



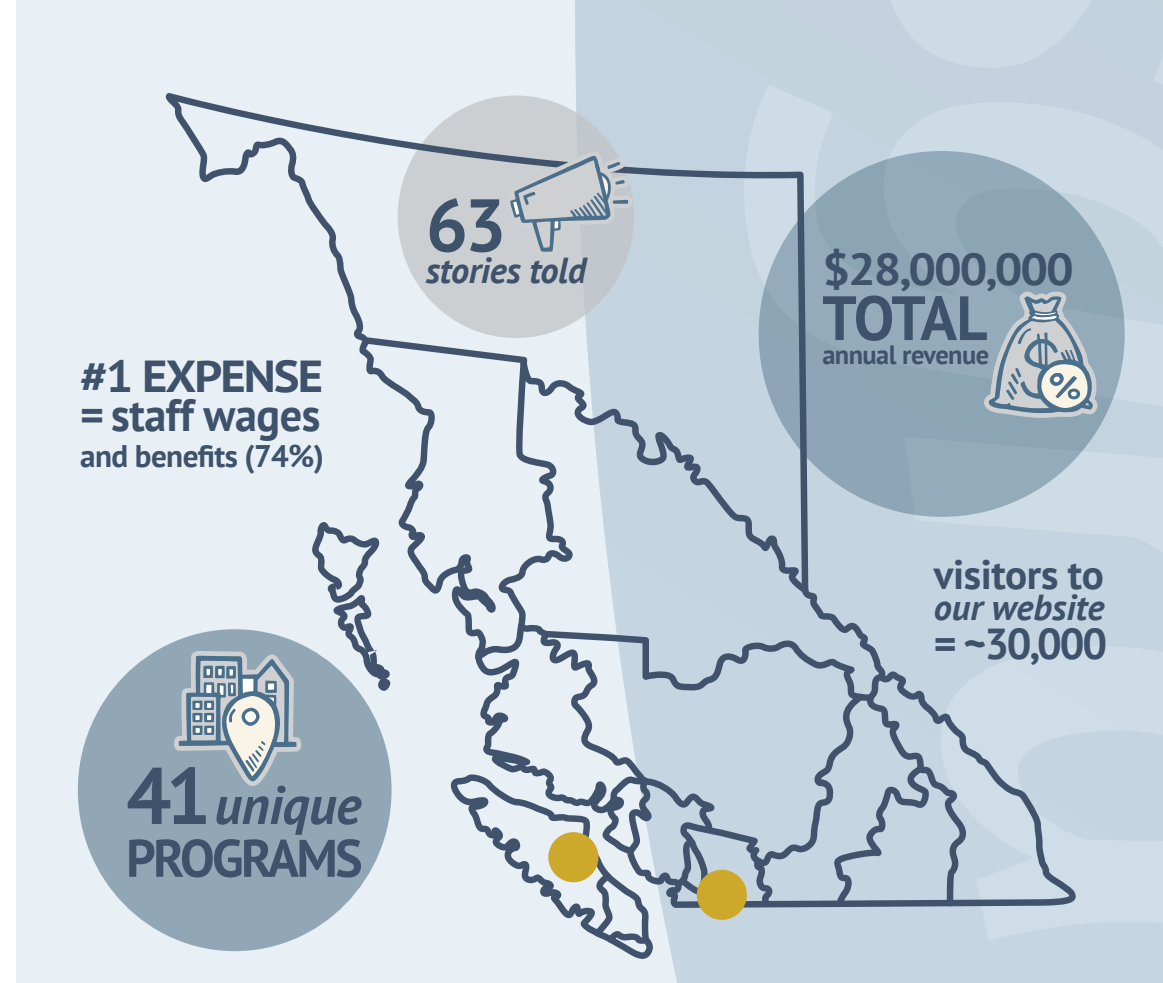
Communitas Kindness Charter

In our recent accreditation review, our peer reviewers all described the deep sense of kindness that they experienced at Communitas – towards the people we serve, in the way that we serve each other, and in the values we express with both words and actions.

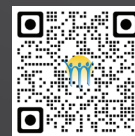
To this end, as we embrace BC's Restart Plans, we commit ourselves to extending this same kindness to each other in the days, weeks and months ahead and as we move into a renewed season of physical, mental, social and emotional wellbeing.

We are offering you a Communitas Kindness Charter and encouraging each one of you to embrace this journey. In its simplest form, we invite you to commit to:

- **Believing the best in each other**
- **Embracing each other's different perspectives**
- **Listening carefully and learning together**
- **Being and staying curious with each other**
- **Offering encouragement – not judgement**
- **Extending grace...and then doing it again, by extending more grace**



**COMMUNITAS
at a Glance**
learn more at communitascare.com



**COMMUNITAS
2020/21 Overview**

"The people we support deserve to have the best staff. We work hard to find people with more than just the right education or training; we try to find people who have the right heart. When we hire that individual, we celebrate."

Shiela, Human Resources, Abbotsford



"I've been working with the Vehicle Maintenance Program for about a year now and I love what I do. I really enjoy working with my students each week."

Warren, Vehicle Maintenance Program, Abbotsford

"My favourite part of my job is seeing people come alive with hope as they learn that people with a mental illness can also have a meaningful, rewarding life."

Frank, Peer Support Worker, Chilliwack



Year of Gratitude



*"Work is important to me,
it's how I stay motivated."*

Paula, janitorial services/
Communitas Employment
participant,
Abbotsford

Breakdown of services by people:

60% of people are supported
through day services

12% of people live in
COMMUNITAS HOMES

8% of people are
served through
employment services

20% of people
receive support through
CONTRACTED SERVICES



*"Communitas has our son's
best interest at heart. We
have so much confidence
and trust in the staff."*

Geoff Dirks, dad to Richard,
Abbotsford

*"I love seeing people
succeed and see them
accomplish their goals
despite the curve balls
that might come
their way."*

Vicky, Manager,
Supported Independent
Living, Abbotsford



904
PEOPLE
SERVED



*Finally, brothers and sisters, whatever is true,
whatever is honourable, whatever is just, whatever
is pure, whatever is lovely, whatever is commendable,
if there is any excellence, if there is anything worthy
of praise, think about these things.*

~Philippians 4:8

Year of Gratitude

In writing this piece for our 2021 Outcomes Report, I was struck by the timeline of this annual publication. The stories, outcomes, and data we share tell the story of Communitas from April 1, 2020 through to the present. All of these days have been spent under emergency measures.

We might have chosen to use this publication to describe our best efforts at addressing crisis and such a story would highlight the selfless, dedicated staff and caregivers who have gone the extra mile. We could describe the many, many adjustments made by Communitas in order to deliver services including, renting extra building spaces, sourcing scarce PPE, redeploying staff to various worksites, and the heroic efforts put into managing cases of Covid. We could describe how we used technology to deliver services or how we repeatedly adapted our protocols to meet the next requirements of the province.

Yet, in the midst of such emergency measures, our chosen focus is on the many examples of people – people who demonstrated kindness, dedication, love and hope in tenuous times. These stories are a clear reminder that even in the midst of a pandemic, there is good. Heroes emerge. People are faithful. Lives are impacted.

In these pages, you'll see a staff member say, "when I come to work, I feel like I am at home" and that the (un)timely opening of our Little Sprout Café is a 'dream come true' for chef manager Jordan Rempel. We are humbled by the achievement of 'exemplary status' (re)accreditation and that the accreditors noted the incredible 'kindness' that they experienced every step of the way. They saw our staff and caregivers going above and beyond to ensure quality supports for the people we serve.

We dubbed this year the "Year of Gratitude." What I am most grateful for is the gentle, unwavering presence of a faithful God. I am thankful for His sustaining grace and that his mercies are new every morning (Lamentations 3.) I gratefully acknowledge that, in the midst of such times, the God of peace has been with us (Philippians 4:9.)

May you, likewise, be strengthened by
the peace of the Holy Spirit,

Karyn
CEO, Communitas

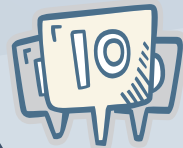


"It's moments where I see the people we support fulfilling their goals, making connections, and having fun that brings so much joy to my job."

*Michelle,
Receptionist,
Campbell River*

434
average
number of
STAFF

128
average
number of
contractors



98%

*of Staff feel
that Communitas
is making a
**POSITIVE
IMPACT**
for the people
WE SERVE*

*"I feel like everyone
should do this job.
You just get a different
perspective on your
life. The people we
serve really teach us
how to value life. It
makes you grateful."*

*Gloria, Residential
Support Worker,
Abbotsford*

99%

*of Staff agree
that Communitas'
values align
with their
VALUES*



*"I'm so blessed to be
working with such an
amazing organization.
Communitas is such
a beautiful place with
beautiful people who
assist others. The staff
here live out the true
meaning of caring
for people."*

*Marie, Licensed Practical
Nurse, Chilliwack*



Endings and Beginnings

It has been both an exciting and a challenging year for Communitas Enterprises and there is much for which we give thanks.

In spring, we opened our latest enterprise: Little Sprout Café. This unique café focuses on fresh and local by growing microgreens in urban cultivators right in the café and by highlighting products and producers in the community. It is also unique in its commitment to inclusive hiring, providing training and employment for people of diverse abilities. Chef Jordan Rempel is a Red Seal Chef with 18 years of experience. He is passionate about food and people.

"Combining gardening and healthy cooking, while including and supporting people from our community is a dream come true," he says.

And while we are grateful for this new beginning, we also experienced an ending this year. After more than two decades of providing shredding and recycling services in the Fraser Valley, ShredMasters and ValleyRecycling closed their doors at the end of July. Closing these businesses after such a long time in the community was a difficult but necessary decision. George Jacob, chief operations officer for Communitas, explains that technology in these fields has changed significantly.

"Greater automation has meant reduced manual labour," he says. "Sadly, this changing landscape means the continuation of our services no longer fits the social mission of Communitas."

We are grateful that many people received training and skills at ShredMasters and ValleyRecycling that helped them find meaningful employment.



*"We invite everyone
to come eat, support
the work we do, and
be inspired to imagine
a community where
everyone has a place."*

Jordan Rempel, Chef



Play Ball

The annual Communitas baseball game is a highlight of the year for many. When the pandemic forced the cancellation of the event last year, it was a real blow.

"It was the first time in 20 years that we didn't play and people really felt that loss," said Vicky Manderson, manager of Supported Independent Living (SIL) services at Communitas. "When we said we were going to play again this year, people were stoked."

The game is truly an inclusive one that includes people of all abilities, all ages, and all levels of baseball skill. Many of the staff bring their families to the game and former staff and people served come back to take part in the fun.

Hot dogs were devoured and anyone who wanted to participate got a chance to play. But mostly it was about connecting with each other in person. While Covid protocols continue to be observed, this was one of the first opportunities to do so after months of services being offered online. It was a first step towards a return to full in-person services.

"This was the first 'normal' thing we've done in over a year and it feels good to have made it happen," Vicky reflects. "People were still talking about it the week after, saying it was the best one we've ever had."



*"It is so cool to finally
meet people face-to-
face after having only
seen each other online."*

*Kortnnaye, baseball
enthusiast*



94% of Staff feel
that Communitas
offers them
a place to
THRIVE



*"I love my job!
Caring for others is
gratifying and the
relationships formed
are very real. There is
a sense of community
and job security at
Communitas."*

**Linda, Residential
Support Worker,
Abbotsford**



Feels Like Home

Peggy Knight says that anyone considering a career with Communitas should apply and discover for themselves what she has found: a job that you look forward to going to each day. "When I come to work, I feel like I am at home," she says.

When Peggy first discovered Communitas, she was immediately drawn to the organization's mission statement: "Inspired by Jesus, Communitas will be a place of belonging, growth, and contribution." As she continued to explore the organization, phrases like "spirit of gentleness" and "embracing God-given creativity" leapt out at her. She knew that she would love working for a place that is guided by these principles. She has now been working for Communitas for more than 5 years and loves it.

"The staff at the home where I work are led by our manager Stacy, who allows each staff person to bring their gifts and strengths into the lives of the people living here," she says. "I have been so blessed by the women living and working here."

She recognizes that one does not have to be Christian to work at Communitas but is grateful that she works for a place where she is allowed to bring her faith perspective to her work.

"That is rare in this field and I am so, so grateful."

(Photos taken pre-pandemic mask restrictions)



*"When I come to
work, I feel like I am
at home."*

**Peggy, Residential
Support Worker**



Communitas Receives Excellent Review

The Council On Accreditation (COA) process happens every four years and involves a thorough audit of an organization.

Preparation for COA begins a year in advance. Communitas program directors, managers, and the executive staff gathered information to create the materials that the peer reviewers would read. George Jacob, chief operations officer with Communitas, led the team, overseeing a process that would have been a challenge even under normal circumstances.

"I'm proud to be part of a group of people who are so passionate and so willing to abide by the highest standards to serve the people we support," George says.

Karyn Santiago, chief executive officer for Communitas, agrees.

"By the time the reviewers arrive, we have done our best to set ourselves up for success and are ready for our final review," she says.

Virtual onsite visits gave COA the opportunity to see our work in action. Each reviewer included the word "kindness" when speaking of their experience, something many staff picked up on.

"It was not a description that I expected to hear from our reviewers after a thorough examination of policies, procedures, systems and service delivery," Karyn said. "Hearing this word used to describe Communitas felt like such an affirmation of all that we strive for in the ways that we support people and in the employment experience we want to create for people."



*"I'm proud to be part of
a group of people who are
so passionate and willing
to abide by the highest
standards to serve the
people we support."*

**George, Chief Operations
Officer**