

We have exciting new changes coming up for our website and as a result, the articles in this issue will not be on our website

## HATS OFF TO OUR BOARD

BY ALANNA HENDREN



With the recent celebration of volunteer week and our upcoming AGM (June 16, see page 5 for details) soon upon us, it seems appropriate to reflect on our most critical volunteers at the Developmental Disabilities Association – our Board of Directors!

Since DDA is a registered non-profit charity, we must have a volunteer Board of Directors to establish policy, ensure the financial viability of our organization, promote accountability, determine the methods we will use to reach mission-related goals, direct the executive director and represent the people who we support and the communities where we operate. All non-profits operating in BC must have a Board of Directors, who have a duty to make sure they meet all the obligations set out in the Societies Act as well as other legislation that relates to non-profits and charities.

Our Board meets regularly and has a bi-annual two-day retreat at head office to develop a strategic plan and chart the course for DDA. The Board always has extremely ambitious goals for senior management to reach and the final strategic plan approved by the Board is the document we use to develop strategies to reach these goals. Some are reached quite quickly while others can take a few years.

As executive director, I work closely with the Board to ensure they have the information they need and to collaboratively solve problems as we envision

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Visit our social media outlets to find out what's happening at DDA and your community.



Blog: [www.dda604.com/](http://www.dda604.com/)

Facebook: [www.facebook.com/dda604](http://www.facebook.com/dda604)

Pinterest: <http://www.pinterest.com/dda604/>

Twitter: [www.twitter.com/dda604](http://www.twitter.com/dda604)

Youtube: [www.youtube.com/dda604](http://www.youtube.com/dda604)



Developmental  
Disabilities Association

Overcoming Obstacles, Encouraging Abilities.

the future. We are very fortunate at DDA to have dedicated, intelligent, experienced, rational, compassionate Board members who approach their work with integrity, honesty and respect.



Our president, **John Neilson**, has demonstrated all of these values in action throughout his management career in the public and private sectors and as Chair of DDA. He also sits on our Foundation and Trust Boards. Prior to joining us at DDA, John was the CEO of the Community Social Services Employers' Association, where he became familiar with all social services agencies in BC and the unique nuances of our sector. He has put all his knowledge and commitment to community service to work at DDA! John is an extremely supportive president and values the hard work of all our employees and volunteers. He is also a great advocate for the people who we support and always takes the perspective of self-advocates into consideration. John otherwise enjoys spending time and travelling with his wife Donna, an award-winning teacher on the North Shore.

**Louise Huber** was first elected to the Board in 1995. As a mom, she aims to ensure that our services are the best possible – and Louise has high standards! She brings intelligence, understanding and a commitment to the people who we support to our deliberations. When not volunteering at DDA, Louise enjoys spending time with her family, particularly her grandchildren. She also likes to travel with her husband, Bob.

**Sue Swayne** has been a Board member since 1998. Sue is such a dedicated Board member that she can be counted on to read every report submitted prior to meetings and raises issues that are important to families and children. In her work with DDA, Sue was a founding member of the Vancouver School Board's Special Education Advisory Committee. She also

participates on DDA's Child and Family Support Committee, as a Resource Parent with the Family Support Institute and is active with various Prader-Willi Syndrome groups. Sue is also currently on the Board of the BC Association for Child Development and Intervention, representing DDA but also adding the voice of families to their discussions.

**Allyson Baker** has been on the DDA Board since 2004. As a lawyer and Associate at Clark Wilson, Allyson specializes in condominium law, contract law and legal issues related to property development. Allyson volunteered as an interested community member and lends her legal lens to our deliberations. She also likes to travel and regularly visits her family in Ontario.



**Rob Bahd**, our Treasurer, has served on the Board since 2000. We needed a new treasurer so our president at the time, Ronda Karliner, found Rob on the CGA website. Although he personally has no connection to people with developmental disabilities, Rob has stayed with us as a representative of the Richmond Community. He has served us all well with his regular reviews of our financials and great sense of humour. Rob is an Accountant/Business Systems Analyst and enjoys spending time travelling with his wife.

**Bill Adams** joined the DDA Board in 2005. He is a retired senior executive with over 30 years of extensive management experience in the forest industry. Bill has also chaired various joint venture companies that included partnerships with major corporations, entrepreneurs and various governments. He brings us great wisdom and Chairs our Finance Committee, which develops long-term financial strategy and monitors our financial management. Bill also Chairs the Foundation Board and sits on the Trust Board. Together with John and Rob, Bill has encouraged a more corporate approach at DDA and we

are better off for it. When Bill is not working on DDA issues, he enjoys travelling with his wife Sally and visiting their cottage on Hornby Island, where he is also active as a volunteer.

**Ronda Karliner** is our immediate Past President. She has volunteered to promote the interests of people with developmental disabilities since the birth of her son James, who is now an adult enjoying his community. As a parent, a Registered Nurse and MBA, Ronda recognizes the need for strong advocacy for the people who we support and their families. She has been a Resource Parent for the Family Support Institute, parent representative to the Provincial IDP Steering Committee, and a representative on a community development committee for the Vancouver/Richmond Health Board. As President of DDA from 1999 to 2004, Ronda led the Association through times of great scarcity and escalating conflict with the Ministry for Children and Families. She always encouraged the Board to Do the Right Thing, in spite of pressures to dilute services to the people we support. Based on several difficult but key strategic decisions, Ronda and Rob led our organization to financial stability, preparing the way for John and Bill to improve our prosperity. When she left the Presidency, Ronda would not accept a gift for her efforts but did agree that we could award an annual scholarship in her son's name to Point Grey Secondary – to the special needs student who has worked the hardest on their journey to graduation. This has been so rewarding that we have now offered such scholarships to students in all Vancouver and Richmond Secondary Schools. Ronda enjoys visiting her favourite cousin in Florida, spending time with her partner David and playing with their pug puppy.



**Nancy Panchuck** is a Director on the DDA and Foundation Boards. She is also part of the first brother and sister team in our leadership ranks – her brother Ken also sits on the DDA Board. Nancy has worked in the non-profit sector for about 15 years, primarily in the area of mental health. Nancy brings a passionate and committed perspective to everything she does

and is always willing to volunteer when work needs to get done. Nancy also participates in the activities of the Association of Fundraising Professionals.

**Ken Pagani** was served by our Supported Living Program but is now supported by our Community Apartment program. He is part of our Self-Advocacy group and proud to sit on the DDA Board. Ken has worked at Bradley Smokers part time since 1991. When not working or volunteering, Ken enjoys music, dancing and socializing.

**Bonnie Hunter** is a mom and teacher in Vancouver. She was first elected to the DDA Board in 1987 and has served on the Children's Services, Education and Nominations Committees. She has also served as a Resource Parent with the Family Support Institute and was on the Board of the BC Association for Community Living (now Inclusion BC) for six years. Bonnie enjoys travelling to extreme destinations like Iceland, the South Pole and road trips to the far north with her husband.

**Rayanne Aguilar** was elected to the Board in 2003 and has served on DDA's Child and Family Support Committee. As the foster-mother of a child with multiple, complex disabilities, she is also active with the Family Support Institute and the foster care community. Rayanne tends to focus all her time on her foster son but when she has a few free moments she enjoys spending time with her husband and taking various courses.



**Jane Barrett-Lenard** is a self advocate who currently lives with a Host Family contracted by DDA. She enjoys learning about different cultures and going on trips with her Host Family. Jane also travels with our Holiday Options program and attends our Drop-In. She brings a "customer" perspective to the Board and asks really good questions at meetings.

All of us at DDA are very thankful to our Board for all their hard work, thoughtful decisions and good humour as we move toward our future!

# ANOTHER SUCCESS WITH JOBS WEST

BY RON GURR



Meet Michael Lum. Michael has been an Office Assistant and dedicated employee at SPUD.ca since April 2013. When Jobs West first met with SPUD.ca, an online organic food delivery service located in Vancouver, SPUD.ca needed someone in the office to assist with filing, data entry and recycling. However, not only did they need someone with the right skills they needed someone with “personality”, someone who would fit with their workplace culture. Always with a smile on his face and a “can-do” attitude, Michael was their man. Michael loves working for SPUD.ca and says that his favorite part of the job is his coworkers. As you might expect from a “can-do” employee, Michael says he does not have a least favorite part of the job; he enjoys it all. Michael’s enthusiasm for the job is very much appreciated by his manager Justin, who reports that: “Michael does a very good job. He’s always very punctual and performs his duties with proper care and attention.” When speaking with Justin and Michael’s coworkers, it’s clear that Michael is a valued member of the team.

Jobs West would like to congratulate Michael on completing his first year of employment with SPUD.ca and wish him continued success in his career. Great work Michael!

Jobs West provides a variety of services to both job seekers and employers and is always on the hunt for new employment opportunities. If you would like more information on our services or know an employer in need please call us at 604-732-7776 or visit [www.jobswestdda.ca](http://www.jobswestdda.ca)

# MY FATHER

BY FRED BANKS



My dad was always number one in our family, and he always will be number one to me. He was born in France about eighty six years ago. His name is Dallas and he came to Canada with his parents when he was a year and a half old. They settled in Moose Jaw, Saskatchewan. When he was three, my father lost his parents in a car accident. He was with them in the car, but he survived. After staying in a foster home for a little while, Dallas was adopted. At eighteen years old, after he married my mom, Ena – he enlisted to become a paratrooper and fought in the 2nd World War. Dallas was shot five times in three years, but he pulled through.

After the war my mother and father moved to Burnaby where they started a family of nine boys and two girls. I was the second child, born in 1950. We had a nice family relationship as I was growing up. My dad’s company kept his job open for him after the war, and he worked for forty three and a half years afterward.

My dad was kind and gentle to all of us, but he also enforced discipline. He made sure we were always together as a family. I will always love and admire my father dearly.

*Fred is retired and is part of our Community Apartment Program and frequently writes for our Drop-In newsletter.*



# PLEASE JOIN US AT

DEVELOPMENTAL DISABILITIES ASSOCIATION'S

# Annual General Meeting

## DATE

Monday, June 16, 2014

## LOCATION

Developmental Disabilities Association Head Office  
100-3851 Shell Road, Richmond, BC V6X 2W2

## TIME

Registration from 6pm to 7pm  
AGM to start at 7pm sharp

## RSVP

Kindly RSVP before May 31, 2014  
by calling 604-273-9778; or  
by email [rsvp@develop.bc.ca](mailto:rsvp@develop.bc.ca)

## NOTES

Refreshments will be served.



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# THE BENEFITS OF MULTI-FACETED FINANCIAL PLANNING

BY DAVID CHEN, BSC, BA, CPCA DC COMPLETE FINANCIAL

Prospective clients always ask me “what is the benefit of financial planning when I have always just kind of gotten by on my own?” The answer lies in the many real life cases I have gone through in my 10 years of practice.

Typically at least once or more, a family’s assets will be attacked by taxes, losses from bad investments or unnecessary spending, government social benefit auditors, tax auditors, creditors, unforeseen circumstances like future healthcare costs and family fights over money (the least palatable event). So when my clients’ assets came under attack, what our multi-faceted financial planning did was put up shields around my clients to protect them from aggressive attack.

No single approach is impervious to attack. Wills and estate planning on its own can increase taxation and leave vulnerabilities due to the Wills Variation clauses of the new Wills, Estate and Succession Act. Regardless, the estate process is public and can expose issues that will trigger family fights or issues with government agencies. Keep in mind that, what they don’t know about, they can’t fight about.

When multi-faceted financial planning is employed in conjunction with Wills and Estate planning, you can benefit from:

- the reduction or elimination of probate fees payable at your passing
- a private and non-contestable flow of assets to your next of kin (or other beneficiaries if you deem your next of kin not worthy)
- a reduction of income tax and capital gains tax owed at the time of your passing
- your next of kin with disabilities are shielded from social benefits clawback
- safeguards to avoid unintended persons from getting your assets
- contingent plans in case “what ifs” threaten to occur

A comprehensive interview with a proficient holistic, multi-licensed advisor in this field, will allow him/her to build a customized, multi-faceted financial plan for you while working side by side with your estate lawyer. The end result will be something that will allow you to sleep with peace of mind and more importantly, when the time comes, your wishes will be respected without any legal ability to contest it.

What such a multi-faceted comprehensive plan looks like is difficult to describe as it is very different from person to person. That said, a recent situation that unfolded showed us the priceless benefit of what some excellent planning that was done a long time ago, could do. Recently we got a communication from someone claiming to be the common law spouse of a client of ours. She said he was deceased for almost a year now and that she wanted to cancel an account he had with us and to take back the money. This call raised a red flag because from memory, this client had set things up so his daughter would benefit from his estate exclusively. Reviewing the file, fortunately we had named a successive owner for the account which was not the common law spouse. Under the law, she might have had some ability to contest the deceased client’s wishes had it strictly been up to the wills and estate process but a successive owner was named in a private contract on this account which changed everything. The ownership automatically transferred the minute the original owner passed and so too did any obligation that I might have had to communicate any details or fulfill the requests of the common law spouse. When I let the common law spouse know that the ownership had changed and legally I did not have any ability to discuss the matter any further, the common law spouse said in no uncertain terms “that \*&^ of a \*%\$#@ snookered me again from the grave!!”

So the lesson learned from this was that advanced multi-faceted financial planning in conjunction with his Wills and Estate planning did indeed shield his assets from an aggressive takeover by his common law spouse, his wishes were respected without any legal contestability and his estate avoided a significant probate fee. He was smart to have spent the time and money to construct and implement these plans.

All of this planning can take several months to years to lock down depending on the complexity of the issues and getting to the core of what you want. In the end procrastination and “do it yourself” planning will invariably end up in unintended consequences. For more information speak to a financial advisor and attorney team who understand how to shield you from aggressive takeovers.



## DDA is Sponsoring our 7th Annual Vancouver Canadians Game!

# DDA NIGHT @ THE NAT

**WHAT** Cheer on your 3 time Champion Vancouver Canadians as they take on the Hillsboro Hops!

**LOCATION** Nat Bailey Stadium (4601 Ontario Street).

**DATE** Thursday, July 24<sup>th</sup>, 2014.

**TIME** Gates open at 6:00pm. First pitch at 7:05pm.

**CONTACT** Jason Smith at 604-233-5434 or [jsmith@develop.bc.ca](mailto:jsmith@develop.bc.ca).

**COST** Tickets are \$12.50 each. Please make cheques payable to the Developmental Disabilities Trust.



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[www.develop.bc.ca](http://www.develop.bc.ca)



# CAN YOU RESIST THAT BOLLYWOOD GROOVE?

BY MICHAEL HAJDUK



Bollywood Maza is one of the parent support groups offered through the Family Support and Advocacy Program. The idea of facilitating a support group for South Asian families, who have children with intellectual disabilities, was created back in 2011. At that point, our experience showed that families from South Asian communities weren't connected to services and DDA wanted to reach out and build new connections. We asked families what they needed and they asked for food, music and a chance for entire families to meet. We agreed and we really liked the idea of parents and siblings joining together for dance and a bit of food. Shiamak dance instructors were pretty much unknown at the time and offered to be our Bollywood dance instructors and they now offer classes to children with special needs all over the Lower Mainland. With the music turned on – the party started. Slowly but steadily, it started growing and developing.

At first, a few Punjabi and Bangladeshi families started attending the group. They found a very supportive environment. They could meet with other parents and community professionals who could answer questions and offer support in their language with total openness to unique strengths and differences. The parents started to feel more empowered and less isolated, and the group started to expand. More families with other cultural backgrounds joined the group, and it became a multicultural parent support group with dance as a way of bringing everyone together.

While children (age 3 – 19), and their typical siblings dance, the

parents either join the dancers, or choose to socialize and share their experiences and ideas with other parents.

The group is creating ties with the local community as well. Guest-speakers with different backgrounds periodically drop by, visit with the parents, and talk about parental concerns. As well, the Shiamak dance instructors offer the opportunity for the children to perform at events; everyone is still talking about Shiamak Spring Funk. The dancers had their last performance at the Leisure Fair in April 2014 and they were a crowd favourite.

Children love coming to the group; they find it fun and exciting as they meet with their friends and share some snacks with them.

**"The dance program has a special place in her world now",** said one mom.

That is just another reason for the parents to enjoy the group even more; while their children are involved in something they love, the parents can take their time, relax and socialize, which doesn't happen very often in their busy lives.

Bollywood parent support group meets every Wednesday between 3:30 and 4:30 pm, at Fraser Day program, 4948 Fraser Street in Vancouver. Participating in the group is a very rewarding experience, and the group welcomes South Asian families to join.

For more information, please contact Michael Hajduk at 604 310 2831.



# MEET KAREN BATTERSBY, OUR IDP CONSULTANT

BY CLAYTON CYRE, GUEST WRITER



**Clayton: What do you love most about your job and the work you do?**

**Karen:** I love working with the babies and their families! It's such a privilege to be invited into a family's home and have them share their goals and dreams for their child, as well as, their worries and stresses. Having a job that is challenging in that it encourages continual learning is important to me and this position provides that; every baby and every family is different which means that my approach and the support I provide needs to adapt to these differences.

**Clayton: What sparked your interest in joining DDA? How did you get started? How long have you been working for the Developmental Disabilities Association?**

**Karen:** I was initially told about DDA by a teaching assistant at UBC when we were discussing job options post-graduation. My first position was as a casual with, what was then called, vocational services or workshops. This was supposed to be a stepping stone to gain experience for entry into graduate studies. 19 years and 9 positions later here I am.

**Clayton: What does an average day for you consist of? What are your responsibilities?**

**Karen:** Every day is different, but typically I visit three families per day. These visits may be at the family's home, but could also include accompanying a family to an appointment at BC Children's Hospital or with another professional (i.e. speech therapist) in the community. In addition to these visits, I am responsible for facilitating a Mother Goose group once per week, completing assessments, liaising with other professionals, and of course, all of the administration duties that go along with that!

**Clayton: What is the most rewarding aspect of your job? What is the hardest aspect? What are you most proud of in your time in Infant Development?**

**Karen:** The most rewarding part of my job is witnessing the joy that parents experience when they see their child's development progressing. It's a real honor to be present when a child takes their first steps or demonstrates a particular skill that their parent didn't know they could do and seeing the look of pride on their faces (both baby's and parents). The hardest part of the job would have to be hearing the different stories of stress and trauma that these parents experience and seeing how this affects their relationships with their child and partner. The experiences some of our families have had to endure are unbelievable and I'm always amazed at their resilience and ability to keep moving forward. I am very fortunate to be a part of such a brilliant team of women who I can rely on for support, insight, and guidance in a position that can be emotionally demanding at times.

**Clayton: How would you describe the culture and what makes DDA unique from other agencies?**

**Karen:** I am really proud to have been with DDA for so long. It's an organization that seems to always be striving for excellence and embraces the change that comes along with progression. All of the employees from upper management to the line staff genuinely care about the individuals and families that we support and many go above and beyond to provide the best service possible.

**Clayton: What was the transition from adult to infant development like?**

**Karen:** To be honest, the transition from adult to infant development was a huge shift for me in some ways. It meant familiarizing myself with the intricacies of all aspects of child development and being able to identify possible red flags that can sometimes be quite subtle. So, the learning curve was steep for me. Returning to school to enroll in the Infant Development Diploma Program at UBC provided a challenge as well having been out of school for so long, but the material was applicable to my practice with families which made it easier. The case management and family-centered philosophy of IDP was similar to my experience working within adult services making the transition fairly smooth in that respect.

**Clayton: Are there any obstacles or issues that are hard to overcome?**

**Karen:** There are always obstacles and issues that arise when working with families whether it be supporting them during times of grief, stress, and isolation or when trying to coordinate with other supporting agencies. Everyone shares the same agenda which is to support the child's development within the context of the family and differences as to how best to do this can cause strife if the family-centered philosophy is strayed from. In other words, parents know their child best and decide how offers of support are utilized, not professionals. This is where the importance of communication is vital: both with the family and other involved professionals, but also with my team. My supervisor and colleagues are a huge resource to me in terms of reminding me if I happen to stray from the philosophy, need ideas on how to move a child forward or putting into perspective what might be happening for a particular child/family and suggestions on how to best alter my practice to support them. This support is invaluable and I feel very lucky to be part of this team!

**Clayton: Do you have any final thoughts to share with STAR readers?**

**Karen:** Final thoughts...DDA is a wonderful organization to work for and I am grateful for the diverse opportunities that have come my way over the years!

Thank you for your time, Karen.

## **PARTICIPATE IN THE TRANSITION TO ADULTHOOD UBC RESEARCH**



When any young person becomes an adult, it is often an adjustment for the whole family. But when the young person has intellectual disability, families are often faced with unique challenges during this exciting time. At the University of British Columbia, Dr. Richard Young and his team are interested in learning about this important transition from the parents point of view. Previously, Dr. Young has researched the transition to adulthood from the perspectives of different partners involved with youth. These include parents and youth, counsellors and youth, and youth themselves and their friends. They have also identified some of the specific goal-directed actions that parents involve themselves in relative to their children's transition to adulthood.

Now, the team wants to learn about how parents or guardians of young people with intellectual disability act together during the young adult's transition to adulthood, addressing things like job training, employment, living situations, and relationship choices. DDA is assisting with recruitment of both caregivers and young adults to participate in this research. Various stages of the research will continue over three years.

**For more information about this study, please contact Dr. Richard Young, Department of Education and Counselling at 604.822.6380 or [richard.young@ubc.ca](mailto:richard.young@ubc.ca)**

# DANCE, MARTIAL ARTS, CAMPS & MORE AT LEISURE FAIR 2014

BY TERRY SCHENKEL



April showers didn't appear the day of our annual Leisure Fair held on April 2nd at the Trout Lake Community Centre. More than 35 providers of inclusive and adaptive recreation services hosted information tables so that more than 150 people could learn about the vast array of leisure opportunities offered throughout the Lower Mainland. Each information table provided people with brochures, schedules of activities and an opportunity to speak with program staff to ask questions about the type of activities offered.

Again this year, students with disabilities at Sirota's Alchemy Martial Arts Academy and Shiamak Dance School performed demonstrations of their skills that excited and amazed the audience. Students chopped wood planks in half while others showed off their dance skills throughout choreographed routines set to the quick rhythms of Indo-pop.

Organizations donated a large number of door prizes and many people won t-shirts, free admission to programs, coffee mugs, and more.

The assistance of staff from the Developmental Disability Association, Sunny Hill Health Centre for Children, Vancouver Parks and Recreation and the Trout Lake Community Centre made the entire event a smashing success. A BIG thank you to everyone involved.

We'll see you there in 2015 for another wonderful night of fun and entertainment.





# DDA family & friends movie night

featuring  
**FINDING NEMO**



**date**  
**location**  
**time**  
**notes**

Saturday, August 16<sup>th</sup>, 2014  
 Nat Bailey Stadium, 4601 Ontario Street, Vancouver, BC  
 Event from 4:30pm onwards  
 movie starts at 6:30pm  
 Free Admission - No Ticket Required.  
 All children under the age of 16  
 require supervision.  
 No Pets. Bleacher style seating.  
 No entry after 6:00pm  
 Please no outside food. Concession available.  
 Free Parking  
 Jennifer at [jmak@develop.bc.ca](mailto:jmak@develop.bc.ca) or 604.233.5448

**questions?**

Bring a bag of clothing  
 donations and be entered!  
**PRIZE DRAW**

**\$1.00 POPCORN**  
 Sponsored by  
 Harlan's



# YOU ARE MY SUNSHINE

BY SHIRLEY LEE AND WILSON LAW



IN LOVING MEMORY  
CHERYL LYNN DELPLACE  
AUGUST 31, 1965- MARCH 11, 2014



After fighting a courageous battle Lynn Delaplace passed away peacefully in her sleep in Burnaby hospital on Tuesday, March 11, 2014 with her dear friends and devoted staff by her side.

Lynn was born on August 31, 1965. Lynn began receiving residential support from DDA in 1979 at West 38th. Over the years she lived in various group homes, home share placements and attended DDA's day programs. Over the last twelve years, she lived at Dartmoor with Phillip. Tracy, Frieda and Sherry were her close neighbors and good friends.

Lynn was a very outgoing, cheerful and friendly person. She enjoyed many activities including singing, manicures, walks, footraces, picnic, dinning out, and arm wrestling with her friends and staff.

Throughout the years at Dartmoor, Lynn use to always say, "I'm going to take you to White Spot!" So the Dartmoor gang decided to celebrate Lynn's life in the place that she enjoyed so much.

On March 28, 2014, all her beloved roommates, and many devoted staff, went to White Spot to honor Lynn. We came together to share laughter and memories of Lynn. We remembered of Lynn and how she would clap and sing with enthusiasm. Much to the delight of the people around us we sang one of Lynn's all-time favorites 'You Are My Sunshine'. Indeed, Lynn you will always be the sunshine in our hearts. You made us happy when the skies were grey.

We will always miss you.

# VOLUNTEER WITH US!

As the weather is getting warmer, we're getting ready to participate in a series of cultural events and parades this year.

Want to learn more about DDA and give back to the community? Come volunteer with us at one of our events!



Thursday, May 15th  
Queensborough Value Village Opening

Saturday, May 24th  
Hyack Parade (Burnaby)

Sunday, May 25th  
Ladner May Days Fair

Saturday, May 31st  
Lynn Valley Days Parade (North Vancouver)

Saturday, June 7th  
Pitt Meadows Day Parade

Sunday, June 8th  
Teddy Bear Picnic Grande Parade (Coquitlam)

Sunday, June 22nd  
North Delta Family Day Parade

Please contact Sukhbir at 604-233-5421 for more information.

## WORLD HOST TRAINING PREPARES FOR JOBS IN CUSTOMER SERVICE AND TOURISM

BY SHANE DINH



In March, seven Jobs West clients successfully completed the World Host Fundamentals program. World Host is a customer service training course widely recognized by employers in the tourism and hospitality industry. Individuals were selected for the program because they expressed interest in working in the customer service and tourism industry. For some participants, this was a chance to learn and practice customer service skills in a formalized setting before they start their first jobs. For others like Alex, who was already working in a restaurant, this was an opportunity to improve his skills and have more confidence talking with customers.

Shane Dinh, Employment Specialist at Jobs West, is a certified World Host facilitator and worked with World Host training advisors to create adaptations and make the course materials accessible. According to Shane, "One of the challenges of running this course was the wide range of abilities represented in the class. The World Host Fundamentals program allows for customization and employs a number of teaching modalities to keep the participants engaged and accommodate different learning styles." Talking to customers is a skill that does not come naturally to many people. It has to be practiced and honed. Plenty of time was set aside for role play and rehearsal. Many participants have associated a class room with failure. It was important to create an environment where the participant felt safe. Once that security was established, they were comfortable with giving and receiving constructive criticism.

In the course feedback Sara said, "It is good to practice and make our mistakes here so we don't make them with a customer." The multimedia approach worked well for Admir, "I liked the videos and the do's and don'ts."

Jobs West would like to congratulate the participants Sandy C., Admir D., Carrie D., Samira D., Kevin K. and Alex L. on successfully obtaining their World Host certificate and wish you the best of luck in your careers!

# STARBURST - SUMMER 2014

## Family Support Groups

A reminder that the Chinese Family Support Group, Bollywood Maza, Vietnamese Family Support Group, and the Vancouver Transition Parent Support Group will not have meetings in July and August

### Vancouver Chinese Support Group

*General support for children's and adult's issues in Cantonese and Mandarin.*

**Meeting:** 3rd Saturday of the month from 6:30-8:30pm  
**\*\*no meeting in July and August**

**Place:** 4948 Fraser Street, Vancouver  
**Child minding:** Available on site when requested at least one week in advance of meeting

**Contact:** John, 604-323-1328 or john\_tsang2000@yahoo.ca

### Youth in Transition

*Support information for transition to adulthood.*

**Meeting:** June 4, 2014 at 6:30pm  
**\*\*no meeting in July and August**

**Place:** Britannia Community Centre, 1661 Napier Street Vancouver  
**Contact:** Liz Cochrane, 604-733-6252 or transitionparents@gmail.com

### Vietnamese Family Support Group

*Support to Families in Vietnamese*

**Meeting:** Second Thursday of the Month 6:30pm to 8pm  
**\*\*no meeting in July and August**

**Place:** 3455 Kaslo Street Vancouver  
**Child minding:** Available on site when requested at least one week in advance of meeting

**Contact:** Nikki Tran at 778-895-2535 from 6:00pm to 9:00pm or Trinh Tran at trindhope@gmail.com

### Bollywood Maza

*Support to families in Hindi and Punjabi*

**Meeting:** Every Wednesday 3:30pm to 4:30pm

**\*\*no meeting in July and August**

**Place:** 4948 Fraser Street, Vancouver  
**Contact:** Michael Hajduk 604-301-2831 mhajduk@develop.bc.ca

### The Jericho Summer BBQ

BBQ for families with children on the autism spectrum will occur again this year.

For more information, please check the DDA website at [www.develop.bc.ca](http://www.develop.bc.ca) for information.

Do you have comments, thoughts, or your own stories about DDA or people with developmental disabilities?

### WE WANT TO HEAR FROM YOU!

Every quarter, we'll pick several submissions to feature.

Send your submissions to [communications@develop.bc.ca](mailto:communications@develop.bc.ca)!



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We welcome your comments and feedback. Kindly direct all comments and submissions to [tcheung@develop.bc.ca](mailto:tcheung@develop.bc.ca).