



What's happening?

from GRAHAM'S DESK

By: Graham Morry, Executive Director



I won't sugar-coat it, folks—the pandemic has put an enormous amount of pressure on the agency, and it does feel like we are straining at the seams. The combination of nearly two years of strict protocols, a chronic labour shortage, and a general state of anxiety have definitely taken their toll.

With the recent mandatory vaccination order, there is real fear that the loss of any further staff could jeopardize our standard of care. That said, there is a saying – **“never miss the opportunity of a crisis to make positive change”** – and this is accelerating the process to find alternative, less labour-intensive models of support. As such, we will be going through a deep dive process of assessing what peoples' real wants and needs are, and we're putting a concrete plan in place to make that happen.

As an additional risk management measure, several of our Management staff have been trained to work in front-line positions. This has been helpful in mitigating overtime, but was also strategically preparing for the vaccine mandate—which we anticipated would put additional strain on our current labour shortage.

The vaccine mandate for all NACL employees came on November 19, 2021 (dated the day before)—this shortened URL takes you to the official Order from the Provincial Health Officer on the BC Government's website:

<https://tinyurl.com/2p9ywz2f>

It requires all employees without a medical exemption to be **double-vaccinated by January 14, 2022**. Those who have not shown such proof will be put on a LOA without pay for a period of up to six months, at which point we will reassess their employee status.

At this time, Home Share Providers are exempt from this order. We currently have 88% of our active employees fully vaccinated, and proof of vaccination continues to trickle in. Thanks for your efforts and co-operation.

This has been a contentious issue for NACL—and though we fully support the requirement and see it as the quickest and safest way out of the pandemic, we understand there are mixed opinions and are still committed to working with folks to encourage vaccination through science-based education.

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graham from the desk

Continued...



Housing UPDATE

NACL has recently secured an arrangement starting December 15th with Nanaimo Affordable Housing Society (NAHS) to rent **10 apartments on Prideaux Street** for individuals eligible for CLBC services. This will address our waitlists for people who are desperately in need of supported housing. We will also be providing modest outreach supports for this service, partially created through a redeployment of internal resources and partially from CLBC.



We will be embarking on a communications campaign very soon to share the **Strategic Plan** across the agency and beyond. Below is a reference sheet featuring the Mission, Vision, and the primary four strategic goal areas, which will be distributed throughout the agency and shared on NACL's website in the near future.

Strategic Goals 2021-2026



VISION

A world where all people with diversabilities thrive.



MISSION

Through an unwavering commitment to high quality services with integrity, to actively support as many people with diversabilities as possible in their journey to lead thriving lives.



HOUSING

To provide safe, nurturing, and dignified housing for the people we support.



EMPLOYMENT AND CONTRIBUTION

To create opportunities for employment for the people we support.

To also facilitate opportunities for community volunteering as and when desired.



SUPPORT FOR FAMILIES

To actively support families of persons with diversabilities so they feel connected, respected, and heard.



GENUINE CONNECTION

To actively support people with diversabilities in their pursuit of meaningful social connections and natural relationships.

The following provides status updates on all identified goal areas of the Strategic Plan:



Housing Initiatives

Besides the apartments mentioned on the previous page, we are also investigating a 20-unit assisted living facility which could potentially be used for long-term care as an interim measure until the Buttertubs project is complete. We're still in discussions with the owners and CLBC.

Re the Uplands subdivision, work is nearly complete, and we are awaiting final approval from the City. Once received, the two houses will be put up for sale and rezoning for the lower lot will commence. BC Housing is not anticipating another call for proposals for 18 months, so nothing will happen on that front for a while.



Employment and Contribution

NACL sponsored a live luncheon at the Greater Nanaimo Chamber of Commerce on November 19th to honour and celebrate our employers. (See Barb Barry's article for more details.)

We've also submitted a proposal for \$40K to Disability Alliance BC, to continue the Community-Based Applied Interdisciplinary Research (CBAIR) project MBA students from Vancouver Island University began earlier this year. The intent is to take a deeper dive into discovering/breaking down barriers to businesses hiring people with diversabilities. We should know the results of that application in December.



Support for Families

We've reached a tentative agreement with the Family Support Institute (FSI) to provide a dedicated resource for families to access, commencing in new year.



Genuine Connection

We're currently developing a survey and research approach that tracks genuine connection.

The status of some of the supporting values (and their related initiatives) are as follows:

EDIB (Equity, Diversity, Inclusion, and Belonging)

An Indigenous Relations Team of approximately 20 employees is now created and operational. The first step for participants (if they haven't already done so) is to take the Indigenous Canada course developed by the University of Alberta.

Safety and Well-Being

We're maintaining current status, awaiting creation of a provincial Community Living Safety Council – of which NACL will be a founding member.

Sustainability

We've completed an assessment and cost estimate of our first home conversion to a net-zero footprint. Grant proposals are underway.

There has been a delay in electric vehicle transition due to supply chain issues.

A Green Committee to address all aspects of operations is to be up and running in the new year.



**ENJOY A SAFE,
HAPPY NEW YEAR**

and

**"THANKS FOR
BEING AWESOME!"**

WHAT'S
NEW?

...at Caspers Way Home!

By: Max Miles, Community Support Worker



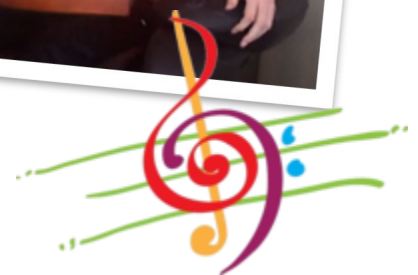
Everyone at Caspers enjoys autumn and all the festive events the season ushers in. Halloween was a blast—residents dressed up and many treats were enjoyed!

With the fall, changes in daylight and weather do not curtail our evening outings...we just adapt! Josh was glad the Nanaimo Aquatic Centre opened their slides again. Josh has also been practicing the cello, and Kelsey has been practicing with the dulcimer! Perhaps someday we'll form a band. 😊

The pre-Christmas shopping season has begun, with residents and staff stocking up on holiday cheer. December is just around the corner!



MUSIC MAKING



Program *update*



EMPLOYMENT SERVICES

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

On November 19, 2021, NACL Employment Services had the opportunity to present at the Greater Nanaimo Chamber of Commerce's Networking Luncheon. This was their first in-person meeting since COVID-19 restrictions have been in place, so to be able to get together in itself was extra special!

The power in the presentation came from hearing firsthand from several of employers who have hired—Rob Wilkinson, (Milton Street Pub), Tamara Smith (ALSCO), and Koreen Ellis (Nanaimo Business Services)—as well as employee Leanne Fraser, and employers/family members speaking in the audience. A big thank you to all for being there, and in helping to spread the word!



One of the common themes we heard is how important working is to us all, and what we do at Employment Services is connect individuals looking for work with businesses looking for staff.

I appreciated to time to talk about Employment Services, how we work, and how businesses can get involved. To find out more, please contact:

barb.barry@nanaimoacl.com

Cell: 250-713-7196

Office: 250-741-0224, ext. 233

The slideshow that was playing after before and after our presentation highlighted the comments and testimonials for our business leaders...we couldn't do what we do without them!

Our Valued Employer Partners





...at Turner Connection!

By: Jack L. and Robert K., Persons Served



a few words

from... **Robert**

I gave candy to the kids Adrian and Alice. I like the Incredible Hulk and I dressed up as him for Halloween.

I would like to go to a hockey game in January.

a few words

from... **JACK**

Turner house is a nice house. At Halloween we handed out candy to people that came to the door. I dressed up as a pussy cat. Outside Turner House there's too much noise as they are building a new road. People need to be safe.

I was happy to welcome back Ashley as SRW after she had been Acting Program Manager for NACL.

Let's Talk communications



By: *Marlena Stewart, Executive Assistant*

Hi everyone! Seems hard to believe 2021 is getting closer to coming to a close. Hope you're all managing well, and keeping connected with those most important to you...

NACL's busy summer has extended into the fall—and of course, a big piece of this is keeping up our regular **social media** presence. Just wanted to give a shout-out once again to all our contributors (programs, staff, self-advocates, and community partners alike) who, despite this being an extremely challenging year in many ways for all of us, continue to provide awesome material to share the many great things going on at our organization and beyond. We couldn't do this without you!

That said, it's also really important to have those **follows, likes, comments, and shares** on our accounts/posts on any of the platforms we're on, to help keep people informed of all the cool stuff we're up to. I've said it before, but it really does mean a lot to us to have your regular support. So, thanks for taking the time to do any or all of those things to help us get (and keep) NACL's name "out there," and to help us know our posts are getting seen and hopefully enjoyed! We're on Facebook, Twitter, Instagram, and LinkedIn...follow and/or interact with us on any or all of them!



The actual day of **NACL's 35th anniversary** might have been over four months ago now, but it's still our anniversary year into 2022—so we're keeping the fun going! We're still planning to share any further **program celebrations** as well as **memories from July 22nd**, and we've shared **two special video features**...

The first one (posted August 20th) is a 7.5-minute video featuring our longtime friend/employee **Brenda Mercer** reflecting on her experiences/roles with NACL, while also providing some great historical information about how our organization has evolved over the years! The second video is one we shared to celebrate Community Living Month (posted October 27th). It's a 36-minute chat called "**NACL Reflections**"—where our five panelists (**Bill Stevens, Leanne Fraser, Graham Morry, Phyllis Horn, and Paul Best**), representing a cross-section of our NACL family from an employee, person served, administrative, parent, and board member perspective, in that order—discuss the community living sector, NACL's evolution, favourite moments/memories, and how we've impacted their lives!

Both videos are on NACL's YouTube channel (<https://bit.ly/3oAxxCS>)—and we've also got the Reflections video featured on the homepage of our website (www.nanaimoacl.com) for the time being. Big thanks to **Brandon Lawson** of BLP Media for producing both videos!

It's been long promised, but we've got more **Amazing Stories** coming your way very soon—the next ones will feature some of the fabulous employees and employers matched through NACL Employment Services, and we're planning more after that with persons served who've approached us to have their stories told! In the meantime, catch up on all the stories we've published so far at:

www.nanaimoacl.com/amazingstories

Please take care, stay safe...and I'll catch up with you again in—I can't believe I'm saying this—February 2022! ☺



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and www.nanaimoacl.com

Program *update*

By: Michele Westwood, Acting Program Coordinator 1



ACTIONS DAY PROGRAM

Hello from Actions!

Hope you are staying safe and healthy as can be. We at Actions have had to adjust daily—and even hourly—to the constant changing of our environment, be it outside or inside. We are able to be flexible and appreciate the people we support being so willing to adapt and "go with the flow" around here.

We are staying active and going for Coffee Out still, which is very important around here! Here are just a few of the other activities we have been able to still enjoy...

hello!





By: Randy Humchitt
Deputy Executive Director

employee services Report



INDIGENOUS RELATIONS Team

This past summer, a memo was sent agency-wide seeking an expression of interest of participation from Staff and Home Share Providers regarding the formation of a NACL Indigenous Relations Team. The response was overwhelming, and I am happy to report that we have twenty people on the team. They are (in no particular order):

- Oona Barrera
- Barb Barry
- Cindy Bryant
- Debra Buvyer
- Thinley Dradul
- Sherry Eisel
- Maya Krey
- Selene Lincoln
- Margaret Mulholland
- Teri Norton
- Brianna Otto
- Leah Perrin
- Jaesann Schram
- Marlena Stewart
- Michele Westwood
- Gail Quigg
- Gretchen Brown
- Gerry Muckle
- Randy Humchitt
- Graham Morry

The Indigenous Relations Team will take a pivotal role in helping NACL become a more culturally-responsive agency—one that provides Indigenous-centered supports inside and outside of the organization. We believe that building relationships with local Indigenous communities will play a big part of achieving this goal.

The group will be using the document “Bridging NACL’s Services into Indigenous Communities: A Framework” as our guide. Written by internship student Courtney Hughes, it contains twelve recommendations for developing and maintaining relationships with Indigenous communities.

We will be going through the initial stages of group formation in the coming months—getting to know each other, developing Terms of Reference for the team, and completing the University of Alberta’s “Indigenous Canada” course.

Stay tuned for progress updates as we embark on this journey. If you would like to learn more about the Indigenous Relations Team, give me a ring.

In the next Bulletin, we’ll catch up on the most recent hires and list of employees who’ve acquired positions over the last six months...stay tuned!



what's NEW

...at Portsmouth Road Home!

By: Courtney Otto, Senior Residence Worker



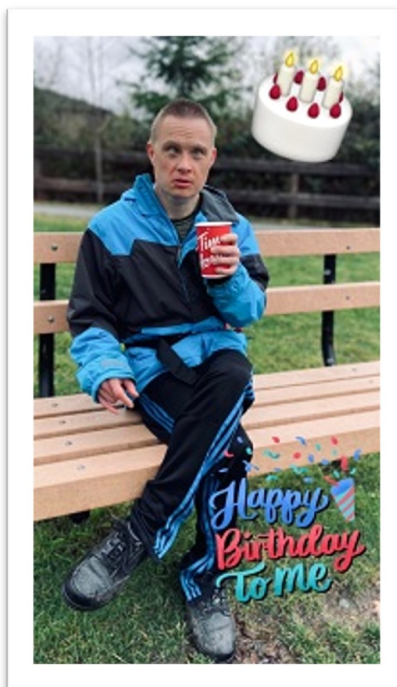
"Goodbye summer, hello fall...and soon, winter."

We are entering the dark, gloomy weather ahead. Some here are very excited. We have had many trips to Tim Hortons for nice warm drinks and storm watching at the oceanfront. Halloween was a blast...decorating cookies and the windows of the house and of course, our dress-up queen, HK!

The holidays, no matter what they are, are always something to celebrate around here. DD celebrated his birthday with a perfect chocolate cake ordered by our PRH staff, presents galore...and a new polar bear friend he couldn't take his eyes off of!

We are back to our floor puzzles, crafty creating, and salon days at home. We continue to find new areas of the Island to explore, walking trails and accessible locations for our lovely individuals here. We're patiently awaiting the late-afternoon drives for the best decorated Christmas houses!

Until next time, "The Portsmouth Team." ☺



OHS & NEWS

OCCUPATIONAL HEALTH & SAFETY



*By Peter Letts,
Quality Assurance Manager*

After a month off in August, the Occupational Health and Safety Committee returned to monthly meetings in September.

The Committee has been keeping up to date with the latest COVID memos and updates to the Exposure and Control Plan. They have been active in supporting the development of procedures, with the procedure for how to support people served when they fall now in place.

In May, virtual training was provided to SRW/PCs, Program Managers, and Committee Members on staff incident investigations and site inspections.

The Compassionate Communication training continues, and we have received a grant for this training. Members have participated in their annual training with a variety of topics covered, including mental health in the workplace, crew talks, and supervisor training.

The Committee reviewed the Health and Safety Report, including the analysis of staff incidents and WorkSafeBC claims. This report helps the Committee compare trends from year to year.

There is now a new alternate worker member—please welcome Courtney Otto to the Committee in this role.

As always, for more information on the Committee, all staff are encouraged to view meeting minutes and other information on their Health and Safety boards at the Head Office, and at each program/residence.





By: Noel M., Person Served

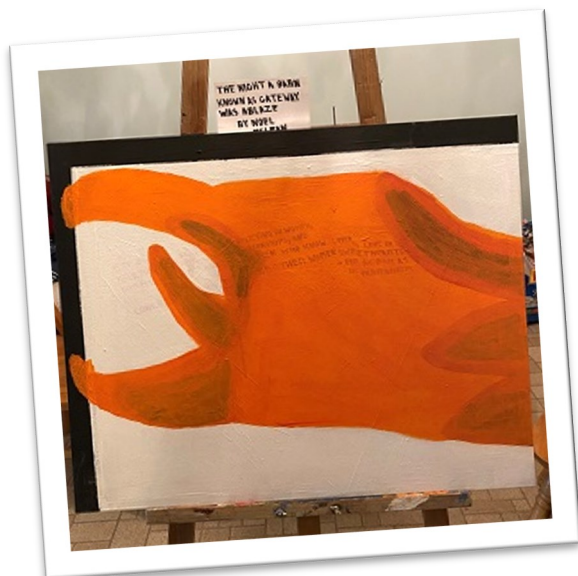


BY

N O E L

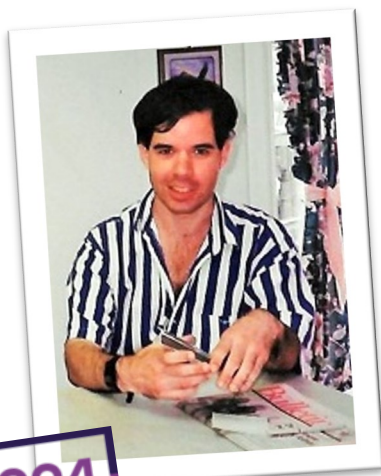


My name is Noel McLean. I'm 51 years old and I'm a speller. I like drawing, painting, TV shows, movies (and I got plenty of those)—I also have some canvases I'd like to give away which show just how artistic I am.

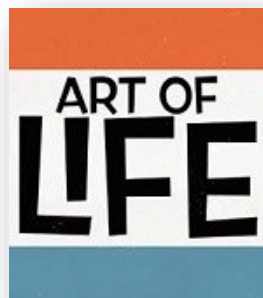


The canvas painting with the black square is the nighttime sky and that white square with the orange on it is and used to be a very large square barn known as GATEWAY where my Mom had won many horse shows, but what you see on the canvas is GATEWAY being blowtorched to the ground by an unexpected inferno which happened in mid-1977—and the only detail of the place which remained was the gigantic wide-open square which showed where the barn used to be.

The other canvas which you see with the broken heart on an orange background means I'm going to be giving up on the woman I'm seeking. In 1976 I had a crush on a beautiful girl and only relatives who knew about my intense crush were my uncle, two of my cousins, and my dad because they were watching me all that time. It didn't matter where she went in my uncle's house, I was right behind her besides I couldn't help it, her beauty was like the intense radiation of a powerful electromagnet, and I was the metal she was attracting. I've been trying to seek out someone who I could have a heartwarming relationship with, but no-one's revealed her presence to me.



1994



I lived with my Dad in Calgary from 1983 to 1989, and I was the only one who grew up with my Mom and Dad throughout the 70's and 80's—then in 1991 someone was going through birth records trying to track down her birth parents and she somehow managed to track down my uncle and phoned him. She mentioned the name Noelle and my uncle said, "I don't know anyone named Noelle, but I know a NOEL"—and after hearing my name, she must've lowered the phone receiver in shock thinking to herself "I HAVE A BROTHER." All it took was one mention of my name for her to succeed in finding me.

Then Dad came over from Victoria to see me and he totally blew me away with the unexpected just by saying your Mom and I've been doing some searching and found out YOU HAVE A SISTER? I had no idea what he was talking about, but he sure shocked me by saying that and I was thinking, "EH, WHAT SISTER?" So Kathy and I met for the first time that year and we've had a very solid relationship since then. Kathy and I respect one another—she's special to me and I love her, and it's the same with Kathy—to her I'm special and she loves me since I'm her brother so unlike those who don't get along with their sister by having fights, we get along, so Kathy and I aren't like that.



Brother & Sister

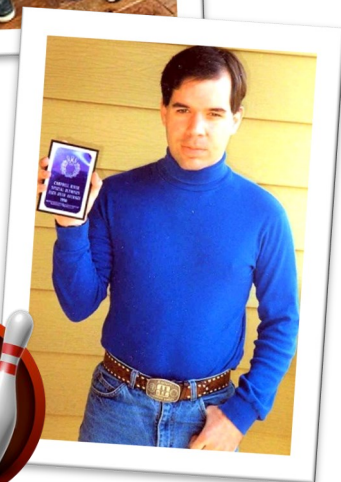
about MY HOME SHARE PROVIDER



I've been living with my Bob and Judy for seven years. which is waaayyyyy better than all the last caregivers I've had and used to live with—and because of all the cats who come over for supper or whatever the reason is it's like either cat motel or cat restaurant every now and then. And when it comes to feeding both MaMa and Walter, I feed them whatever cans of cat pate I open up and give them for supper and when they see me open the cans I think they've read what's on the menu when they see me give it to them.

I've been a star 10-Pin Bowler for Special Olympics since the 90's and I've beaten a grand total of 18 tournaments with my bowling team because I have five trophies, four plaques, one ribbon, three medals, and two bowling certificates in picture frames hanging on my wall which are on each side of my window, and I have two bowling ribbons in the frame on each side of one of those framed bowling certificates.

I get plenty of support. Bob takes me to the bowling alley every Monday when I go bowling at Splitsville (which used to be Evergreen Lanes) so I can bowl my two games. We'll also go to the pool so I could use the weight room and use the weights, Bob takes me to Tim Hortons to get my lunch whenever there's nothing to make for my lunch, and he'll even go back to the program to get me whenever I phone him because of the damp weather and I feel like a wreck (my eyes will get heavy because of the dull and damp weather which'll make me both tired and sneeze).



so very
THANKFUL

ALL THINGS



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



PERSON-CENTERED
THINKING
TRAINING

We're back!

it happened.

We are BACK! We hosted our first in-person 2-day Person Centered Thinking training in about 1.5 years on October 28th and 29th, with an audience of 12 learners plus myself, Randy Humchitt, and Lynne Ford as presenters.



It was really a fabulous couple of days with curious, creative, and engaged people...lots of great discussion and learning! ☺

IT'S OFFICIAL

*You did it!
Congratulations*

RANDY

Randy has been co-trainer with me over these past years, and I am so excited to announce that he is now CERTIFIED. I am so looking forward to presenting and training with you in the future!

We've got more training to come, so keep an eye out for the PCT flyers! December 9th and 10th are our next scheduled training dates, with another 2-day session to come in January.

I'd like to give a shout-out to Lynne Ford and Nolda Ware from Semiahmoo House Society—our mentor trainers. They continue to support Randy and myself to maintain our certification and credentials.

There is an entire community behind Person Centered Thinking and Planning, called The Learning Community.

Check out their website to learn more: <https://tlcp.com>





...at Jingle Pot Home!

By: Gerry Muckle, Acting Senior Residence Worker



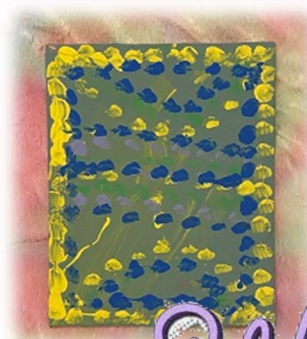
After seven years at Jingle Pot one of our favourite staff members, Gerry M., is heading off on a new adventure to Nottingham Home. We will surely miss him, and we wish Gerry all the best in his new endeavors. Jumping in for Gerry as Acting SRW will be Maya K., and we look forward to her sharing her wealth of experience, her positive enthusiasm, and her boundless energy.

Halloween was another success this year, with more candy handed out to staff and persons served than trick-or-treaters at our door—but we never complain when it comes to more sweet treats at JPH! Hopefully our sweet tooth will be satisfied and hold us over until Christmas!

A new person served has moved into the cottage, and all of us are excited to get to know each other better. We love making new friends and sharing new experiences.

We are also excited about Wendy P. and her amazing artistic abilities. Wendy regularly attends art class, and is creating some beautiful works of art. We look forward to everyone getting a chance to view these amazing pieces of natural talent at an art show planned for next spring.

Stay dry and stay happy, folks! ☺



Wendy



Explore your inner artist



report



News & Updates

By Peter Letts, Quality Assurance Manager

The Quality Assurance Department has been busy implementing action plans from both the CARF Accreditation survey and the WorkSafeBC Certificate of Recognition (CoR) Health and Safety Audit. We are now getting ready for the next Health and Safety Audit, which will be in January 2022. This will be NACL's first internal audit conducted by the Quality Assurance Manager.

Our quality assurance is now complete for 2021, with the Performance Analysis and Outcomes Management (PAOM) Report and Performance Review completed. The Performance Review is posted on the website, and both the full PAOM and the shorter Performance Review documents are on ShareVision. In addition, all governance plans and reports, including the Human Resources and Health and Safety Reports, are complete. These are also posted on ShareVision.

The review summarizes NACL's achievements over the past year and lists what's in store for the upcoming year. Despite being a challenging year with COVID-19, NACL has achieved a great deal over the last 12 months.

Our Quality Assurance/Human Resources Assistant, Cindy Bryant, has been busy working on HR processes and finding ways to streamline and find efficiencies in how we do things. In the past six months, we've made great progress in using our technology tools to our advantage.

One of the bigger initiatives was to move to the electronic call-out system built into our scheduling application, ComVida. This has been a big change and has taken some adjustment to get used to, but we are getting there and working through the challenges. Thanks to John McNeill, our HR Consultant, for his tech skills and efforts—and Cindy has been busy working with the Managers on training.

This fall, the Quality Assurance Manager is supporting the Program Managers by conducting site inspections. To date, several inspections have been completed—and so far, things are looking great as many improvements were made in the homes, including paint and new furniture.

In the next bulletin we'll update everyone on the CoR Health and Safety Audit. Stay tuned!



**READY
NOW**

**HEALTH & SAFETY
AUDIT**





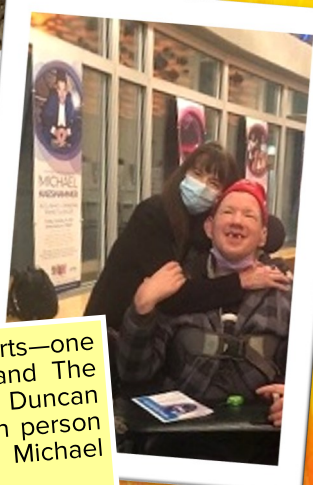
...at Maxey Road Home!

By: Amy Butt, Senior Residence Worker

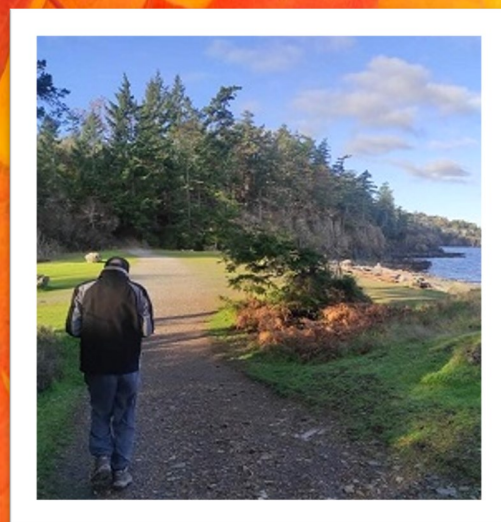
Everyone's doing well here at Maxey—we have spent lots of time enjoying the beautiful fall weather! A couple of highlights...



MG attended two concerts—one online to see his Dad's band The Stone Poets play at the Duncan Showroom, and the other in person at the Port Theatre to see Michael Kaeshammer!



AK celebrated her birthday this October, jetting off to sunny California where she visited family and went to Disneyland with her brother!



Hope everyone is staying safe and having fun...take care of each other! ☺

Fall
vibes





Uplands has had some good things happening over the last while. We had the honour of hosting a group doing a video about inclusive housing and gender equity.

The group, called One Media, was doing the filming and spent a day here interviewing people we support or who live here at Uplands. This was a way for Inclusion BC to recognize Community Living Month and show how important inclusive housing is to everyone.

Stay tuned for a date that you will be able to see the video that was produced.

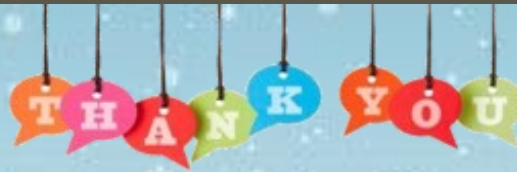
We have also welcomed a pet into the Uplands common room. Lucy is a very lovable little cat who is proving to be an enjoyable reason for many people to stop by for a quick visit and snuggle.



Come See Me



THE
Snuggle
IS
Real 



Staff Appreciation Week

January 10-14, 2022

**IT'S
COMING...**

We're sorry this is another year we won't be able to get together in person like we have in years past—but that doesn't mean we aren't going to celebrate you, our awesome employees!

we haven't forgotten you

During the week of **January 10-14, 2022** we'll be having some virtual celebrations on **Microsoft Teams**, where we'll honour ALL current NACL employees plus catch up on the longevity (a.k.a. years of service) awards we've missed for the past couple of years!

Stay Tuned For More To Come!

**WE COULDN'T DO
THIS WITHOUT YOU.**





include

concert tickets

**ROCK FOR
A CAUSE**

**WITH HONEYMOON SUITE
& THE HEADPINS**

In partnership with



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<https://tinyurl.com/hptvm7u8>

March 4, 2022



Following NACL's second virtual Annual General Meeting on September 27, 2021, our Board of Directors was established for 2021/2022, as follows:

**INTRO
DUCING**

**NACL's
Board of
Directors**

2021 / 2022

President:

Dan Johnston

Vice President:

John Jessup

Treasurer:

Kirsten J. Madsen

Secretary:

Marg Fraser

Directors:

Phyllis Horn

Neil Cutler

Many thanks to the above six Directors who had their names stand for re-election—and since he hasn't been introduced until now because he joined our Board during the summer, we'd like to extend a warm welcome to our new Vice President, John Jessup.

Thanks to each and every one of you again for your service to our organization, and we look forward to working with you this coming year!

We'd also like to recognize and thank Paul Best for his many years of service and immense contributions during his time on our Board.



Be good
to
Yourself

self-care
isn't selfish

**VIRTUAL FITNESS
CLASSES**



TUESDAY & Thursday
4.30PM-5.30PM

<https://us02web.zoom.us/j/88967479610>

Password: 930729

RELAXATION session

...the **FIRST** Tuesday of every month!



*For more info, contact Marlena at
(778) 268-2022*

#EVERYONEWELCOME





address >>>

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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



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

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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! ☺