as Board Chair, I am certain it will be an eventful and perhaps even a sector-defining year. I look forward to working with you our membership, my fellow Board representatives, panel members, government, our impassioned leader Gentil, and our talented CSSEA staff to ensure we make decisions that continue to strengthen the capacity of social services employers to effectively serve British Columbians. There's a lot of work ahead of us but I'm optimistic the sector will emerge stronger, more connected and more inclusive as a result.

Respectfully,

Rod Santiago, CSSEA Board Chair



Photo credit: Fraserside Community Services Society

BOARD

Chair - Rod Santiago, Central Executive Officer
Archway Community Services Society, Abbotsford
General Services

Vice Chair, Ryan Cucheron, Executive Director
Venture Training, Vernon
Community Living Services

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

Adam Calvert, Executive Director
La Société de les Enfants Michif, Surrey
Indigenous Services

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

Keith Godin, EFO and Assistant Deputy Minister
Ministry of Children and Family Development, Victoria
Government Appointee

Shari Mahar, Executive Director
Community Integration Services Society, Port Coquitlam
Community Living Services

Adam McKinnon, Assistant Deputy Minister
Ministry of Social Development and Poverty Reduction, Victoria
Government Appointee

Robert Pauliszyn, A/Assistant Deputy Minister
Public Sector Employers' Council Secretariat, Victoria
Government Appointee

Tim Veresh, Executive Director
PLEA Community Services Society of BC, Vancouver
General Services

CEO Message

As CSSEA embarks cautiously but with much anticipation on the process of returning to normalcy after what has been a taxing and unpredictable two years, we continue to remain flexible as an organization. The sector landscape is significantly different from before the pandemic – work culture has shifted in a tangible way, the way services are delivered has evolved, inflation is currently at levels not seen in 40 years, a labour supply shortage presents an even greater challenge to recruitment and retention, and the PHO orders that remain in effect add complexity and uncertainty to the sector. It is in this set of unparalleled circumstances that we have entered into 2022 collective bargaining negotiations.

CSSEA commenced negotiations with the Community Social Services Bargaining Association in early February 2022 and our member bargaining team, led by Director of Human Resources and Labour Relations Mark Slobin, has done its best to engage in “interest-based” bargaining and find common ground and collective reasons to modernize and clarify the language in our three collective agreements. Monetary proposals in our sector, like in the rest of the public sector, are framed by the provincial mandate and at the time of writing this report, have not resulted in settlements. As a result, the sector has had to engage in essential services planning during the summer in the event the unions elect to take job action; however, we are cautiously optimistic we can reach a negotiated settlement without service disruptions.

Despite prioritizing a swift and timely conclusion to bargaining, CSSEA has continued to focus on delivering the goals of our 2019-2022 Strategic Plan. Specifically:

Goal 1 – Explore with government broadening CSSEA's role and membership: This goal was completed in 2022 with the submission of a White Paper on the topic to the Board and subsequently amended and forwarded to PSEC Secretariat for broader discussion with government. To date, there is no word on the government's intent and this casts a large shadow on our next strategic plan.

Goal 2 – Contribute to/play a leadership role in the development of an HR strategy for the sector: CSSEA continues to be actively engaged with sectoral partners like the Ministry of Child and Family Development's Sector



Advisory
Committee, BC
CEO Network

and the Federation of Community Social Services of BC to keep abreast of sector challenges as they relate to recruitment and retention strategies. Notably, CSSEA has also commenced work on the Social Services Sector Compensation Standard (SSSCS) Project at the request of PSEC Secretariat, which aims to develop clear, consistent and appropriate compensation standards for the purpose of informing funding decisions for non-union employees, managers and executives across both unionized and non-union agencies in the social services sector. CSSEA was selected by PSEC Secretariat to undertake this detailed work, which is associated with an initiative of the Social Services Round Table. All data collected will be anonymized and will focus on a high-level analysis of the total compensation differences (wages and benefits) between non-management, non-union (bargaining unit equivalent) positions and their equivalent unionized jobs under the Joint Job Evaluation Plan (JJEP) classification structure, and will provide recommendations to PSEC Secretariat to inform future funding decisions. Among the findings and recommendations, the quantitative outcomes of this project will likely support our ongoing message to government that management and excluded salary inversion and compression continues to be a significant issue and one that directly affects the long-term HR strategy for our sector and its ability to deliver quality services.

Goal 3 – Improve and strengthen ability to collect and report meaningful, relevant, quality data that supports the work and priorities of the sector: CSSEA's Research and Knowledge Management department continues to be busy with its various data collection endeavours. In addition to leading the yearly Compensation and Employee Turnover Report, including holding webinars to train new and unfamiliar members on report completion, CSSEA remains PSEC Secretariat's contractor to collect and provide analysis on over 750 non-union agencies that comprise the social services sector. With our most recent engagement with government on the SSSCS Project, CSSEA is positioned to provide the most comprehensive data-driven insights on the sector while maintaining the privacy and anonymity of agencies and stakeholders.



Photo credit: Community Living Victoria

Goal 4 – Examine the use of technology to leverage member’s services and engagement: In December 2021, CSSEA proudly launched an online learning hub, which is intended to provide community social services managers and supervisors with valuable and cost-effective training on labour relations and leadership development that can be completed at their own pace. This innovative and comprehensive training was developed in collaboration with The EQ Development Group and includes online courses, monthly live webinars and managed discussion forums that have been designed to complement the workloads of individuals employed in the sector. To date, over 100 members have signed up for the training and feedback on the quality of instruction has been exceedingly positive. This dynamic program would not have been possible without the support of the Federation and will continue to evolve as new training sessions are added. I strongly encourage all leaders to make this valuable program available to their management staff.

Goal 5- Enhance CSSEA’s role in creating effective member relations: A long-time goal to enhance member relations has been CSSEA’s commitment to encouraging healthy and safe workplaces in the social services sector. To that end, I am very proud of the work to create the Community Social Services Health and Safety Association of BC (the Association), which has officially gained registered association status and is functioning as a first-of-its-kind safety organization for the social services sector in Canada. Notably, the Association held its first ever Annual General Meeting this past May and affirmed its first slate of Board Members, which include CSSEA members,

non-members, unions and industry. There are many people to thank for their work over the past five years, particularly the Association’s two past vice chairs Tammy Khanna and Pamela Pye, the small but passionate staff of the Association led by Satvinder Basran and the unwavering support from Rick FitzZaland from the Federation of Community Social Services of BC. Currently, the Association is working to recruit a permanent independent Board Chair enabling it to grow and make workplaces safer for all.

As our three-year Strategic Plan comes to an end, CSSEA - in consultation with the Board - has decided it would be most prudent to wait until the conclusion of this round of collective bargaining to undertake the planning. Ahead of that, we will be holding a session at this year’s AGM and Conference that will outline the parameters under which strategic planning takes place, including CSSEA’s role under the *Public Sector Employers Act* and funding sustainability. I look forward to hearing from members on their broad strategic priorities for the years ahead and to provide those who are unfamiliar with our strategic planning process a glimpse into how the Board and Panels go about making it a reality. Finally, I invite all members to attend our first in-person conference in two years and look forward to finally re-connecting in person with you in Vancouver this fall.

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 20,000 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	1
Community Living Services	91	15
General Services	99	72
Total	195	88

MEMBERS AND ASSOCIATES BY REGION

REGIONS	MEMBERS	ASSOCIATES
Kootenays	16	7
Lower Mainland	73	43
North	25	5
Thompson Okanagan	29	12
Vancouver Island	52	21
Total	195	88

MEMBERS AND ASSOCIATES BY UNION AFFILIATION

UNION	MEMBERS	UNION	MEMBERS
BCGEU	119	HSA	17
BCNU	1	SEIU	1
CLAC	2	UFCW	2
CSWU	1	USWA	4
CUPE	31		
HEU	18	Total	196*

* 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

The major focus of the HRLR staff over the past year was on bargaining activities in addition to usual member servicing. The bargaining activities fell into three categories: provincial, local issues, and associate member.

1. Provincial Bargaining

Pre-bargaining member outreach started in the Fall of 2019 with a member survey to secure objectives. It continued in the Spring of 2021 with formal requests to provide additional feedback from members. Informed by this information, CSSEA compiled members' objectives for review with the Divisional Panels and employer bargaining committee in late Spring and Summer of 2021.

Bargaining to renew and update the three sectoral collective agreements then commenced on February 2, 2022. Bargaining was more intensive in February, March, and April as CSSEA and the unions hoped to arrive at a tentative agreement by early Spring. However, it became apparent that the government's provincial mandate and the unions' expectations for wage increases, driven by recent inflationary pressures, were creating wage gap demands that were too large to bridge by Spring. Given the number of proposals still outstanding, the parties continued to schedule bargaining sessions through to September 2022 to try and work through them. As of this writing, negotiations are continuing in an effort to find as much common ground as possible between employer and union objectives and reach a tentative agreement.

In late Spring, strike votes by unions were taken in other public sectors to try to influence increases to the government's financial negotiating mandate, and community social services employers were similarly drawn into potential strike action by their unions. The unions wanted to be in a position to strike by the fall of 2022 to pressure the government and employers, and this triggered the need to designate essential services levels in the event of strike action. CSSEA staff coordinated the essential services designation process and supported employers in getting their levels established, including at the Labour Relations Board, which is ultimately responsible for issuing all Essential Services Orders and levels. While CSSEA worked hard to secure a tentative agreement in negotiations without any strike action, it also had to prepare for the eventuality of it.

2. Local Issues Negotiations

Under MOA #1, local issues negotiations for over 100 of CSSEA's members took place between October 2021 and May 2022. The vast majority of them were concluded by negotiations, although some needed the assistance of interest arbitration. These unique terms for employers as negotiated and/or arbitrated will continue to be in effect until the expiry of the next provincial collective agreements.

3. Associate Member Collective Bargaining

CSSEA staff provided negotiations services to a variety of associate members over the past year. Negotiations started, continued, or were concluded at the following members:

- First Nations Health Authority
- Living Well Home Care
- LJ Christmas Manor
- Gallery Gachet

Referrals to Hearings

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. From September 1, 2021 to September 15, 2022, there were 190 referrals to hearings:

- 181 matters referred to arbitration and expedited arbitration:
 - 98 for expedited arbitration
 - 83 for full arbitration
- 6 matters referred to the Labour Relations Board, and
- 3 matters referred to the Human Rights Tribunal.

The breakdown of the top 5 types of issues shifted this year to involve mostly vaccination status:

Top 5 Grievance Issues

43	42	24	16	12
Cases on Vaccination Status	Cases on Discipline Other than Termination	Cases on Termination	Cases on Payment of Wage Rates	Cases on Job Posting and Selection



Photo credit: Fraserside Community Services Society



Photo credit: Community Living Victoria

Finance, Research and Knowledge Management

Compensation and Employee Turnover Report (C&ETR)

CSSEA Data Collection

In 2021, we had a report collection participation rate of 83.0% of CSSEA member agencies. 31 agencies or 16% submitted through payroll extract. We estimate that the information collected captured close to 90% of the total full-time equivalents (FTE) working in the community social services sector.

In 2021, we conducted four (4) Report Orientation sessions/webinars and two (2) one-on-one sessions.

As of September 12, 2022, we have received reports from 147 agencies or 74.2% of our members. At our current rate, we are poised to match or exceed last year's participation rate as well as FTEs captured. These numbers can be attributed to our team diligently connecting with individual members, offering assistance in completing surveys and actively following up.

Non-Union / Non-CSSEA Data Collection

In 2021, approximately 676 of the non-union social services agencies funded by the province of BC have been invited to complete the *Compensation and Employee Turnover Survey*. 567 of 676 non-union social services agencies responded to the survey yielding a participation rate of 83.8%.

In 2022 approximately 738 non-union social services agencies were invited to complete the *Compensation and Employee Turnover Survey*. As of September 12, 2022, we have received surveys from 479 non-CSSEA agencies yielding a participation rate of 69.7%.

CSSEA is collecting the report data on behalf of government, leveraging the capacity and cost-effectiveness of our existing data collection procedures. 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 together, completed 417 job classification reviews from 108 agencies in the past year.

4 New Certifications		
BCGEU		
First Unitarian Fellowship of Nanaimo	Island Crisis Care Society	Our Place Society
6	8	35
Jobs reviewed	Jobs reviewed	Jobs reviewed

BY REGION	AGENCIES	JOBS
Kootenays	11	22
Lower Mainland	39	204
North	13	66
Thompson	11	30
Vancouver Island	24	73
BY DIVISION	JOBS	
Indigenous Services	12	
Community Living Services	91	
General Services	292	
BY UNION	JOBS	
BCGEU	281	
HSA	66	
HEU	20	
CUPE	24	
USWA	3	
CLAC	1	

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. They include:

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. Management & 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

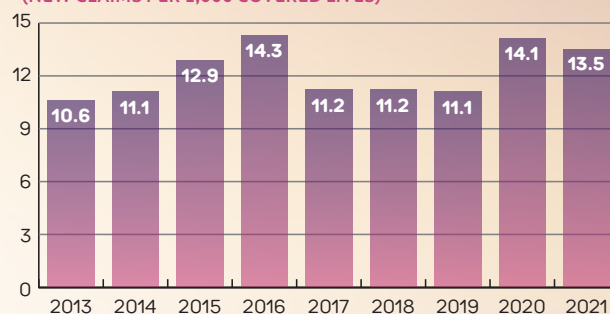
A total 401 jobs from member agencies and associates were posted in the Careers page of the CSSEA website.

Early Intervention Program

CSSEA has continued to communicate 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).

Sector LTD Incidence Rate

(NEW CLAIMS PER 1,000 COVERED LIVES)



Communications and Awards of Excellence

This past year continued to be busy for the communications department as it prioritized keeping the membership informed of evolving COVID-19-related Provincial Health Officer direction as the virus continued to evolve. Changes were made by government on sick leave standards in the *Employment Standards Act*, which CSSEA conveyed to the membership over several communications. CSSEA was also active behind the scenes in advising the provincial government of the challenges members faced with calculating an "average day's" pay for sick leave and suggested changes to better align with collective agreement processes. The government considered our feedback but at this time, is not looking to make any changes to the *Act*.

2022 Bargaining

This year also saw the commencement of bargaining and as with any bargaining year, much planning goes into communicating with the membership prior to being called to the table. While drafting the 2022 Bargaining Plan, CSSEA invited members to confidentially e-mail their bargaining objectives for potential inclusion in CSSEA's bargaining strategy. We also undertook the important step of updating our 4-year-old bargaining contacts database so we could ensure communications and future ratification details are distributed to current and active members. Since communicating to the general membership that bargaining commenced in February 2022, CSSEA has been keeping key bargaining contacts apprised of developments at the table through regular Bargaining Updates.

AGM and Conference

CSSEA's 2021 AGM and Conference, *Resilience Builds Strength*, took place October 19-21 in a virtual format for a second year. While 2020 lent initial technical expertise and knowledge of what was required to hold an event virtually, the size and scope of the 2021 program was larger and more closely resembled an in-person CSSEA conference, with multiple speakers and session types. CSSEA opted to offer a single stream of learning for a single registration fee, thus allowing streamlined and cost-effective learning. The virtual conference attracted 226 attendees from 130 agencies.

Member feedback on 2021 conference sessions very clearly communicated that sessions on case law and HRLR top issues were of highest interest. The top two most attended sessions were "Masks, Jabs and CERB - Oh My! A Legal Year in Review," which attracted a 93.42% attendance rate and "HRLR Consultants Panel – Top Calls and Queries," which had a 92.11% attendance rate. It was clear through member comments that practical, concrete, HRLR-focused sessions were the most well received, while theoretical, concepts-based sessions were less valuable to participants. Such feedback indicates a trend among CSSEA members and has informed planning for the 2022 in-person conference.

BC Community Social Services Awards of Excellence

While the 2021 Community Social Services Awards of Excellence, sponsored by TELUS, took place virtually for the first time since its inception, it was a highlight for many who attended the conference. Attendees stated overwhelmingly that they enjoyed the video vignettes that highlighted the outstanding attributes of each of our four winners and as well, that they appreciated the opportunity to celebrate the accomplishments of the sector despite physical distance and the inability to do so together. On behalf of the membership, CSSEA congratulates our 2021 Awards of Excellence recipients.

Rising Star

Alexandra Bissley, Quality Assurance and Communications Manager, Inclusion Powell River Society, *Community Living Services*

Hero

Florence Kao, Program Coordinator, Self Employment and Entrepreneur Program, DIVERSEcity Community Resources Society, *General Services*

Leader

Bonnie Moriarty, Director of Homelessness and Housing, Elizabeth Fry Society of Greater Vancouver, *General Services*

Legend

Ellen Tarshis, Executive Director, Community Living Victoria, *Community Living Services*

We thank TELUS for their continued enthusiastic support of the awards, as well as the members who took part in reviewing nominations and external judging panel who selected final winners.

Member Committee

Ryan Cucheron, Venture Training

Tammy Khanna, Independent Living Housing Society of Greater Victoria

Ann Kutcher, Westcoast Family Centres Society

Shari Mahar, Community Integration Services Society

Tiffany Nelson, TELUS

Jaye Russell, Sea to Sky Community Services

Judging Panel

Mark Bermel, TELUS

Doug Campbell, Consultant

Christian Codrington, Principal Consultant, Forum HR

Randi Mjolsness, retired Assistant Deputy Minister



*Rising Star recipient, Alexandra Bissley,
Inclusion Powell River Society*



*Hero recipient, Florence Kao,
DIVERSEcity Community Resources Society*



*Leader recipient, Bonnie Moriarty,
Elizabeth Fry Society of Greater Vancouver*



*Legend recipient, Ellen Tarshis,
Community Living Victoria*

Recipient photos credit: Perspective Studios



Photo credit: Jessie Sutherland

Community Social Services Health & Safety Association of BC

The Community Social Services Health and Safety Association of BC (Association) made history this year by officially becoming a registered society. The Association's purpose is to foster and promote safe and healthy workplaces in the community social services sector in British Columbia.

The Association delivers support to workers and employers (union and non-union settings) that are registered within WorkSafeBC's three Classification Units (CU), which are: Counselling or Social Services (CU#766007), Life and Job Skills Training (CU#766010), and Residential Social Services Facility (CU#766017). In the three combined classification units, along with a large, diverse workforce, there are roughly 2,200 employers registered throughout the province.

The Association continues collaborating with its members, sister health and safety associations, WorkSafeBC, and stakeholders to cultivate safer workplaces.

Association Board & Advisory Panel

In early June, the Association held its first meeting of the newly elected Board. Gentil Mateus, Interim Chair, announced that the Board members selected Tammy Khanna from Independent Living Housing Society of Greater Victoria for the position of Secretary and Nina Hansen from Health Sciences Association of BC as Treasurer. At the time of this report, the Association is in the process of interviewing for an Independent Chair and will announce the successful candidate once the selection has been made.

Association Board Members 2022

- Gentil Mateus – Interim Chair
- Janice Barr - Community Living Society
- Tanya Behardien - OneSky Community Resources
- Brian Campbell - B.C. General Employees Union
- J. Gordon Cote - Nanaimo & Area Resource Services for Families Programs Ltd.

- Christine Fewtrell - Hultian Family & Community Services Society
- Chantel Foden - Spectrum Society for Community Living
- Nina Hansen - Health Sciences Association BC
- Diane Hong – S.U.C.C.E.S.S. (The United Chinese Community Enrichment Services Society)
- Tammy Khanna - Independent Living Housing Society of Greater Victoria
- Christina Lloyd-Jones - Hospital Employees Union
- Jonny Morris - Canadian Mental Health Association – BC Division
- Pamela Pye - B.C. General Employees Union
- Michael Reed - Canadian Union of Public Employees
- Denise Subotin - WorkSafeBC
- Judy Valsonis - Touchstone Family Association

The Association Advisory Panel is composed of employers and workers who are health and safety subject matter experts (including a WorkSafeBC representative) that provide vital support to the Association Board. The Advisory Panel continues to be responsible for direct and valuable guidance on the development of health and safety materials/resources for the community social services sector.

Advisory Panel Members 2022

- Satvinder Basran – Chair, Association Director
- Jeremy Bara – Vancouver Aboriginal Child & Family Services
- Graham Chaplow – Developmental Disability Association
- Kim Hess – WorkSafeBC, Industry Specialist, Industry & Labour Services
- Harrison Mak – S.U.C.C.E.S.S.
- Terri Nakayama - Starbright Children's Development Centre
- Mandy Rhodes – Milieu Family Services Inc.
- Laura Faccone - Hospital Employees' Union (HEU)
- Brandon Thistle - BC General Employees' Union (BCGEU)
- Michael Wisla - Health Sciences Association of BC (HSA)

Association Initiatives 2022-2023

In Community Social Services (CSS), WorkSafeBC statistics (three CU's) indicated that the top three causes of injury claims continue to be: Acts of Violence or Force, Over-exertion, and Falls/Slips/Trips. Due to the high violence-related injury claims filed at WorkSafeBC, the community social services sector continue to be a part of WorkSafeBC's High-Risk Strategies Plan for the Health Care and Social Services sub-classification designation. The Association has had direct input in this plan and looks forward to taking leadership to provide much-needed health and safety resources to the sector.

For 2022-2023, the Association has focused on three Workplans: an Association infrastructure development initiative to support the development of Board governance, developing a community social services Violence Risk Assessment Tool Initiative (VRAT), and an industry outreach and education initiative to provide health and safety tools and resources to the sector.

Respecting that organizations provide a broad spectrum of services and are in various locations across the province, the Association's training initiatives will focus on developing best practices at an industry level on education for the sector. As this area develops, the Association's aim is to become a health and safety education depository for the community social services sector.

In January 2022, the CSS Violence Risk Assessment Tool was presented to the sector. In August, two webinars were scheduled for the sector on CSS Disability Management & Return to Work Information and CSS Psychological Health & Safety Resources.

In September and October, community social services health and safety presentations will take place throughout the province, in Prince George, Terrace, Cranbrook, Victoria, Nanaimo, Kelowna, and Vancouver. These presentations will include information on WorkSafeBC injury statistics, the CSS

Violence Risk Assessment Tool, and general best practices and resources. These presentations will take place in person for the first time since the inception of the Association.

Acknowledgements

The Association would like to thank Council members and the newly elected Board Members for all the hard work done over the past year. They have volunteered their time to ensure the formative years of this organization is grounded in professionalism and multi-organizational collaboration. The vision of the Association is one of collective leadership and balanced voices with a singular commitment to foster health and safety best practices. We also acknowledge the work of the members of the Advisory Panel members, the steadfast support of Rick FitzZaland from the Federation of Community Social Services of BC, Selena Kongprecha from the Community Social Services Bargaining Association, the BC CEO Network, and WorkSafeBC for their commitment to bringing the Association into reality.

The Association also recognizes frontline workers, supervisors, managers, support staff, executive directors and volunteer board members of organizations who continue to lead and work tirelessly in providing services and programs across British Columbia.



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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

Year ended March 31, 2022, with comparative information for 2021

	2022	2021
FINANCIAL ASSETS		
Cash	\$ 104,289	\$ 137,608
Term Deposits (note 3)	1,150,000	750,000
Investments (note 4)	608,703	587,960
Accounts receivable	28,538	50,745
	1,891,530	1,526,313
LIABILITIES		
Accounts payable and accrued liabilities	280,833	229,923
Deferred revenue (note 6)	697,457	221,658
Obligations under capital leases (note 8)	53,432	66,286
	1,031,722	517,867
Net financial assets	859,808	1,008,446
NON-FINANCIAL ASSETS		
Tangible capital assets (note 9)	95,867	93,102
Prepaid expenses	77,082	92,247
	172,949	185,349
Accumulated surplus	\$ 1,032,757	\$ 1,193,795
Accumulated surplus is comprised of:		
Accumulated surplus (note 14)	\$ 944,835	\$ 1,109,560
Accumulated remeasurment gains	87,922	84,235
	\$ 1,032,757	\$ 1,193,795

Approved on behalf of the Board

Statement of Operations and Accumulated Surplus

Year ended March 31, 2022, with comparative information for 2021

		2022	2021
REVENUE			
Provincial government funding	\$ 2,649,255	\$ 2,657,137	\$ 2,642,641
Sector bargaining initiative (note 7)	-	-	641,635
Fees	593,056	505,380	417,736
Investment income, net (note 5)	25,000	33,668	30,844
	3,267,311	3,196,185	3,732,856
EXPENSES (NOTE 13)			
Human resources and labour relations	1,024,425	989,876	1,068,784
General	1,095,331	1,076,079	1,016,974
Research and knowledge management	796,712	857,056	758,373
Membership	349,499	310,566	263,031
Bargaining (note 7)	145,536	127,333	666,440
	3,411,503	3,360,910	3,773,602
Annual deficit	(144,192)	(164,725)	(40,746)
Accumulated surplus, beginning of year	1,109,560	1,109,560	1,150,306
Accumulated surplus, end of year	\$ 965,368	\$ 944,835	\$ 1,109,560

Statement of Remeasurement Gains and Losses

Year ended March 31, 2022, with comparative information for 2021

	2022	2021
Accumulated remeasurement gains (losses), beginning of year	\$ 84,235	\$ (7,822)
Unrealized gains generated during the year from:		
Investments	20,743	95,782
Remeasurement gains realized and reclassified to the Statement of Operations and Accumulated Surplus from:		
Investments	(17,056)	(3,725)
Net remeasurement gains for the year	3,687	92,057
Accumulated remeasurement gains, end of year	\$ 87,922	\$ 84,235

For a copy of CSSEA's full financial statements, please contact us.

Panels

INDIGENOUS SERVICES

Chair - Melanie Hudson, Chief Executive Officer
Island Métis Family & Community Services, Victoria

Vice Chair - Adam Calvert, Executive Director
Métis Family Services, Surrey

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

Jennifer Dysart, Executive Director
Haida Child and Family Services Society, Massett

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

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

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

Dana Gorbahn, Chief Executive Officer
Gorbahn Professional Alternative Resources Inc., Smithers

Shari Mahar, Executive Director
Community Integration Services Society, Port Coquitlam

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

Anita Sihota, Executive Director
Delta Community Living Society, Delta

GENERAL SERVICES PANEL

Chair - Judy Valsonis, Executive Director
Touchstone Family Association, Richmond

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

Tyrell Arnold, Executive Director
Connexus Community Resources Society, Vanderhoof

Kelly Kelland, CEO
Interior Community Services, Kamloops

Ann Kutcher, Executive Director
Westcoast Family Centres Society, Vancouver

Sanjeev Nand, Executive Director
Langley Community Services Society, Langley

Rod Santiago, Central Executive Officer
Archway Community Services Society, Abbotsford

Tim Veresh, Executive Director
PLEA Community Services Society of BC, Vancouver

CSSEA 2022 BARGAINING TEAM

INDIGENOUS SERVICES

Melanie Hudson, Island Métis Family and Community Services
Adam Calvert, Métis Family Services

GENERAL SERVICES

Ann Kutcher, Westcoast Family Centres Society
Sanjeev Nand, Langley Community Services Society
Judy Valsonis, Touchstone Family Association

COMMUNITY LIVING SERVICES

Fernando Coelho, posAbilities Association of British Columbia
Tammy Khanna, Independant Living Housing Society of Greater Victoria
Tanya Sather, Burnaby Association for Community Inclusion (BACI)
Anita Sihota, Delta Community Living
Dawn Hein, Mission Association for Community Living (alternate)

CSSEA

Gentil Mateus (CEO)
Mark Slobin (Lead Negotiator)
Eric Peraro (Research and Knowledge Management)
Vangie Johnson (Administration)
Courtney McLachlan (*on maternity leave*)



Photo credit: UNITI



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