

# What's happening?

## Fom GRAHAM'S AND RANDY'S

Desk



By: Graham Morry, Executive Director and Randy Humchitt, Deputy Executive Director



NACL continues to maintain protocols and remain diligent in our efforts to keep people safe. We will continue to maintain this high level of COVID-related safety for the foreseeable future; and if necessary, until a vaccine is distributed.

As a reminder, our COVID-19 communiques to date are posted on our website on the following page (noting we've taken a break for the month of August, barring any significant updates needed):

http://www.nanaimoacl.com/event

(our "Happenings" page)

Stay Safe + Healthy



The Strategic Plan for the period of 2020-2021 has been finalized, and will be posted to all programs in short order. We will begin the process of a comprehensive deep dive examination of our services and where we want to be 5-10 years out in 2021 (either January or September, depending on pandemic developments). We will be looking for input from you all as we begin the next chapter of NACL's history.

# In this issue >>> From Graham's and

From Graham's and Randy's Desk	1
Uplands in Pictures	4
Let's Talk Communications	5
Membership Application Form 2020	6
Sherwood Home Report	7
Quality Assurance Report	8
Maxey Road Home Update	9
Human Resources Report	11
Actions Day Program Update	12
All Things PCP	13
Turner Connection Home Report	14
OH&S News	15
Jingle Pot Home Report	16
Employment Services Report	17
Coaches Corner	18
Caspers Way Home Report	19
Virtual Fitness Classes	20
Notice of NACL's 34th AGM	21
Social Media/Birthday Wishes	22











Things are on schedule for our **Uplands Project**, with Occupancy Permit granted, tenants interviewed and approved, and staffing in place. I would like to thank everyone who helped bring this project to fruition.

The low end of market tenants will move in on October 1st. Persons served by NACL will begin moving in throughout September.

Phase 2—which is next door—is in process, with a proposal in to BC Housing for project development funding.

## STAY TUNE



# **ID-19** SERVICE IMPACTS



Our Community Inclusion and Employment Services have likely been the hardest hit in regard to the pandemic, as Actions' model is predicated on a certain amount of group activity - especially as people gather together before accessing the community - and NACL Employment Services lost the majority of its employers, at least temporarily.

To be clear, the Actions program never did close – but quickly pivoted to a model of virtual support, with some one-on-one on a case-by-case basis. NACL Employment Services had a similar approach with its job seekers, focusing on keeping job skills up until the economy recovers.

As we begin to look at resuming services, we need to do so with an eye for foundational change. This new service will have COVID-19 safety protocols, plus staggered hours/days to ensure physical distancing while promoting the principles of skill development – with the end goal of employment. I'd like to thank our staff for their willingness to be flexible and open as we reinvent our services.





The fall will be a busy time for NACL regarding staff development. In addition to developing new initiatives and refining existing ones, we have been trying to provide training in a way that observes the COVID-19 guidelines while still offering a personalized learning experience.

As we look to the future of training, this may entail a mix of training mediums: in-person, physically distanced, online video modules, or a combination of both.

We will be moving forward with the Healthy Teams training that began in February of this year through Eclipse HR Solutions. Specifically, the second cohort will have the opportunity to complete their training—which was put on hold due to COVID-19.



# **CHILD & YOUTH** LFADFRSH

Also through Eclipse, we have been developing a training curriculum for staff working with children and youth to enhance their skills considering the specific needs of this population of persons served. Many of the staff in the child/youth programs had the opportunity to give their direct feedback to Eclipse as a part of curriculum development. We are excited to offer ASAP, once the training program is finalized.

We've had the opportunity to work with Myriam Verzat, a Compassionate Communications trainer, who has developed a 2-day curriculum for NACL which builds upon the foundational teachings in "Healthy Teams." Myriam defines compassionate communication as "a path to honest expression and deep understanding of each other in order to improve the quality of our relationships." The program has been offered to the full Management Team, and there is work currently being done to create a video-based training as well. We will continue to offer these trainings (both in-person and via video) to all staff in the future. For all the trainings noted, invitations to attend will be sent out via e-mail.





We thank everyone in the Association for your continued care and diligence in keeping each other healthy, safe, and happy-not just during the pandemic, but always.



## **UPLANDS** in PICTURES

By: Sara Gilks, Program Coordinator 1

Well, the countdown is on! © Everyone is so excited about the Uplands Project getting up and running...staff are hired, and people have picked their apartments. As of this writing, we are just awaiting the coveted Occupancy Permit, so that moving in can begin. We are all looking forward to spending time together building our community. Stay tuned for exciting things to be happening soon!!!

In the meantime, let's tease you a little more with some pictures of the exterior and our awesome Multi-Purpose Room! ©





























By: Marlena Stewart, Executive Assistant

Hi, everyone! Seems like yesterday I was working on our last Bulletin, and now we're already on the cusp of fall! Hope you're all managing as well as can be expected, in light of COVID-19. Communication continues to be crucial at a time like this, so I hope you've been able to keep connected with those most important to you—and that you're continuing to stay safe!

NACL has continued to be very active on social media—making sure we post something every business day across our main platforms (Facebook, Twitter, and Instagram), and business-related posts (i.e. job posting notices) as they happen on LinkedIn. It's been really exciting seeing the support we receive on a daily basis by "putting ourselves out there," and showing the cyber-world just what a great organization we are! Thanks again to all programs providing the awesome material that keeps our followers engaged—including provincial government entities!

An important piece of all this is telling our stories...and I'm VERY excited to announce that we launched NACL's AMAZING STORIES campaign this past week, both on social media and our website! Pat Bugera (our Communications Consultant) and I are currently interviewing persons served from our various programs and services, and it's been an absolutely incredible, inspiring experience. You know when you have those "I love my job!" moments? I'm having PLENTY of those right now! ©

We kicked this off by featuring our **Home Share** program and a VERY special person to NACL's history-founding daughter, Ruth! Check out her Amazing Story here:

### www.nanaimoacl.com/amazingstories-ruth

Huge thanks to Ruth and her Home Share Provider, Colen, as well as Leona, their Home Share Manager, for making this happen!

By the time you read this article, you'll have seen one more Amazing Story from Home Share, and also some information/ links on both social media and our website about the program itself!

We'll be compiling the list of links to all of our Amazing Stories on our website—and the page with those (which also explains the "why" for doing it) is here:

### www.nanaimoacl.com/amazingstories

We hope you'll enjoy the journey over the next year and beyond, as we share MANY Amazing Stories to come!



As always too, we hope you follow us on social media, if that's something you're into—it's a fun way to continuously see what cool things we're up to here at NACL! @nanaimoacl is our handle for pretty well all of them, so find and follow us on your favourite platforms!

Another piece of what I do is assist with NACL's annual membership campaign. As long as you haven't been an employee within the past two (2) years and are 19 or older, you can be a member for as little as \$1! If you can't be a member yourself, tell your friends/family—self-advocates are welcomed and wanted, as well! I'll include the membership form on the next page, but it's also on our website at www.nanaimoacl.com/membership. Contact me with any questions at marlena.stewart@nanaimoacl.com or (778) 268-2022. Thanks for the support—catch you in November!











Memberships must be submitted/paid by 11:59 p.m. on Sunday, September 13, 2020 to have voting privileges at NACL's upcoming Annual General Meeting on Monday, September 28th! Thanks for your support...MEMBERSHIP MATTERS!

YOUR INFORMATION



## membership matters!

Your donation supports the work that Nanaimo Association for Community Living (NACL) has done for over 30 years in the mid-island region, empowering people with diverse abilities to live their best lives.

Memberships are valid until 15 days prior to the following year's Annual General Meeting.

#### CONTACT

Nanaimo Association for Community Living c/o Marlena Stewart, Executive Assistant #201 - 96 Cavan Street

Nanaimo, BC V9R 2V1 Office: 250-741-0224, ext. 224

Cell: 778-268-2022 Fax: 250-741-0227

#### WEBSITE

www.nanaimoacl.com

#### SOCIAL MEDIA

Facebook: facebook.com/nanaimoacl

Twitter: @nanaimoacl Instagram: @nanaimoacl

linkedin.com/in/nanaimoacl LinkedIn:



## membership application form 2020/2021

"Building inclusive communities, one bridge at a time." **SINCE 1986** 

Please forward your donation\* (minimum \$1) and make cheques payable to NACL at the address provided, or visit our CanadaHelps page at https://www.canadahelps.org/en/dn/19445 to donate online.

You can list multiple people on one membership, as long as each person named is at least 19 years old.

\*Tax receipts will not be issued for cash/cheque donations less than \$25, unless requested.

#### Thank you kindly for your support!

Name(s):		
Mailing Address:		
City:		
Province:		
Postal Code:		
Primary Phone:		
Secondary Phone:		
E-mail:		
AGREEMENT RE NA	CL CONSTIT	UTION AND BYLAWS
By applying for Constitution a	The second secon	ip, I/we agree to uphold NACL' ith its Bylaws.
FOR INTERNAL USE	ONLY	
☐ Database ☐ Spreadsheet ☐ Tax receipt (if a	pplicable)	⊠ Bulletin



## ...at Sherwood Home!

By: Cindy Griffin, Senior Residence Worker









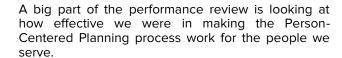
By Peter Letts, Quality Assurance Manager



With summer wrapping up, the QA Department is working diligently to complete the performance review cycle for 2020.

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've evaluated how effective we've been in achieving the items in the plans.

We've also pulled all the survey data from Google and ShareVision as well as paper copies, and processed all the information for the report.



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.







We continue to look forward to the includeMe! survey results on the quality of life of people served. So far, we understand the results are very encouraging. The final report has been delayed due to COVID.

A special thanks to our staff for maintaining a healthy and safe environment for everyone!

Stay safe out there!





## ...at Maxey Road Home!

By: Amy Schwartz, Senior Residence Worker





## ...at Maxey Road Home!

By: Gretchen Brown, Program Manager





What an interactive summer this has been, as many of our platforms transitioned to an online presence. NACL has been welcoming enthusiastic individuals to our team throughout this pandemic—and we are so happy and grateful for everyone's hard work and due diligence in keeping each other safe, happy, and healthy.

A big shout-out to our NEWEST team members for casual on-call since our last report:

MAYA KREY, OLAGBADE JOSEPH, EMINIYNE ERIAMETER, NATASHA JAMES, AMANDA WYNN, LEAH PERRIN, and CECILIA GIBSON.

And a great big virtual "high ten" to these employees who obtained temporary or permanent postings since our last Bulletin – at their current status:

- ANGELA FORCIER Permanent Part-Time CSW, Maxey Road Home
- **ALANNA GATES –** Permanent Part-Time CSW, Kennedy Home.
- ASHLEY SMITH Floating Program Manager, Administration (covers temporary Program Manager absences)
- BRUCE WHITEHEAD Permanent Full-Time CSW, Westwood Lake Home
- BETH WHELAN Temporary Part-Time VC, NACL Employment Services
- DAN STAPLETON Permanent Full-Time CSW, Sherwood Home
- **DAVID HARLEY –** Temporary Full-Time CSW, Caspers Way Home
- DERRICK MOORE Permanent Part-Time CSW, Nottingham Home
- GARY EDWARDS Permanent Part-Time Accountant, Administration
- GINNY LORD Permanent Part-Time CSW, Maxey Road Home
- **GLENDA STROOMER** Permanent Part-Time CSW, Kennedy Home
- JANIS BATES Permanent Part-Time CSW, Westwood Lake Home
- **JOANNE THOMAS** Permanent Part-Time CSW, Maxey Road Home
- KATHY VOGT Permanent Part-Time CSW, Jingle Pot Home
- MARGARET MULHOLLAND Temporary Part Time PC1, NACL Employment Services
- MAX MILES Temporary Full-Time Acting SRW, Caspers Way Home
- MONTE DOERKSON Permanent Full-Time CSW, Westwood Lake Home
- NATHAN MARTYN Permanent Full-Time CSW, Westwood Lake Home
- OONA BARRERA Temporary Part-Time CSW, Kennedy Home
- STEVE CLARINGBULL Permanent Part-Time CSW, Caspers Way Home
- TOM NICHOLSON Permanent Full-Time CSW, Westwood Lake Home
- RAMONA PASSARELLO Permanent Full-Time PC1, Actions Day Program/Life Long Learning

Being there's a lot of acronyms above, let's quickly define them again:

- **CSW** Community Support Worker
- **VC** Vocational Counsellor
- PC1 Program Coordinator 1
- SRW Senior Residence Worker

Until next time—take care, and I'll catch up with you again in November!



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





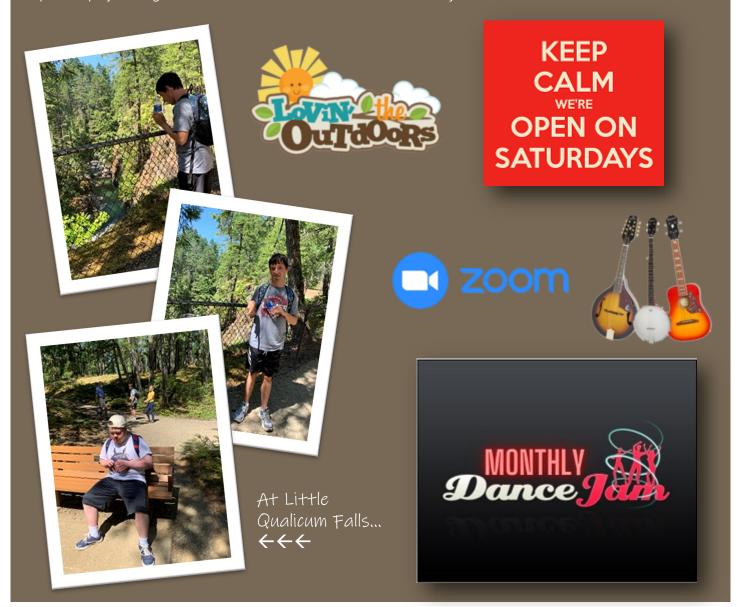
# By: Sara Gilks, Program Coordinator 1



We here at Actions Day Program have been doing our best to get some sense of normalcy back in these tumultuous times. We have a limited number of people in at any one time to ensure physical distancing - however, we aren't leaving anyone out. We have opened program on Saturdays to ensure everyone still has a chance get out of the house in a safe and fun way. We have divided our groups into pods so as to keep physical distancing and ensure the safety of everyone here.

While many community activities are still closed, we have been getting creative in what we do...anything from destination sketching, great outdoor walks in local places, to using Zoom to have our local musician Paul Gogo entertain us from his home.

We are also having Dance Jams once a month with Crimson Coast Dance Society – the latest being August 28<sup>th</sup> from 1-2 p.m. Hope you caught the invitation on NACL's social media – and stay tuned for the next one!







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

We are still going strong on our Person Centered Thinking and Person Centered Doing. In the COVID-19 world, much has changed for people... having to switch gears and focus on meaningful ways to help people have what really matters to them in their lives.

Being person centered in this time has also given us the opportunity to look at what is important to and for with individuals, and then do some thinking, planning, and acting on what exactly that means for someone.

Most of us have found that technology is our friend...using Zoom calls and driveway-distanced visits and many other imaginative ways to keep connected. Staff have been very creative in how they are meeting individuals' needs. Birthdays and important routines are rituals that continue to be honoured, for example, with backyard celebrations and meetings in park and back decks! You'll see many pictures and amazing stories that give testimony to this.



- ALBERT EINSTEIN



In the last Bulletin, I mentioned that NACL would be looking at the Person Centered Planning (PCP) process as it happens now, with feedback from Actions Day Program. I am happy to say that their feedback, derived from using the Working/Not Working tool, has led to positive changes in the amount of information required, as well as redefining roles and responsibilities for the documentation of each plan.

Our recent survey results show that individuals and support staff say that YES – Person Centered Thinking and Planning make a positive difference in someone's life.

Moving forward, our efforts focus on capturing all of this in a Person Centered Plan, and keeping that "alive" – documenting, refreshing, and reviewing. Or, as we have come to know it:

- ✓ Person Centered Thinking
- ✓ Person Centered Doing
- ✓ Person Centered Documenting







## ...at Turner Connection!

By: Doug Rollings, Community Support Worker







By Peter Letts, Quality Assurance Manager

The OH&S Committee continues to meet monthly via Microsoft Teams.

Our big push this past few months has been to organize **training** during the pandemic. Committee members participated in various webinars on Health and Safety during the COVID-19 pandemic, hosted by the BC Federation of Labour. Thanks to some innovative strategies, the Association was able to offer **Compassionate Communications Training** as part of the **Healthy Teams** initiative. We have also been able to offer training on **investigations and inspections** via Zoom, through the BC Municipal Safety Association.

The Committee reviewed the **spring inspections** that were completed by SRWs, and everyone has completed inspections and documented action items.

It was also noted that Safe Care BC has a website called **Care for Caregivers** (https://careforcaregivers.ca) that provides information resources to people working in the sector.

The Committee meets on the **fourth Thursday of every month**, so Thursday August 27<sup>th</sup> is our next meeting (as of this writing). Please address any health and safety concerns to either your **site representative** or **Max Miles**.

In the meantime, stay safe!



## **CAREFORCAREGIVERS**

Mental health support for health care providers

https://careforcaregivers.ca











## ...at Jingle Pot Home!

By: Jamie Telford, Senior Residence Worker





Barb Barry, Person Centered Practices/Employment Services Manager ...and Kim Adam, Employment Specialist

NACL Employment Services has been supporting all our job seekers in their COVID-19 journey – some waiting to return to work, some returning to work with altered shifts, and others who kept working.

Finding or keeping a job for anyone is challenging right now, when many businesses have closed their doors or been forced to scale down their workforce. This has galvanized the Employment Services Team to work even harder to support our job seekers in their quest.

Essential workers KH (below) and HH experienced added cleaning duties between processing grocery orders, while continuing to provide prompt and courteous service to customers often bewildered by the new safety protocols in place.





WE APPRECIATE YOU!

The Backyard Wild Bird and Nature Store (www.thebackyard.ca) has always been scrupulous in providing clean products for their customers – COVID-19 restrictions meant changing their exchangeable birdseed jugs to single-use plastic bags.

JM had an efficient routine down pat for filling those birdseed jugs - now he's working to avoid costly spillage as he fills the new bags. More frequent handwashing, sanitizing equipment, and wearing a mask while working are additional responsibilities for everyone in the store. JM says he also must keep tabs on where co-workers and customers are, so he can maintain the proper physical distance at all times.

Kudos to all of you working or looking for work...for your strength, commitment, and for rising to meet the challenges of employment in the time of COVID-19.



Colin Bartlett, The Backyard Wild Bird and Nature Store owner, with JM





By Barb Barry, Person Centered Practices/ Employment Services Manager





Taking this opportunity to do a SHOUT OUT to all the amazing coaches! Thank you for all your work and efforts in helping to further embed Person Centered Thinking at NACL...we couldn't do it without you!

**Angela Trimble Gretchen Brown** Aidi Yang Jaesann Schram **Alexandra Smith** Jamie Telford **Amanda Cassen** Jennifer Carano **Amy Schwartz Lanita Audet Ashley Smith Randy Humchitt Beth Whelan** Suzanne Lalonde **Cindy Griffin** Vince Isaacson Colin Pippy Wendy Killin **Courtenay Otto** Robin Shannon Debra Buvyer **Shaley Marino** 



## ...at Caspers Way Home!

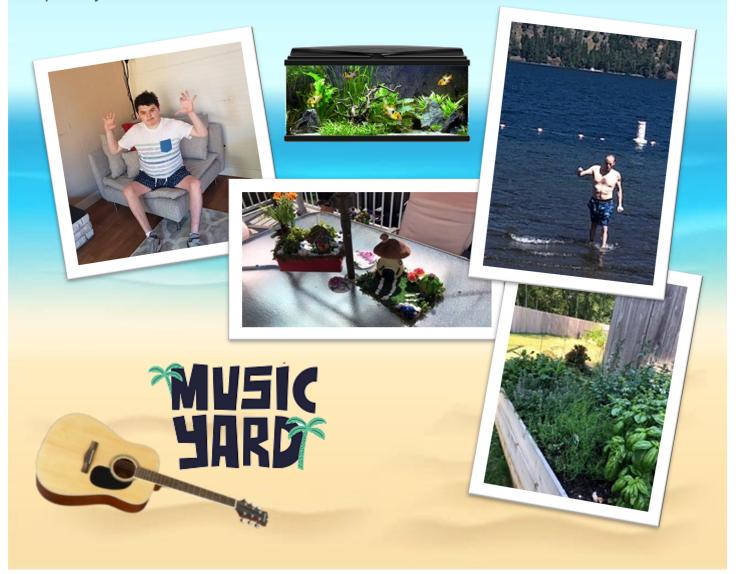
By: Aidi Yang, Senior Residence Worker

What a great summer for the crew at Caspers! The house has enjoyed a fresh coat of paint, and we have a beautiful new deck. Our garden is growing strong...giving us delicious fresh potatoes, herbs, and kale for our table.

Edwin is enjoying new living room furniture, and Josh has a lovely new bedroom set. Kelsey's new aquarium has been a big hit!

As summer has joined us, we've delighted in numerous swimming expeditions to lovely spots around the island, including Saratoga Beach, Sproat Lake, Westwood Lake, and elsewhere.

We've begun having Monday afternoon concerts in the yard, with drinks and snacks—and our very own Dave Harley providing the music! Here's to the autumn season bringing more adventures, growth, and rock and roll at Caspers Way! ③









# membership questions?

#### CONTACT

Nanaimo Association for Community Living c/o Marlena Stewart, Executive Assistant #201 – 96 Cavan Street

Nanaimo, BC V9R 2V1 Office: 250-741-0224, ext. 224 Cell: 778-268-2022 Fax: 250-741-0227

#### **WEBSITE**

www.nanaimoacl.com

#### **SOCIAL MEDIA**

Facebook: facebook.com/nanaimoacl

Twitter: @nanaimoacl Instagram: @nanaimoacl

LinkedIn: linkedin.com/in/nanaimoacl



# notice of 34<sup>th</sup> annual general meeting

"Building inclusive communities, one bridge at a time." SINCE 1986

You are cordially invited to attend NACL's 34<sup>th</sup> Annual General Meeting:

Monday, September 28, 2020 – 7:00 p.m. To be held online, using Zoom:

https://us02web.zoom.us/j/85720861874 Passcode: 280920

(All you need is an internet connection, and/or to download the Zoom app for free.)

## Hope to see you there!

(Zoom "Waiting Room" for checking in will open at 6:30 p.m.)

Per NACL Bylaws, in order to be in good standing and have voting privileges, memberships must be paid by 11:59 p.m. on Sunday, September 13, 2020.

Contact Marlena Stewart, Executive Assistant, for details and/or assistance at (250) 741-0224, ext. 224, (778) 268-2022 or marlena.stewart@nanaimoacl.com.



"A person-centered approach is the way we challenge ourselves, our communities, the people we support, and families to be innovative as we help each other live fulfilled lives."



address >>>

#201—96 Cavan Street Nanaimo, BC V9R 2V1

phone >>>

(250) 741-0224

fax >>>

(250) 741-0227

web >>>

www.nanaimoacl.com

e-mail >>>

info@nanaimoacl.com

facebook >>>

www.facebook.com/nanaimoacl

twitter >>>

@nanaimoacl

instagram >>>

@nanaimoacl

#### **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



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



# Your Feedback is Welcome...



We'd love to hear from you...

E-mail your comments to Graham Morry, Executive Director:

graham.morry@nanaimoacl.com

#### **CREATED/EDITED BY:**

Marlena Stewart







Make sure to follow NACL on social media, so you can keep up with all the cool, fun things we're doing—plus articles/links of interest we often post! ©

If you don't follow us already, join us at:



www.facebook.com/nanaimoacl (or look us up by name in the search bar!)



@nanaimoacl



@nanaimoacl



https://www.youtube.com/channel/ UC41eM8tnUtjNRM68QmSQ\_GQ





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! ©