



# What's happening?

## from GRAHAM'S DESK

By: *Graham Morry, Executive Director*



### operating in the COVID-19 ERA

Never would I have thought that so much in the world could have changed since the last time we connected. **COVID-19** has redefined, both personally and professionally, how we live our lives—and in NACL's case, provide support.

NACL has been very diligent in ensuring that persons served and staff are kept as safe as possible, and we have prescriptively followed direction from the Provincial Health Officer (PHO). We were fortunate enough to have sourced Personal Protective Equipment (PPE) early, and went to mandatory mask-wearing early on in the crisis.

I am pleased to say that we have not had a direct case of COVID-19, largely due to the efforts of our frontline staff and the strong administrative team behind them.

For a week-by-week breakdown of how we've handled this crisis, please go to the following page of our website to review:



<http://www.nanaimoacl.com/event>  
(our "Happenings" page)

*The Power of Disability reminds us of what we have in common – the power to create a good life for ourselves and for others no matter what the world has in store for us.*

— *Michael J. Fox*



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# graham from the desk

# Continued...



## Housing



## UPDATE

As of May 15<sup>th</sup>, we have opened up a new youth home—**Westwood Lake Home**—on Ashlee Road, near Westwood Lake itself. This built-to-suit home, owned by BC Housing, will support 2-3 youth on a respite basis, with one full-time youth starting in June. The downstairs boasts a 2-bedroom suite for future capacity. Due to the complexity of these and future individuals being referred to us by the Ministry of Children and Family Development (MCFD), we have set a minimum qualification of a Children and Youth with Special Needs (CYSN) degree for the new Program Coordinator 2 (Supervisory) position at Westwood. Congratulations to Nicole Wright for being the successful applicant.

**Hammond Bay Home**, which is now vacant, was originally set to be sold; however, given the current market and the potential need for quarantine space, we will hold on to it for time being.

The **Uplands Housing Project** was shut down for one week in March, but has since been moving forward with about half a crew to allow for distancing. The completion date has been rescheduled for late July, with tenants in place by September 1<sup>st</sup>. We will begin building and training the new Outreach Support Team, starting in early June. The rest of the team will follow over the next two months. It is our intent to have the team in place by August 15<sup>th</sup> in preparation for the September 1<sup>st</sup> move-in date. We will also be recruiting tenants for the market housing units over the next few months. We were planning for a large grand opening ceremony, but will need to rethink that approach.



Our **CARF survey**, originally scheduled for June, has been postponed to October/November.

Our original May start for the **Strategic Plan "deep dive"** has been postponed to the summer.



Our dual fundraiser with the Nanaimo Child Development Centre, originally scheduled for April 3<sup>rd</sup>, was postponed to November 12<sup>th</sup>.

However, as it is not likely that gatherings over 50 people will be approved without a viable vaccine, we are postponing the **Rock for a Cause** event indefinitely.

Thanks for  
Understanding

what's  
**NEW**

**...at Kennedy Home!**

*By: Cindy Carano, Program Manager*



At Kennedy Home, we would like to welcome a new individual to our residence. We are busy learning all about her and all the great things she likes to do.

We are sticking fairly close to home these days, exploring our neighbourhood. DK is banging pots and pans at 7 p.m. to show his support of essential workers. I can see a drum in his future, for sure.

Our SRW has shown Zoom to a parent, and now they can chat and see each other (parent and individual) virtually. While it's not the same as getting a hug from your mom, it's a way to foster the relationship in a new way.

As we continue with our day-to-day activities, we look forward to seeing parents being able to visit (within the guidelines), to continue to nurture their relationships. Despite the new challenges we face, we are adapting and learning new ways of doing what we need to do. Like all new things, they can sometimes seem difficult at first—but we take the challenge on, full-speed ahead, and make it work. With that being said, I am so thankful for our staff coming to work with a positive, “can-do” attitude, and giving such great support to the individuals at NACL.

A big shout-out to all the staff that are making a difference in our NACL world! Your dedication and support make it possible for individuals to continue to live their best lives, and for that we thank you!



# Let's Talk communications



By: *Marlena Stewart, Executive Assistant*

Hi again, everyone! It sure has been an interesting time for all of us in the wake of the **COVID-19 pandemic**. Communications has become all that much more necessary at a time like this, on so many levels—not only for keeping us informed, but also to keep us connected socially with our personal and professional networks. Hope you've been able to stay in touch with the important people in your lives, and are staying safe!

In addition to the **regular updates on our website** with NACL's COVID-19 response (as mentioned in Graham's article on Page 1), we have also made sure to keep our **social media posts** constant—and hopefully both educational and entertaining for you at the same time! We've seen so much creativity with activities in our programs, as well as expressions of generosity towards us by the community—and we're very grateful to be able to share this with our followers. Thanks so much, everyone—let's keep it up!



We can definitely be **creative with how we generate material** for social media at NACL. If we don't have specific consent for people to have pictures and/or video of them posted, we can show the "how we got there," "what we saw," or the "end results" of activities, for example. If you went somewhere? Show us a scenery shot. If someone made something? Show us what they made. This way, people can still be made aware of the fun/cool things you're all doing without showing a person's identity. If you need any further guidance or advice, by all means please feel free to ask me! I'm always glad to help. 😊

Before I tell you about our future plans, which is definitely related to what I've spoken about above—I'd like to give a special **"shout-out" to Bhakti Dave**, who just completed her VIU internship with us on May 8th, for all her help with various marketing-related activities for NACL since late January. Her enthusiasm and willingness to learn, despite having to dramatically change how her internship was conducted for the past several weeks, was very much appreciated!

As you may know, we have a **Communications Strategy** in place that we have been implementing over the past couple of years under the guidance of consultant Pat Bugera. We are now moving towards Phase 3 of that plan, which we've had to refine in light of COVID-19.

Originally, we were going to have people go out and speak to service groups, etc. about NACL's programs and services, something we were calling Speakers Bureau, as a lead-up to our **35th anniversary** in 2021. Since we can no longer do that (at least at the moment), we've decided we should focus on telling **NACL's "AMAZING STORIES."**

We want to tell **NACL's overall story of the past 3+ decades** from the perspective of people who've experienced it—that ABSOLUTELY means persons served, staff, etc.—some of whom who've been with us from the very beginning, or close to it! In doing that, we also want to showcase the evolution/innovation of our programs and services over this time. We've come a long way, and we have a LOT to be proud of...so, let's SHARE that! This means bringing together snippets of stories to stitch together our overall story. 😊



## WATCH.THIS.SPACE

We hope to get this going in the near future—so keep **watching our website, our social media, and here** to see us start telling these stories very soon with specific branding, like what you see here on the right!



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@nanaimoacl



## ...at Sherwood Home!

By: *Cindy Griffin, Senior Residence Worker*



Hello from Sherwood 😊 – formerly Hammond Bay South. This year is kind of a weird one so far, isn't it?

We have tried to keep things as interesting and as busy as possible for Liuking. Easter got him popping a lot of balloons to find all his Easter chocolates. He had so much fun!!!

We have been walking every day (weather dependent) to keep up with our exercise, and also doing some in-house exercises. We have also been having little picnics in the park/field close to home.

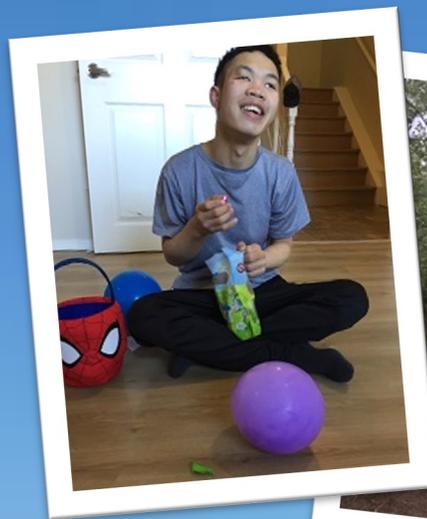
We have discovered Liu's new love for scaring Cindy when he pops his balloons of various sizes!!! And, we found that popping bubble wrap also puts some very big smiles on his face!

Samantha helped Liu make a card and some paper flowers for his mom for Mother's Day. She was very happy with her gift. 😊

Liuking has an 18th Birthday coming up fairly quickly (May 23rd), and we are hoping to plan something pretty special for him, considering our limitations at this point.

We would like to give a shout-out to Dan Stapleton for stepping in and filling in for Mike Caines. Thank you for all your hard work, dedication, and input during your time with us. It is greatly appreciated!!!

And lastly, huge thanks to Angela—who helps us every day to be the best WE can be, to assist Liuking to be the best HE can be!



I ❤️  
my mom :)



# OHS & NEWS

OCCUPATIONAL HEALTH & SAFETY



By Peter Letts,  
Quality Assurance Manager

The **OH&S Committee** has undergone some changes recently!

Aidi Yang and Max Miles are now the **Worker Representatives**, while Peter Letts and Randy Humchitt are **Management Representatives** – with Gretchen Brown as the alternate for Management. See Randy’s article for our expressions of gratitude to Gina Tremayne and Glenda Stroomer, who previously served on the committee.

We would like to recognize the Senior Residence Workers and Program Coordinator 2, who are Health and Safety **Site Representatives** for the staffed residences. The homes have between 9 and 20 staff each, including casuals – so we have to make sure we have a Site Representative at each home. Note that the programs located at Head Office are covered by the main OH&S Committee.

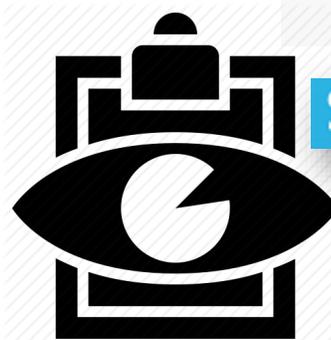
During this COVID-19 crisis, the committee has been providing important input into the **Pandemic Response Plan**. Worker Representatives have kept us informed of employee concerns and issues, and we have done our best to ensure these concerns and issues are addressed and, where necessary, incorporated into the plan.

And while the physical distancing rules have prevented us from continuing our **Healthy Teams seminars**, we are looking into other ways to continue this training through online video sessions. Committee members are also working to maintain **training opportunities**, and thankfully many online training webinars are being offered. We have recently completed several webinars dealing with OH&S during the COVID crisis.

A priority for the committee in the next month is to complete **site inspections**. We will have to look at alternative safe ways to make this happen – and with the help of the Program Managers and the Health and Safety Site Representatives (a.k.a. SRWs/PC2), we are confident we can maintain this important function while ensuring the safety of people in the homes.

The committee meets on the fourth Thursday of every month, so May 28<sup>th</sup> is our next meeting. Please address any **health and safety concerns** to your Site Representative or Max Miles.

In the meantime, **stay safe!**



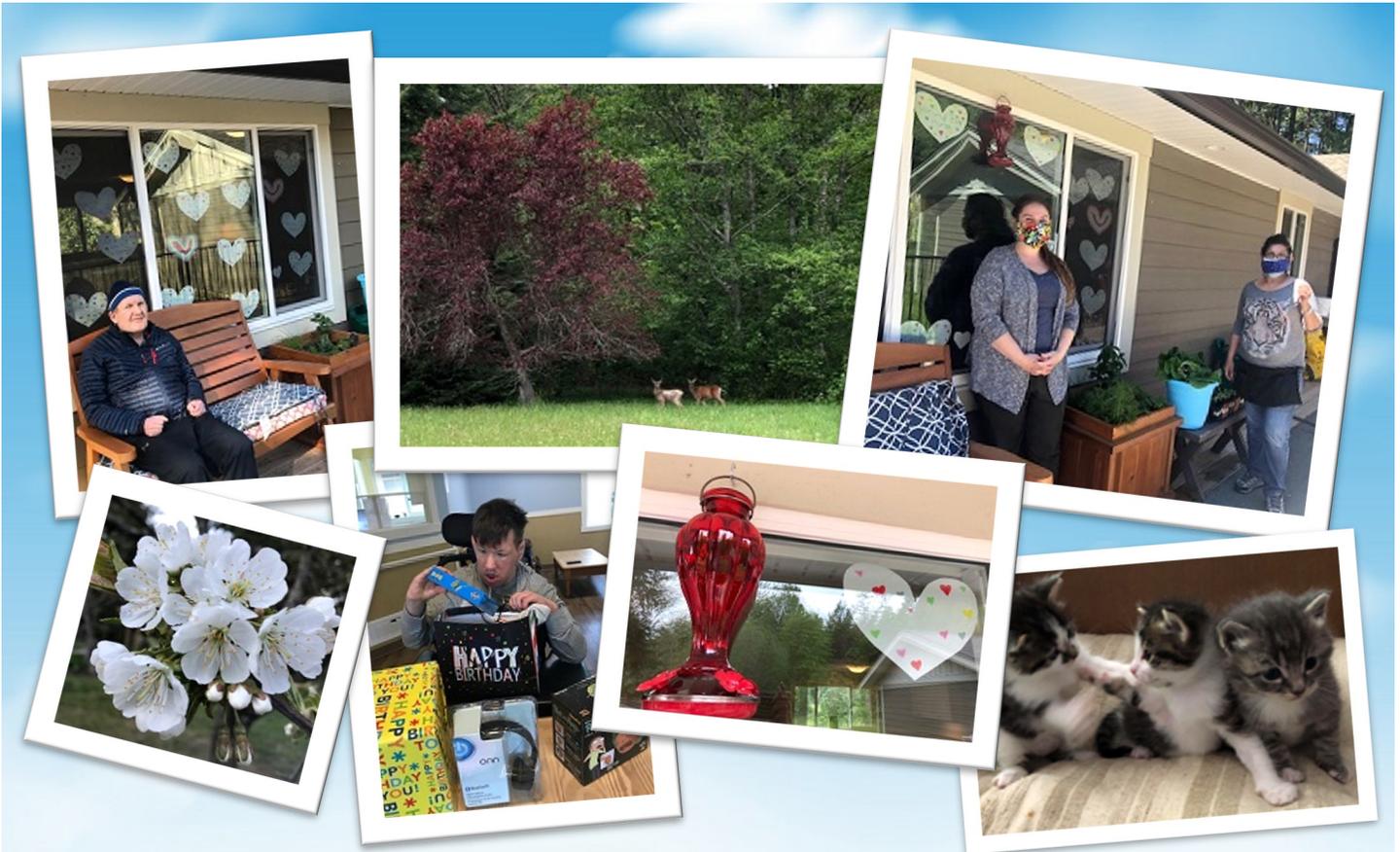
Site Inspection





# ...at Maxey Road Home!

By: Gretchen Brown, Program Manager



Hello from Maxey!

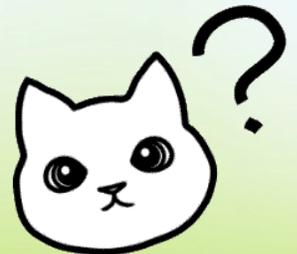
Even in these unusual times, we are busy and having fun. On nice days, we are getting out and enjoying our beautiful yard and deck.

We are taking lots of drives and going on walks (avoiding crowded areas) to keep fit—both physically and mentally.

We're also contemplating adding a kitten to our Maxey family, since Kennedy Home has paved the way. More info coming in the future... ☺

One of our persons served received a karaoke machine for his birthday, so once we are able to get together he will be arranging karaoke parties at Maxey.

Our team sends our thanks to all the staff and others who are sewing face masks for us!



# Program *update*

By: Jennifer Carano, Community Services Manager



## ACTIONS DAY PROGRAM

### We've made some changes.



COVID-19 has meant big changes for Actions Day Program. It has given us an opportunity to discover what kind of support is truly important and needed for the individuals we have.

We have changed our format from group programming to small groups and 1-1 individual supports. While we still have a few people coming into the program that need support and ongoing daily interactions, most participants have chosen to stay at home.

We continually reach out to individuals and their supports to make sure they are doing alright at home. For some, they have identified the need to have in-home supports on a 1-1 basis, as well as 1-1 activities in the community. Some have opted for phone check-ins, and some need to still connect to their friends over karaoke!!! The staff have started video calls and chats with individuals at home – they have a chance to talk to staff and participants in the programs, and we also help connect them to others who are at home.

We have taken this opportunity to get creative with technology, too! We just hosted our second Dance Jam over Zoom, and it was enjoyed by all who participated.

Another change we have made was the switch from Support Workers (and Accountants) to SEWERS! We reached out to our teams to start a mask-making project for our staff, participants, and family/friends of NACL. The staff at Actions have been working diligently for the past month, using any free time they have to making cloth masks. To date, they have made just over 500 masks. GREAT JOB, TEAM!!! I appreciate all your flexibility and willingness to help wherever needed!



POWERED BY *Awesome*ness.



# Program *update*

By: Sara Gilks, Program Coordinator 1



## ACTIONS DAY PROGRAM

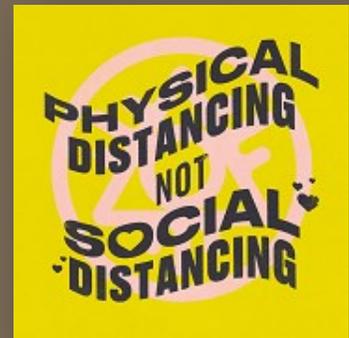
**"We need to take care of each other while we stay apart."**

- Dr. Bonnie Henry, Provincial Health Officer



Actions has been drastically different since the COVID-19 pandemic hit. We have had to completely change our day-to-day work, having far fewer participants into the program. For some of our staff team, that has meant going to people's homes and supporting them from there...plus, we've been helping out some folks in home share who are needing a little extra support at this time.

We have gotten creative by using Zoom to hold virtual Dance Jams, plus chatting to people via FaceTime. We have an ongoing project, sewing non-medical masks that we are all working very hard on. With fewer people around, we've been able to do some 1-1 projects like making sushi, cooking, sewing, ironing, and making crafts.



Let's Eat!



BE KIND  
BE CALM  
BE SAFE

Face Mask Sewing Bee





By: Michelle Gan, Administrative Assistant

Wow, what an wild ride we have been having since our last update! Our current reality has taken a few twists and turns, and it's pretty exciting how we are adapting to all these new changes! A lot of our platforms have changed, so yes—we are still recruiting amazing people like you. HR's Onboarding Team has been conducting many great interviews and orientations online via Zoom.

Without further adieu. I would love to welcome the newest employees who joined our NACL family since our last report:

**RACHEL CULBERTSON, TERESA DREW, EVAN MADGE, OONA BARRERA, JOEL ROSZMANN, ANN-MARIE AVEY, RICHARD CHISHOLM, JOANNE THOMAS, KIMBERLY RITTER, RON LIND, and LOUIE GLENN LUNASCO.**

Let's congratulate these employees who obtained either temporary or permanent postings since our last Bulletin—at their current status:

- **FENELLA LOTZER** – Permanent Part-Time Vocational Counselor, NACL Employment Services
- **COLIN PIPPY** – Permanent Full-Time SRW, Nottingham Home
- **SHALEY MARINO** – Temporary Full-Time Floating Program Manager, Admin
- **JENELLE REIMER** – Temporary Part-Time CSW, Maxey Road Home
- **HANNAH JANG** – Permanent Full-Time CSW, Kennedy Home
- **NICOLE WRIGHT** – Permanent Full-Time PC2, Westwood Lake Home
- **TRACEY BARNES** – Permanent Part-Time CSW, Portsmouth Road Home
- **DAN STAPLETON** – Permanent Part-Time CSW, Westwood Lake Home
- **JOANNE THOMAS** – Temporary Part-Time CSW, Maxey Road Home
- **CARMEN CLARKE** – Temporary Part-Time CSW, Kennedy Home
- **SAMANTHA BRAHNIUK** – Permanent Part-Time CSW, Turner Connection Home
- **RHONDA LUSSIER** – Temporary Part-Time CSW, Jingle Pot Home
- **STEVE CLARINGBULL** – Temporary Part-Time CSW, Caspers Way Home



*You Make a Difference* Thank You for all you do!



ALL THINGS



*By: Barb Barry,  
Person Centered Practices/  
Employment Services Manager*

## TRANSFORMING TEACHING AND LEARNING



We have changed the way we do things due to COVID-19, and that includes postponing our 2-day training until we can safely gather again in small groups. In the meantime, being able to facilitate plan creation and reviews has been my PCP focus.

I have been busy helping to facilitate individuals' Person-Centered Plans with Program Managers and individual staff, as well as teams. This is part of an ongoing review with the writing and documenting of individual plans (all of which is reflective)—our collective “moving forward” with Person Centered Thinking to Person Centered Doing to Person Centered Documentation.

I see it reflected in your documentation—the commitment and dedication you have to providing great support to individuals that has helped, and is helping, each person to lead the lives they want...it's impressive!

Because we have needed to change our focus of support, many of the goals for individuals at home at work and at play have changed. We are seeing many very creative supports happening—and again, we're seeing that reflected in PCPs.

## NEXT STEPS

Our next steps are to complete and update plans and, as always, measure those goals that come from a plan. Program Managers and SRWs/PC1s have been leading the way when pulling together all the important information in a plan in Residential Services. The “how-to's” look different in each—this looks different in each program area, with Actions Day Program and Employment Services also working hard to talk with individuals and develop their individual plans.

## FUTURE LOOK

Starting with the Actions team with myself and Jennifer Carano, Randy Humchitt will be leading us through the Working/Not Working Analysis. The W/NW skill is a very powerful way for us to determine our next action steps. I am really looking forward to this, as it will help us to create and define our PCP review process.





## ...at Turner Connection!

*By: Doug Rollings, Community Support Worker*

These have been interesting times at Turner Connection Home. Everyone is waiting to do their favourite activities. In the past few months, our residents have watched multiple movies, sat outside or went for walks, enjoying the sunny days...ate some really good baking, and endured the staff's awful jokes. 😊

Summer is coming with the expectation of fun times—who knows, maybe even a trip to Woodgrove Mall!

Thankfully everyone at TCH has been healthy and in pretty good spirits.

This month we say farewell to Victoria and hello to Samantha in her new part-time CSW position.

Shirley joined our team in a full-time position last October—we all enjoy her great cooking and fun personality!





**News & Updates**

*By Peter Letts, Quality Assurance Manager*

When the last "What's Happening" Bulletin was released, the Quality Assurance Department was gearing up for another round of surveys and preparing for the CARF survey that was to be in June. Since the COVID-19 crisis hit, we have shifted our gears to risk management efforts and training for staff on working during a pandemic. This has included training on Personal Protective Equipment (PPE), conducting a COVID-19 point-of-care Risk Assessment, and understanding the Pandemic Response Plan.



Fortunately, with Google and ShareVision we have been able to conduct some of our surveys online, so we have been able to gather input from several groups—and we thank the staff who helped get those responses, as well as those who responded themselves.



The CARF survey has been postponed to an October or November timeline, so fortunately we will still have ample time to prepare—ensuring continued success with our ongoing accreditation.

As spring progresses, the QA Department is gearing up for another performance review cycle, and that starts with a look at (and assessment of) the various annual plans that we have in place to guide us. This includes plans that focus on things like accessibility, technology, and diversity, as well as the strategic plan. We evaluate how well we've been able to achieve the items laid out in the plans, and this forms part of our review for the year—in turn, setting the benchmarks for achievement next year.



A big part of the performance review for the last year is looking at how effective we were in making the Person Centered Planning process work for the people we serve. We'll look at each plan and the resulting goals and progress, and see what kind of overall progress we've been able to make. Of course this year will be unique, with many initiatives on hold due to COVID-19—but we will continue to do what we can, under the circumstances.



We look forward to the CLBC includeMe! survey results on the quality of life of people served, and early indicators are that the results are very encouraging. The final report should be completed soon. Thanks to all those who participated!

**A special thanks to our staff for maintaining a healthy and safe environment for everyone! Stay safe out there!**



By: Brianna Otto, Senior Home Share Manager



Hello to each of our Home Share Providers and all of the people we support.

As we navigate the new territory of COVID-19 and what that looks like, we want you to know how much we miss our visits with each of you. Through this process, each of the Home Share Managers have mostly been working from home to keep with social distancing practices. This means a lot more phone calls, rather than our typical home visits. We can't wait to get back to being able to see you. We take this seriously, and want to ensure you and we are all safe.



As you all know, we have been working through the request for support funds related to COVID-19. Each of you should have heard from either myself or your Home Share Manager. Please do not hesitate to reach out if you have questions or concerns about this process.

I am excited to see the sun shining, and to spend more time in my garden. I am learning through this process just how lucky we are to all be healthy and safe. Teaching my daughter about social distancing has been a whole other story. I know some of you will also know just how challenging that can be!

Each of the Home Share Managers have added a little something to this bulletin as well! ☺



Everyone is doing well, staying home and finding things to do around the house and in the yard—outside- chores, renos, and spring cleaning. Some are looking at starting a garden, while others are tackling things they may never have tried before. The current challenge has nudged everyone to step outside of their comfort zone and get creative with filling their days. A huge thank you goes out to all our providers for stepping up and providing fantastic support to the people you are sharing your lives with. Your dedication and time spent are very much appreciated.

Sending a heartfelt thank you to all our Home Share Providers for your exceptional work, dedication, and commitment to the NACL family. During these difficult times, providing a safe, caring, and healthy home is so important to you, your family, and the individual you support. Looking forward to better days ahead!



I would like to thank all of the wonderful Home Share providers that I have had the privilege of working with. We have all been a part of unseen events for our generation as a result of COVID-19. This has impacted everyone—jobs, homes, families—and has changed the way we support people and deliver services.



Throughout this global pandemic I have seen our service providers become so creative to continue to provide the best support they can, while working from home, home schooling our children, socially distancing, and with day programs closed. Your ability to “roll” with events, your commitment to the people you support, how much you care for them, and the phenomenal work that you do is inspiring. You are all highly valued to the people you support, to their families, and to us.



A final thank you—we appreciate you, and can't wait until we can see you all again!



# What's Happening

## ...at Nottingham Home!

By: Angela Trimble, Senior Program Manager

Happy Spring, NACL! ☺

Nottingham Home has been a bustle of activity, even in these restricted times. Sometimes slowing things down a little reminds us of what's really important...like FaceTime calls with friends and family, writing good old-fashioned letters, crafting, and exploring our beautiful island home.

We were lucky enough to have some very sweet visitors this past month. Our Nottingham guy, as well as the staff, really enjoyed seeing brand new baby chicks! What a way to welcome spring! Thank you for sharing with us, Nikki... ☺



We celebrated a birthday outside—socially distant—with one very happy man! I have to give a big shout-out to the Nottingham Team for remaining so consistently cool through these strange new days!

I would also like to put a very special thank you out to Lanita Audet. She has been integral in setting up this new home, supporting a new team and a new person served to NACL. I am grateful for the new relationship we have formed, and very appreciative of the support she's given to me as well as the team.

Lanita will be returning to her former FT position at Jingle Pot Home on June 1, 2020, as her temporary assignment has come to an end. Lanita will be missed by her team and person served greatly!



Thank you  
Lanita





Program



EMPLOYMENT SERVICES

By: Barb Barry, Person Centered Practices/Employment Services Manager



Here at NACL Employment Services, we continue to support individuals in the most creative ways possible – and by taking advantage of various social media to keep connected. We are also in touch with businesses and families in ways that enhance the work experience for both employees and job seekers.

Since March, as our working reality changed significantly, families and caregivers have really stepped in and are meeting the challenges of how to maintain and improve skills while at home. Thank you to all employees, job seekers, and their support teams at home.

Meanwhile, our Employment Team has also been doing physical distancing “driveway meetings” and finding other creative ways to engage with individuals and keep connected to each other – ultimately with getting back to work in mind.

As we move forward in these challenging times, I am constantly impressed with everyone’s resilience – and while we miss seeing you in person, please know that we are still here – providing support to you in new and different ways.

Stay well! ☺



**And Now,**  
**a Message** FROM *Margaret*  
Employment Specialist

Here is a glimpse from the Employment Team!

Once-a-week check-ins have been happening either via phone or Zoom. During this time, Employment Specialists have been exploring with caregivers how to engage with each other and keep up the imperative skills needed to maintain and support a return to employment, when the time comes.

As the weeks go on, we’re practicing and learning skills that work with employment – repetitive counting, memorization, and accountability have been improving at a fast rate. Involving the families, they are able to see firsthand the importance employment is for their son, daughter, or other person in their life.

Some of the feedback given by caregivers and parents:

- **Teaching a job seeker to keep up and improve counting through files and record documentation:** “I am so happy you are doing this with us. NACL has promised us from the beginning we would be a part of the planning, and now we are.”
- **Assisting a job seeker to quickly recall letters:** “I really didn’t know if she was able to perform at this level; I was told it wouldn’t be possible. It is wonderful to see her engage in the work she needs to do to maintain her employment.”

# And Now, a Message FROM Fenella

Employment Specialist

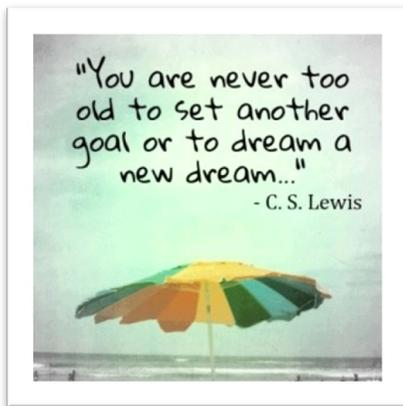
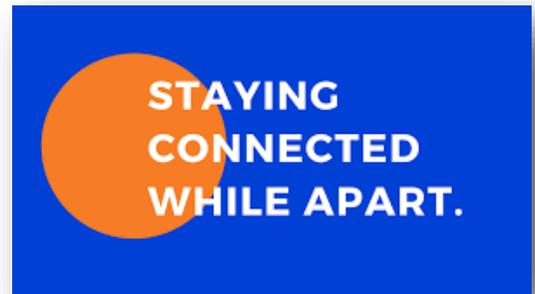


*resilient*

It has been a strange time...a time of adjustment and change in the way we support persons served in employment.

What has inspired me is the resilience and flexibility the people I support have demonstrated. I'm particularly proud of individuals who choose to stay working during this pandemic. I am impressed that early on in the social distancing mandate, those in Job Development could still focus on doing an online job search and work with me in creating cover letters for future employment. Looking to the future was a real stretch for some, but they went on that journey with me anyways. The people I support have adapted well to video chats, and recently, social distancing outdoor check-ins at their respective homes.

I have checked in weekly with the people I support. They all seem eager to talk and tell me what they are doing, and how they are coping with social isolation. The biggest support I have given people is the encouragement to go outside and exercise while social distancing. The feeling of safety while being outside and social distancing is something many are now feeling more at ease with.



The goals we have for people are less directly employment focused, but more about building skills for successful employment. These include being independent with remembering our weekly appointments by using phone calendar reminders, workplace etiquette, and having good communication skills at work...plus, reviewing and coming up with strategies to improve at a current job. The human connection has helped people's mental health in such a positive way.



**COVID COPING**



written **BY** LAURA

**Intro by Debra Buvyer, NACL Employment Services' Program Coordinator 1:**

In our last issue we introduced you to Laura, a writer who is in the NACL Employment Services program. She is writing content for the Nanaimo FoodShare's website, brochures, and for their soon-to-be-released social enterprise: Soup! Currently, Laura is writing a chapter book—it's a romance western!



# COVID-19 THOUGHTS

CORONAVIRUS

Have you ever wondered if something so negative, could ever be turned into a positive perception? This virus has spread throughout the world in a matter of days, countries have been affected, some more than others like Italy and Germany. Several people in hospitals, some deaths, and businesses losing money because of closing. People taking precautions for their health by staying at home and hand washing several times a day to keep from getting sick. Though there is a lot of negativity with this virus there is on the other hand positive results in this.

Sometimes it's hard to see the good side of bad situations, but there is when you think about it. One of them is COVID has brought families together to do more things with each other, such as eating at home, saving money on eating out and allowing them to cook favorite meals together and tasty desserts. Personally, I believe that families are bonding together by finding things to do with each other, such as games, nature walks, crafts, and something simple as a puzzle to work on.

When asking a friend, she told me that her positive outcome is being able to spend more time with her family. She has been able to do more things she enjoys, such as gardening, baking, spending time with her kids, helping them with schoolwork, since they are doing school online. Keeping clean in homes are also a strong suit, staying clean means staying healthy and happy, while other families are learning musical instruments or working out inside the homes.

Furthermore, COVID has also lowered the gas prices for people that are coming and going; although people are not traveling, they do drive to stores for food, and places with parks to go for walks to enjoy nature and fresh air by the water. It has allowed people to save money.

In conclusion, COVID may have many reasons why the negativity is so strong, but the positives are bringing out more unity in the homes, compassion for one another and it's easier to reach out and help others when possible.



PUTTING THINGS INTO  
PERSPECTIVE

# What's NEW

## ...at Westwood Lake Home!

By: Angela Trimble, Senior Program Manager

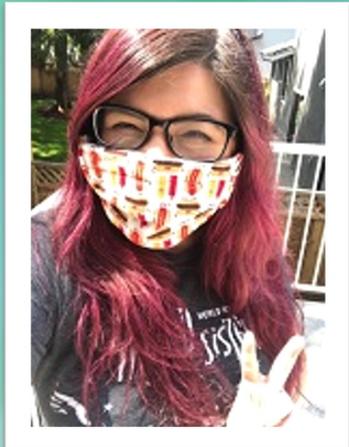
Each spring comes new growth and change – Spring 2020 has that and THEN some!

As you may have read in Graham's report, we have just moved in to our new (almost) lakeside home! Aptly named, as it is just a short walk for our kiddos to head over to the beach or trails whenever they like. One of our regular spots to go has always been Westwood Lake, as it seems to have some of the best digging spots. If you've ever had the pleasure to meet E, you'd know this is one of his most favorite pastimes. ☺

We expect over the coming months to welcome at least three more youth, and we all can't wait to get started!

Staying the same are the four FT gents that have been consistently supporting our kids for some years now. "Thanks for staying the course with me, guys!" We've also added two new PPT staff, Victoria and Dan. "Welcome to the team!"

And, as of this week, I am already grateful for Nicole, our new PC2. Nicole is a firecracker, and sure to keep me on my toes as well as add some significant depth to the complex needs of these extraordinary kiddos!





By: Randy Humchitt  
Deputy Executive Director

# employee services Report



When the pandemic came into our lives, we were in the midst of agency-wide training in “**healthy teams**”—an event that had 30 people in a room, sitting at tables “elbow to elbow.” In some ways, it seems like a lifetime ago that we could congregate so freely. Since that time, we’ve all had to adjust to a “quarantine, physical distancing” world. We’ve had to make big adjustments to how we work and live in order to protect the people we serve, each other, and the broader community from this threat. Here’s some examples of the change and resilience I’ve seen this past quarter:

### COVID-19 Guidelines

Much of my work has focused on ensuring that staff and contractors have the most up-to-date information regarding COVID-19. My goal has been to create guidelines that are concrete, current, and easy to follow, so you can focus on the heart and soul of our work—helping the people we serve live their best quality of life, pandemic be darned! Working largely from home, my dining room table has become “COVID-19 Central.” It’s a bit like being in university—set some learning outcomes, conduct the research (from various provincial health, funder, and provincial sector support websites), condense the information into a report, submit for feedback (thank you OH&S Committee members and Senior Management Team for your input!), and release the final report (in this case, procedures). It has been a privilege to be a part of the COVID-19 health and safety strategy for NACL in this regard.



### Visit to Maxey Road

I had the pleasure of spending a morning at Maxey Road Home on Friday, March 20<sup>th</sup>. It was a chance for me to see the morning routines of the people we serve so that, if needed, I can be a backup support in the residential programs. It’s a different world since I was last in a residential program...way back in 2010! The people we serve are as awesome as they’ve ever been, and their care needs are more complex. I had a sense of this complexity of support as a member of the OH&S Committee (in reviewing incidents related to lift, transfer, and physical care protocols). It wasn’t until I saw it in person that I understood how much these considerations add to the work! And yet, the staff on shift were efficient, effective, and super person-centered regardless of these considerations. It was so great for me to see the staff in action. They made care look effortless, and it was clear to me that they each had a rich relationship with the people we serve. I’ve no doubt that this quality of care is mirrored in every NACL program. Add on top of this the COVID-19 procedures and enhanced PPE/disinfecting guidelines, and it is clear that you are all superheroes in plain clothes. A humbling experience, indeed. Thank you to Amy Schwartz, Michele Miller, Angela Forcier, Kevin Labrentz, Jim Boris, and the residents of Maxey for opening your home and selves up to me.



## The Clay Tree “Fab Five”

Community spirit is alive and well. Our own Graham Morry approached Glenys Patmore, the Executive Director of Clay Tree Society, to discuss the potential of having Clay Tree staff provide “emergency casual relief” to NACL in case of a critical staffing shortage due to COVID-19. Glenys’ answer was a resounding “YES!” This sort of innovative idea requires a lot of “behind the scenes work” to implement, from an expedited onboarding process (thank you to Glenys and everyone in NACL HR Transactional for creating it!), having union agreement from both agencies (thank you CUPE and HEU!), to setting a new on-call procedure for managers to access this support if/when needed (thank you management team for your input!)...and of course, the staff at Clay Tree who put their names forward to help—it is a large endeavour. Five staff from Clay Tree have been hired into a temporary relief arrangement at NACL, with specific parameters for their positions. They will be called for “emergency relief” shifts in case of a COVID-19 outbreak and at the point where NACL has exhausted its internal list and has been unable to find shift coverage. We could think of these “Fab Five” as “the respite list for the respite list.” As such, they are not assigned to programs like a typical casual staff (there are not seniority hours, and they are precluded from applying for internal postings). **Thank you to Glenys and the “Fab Five” for offering your support!**



## NACL Casual Staff

Casual Community Support Workers are a critical part of our agency. Without them, the temporary and permanent staff would not get the relief they are so deserving of, and the people we serve wouldn't have their lives touched in a positive way by an expanded group of diverse humans. I have always been heartened by the commitment of the casual staff to the association— especially now, during this pandemic. Casual staff:

- ✓ Understand the concerns of multiple worksite risks, and have diligently followed procedures to ensure that universal precautions are met;
- ✓ Have changed their availability to meet the potential increased demand for relief coverage;
- ✓ Have offered to orientate to additional programs, expanding their knowledge and skills sets in stressful times; and
- ✓ Have been understanding of the reduction in casual hours in a COVID-19 world (less time off for temp/permanent employees).

I have the pleasure of connecting with casual staff on a regular basis; it helps me feel connected to the heart of the work. **Thank you all for your continued contributions to NACL!**

## Health and Safety Committee

Without a robust and engaged OH&S Committee, we wouldn't be able to adopt the necessary COVID-19 procedural changes as quickly as we have. By promoting a culture of safety in the organization, particularly by the OH&S worker representatives (and as evidenced by the remarkable adaptations all staff have made due to COVID-19), health and safety procedures have been understood and welcomed by the staff at large.

Peter and I credit **Gina Tremayne** and **Glenda Stroomer** for this. Since I became a committee member almost two years ago, I have witnessed their passion and commitment to staff safety. At the OH&S meetings, we have had passionate debates, shared lots of laughs...and above all, have made some significant progress in embedding a culture of safety into the organization. Glenda and Gina have taught me so much about balancing the perspective of needs between staff and persons served, and about the importance of a “safety first” ideology. If you ever chat with them, ask them how many times Randy Humchitt cried in an OH&S meeting! In a bittersweet but understood turn of events, both have parted from the committee (Glenda this past December, and Gina this past April). Pete and I thank them both for their years of service on the committee.

On that note, on behalf of Pete and I, we welcome **Max Miles** and **Aidi Yang** to the OH&S Committee! We are excited to carry on this important work with both of you at the table. Thank you also to **Gretchen Brown** for agreeing to be the formal “alternate employer rep” in times where Pete or I are away.

I am proud to work at NACL. The staff and contractors are the best of the best. To close my bulletin submission, I leave you with a quote. In my mind, it is the work of every single one of you:

***“...saving lives, one day at a time, just like always.” – Spencer Smith***

what's shakin'



...at Jingle Pot Home!

By: Jamie Telford, Senior Residence Worker



With the weather getting nicer, all of us at Jingle Pot are planning outside activities to keep things upbeat during these times.

Wendy has already planted her garden outside, and loves to smell and water all of her flowers. She also likes to sit beside her garden in the sun and colour. Kathy has asked to go bowling, so we are going to buy a lawn bowling set so that we can be safe and bowl at the same time. Kathy is also enjoying walks around the neighbourhood, and going out for drives. We also enjoy our movie afternoons when the weather's not so nice.

To stay connected to our families, we have been making a lot of phone calls to loved ones, and we have FaceTimed with them as well. Being able to see and hear our families helps lift everyone's spirits, but we still are looking forward to when it is safe to give them hugs.

Also, our honeybees are back and are busy pollinating all the blossoms with the return of the nice weather! Everyone here would like to thank all of those who have put in their time and effort into making cloth masks. Staff and persons served love all the bright colours and patterns. We hope that everyone is finding ways to stay positive and safe!





# IMPROVE & GROW

By Barb Barry, Person Centered Practices/  
Employment Services Manager

To all coaches – **thank you for your commitment** to the Coaches Team, and for continuing to help us grow our person centeredness at NACL.



In December 2020, the Coaches met for a **planning session** where we took a deep look at how things were going, and how we could keep on our “mission” of growing person centeredness. At NACL, we are person-centered thinkers who have moved to person centered “doers,” and now are focusing as well on our person-centered documentation.



## DEVELOPING TERMS OF REFERENCE

Randy led us through an exercise where we defined our **Terms of Reference** moving forward. What this did was really help ground us to our work as Coaches, and to each other. Also, when looking at our roles and responsibilities, we also reaffirmed our purpose as Coaches and as a team.

The Terms of Reference are available for you to see on the Coaches’ Corner page on ShareVision (I encourage you to read them!), along with all the Coaches Team Minutes.

In our most recent Coaches meeting in April, we each committed to doing **our own Learning Log** “as a coach.” This not only gives us more practice with the skill, but always helps us to really think about how, where, and when we have each had a meaningful “coachable moment.” We will review and reflect on our learning in our meeting on May 26<sup>th</sup>.

In addition to your Program Manager and SRW/PC1 (as in most cases, they are one in the same), there is a Coach in each home or program to help teach and guide you around Person Centered Thinking Skills, like the Learning Logs.



In closing this time around, I’d like to welcome to **Nicole Wright** (from Westwood Lake Home) and **Lanita Audet** (from Jingle Pot Home) as the newest members of the Coaches Team!





## ...at Caspers Way Home!

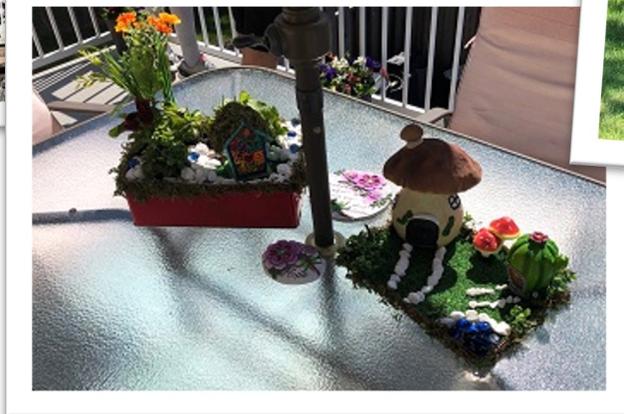
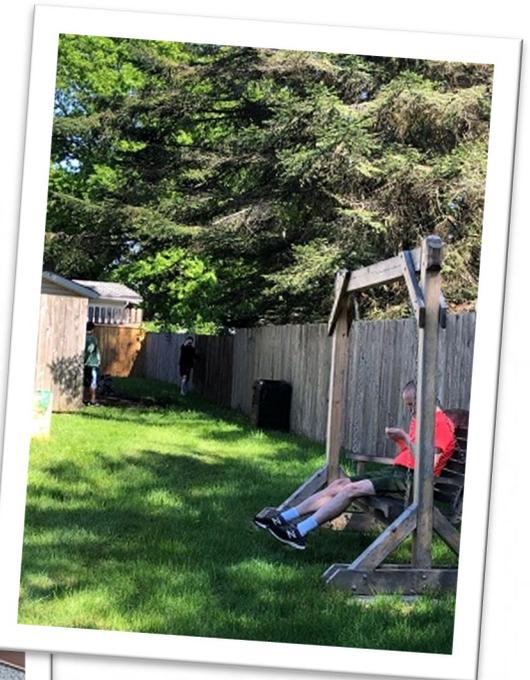
By: *Aidi Yang, Senior Residence Worker*



All people from Caspers are adapting to this pandemic better than expected. Although persons served can't have family visit, we have kept them connected as much as possible by phone or FaceTime. We are also trying everything to maintain and support their daily activities and routine—that means being creative and going the extra mile to make things happen. Hiking, basketball, swinging, arts, etc. are our thing.

Our garden is on its way, with three beautiful garden beds built. Last week, we got the soil in. Just need to get the plants and make them green! There will be two veggie/fruit gardens, and one herb/salad garden. Each person served will take care of one garden bed. The neighbourhood cat beat us to the punch and has tried to take ownership of the beds, so now the literal "turf wars" are starting...LOL! Sometimes dumping water is more fun than watering the plants, though! ☺

Summer is coming, and we can't wait to access the pools and lakes again.



Spring



# CONSTRUCTION UPDATE

# UPLANDS *in* PICTURES

Are you ready for some MORE pix of Uplands? Thanks to our Community Services Manager, Jennifer Carano, for sharing these EXCITING sneak peeks with us—and to Matthew Stephens, our Housing Coordinator (Tenant Relations), for taking them! 😊



In times like these,



Take care of yourselves and each other!





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## HELP US GO GREEN!

Thanks to all of you in our NACL family who are currently receiving our What's Happening newsletter by e-mail.

If you're currently getting it in paper copy and would like to help us "GO GREEN," please e-mail:

[marlena.stewart@nanaimoacl.com](mailto:marlena.stewart@nanaimoacl.com)



*"Building inclusive communities,  
one bridge at a time."*

*Your Feedback is  
Welcome...*



We'd love to hear from you...

E-mail your comments to  
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# NACL ON



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# HAPPY Birthday!

We'd like to extend our **HAPPIEST BIRTHDAY WISHES** to all persons served, employees, and home share providers who have celebrated or will be celebrating birthdays since our last Bulletin. There are so many people in our NACL family now, it would take pages to list you all. Just know that even though we're not listing you by name here, you're all very special to us and are very much appreciated – NACL wouldn't be what it is without each and every one of you! ☺