

ENDS 2 Consultation Report

SUMMARY IN PLAIN LANGUAGE

ASK, LISTEN and LEARN

How is Semiahmoo
House Society doing in
supporting people to live
good lives of their
choosing?

2022-2023



uniti | together we're stronger

SEMIAHMOO
HOUSE SOCIETY

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“ASK, LISTEN, LEARN”

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Semiahmoo House Society
15306 24th Avenue
Surrey, BC V4A 2J1

The ENDS

The ENDS and Mission

Semiahmoo House Society (SHS) exists so that: People with disabilities live self-directed lives in the community at a justifiable cost and are valued members of the community.

This means...

If you have **self-determination or self-direction** then this means you are in charge of your own life as much as possible. You are living the way you want to live. You are in control of your life.

People have support to live self-directed lives.

If you do not have self-determination or self-direction, then other people are in charge of you and either decide how you will live your life or tell you how to live your life.

The cost to support people with disabilities is reasonable and fair.

What are the ENDS?

The ENDS are a way to help the organization meet the Mission.

The ENDS are a way of making sure that people are able to live the life that they want.

The ENDS are a list of things that people want and need to be happy, healthy & safe and have control of their lives.

At the **END OF THE DAY**...these are the things we need to be thinking about to support people to live the life they want.

1. People are valued members of society:

- People perform different social roles.
- People are respected.
- People live in integrated environments.
- People participate in the life of the community.
- People are leaders.

2. People decide how they live their lives, and make informed choices:

- People are connected to personal support networks.
- People have intimate relationships.
- People choose where and with whom they live.
- People choose their work
 1. *People have paid employment opportunities*
 2. *People have volunteer opportunities*
 3. *People have entrepreneurial opportunities*
- People choose and use their environments
 1. *People choose services*
 2. *People have recreational opportunities*
 3. *People have travel opportunities*
- People have educational opportunities
- People have opportunities to explore spiritual needs

3. The rights of people are protected:

- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.
- The community is aware of the universal rights of all people.

What are the ENDS consultations?

Semiahmoo House Society needs to check in and see how they are doing to support people to live good lives.

The best way to check in and see how things are going in people's lives...IS TO ASK THEM. To find out:



- What SHS is doing well so they can keep doing it.
- What SHS can do better.
- What SHS can do differently.
- What has SHS learned.
- What are some recommendations.

How the consultations were done.

During the month of November 2022, SHS employees had conversations with **109** people that SHS supports.

It was the 6th year of the consultations.

This year SHS wanted to talk to people about ENDS 2.



All the things people said were combined to create a report and help the **ENDS Recommendation Committee** come up with some recommendations for Semiahmoo House Society based on what people had said.



The ENDS Recommendation Committee is made up of SAS Members (The Self-Advocates of Semiahmoo) and two SHS employees.

The Recommendations were delivered to Doug Tennant by the committee. Then Doug shared the report and the recommendations with the Board of Directors and with everyone at Semiahmoo House Society.



Some areas of life that people talked about.

- Making informed choices
- Personal support networks
- Intimate relationships: love life and close friends
- Where people live and who they live with
- Thinking about getting older
- Work and volunteer
- What people do with their days
- Recreation and travel
- Education
- Spirituality



“Take chances and give people opportunities & experiences – and be surprised!” Direct Support Staff from Inclusive Living

People were asked what are their main concerns about life in relation to ENDS 2.

92 people were asked to choose their top 5 concerns

The areas of my life when thinking about the ENDS 2.	# of people
I want to travel more.	55
I want to go out more on the weekends and in the evenings.	44
I don't make enough choices or decisions about my life. Other people seem to make decisions for me.	35
I don't have enough fun in my life. I want to do things I enjoy and I am interested in.	34
Not having a romantic partner. Not being in love with someone.	29
I don't have a best friend. I don't have enough close friends.	28
I want more education. To learn more about things I am interested in.	26
I don't have enough people in my life that I can count on or that are there for me when needed.	20
I want a job but don't have one.	19
I don't get enough privacy. I don't get my own quiet space when I want it.	16
I want to learn about different spiritual practices – religions, faiths, beliefs, cultures.	14
I want to run my own business.	12
I want to volunteer, but I don't volunteer.	11
I am not happy with what I do with my days.	9
I don't like where I live.	7

I don't have help or support to think through decisions and choices about my life.	6
I am not connected enough to my religion, faith, beliefs or culture.	6
I don't like who I live with.	5
I don't like my job.	2
I volunteer but I don't like what I am doing. I want to do something different.	1



Highlights of what people said and the Recommendations.

See full report for details about what people said.

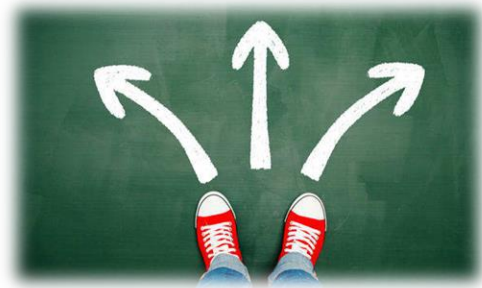
“Being able to have a voice and capable of making choices is better than having someone else make your choices for you.”

...Person who attended a consultation

People decide how they live their lives and make informed choices.

Making informed decisions depends upon the information that you get about the choice you are making. You get information before making a decision that explains both the good things and the things to be concerned about in a way you best understand. Good information that helps you to think about being happy, healthy and safe. When you make a choice, it should feel like the best decision you can make.

Most people said they know what it means to make an informed decision or an informed choice and gave examples of what it means.



“Sit me down, talk to me, tell me all the choices – then I pick what I want to do.”

“To have enough information to decide what we want.”

“Knowing the difference between a good and bad thing.”

“When you look at the pros & cons then you can make a decision.”

People were asked who makes the decisions that affect their life.

56 people said I MAKE THEM MYSELF WITH HELP FROM OTHER PEOPLE.

24 people said OTHER PEOPLE MAKE DECISIONS FOR ME.

20 people said I MAKE THEM MYSELF.



There are many things people said they would like to decide or choose for themselves more often instead of others deciding for them.

Some people don't feel confident to speak up for themselves and find it hard to let people know they want to be more involved in decisions that affect their lives.

Many people said they don't make enough choices or decisions about their life. Other people seem to make decisions for them.

Some people said they don't have help or support to think through decisions and choices about their life.

Some things people said.

"I want to do more things on my own and not have to tell everyone all the time."

"Independence, being able to go somewhere without telling anybody. I want to be able to go out & make mistakes on my own. I want to make mistakes."

"Let me have the option to choose if support is needed or not."

On behalf of people who communicate in different ways or don't use words to communicate and supporting them to make informed decisions.

"Build relationships – spend time with people, use intuition, watch actions, facial expressions, tone of voice."



“We do take the time to explain good and bad things – whether we are sure people understand or not – we still do it.”

“It is easier to do things FOR people – but we need to spend the extra time and give people opportunities to do what they can on their own.”

“People make choices all the time – but is it an informed choice?”

“All humans want a life of value, meaning, contribution and a life of exploring, meeting people and having fun.” ENDS

Recommendation Committee member

Recommendation 1: UNITI to teach people about informed decision making through resources, classes, workshops and videos so people have more opportunities and feel more confident to make choices for themselves.

Recommendation 2: To support people and provide classes and workshops for people to learn to do more for themselves.

Recommendation 3: Support people to build their confidence and self-esteem so they are comfortable speaking up for themselves through workshops, classes, toastmasters, counseling, etc.

ENDS 2.1 People are connected to personal support networks.

You have people in your life who you are close to and you care about. They help you with what you want and need help with in your life. They are not paid to be in your life. They can be family, friends, neighbours, co-workers, class mates, team mates, people you know from a group you belong to.



EVERYONE said they feel they have people in their lives they are close to, care about and trust.

EVERYONE said they want to have **MORE** people in their life that they care about and can depend on.

There are many things people want **MORE** help with in their life.

Many people said they don't have enough people in their life that they can count on or that are there for them when needed.

Some things people said.

"It's important to learn from people in our lives, so we know how to do it ourselves. That's what a support network is."

On behalf of people who communicate in different ways or don't use words to communicate and their personal support networks.

"A lot of people have families that are concerned about them."

"For some people we believe they would want more people in their life."

"Many people have wonderful paid support in their lives but very few natural support networks."

Recommendation 4: Support people to expand their personal support network.

- Everyone UNITI supports to develop their relationship map. This is where we can start to see who is missing in people's lives.
- Build community relationships and connections.

"If you have a relationship map, when you're struggling, you can see who to reach out to." ENDS Recommendation Committee member

ENDS 2.2 People have intimate relationships.

You have relationships that are important, close and loving. This can be close friendships or romantic relationships such as a best friend, a romantic partner, a lover, a marriage.

These are the people that it is hard to imagine life without. They are usually the most important people in your life.



Highlights of what people said

Love life:

Some people have a romantic partner in their life and some don't. Many people DO want a romantic partner.

Some people want to get married and have children one day.

Some people don't see their partner enough, don't go on enough dates or get enough private time with them.

Many people want to learn more about how to be in a happy and loving relationship.



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Having close friends is important to people. What people said about the friends in their life.

Some people don't have enough close friends and want more friends in their life.

Some people have enough friends.

Many people don't see their friends often enough.

Many people only see their friends at SHS programs and services.

Many people said:

They don't have a best friend. They don't have enough close friends.

They are concerned about not having a romantic partner. Not being in love with someone.

What are some things that get in the way of finding love or having more close friends?

People said it's hard to find places to go to meet people.

People said they don't have enough help to make friends.

People said they don't go out and about enough to meet people.

People said they don't have enough help to find a romantic partner.

Some things people said.

“It’s hard to get to know people. It takes time to make friends.”

“I am afraid of rejection.”

“Self esteem and confidence are low which makes it hard to meet people.”

“People with disabilities don’t get asked enough about wanting a love life or romantic relationship.”



INCLUSIVE LIVING: On behalf of people who communicate in different ways or don’t use words to communicate and their friends and love life.

“More unpaid close friendships would be nice for everyone we support. We need to pay more attention to this.”

“We need to create more options and opportunities for people to have a best friend or a romantic relationship.”

“People need to get out in the ordinary world and connect with people.” ENDS Recommendation Committee member

“Employment, social lives, living a good life. It’s all connected. I need to be employed to be able to feel confident and to afford to go out.” ENDS Recommendation Committee member



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“Find spaces where we can meet people in the same age group. And who are at the same place in my life.” ENDS Recommendation Committee member

Recommendation 5: Create a class/workshop about how to be in a happy and loving relationship.

Recommendation 6: People continue to tell us they want more friends, they want a love life, they want to see their friends more often and they want to see their love partners more often. Figure out how to address the barriers. Some of the things people said get in the way of finding love or having more close friends.

People said it’s hard to find places to go to meet people.
People said they don’t have enough help to make friends.
People said they don’t go out and about enough to meet people.
People said they don’t have enough help to find a romantic partner.

Recommendation 7: Have more opportunities for people to get together evenings and weekends. Bring back the Mix & Mingle on a regular basis so people can meet new people. Have them at a pub, restaurant, park, beach or in the community.

ENDS 2.3 People choose where and with whom they live.

You choose where you want to live, how you want to live and with who you want to live with.

This includes your community/neighbourhood of choice and the kind of home.



You choose to live with people you want to live with or live alone if you want to.

Highlights of what people said:

Most people live in a community they want to live in.

Most people like who they live with – some people do not.

Some people got to choose where they live – most people did not.

Most people feel they have enough privacy and space where they live – some people do not.

The top reasons people like about where they live.

It's close to my family and friends.

I have nice neighbours.



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It's a safe neighbourhood.
I live close to shops, stores and restaurants.
It's close to nature – parks, forests, mountains or the beach.
It's close to a bus stop/good bus route.
It's close to my job, school, or community program.
It's busy and fun and close to all the action.
Having a pet.
It's not close to things, but I like it because it's quiet and peaceful.

The top reasons people do not like about where they live.

Not close to my job, school, or community program.
Shops, stores and restaurants are too far away.
I don't know my neighbours.
Not close to a bus stop/good bus route.
Not able to have a pet.
Too far away from things, isolated and too quiet.
I don't live close to my friends.
It's too noisy and busy.
I don't feel safe.
I don't live close to my family.

Asking 55 people if they like who they live with.

45 said YES
8 said SOMETIMES
3 said NO

Asking 59 people if they got to choose where they live and who they live with.

23 people said YES
 40 people said NO

Some things people said.

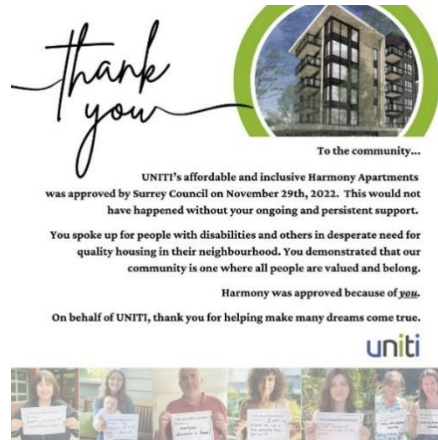
“One day I would like to move out of my parents house and live alone with some support. I always wanted to have my own home.”

“What’s holding me back from living in my own home is I can’t afford it.”

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don’t use words to communicate and about where they live.

“We believe people are generally happy – but we don’t know for sure as they have not had a choice about where they live.”

“We focus on providing a cozy, accessible home for people.”



Recommendation 8: Continue supporting CSN to find good home share providers.

Recommendation 9: As people think about where they will live when they move from their family home, educate people about what some of the living options are ahead of time so they have the



information and are more involved in where they want to live one day.

Recommendation 10: Continue advocating for Affordable, Accessible, and Inclusive Housing.

Recommendation 11: Continue helping people find jobs so they can afford to live in their own home if they want.

Recommendation 12: Regularly check in with people and ask if they are happy about where they live and who they live with.

“There’s many people who need full time support, but want to live on their own. Many don’t see independent living as an option, and get discouraged.” Ends Recommendation Committee member

**ENDS 2.4 People choose their work.
People have paid employment opportunities.
People have volunteer opportunities.
People have entrepreneurial opportunities.**

People choose their work.

- You have a job and get paid.
- You have your own business if you want one.
- You are working towards getting a job.

People have volunteer opportunities.



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- You volunteer somewhere that you want to volunteer.

What is happening in people's lives right now.

Some people have a job.

Some people volunteer.

Many people are still looking for a job.

Many people are still wanting to volunteer.

Some people want to have their own business.

Some people said:

I want a job but don't have one.

I don't like my job.

I want to volunteer, but I don't volunteer.

I volunteer but I don't like what I am doing. I want to do something different.

I want to run my own business.

What people like the most about their job.

The people and relationships: co-workers and customers.



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Feeling welcomed and included. Feeling appreciated.
The pay cheque.
Having a job they enjoy.
Having good support at work. Regular job coach check ins.

What people don't like about their job.

Health issues getting in the way.
Mental health gets in the way of stable volunteering and employment.
Getting up early.
Not making enough money.
Not doing a job they enjoy.
Finding transportation to work.
People who are mean and unkind.

Asking people WHY they volunteer.

People said **giving back and helping out is important to me.**

People said **to gain skills and experience.**

People said **to be involved and participate in my community.**

People said **gives meaning and purpose in my life.**

People said **it makes the world a better place.**

People said **my volunteer position is something I love and am passionate about.**

People said **to have something to do – fill my time.**

People said **it looks good on my resume.**

People said **it's on the schedule.**

People said **because someone else said I should.**

Some other things people said about why they volunteer.

“Helping others who need help.”

“It makes me happy.”

“Connect to more people & make more friends.”

“Keeps me out of mischief and keeps me occupied!”

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about work and volunteering.

“Many people are retired – either from a part time job or day program.”

“Many people have chosen a life of leisure.”

“One person is involved in volunteer opportunities and enjoys connecting with different people to expand their network, get out



and meet new people, be around people, helping others and has pride in having the position."

One of the keys to a good life is financial security.

"Most people with disabilities are poor and live in poverty. Lifting people out of poverty is about employment, jobs and getting people working." "ENDS Recommendation Committee member

Recommendation 13: Continue to help people find a job.

Recommendation 14: To have more volunteer opportunities in the community regarding what people are genuinely passionate about.

ENDS 2.5 People choose and use their environments.

People choose services.

People have recreational opportunities.

People have travel opportunities.



People choose and use their environments.

- You choose what you want to do and where you want to go. This includes where you live, work and play. You get out in the world and have opportunities to do interesting things in ordinary places.

People choose services.

- You choose how you spend your days.

People have recreational opportunities.

- You enjoy life when you are not working or going to school or a community service or program – doing things you enjoy and are interested in.
- Recreation is what people do for enjoyment. This can be for relaxation, fun, pleasure, entertainment, staying active, a hobby or something you are interested in.
- This includes ordinary places in your neighbourhood – not just places that are only for people with disabilities.

People have travel opportunities.

- If you like travelling, you go on enough trips and vacations to different places.

What people do during their days.

Many people enjoy their days and do a combination of things.

Some people said they are not happy with what they do with their days and would rather do something different.

What people said they like the most about their days.

Being around people they like – friends, classmates, co-workers, supporters, staff.

Being out and about in their community.

The variety – doing different things.
Doing something that makes them feel good.
Helping others or helping their community.
Their days are quiet and easy going.
Making money.
Education and learning.
Their days are busy and full of action.



What people said they do not like about their days.

Not making money.
It's too loud, noisy and too many people around.
Have to get up too early – not being a “morning person.”
Not learning new things.
Not getting out enough. Stuck in the same place all day.
Days are too busy.
Do not like the people they are around.
It's boring. Don't have enough to do.
Spend too much time alone.
Do not have enough support.
Do not like what they are doing.



What people said they want to do MORE of in their spare time and for fun.

I want to travel more.

I want to go out more on the weekends and in the evenings.

I don't have enough fun in my life.
I want to do things I enjoy and I am interested in.



If people are not doing things they enjoy as much as they would like to...how come? What is getting in the way?

Not enough money.

No transportation or rides.

I don't know how to make plans and arrangements.

I'm not allowed to go out at night or stay out late.

No one to go out with or to take me places.

Other people are too worried about me.

I don't go out on the weekends or evenings.

I don't know how to find out what is happening in my neighbourhood.

Community accessibility issues.

Someone else decides what I do and makes the plans for me.

Too far away from where I live.

It's not safe.

I don't have any friends.



Some things people said.

"I like to relax on the days I don't do anything."

"I stay home more then I would like. Transportation is a big issue for me."

"I want more freedom."

"Sometimes I am busier than other days and sometimes it can be overwhelming."

"Some days are too busy – need to find a balance."

"I want to do things with people other than my mom and dad."

"Income is the main barrier to me getting out and connecting with others."

"What gives people the right to say "You're not allowed to go out at night or stay out late"? We have rights. We are human beings as well."

"We want to do the same things as other people our age. I get that there are barriers out there...but we need to try to address them."

INCLUSIVE LIVING: On behalf of people who communicate in different ways or don't use words to communicate about what they do with their days and their free time.

“For people who live in UNITI groups home – everyone enjoys a combination of things to do during their days. They have full lives.”

“People’s days are balanced. The life style is balanced for everyone.”

“Some people would love to be going out more.”

Talking to people about getting older

What do you want to do with your days when you get older? OR now that you are older, what do you want to do with your days?

“Get married, have kids, live on my own and have more fun.”

“Stay in bed in my pajamas and have my favourite food and snacks.”

“Retire – but still want to be busy.”

“I would like to still volunteer.”

“I would like to hangout with my friends.”

“Hang out with my boyfriend and go on more fun dates.”

“Go on trips around Canada.”

“Join some kind of group activity with people my age.”





“Stay home more.”

“What I’m doing now.”

“Sleep in.”

What are you looking forward to as you get older?

“To be a more independent person, have more fun.”

“I don’t want to think about getting older.”

“Walking with a walker when I’m 80ish.”

“Getting engaged.”

“Getting married and having babies.”

“A great love life.”

“Just living my life now - the way I am living now.”

“Peace and quiet!”

“Retiring and sleeping in.”

“More relaxing time.”

“Spending time with family.”

“See my friends more often.”

“Getting older with my sisters and brothers I am close with.”

What are you worried or concerned about as you get older?

“Everything.”

“Having more health problems.”

“Getting sick.”

“I worry about my physical health.”

“My heart problems. It might get worse as I get older it might not.”

“Losing friends.”

“Being alone.”

“Passing away.”

“Parents getting older.”

“Worried about life and what happens to mom and dad, they are getting older too.”

“I am worried about if I will have support as I get older.”

“Harder to walk places.”

“I am worried that I might be in a wheelchair.”

“Mobility equipment that will be needed and the cost.”

“Nervous and afraid of falling.”

“That I won't have things to do during the day.”

“Where will I live.”

Talking to people about getting older

“Talking about our parents getting older is hard but good.” ENDS

Recommendation Committee member

Recommendation 15: Create supports and services for people who are older.

Recommendation 16: Through education and conversations, support people and families to be better informed and prepared for what life might be like when older.

What people do with their days

Recommendation 17: Continue to support people to have a choice of doing a variety of things during their days. Different opportunities and experiences. Check in regularly with people to see what is working and not working about their days.

What people do with their free time – for fun.

Recommendation 18: Figure out how to address the barriers that are getting in the way of people not doing things they enjoy as much as they would like to.

Not enough money.

No transportation or rides.

I don't know how to make plans and arrangements.

I'm not allowed to go out at night or stay out late.

No one to go out with or to take me places.

Other people are too worried about me.

I don't go out on the weekends or evenings.

I don't know how to find out what is happening in my neighbourhood.

Community accessibility issues.

Someone else decides what I do and makes the plans for me.

Too far away from where I live.

It's not safe.

I don't have any friends.

**“Community and fun does not happen from 9:00 to 2:00 pm.
EVERYONE WANTS TO GET OUT EVENINGS AND WEEKENDS!”**

**Send out a regular newsletter/email/calendar about what's going
on in different communities and neighbourhoods. Get the
information out to people!**

A North and South Campus Social Club could do this!

ENDS 2.6 People have educational opportunities.

You have opportunities to go to college, university, take classes, courses or workshops. You have learning opportunities.

Highlights of what people said:

In general, many people have not been to college or university.

In general, people would like to take a class, course or workshop about something they are interested in more often and to learn to do more for themselves.



Recommendation 19: Tap into community courses, classes and workshops and support people to attend opportunities they are interested in.

Recommendation 20: Create a resource to help people and UNITI employees know what community courses, classes and workshops are available.

Recommendation 21: Increase opportunities and variety of educational and learning opportunities within UNITI Community Services.

ENDS 2.7 People have opportunities to explore spiritual needs.

Spiritual means something that involves your spirit or soul. It is something that brings you peace and hope.

Spirituality means different things to different people. It might be your religion, faith, culture or beliefs. It might mean your connection to nature, the earth, the sun, the stars or the sea.



People have the right to have what they believe in their life and follow their beliefs.

Highlights of what people said:

Some people talked about why their faith is important to them.

Some people want to learn more about different religions, faiths or cultural beliefs.

Some people said they want to learn about different spiritual practices, religions, faiths, beliefs and cultures.

Some people said they are not connected to their religion, faith, beliefs or culture.

Recommendation 22: Ask people if they want help to explore their spirituality and their culture and provide the support they need.

Recommendation 23: Have more world celebration classes and events about different celebrations around the world. Include what they are about and why we have them. Include people UNITI supports in planning celebrations.



What are your hopes for your future?

What are your hopes for your future? What are you looking forward to in your life? What do you want to do with your life?

Getting married, having kids and living happily ever after.
Have a girlfriend. Have a boyfriend.
More education - learn more life skills.
Move into my own place. Move into Chorus or Harmony Apartments.
Move out of my parent's place.
To have my own home.
More freedom!
More travel.
Have more friends.
Get a job that pays well. To have more money. To have a successful career.
Working, volunteering and living my own life.
To have a balanced life. To stay healthy.
To always have a good support system.
More fun in life.

Final thoughts...

An important next step to think about is bringing people together to figure out how we can check in and see how we are doing with some of the recommendations over the years.

What ENDS are we moving closer to?

What do we need to pay more attention to?

What can we continue to celebrate, enhance or change?

What Next? ...

- The ENDS Recommendation Committee to deliver a letter to Doug Tennant with the recommendations.
- Complete full report with recommendations by the end of February 2023.
- Create a summary of report in plain language. Create a one pager of report.
- Present report to the Board of Directors in March, 2023.
- Share the report with organization, roll out and act on some recommendations.
- Align with the Strategic Plan.
- Figure out a way to check in with SHS to see how things are going with the recommendations.





Semiahmoo House Society
15306 24th Avenue
Surrey, BC V4A 2J1

UNITI ENDS reports

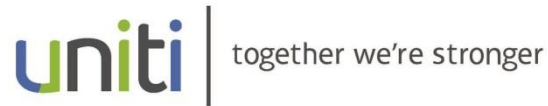
<https://uniti4all.com/home/about/reports-ends/>

ASK...LISTEN...LEARN...and then act on what we hear.



An Inclusive Community Values all People

Semiahmoo House Society
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