



What's happening?

from GRAHAM'S DESK

By: Graham Morry, Executive Director



I think many of us are breathing a collective sigh of relief at the provincial government's announcement of the **BC Restart Plan** last week—a 4-phased process to recovery from COVID-19 via gradual (and cautious) easing of restrictions between now and early September. Full details are available here:

<https://www2.gov.bc.ca/gov/content/covid-19/info/restart>

Phase 1 started as of May 25th, and the remaining target dates in mid-June and early July/September for easing of restrictions hinge on both vaccination rates and COVID-19 caseloads/hospitalizations meeting certain thresholds.

We're getting closer to the end of this pandemic at long last, folks. However, we cannot let our guard down when we've worked so hard to get closer to a sense of normalcy. We need to continue doing our part by continuing to abide by PHO orders at all phases, and also getting vaccinated to protect both ourselves and those we care about.

I can't thank everybody enough for their efforts to date to keep NACL protected from COVID-19. We've pulled together under extremely difficult circumstances, stayed strong and resilient—and have continued to provide quality service all along. Let's keep it going.



STAY THE COURSE

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graham from the desk

Continued...



We are nearing completion of our **Strategic Planning** process, which will chart our course over the next five years. Once the Board has approved it, the plan will be released and operational benchmarks developed over June and July to ensure accountability for its successful implementation. This new Strat Plan will be reviewed in detail with all staff teams, and highlighted in the next Bulletin.



Housing UPDATE

Things have been very busy on the housing side, with two new initiatives in process. We are still waiting to hear from BC Housing in regard to our proposal submitted in conjunction with Nanaimo Affordable Housing Society (NAHS) to provide **seniors care** to people with developmental disabilities.

On another front, we have **reviewed our current holdings** and are proceeding as follows...

5831 Hammond Bay Road (our first home) has recently been **sold**. We have been keeping this home vacant as a potential quarantine location—but due to the home needing considerable work, us having another location at Uplands, and the hot real estate market, the decision was made to sell. We are also going through the process of **subdividing** the property at **3401 Uplands**, with the plan to sell the two homes on the upper part of the property but keeping the **lower acre** to build **more social housing**. The proceeds from these house sales could then be used to leverage funds to create a **greater variety of housing/service models** to meet evolving needs.

3425 Uplands is going very well, with the staff team ably providing supports with our CLBC tenants and market tenants settling in well. We have not been able to properly celebrate the opening, but will do so when appropriate.



Thank You



Speaking of 3425 Uplands, we were very pleased to win an **"Award of Excellence"** under the **Affordable Housing category** at the **Vancouver Island Real Estate Board (VIREB)**'s recent **2021 Commercial Building Awards**, which were held virtually.

If interested in seeing the YouTube where I accept the award on NACL's behalf, that section of the program starts at around the 8:30 mark of

https://youtu.be/w_qqY7VgM9M

...and my appearance starts at 11:25.



I highly recommend the following movie, which was recently nominated for an Oscar in the Documentary category. It's called "**Crip Camp: A Disability Revolution**"—and it chronicles the early struggle for equality and accessibility for persons with disabilities.

Catch it on either Netflix directly or here on their YouTube channel, if you're interested:

<https://www.youtube.com/watch?v=OFS8SpwioZ4>



2020 | Rated R | 1h 48m | Political Documentaries

"A groundbreaking summer camp galvanizes a group of teens with disabilities to help build a movement, forging a new path toward greater equality."



NETFLIX

YouTube



...at Caspers Way Home!

By: Aidi Yang, Senior Residence Worker



EDWIN

Please welcome Caspers Way Home's own official Spokesperson of Fashion, Edwin!!!!!! He loves to show off his new look every time by visiting everyone in the house and getting complements. He loves shopping and going through things online. ☺

Our Cold Water King, Kelsey, started his 2021 lake experiences this week. We can hear the beaches and lakes calling us during the beautiful weather we've had. It's BBQ, wiener roast, and smore season. Everyone is so ready for the summer!

J is our great helper for yardwork. Everyone will take part in the garden this year. We are hoping to get great food in the fall.

J's birthday is coming up in June—the big 3-0. Hopefully we can have a party for him!



KELSEY

ALL THINGS



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



As the graphic says, the numbers are in!!! Our latest survey results indicate that:



of us agree that the PCP process is effective in identifying the support people require to live quality lives...



agree that when followed, the Person Centered Planning process ensures people served have meaningful goals in their lives...

and



agree that the individuals they support have goals that contribute to their lives.

I would like us to take a moment to pause and think about this. You, as a support person, a team leader, a manager—have all contributed so much—your work is really making a positive difference in people's lives. That's the bottom line. The most consistent answer to the question **"Why do you do this work?"** is, in one form or another, just that— **"to make a positive difference in peoples' lives."** Thank you—clearly we are doing it!

I have reviewed and read many Person Centered Plans, and I like and admire their quality and meaningfulness. I've seen some absolutely beautiful, meaningful goals flowing out of these plans. **Well done, everyone!**



Randy and I continue to learn and develop our skills in delivering **Person Centered Thinking training** virtually...which I'm happy to report is coming soon! Our next 2-day session will be offered and running in **late July**, and we'll confirm those dates as soon as possible.

In the meantime, if you have any questions about what's happening around this training and PCP overall, just let me know!





...at Sherwood Home!

By: Cindy Griffin, Senior Residence Worker



We enjoy nice educational walks through Somenos Marsh in Duncan. And then, a climb up the tallest tower to feel the sun and wind on our faces and listen to our surroundings.

We heard monkeys and elephants—and copied their noises!!!

From all of us at Sherwood, we hope you all have a most wonderful summer, filled with your favorite things to do.

Stay safe!!! ☺





By: Brianna Otto, Senior Home Share Manager



I can feel summer in the air! ☺

With the vaccine rollout, I know a lot of you are starting to feel a sense of relief and as though we are headed in the right direction. We look forward to seeing each of you face to face again! With that being said, we are still continuing with as much caution as possible to keep everyone safe – and only meeting in person if absolutely necessary.

We would like to invite you to a **Zoom Network Meeting** for us to connect as a group. Though we cannot offer a typical pizza dinner, we will be sticking with our usual draw for attending! We understand everyone's schedules look a little different, so we will be offering two separate times to attend – **June 15th at 5:30 p.m.**, and **June 18th at 10:00 a.m.** I will send out the invites via e-mail the last week of May.

Let's Connect!



In April we welcomed a fifth Home Share Manager to the team. As always, here we grow again! I am so happy to welcome **Selene Lincoln**, who brings a wealth of experience and knowledge from her previous roles. For those of you who haven't had the chance to meet her, she will be joining our Zoom meetings!

As we continue to grow and find dedicated, caring placements, we are consistently looking for Home Share Providers. If you know anyone who may be a good fit, please have them connect with us.



ANNIVERSARY
CELEBRATION

Keep an eye out as we head into the Summer for more information about NACL's 35th Anniversary. Some exciting things will be happening, with competitions and prizes!

Thank you all for your continued dedication to the people we support. As always, please do not hesitate to reach out as needed.

Wishing you all health and happiness as we head into some warmer weather! ☺



what's NEW

...at Portsmouth Road Home!

By: Courtney Otto, Senior Residence Worker

It is all smiles over at PRH entering the summer months. Our outdoor swing is being utilized for early morning coffees and long afternoon naps. The sunshine seems to be the coziest area to sleep. We have snuck in a few trips to the beach, as well as dipping toes in the water. *BRRRRR!* We are not quite there yet. ☺

We are looking forward to the many creative ideas that will flow throughout the next few months. Little Qualicum Cheeseworks has been a great go-to for animal fun and of course, finding any new area for the mini outdoor marathons. We have some very dedicated walkers/runners in this house. Here's hoping the spring and summer weather ahead makes us all feel a little lighter and our smiles a little brighter.



What's Happening

@UPLANDS

By: Sara Gilks, Program Coordinator 1



We want to start by showing off the great honour we received this month from the Vancouver Island Real Estate Board (VIREB)...



WE WON!



Uplands won an Award of Excellence in the Affordable Housing category at the 2021 Commercial Building Awards!

Huge thanks to VIREB and sponsor Coastal Community Credit Union (CCCU) for this fabulous award! We're displaying it with pride, because it's so nice to be recognized for this fabulous place where people both live and work... ☺

Thank You

Here are a few pictures of our continued effort to make Uplands homier and beautiful...



...and we have a few animal friends who enjoy spending time hanging out at Uplands!





report



News & Updates

By Peter Letts, Quality Assurance Manager



In the last Bulletin, it was noted the Quality Assurance Department was wrapping up action plans to address the recommendations from both the CARF Accreditation survey and the WorkSafeBC Certificate of Recognition health and safety audit. These plans have now been submitted, and we are working on their implementation.

As part of the WorkSafeBC Certificate of Recognition (CoR) certification process, the Quality Assurance Manager attended two days of training in the Internal Auditor course. This training is required to conduct annual internal audits for the next two years, before the next external audit is conducted in the third year. These internal health and safety audits will be conducted in January 2022 and 2023.

Internal Auditor TRAINING



QUALITY ASSURANCE CYCLE

The annual Quality Assurance Cycle has begun for 2021, with surveys sent out to all people served, their families, members, stakeholders, staff, Home Share Providers, and employers. This year has been unique in that the surveys asked questions about the Association's Strategic Plan that is being renewed. Respondents were asked about NACL's strengths and opportunities for the future.

The information received has been excellent, and very much helps to inform the plan. Once the Strategic Plan is complete, an operational plan based on the strategic planning goals will be developed with measurable annual benchmarks that allow management to evaluate progress on an annual basis.

Next up in the cycle is the review of all Governance Plans and the development of annual reports such as the Health and Safety and Human Resources Report. This, along with a review of the Person Centered Planning process and progress on individual plans, will inform the Performance Analysis and Outcomes Management Report for 2021.

This spring also bring changes in the QA Department, as **Thinley Dradul** has moved into a Home Share Manager position and **Cindy Bryant** has been hired as the new Quality Assurance/Human Resources Assistant. Cindy brings a wealth of experience in staff scheduling and HR, and will assist in these areas as well as the Quality Assurance Cycle and the development of reports. Welcome to the team, Cindy!

Finally, with the assistance of the Administrative Team, we continue to work on improvements to our human resources processes in order to be more efficient. Every two weeks, Admin staff involved in transactional human resources meet to discuss issues and concerns, sharing ideas on how we can improve processes.



Program *update*

By: *Ramona Passarello, Program Coordinator 1*



ACTIONS DAY PROGRAM

Spring has officially sprung, and Actions is excited to move forward with the season's new activity schedule. As the weather warms up, we look forward to more fresh air and plans for supporting individuals through scenic walks, Milner Gardens, Morningstar Farm, and other opportunities that blossom along the way!



These past few months we have been focusing some attention on connecting our Actions friends at home with those in program through our monthly Zoom chats. We've had virtual crafting tutorials, as well as fun and games with St. Patrick's Day bingo. This is an area we will continue to grow, as we move to Actions Zoom chats twice monthly, on the first and the third Wednesday each month at 1:00 p.m. - they're open to all NACL individuals served!

Staff are spending some time building their repertoire of activities and community outing options, to bring back the old favourites but also introduce some innovative programming options to our individuals. We have stocked the shelves with some exciting new curriculum resources, ranging from job-readiness to health and nutrition activities, drama activities, arts and crafts, team building games, and more.

Our Saturday program is filling up with six participants weekly, supported by two Vocational Counsellors. Programming brings together themes of rights and responsibilities, entrepreneurship, personal life skills, community action, and career exploration, interwoven with learning daytrips and other general programming at Actions.



Change
IS GOOD



We've had some exciting changes on-site, too—we are happy to announce the completed installation of three new bidets. Both the men's and the women's washrooms, as well as the accessible washroom, are equipped with these beauties—and we are glad to offer our individuals this increased level of independence.

Last but not least, we have redesigned a small area of Actions into a regulation and calming area for individuals who may need less stimulation or would benefit from the peaceful environment.





...at Maxey Road Home!

By: *Gretchen Brown, Program Manager*

As per usual, Maxey is rocking it! ☺

What with birthday celebrations, interesting projects, and a new person served moving in...everyone is busy.

The staff continue to work hard to give persons served every opportunity to live their best lives. The commitment and passion shown from staff is what helps make Maxey the wonderful place it is to live.

And, we are happy to announce that the new person served has brought her wisdom and feminine energy with her when she moved in, creating a lovely dynamic.

The community garden is rolling again, and we hope to be able to start planting this year. Stay tuned for updates and opportunities to be involved.

Looking forward to garden gatherings once COVID has bit the dust!

**COMMUNITY
GARDEN**



**Time to
CELEBRATE!**



WELCOME

AK



...at Maxey Road Home!

By: *Gretchen Brown, Program Manager*



1. Dirt pile...



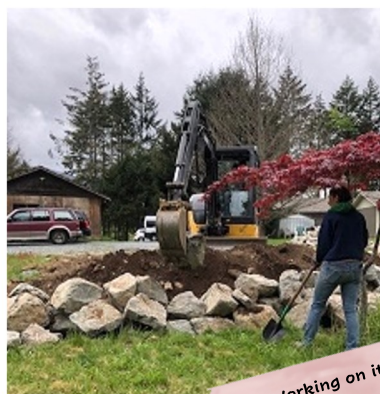
4. Coming along...



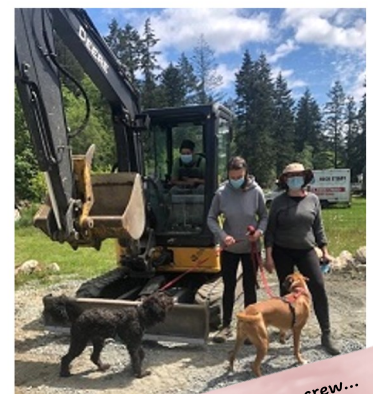
7. Levelling fill...



2. Ready to start...



5. Working on it...



8. The crew...



3. Retaining wall rock...



6. Jessica packing rocks...



9. Visiting with residents after...



By: Michelle Gan, Administrative Assistant

NACL would like to give a big warm welcome to the **NEWEST** team members since our last report:

AVERY DORSAY, ROBINA SULEIMAN, BRANDI ANDREEFF, CINDY BRYANT, EMMA HOBSON, EVAN GODFROID, ILEANA JIMINEZ SALAZAR, JESSICA CURTIS, LAURA FARRIS, RILEY HAYES, SELENE LINCOLN, and TAMARA DUNN.

Congratulations to these employees who obtained temporary or permanent postings since our last Bulletin – at their current status:

ANGELA FORCIER – Temporary Part-Time CSW, Maxey Road Home
CAROL PERRY – Permanent Part-Time CSW, Jingle Pot Home
CHAD LUM – Permanent Part-Time CSW, Nottingham Home
CINDY BRYANT – Permanent Full-Time QA/HRA, Administration
DONNA STATES – Temporary Full-Time CSW, Jingle Pot Home
ELIANA DION – Permanent Part-Time CSW, Turner Connection Home
ERIN MANCOR – Permanent Part-Time CSW, Jingle Pot Home
JENNELLE REIMER – Permanent Part-Time CSW, Jingle Pot Home
MICHELLE WESTWOOD – Temporary Full-Time Acting PC, Actions Day Program
OLAGBADE JOSEPH – Permanent Part-Time CSW, Nottingham Home
SEBASTIAN NOCK – Permanent Part-Time CSW, Nottingham Home
SELENE LINCOLN – Permanent Full-Time HSM, Administration
VINCE ISAACSON – Temporary Full-Time Acting PC, Uplands Outreach Services



Just to make it easier to understand the acronyms, let's quickly define them again (in the order they appear above):

CSW – Community Support Worker
QA/HRA – Quality Assurance/Human Resources Assistant
PC – Program Coordinator
SRW – Senior Residence Worker
PM – Program Manager
HSM – Home Share Manager

I'll connect with you again in August. In the meantime, stay safe!



You Make a Difference

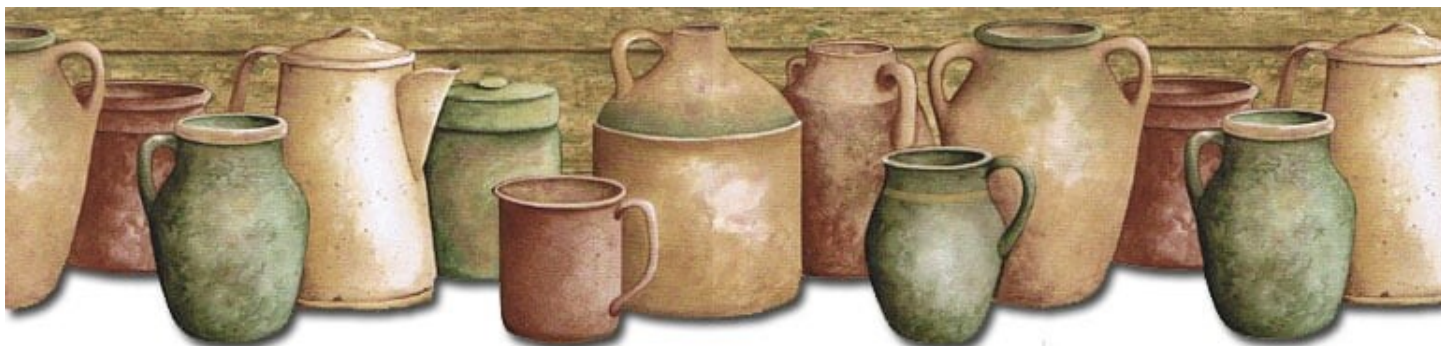
Thank You for all you do!





...at Turner Connection!

By: Doug Rollings, Community Support Worker



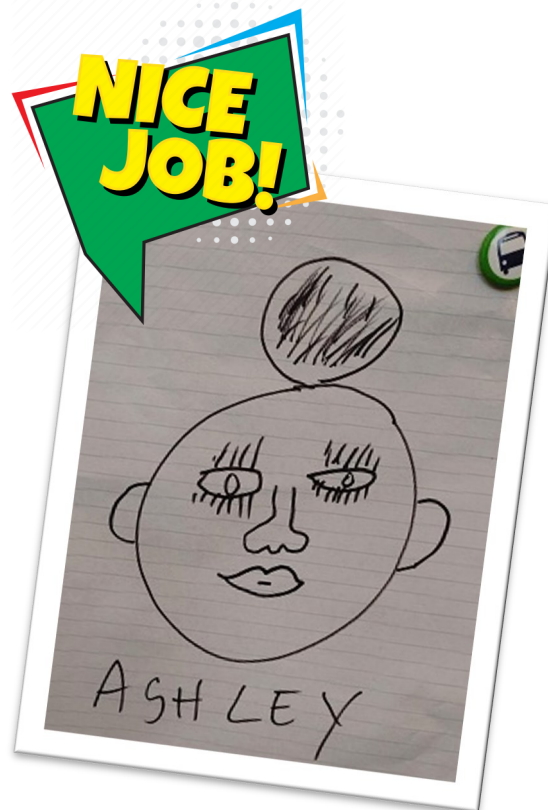
Things are ramping up for summer at Turner Connection Home. Gardens are being planted, flower pots are hanging with beautiful flowers in them, and we are even installing a fountain in our front yard.

We are planning some summer outings, too. Brian and Care are going camping for four days at Living Forest Campground...there will be day trips...and as always, you have a good chance of seeing our gang sitting outside enjoying the sun and listening to music.

Just like everyone else, we are all itching to go and do summer activities. The new season inspires our love of drawing pictures of people that are often seen around TCH. We also love to take trips to the airport to watch the planes come and go. With our creative staff, many other adventures will be had as we enjoy the warm weather.



GOOD
TIMES





By: **Randy Humchitt**
Deputy Executive Director

employee services *Report*



training Update...

We continue to challenge ourselves to bring innovative training programs into the Association to help with your professional development. Here are two that are currently being offered:

Trust Based Relational Intervention (TBRI) is being offered over the course of the next year to all NACL staff, beginning with those working children and youth. TBRI is a holistic, trauma-informed, and evidence-based practice that teaches staff how to support people who have experience trauma. The focus is on reframing behavioural and learning challenges so staff can respond rather than react, and change staff mindsets so that they can build trusting relationships with persons served so that they learn to regulate and participate successfully in their own lives.



The training program consists of several video modules which will be incorporated into ShareVision, and will have competency-based questions to answer to ensure understanding. Many thanks to Angela Trimble for organizing this training, and to Graham Morry and Peter Letts for developing the competency training questions for these modules!



Since the summer of 2020, NACL has been working with Myriam Verzat and “Reconnect” to train staff in **Compassionate Communication**. The intent is to support all NACL employees to:

- Navigate challenges by welcoming themselves with self-compassion;
- Grow their capacity to assume innocence, and listen to others with curiosity;
- Prioritize connection beyond right or wrong;
- Practicing communicating with authenticity and vulnerability in a way that supports empathy, understanding, and collaborative problem solving; and
- Developing a culture of relational resilience to navigate conflicts and build strong and healthy teams at NACL.

Building on the 2-day training that was offered to the full leadership team in the summer of 2020, an online video training (through ShareVision) has been developed that will allow NACL to move Compassionate Communication through the entire organization in an effective and efficient way. Online training began in April 2021, and will form a part of ongoing training for the Association.





Advertising for, interviewing with, and onboarding Child and Youth Care Workers (CYCs) and Community Support Workers (CSWs) into the Association is an ongoing endeavour. I am so grateful for the new casual staff who have joined us during one of the most difficult periods of NACL history—the COVID-19 pandemic.

Here are some highlights of the efforts we are making to bring new talent into NACL:

- Hosting information sessions on Zoom for potential CYCs/CSWs to share about NACL and speak on employment opportunities;
- Ongoing advertising for employment opportunities;
- Continuing to support practicum students in a COVID-safe manner to bring new graduates into the program;
- Participating in hiring fairs (the interview I did with Roger Leroux of WorkBC is available on the NACL website); and
- Participating in a provincial marketing campaign.

Speaking to the provincial marketing campaign, NACL is one of many agencies that are participating in an initiative to bring awareness to the wonderful aspects of the work that you do every day—awareness that we hope will incentivize amazing people to apply to work with us.

Anyone interested in checking out this campaign can find it at www.communitylivingcareers.ca—let's **#CreateReactions!**



www.communitylivingcareers.ca

Your Referrals
ARE OUR GREATEST
Compliment

As has always been the case, many quality folks apply to NACL based on the recommendations and referrals of our employees. I want to thank those that act as ambassadors for NACL in this (and in any) regard, and ask you to “keep ‘em coming!” ☺

I would like to shout out a special thanks to **Michelle Gan** (who helps with interviewing and keeps us all organized through every step of the process!), to **Jaesann Schram** (who helps with interviewing and facilitates general orientations!), to **Nicole Wright** (who shared her expertise to help write the CYC interview questions), to **Marlena Stewart** (for posting those beautiful recruiting ads to social media!), and to the following employees who help with interviewing on a regular basis: **Ashley Smith, Rachel Trew, Colin Pippy, Aidi Yang, Thinley Dradul, Shaley Marino, Barb Barry, and Sara Gilks**. I couldn't do it without you!



Shout Outs



what's shakin'



...at Jingle Pot Home!

By: Gretchen Brown, Program Manager



One beautiful thing about Jingle Pot Home, besides the wonderful persons served who live there and the amazing staff, is the lovely yard. Persons served are adding to that loveliness by planting and caring for their flower gardens.

Another beautiful thing about Jingle Pot Home is how welcoming and friendly it is. For anyone coming through our door, there is always a feeling that everyone is welcome at Jingle Pot Home. We have seen this in action with the recent addition of a new person served moving into the carriage home.

Every day is an adventure at Jingle Pot Home—enjoying cookie and tea parties; trying out our new activity boards; going clothing shopping; working in our flower gardens, and on and on and on.

Jingle Pot Home the place to be.



*By Peter Letts,
Quality Assurance Manager*

The **Occupational Health and Safety Committee** continues to meet monthly in 2021.

A key part of each agenda is reviewing **staff incidents, incident investigations, site inspection action items, and emergency response drills**. Incident stats are documented in the minutes, and the results of investigations are summarized. Emergency response drills are analyzed for effectiveness, and ratings noted. Site inspection action items are reviewed to ensure they are completed. These aspects of NACL's Health and Safety Management System are well documented, as managers and staff work diligently to ensure effective implementation.

A key part of the Committee's responsibilities is ensuring staff are trained on **inspections and investigations**. To this end, the Committee is holding training sessions provided by the BC Municipal Safety Association for Program Managers, Senior Residence Workers, and Program Coordinators. This will ensure staff understand the key elements of conducting inspections and investigations.

This spring the Committee welcomed a **new member**. **Shaley Marino** from Kennedy Home is now the new Alternate Worker Rep. Shaley will participate as needed in meetings, and assist with Committee functions.

Committee training continues to be a big priority, and this year employee mental health has been a key focus—with two members attending courses on this topic.

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 and residence.



REFLECTIONS From Angela

By: Angela Trimble, Senior Program Manager



A LITTLE UPDATE



Westwood



At Westwood Lake Home, we play as hard as we work.

With three full time youth residing at WLH, we are a bustling home, filled with energy and play!

School, activities, family visits, and creative play incorporated with NACL training and support provides the ultimate care for our kiddos and fabulous rewards for our staff.

We are looking forward to summertime activities as well as some lazy beach days! ☺



**WORK
HARD
PLAY
HARD**



LIVE & LEARN



...at Kennedy Home!

By: Cindy Carano, Program Manager

At Kennedy Home, we are looking forward to some springtime weather, so we can explore some parks and trails—and perhaps lots of coffee breaks by the water.

Our spring and summer season is going to be focused on enjoying the natural elements in our community. We will be seeking out opportunities to explore places that are tranquil in nature, to reconnect us with nature and its beauty.

We are also preparing for NACL's 35th anniversary celebration by encouraging all individuals, staff, and families to paint us a rock for our new "rocking" garden to display at the side of the house.

Feel free to be creative and fun when you paint your rock. Paint your first name and the year you started at NACL, so we can prominently display it in our garden.

The yardwork will start soon—so if you're keen to get started, drop it off at Kennedy and be the first to place your rock. We would also love to take your picture placing your rock, if you like!

Staff can encourage their children/grandchildren to paint and place a rock as well. The more the merrier! ☺

JOIN OUR

#NACL35

**ROCK
GARDEN**

Let's

PAINT ROCKS



Let's Talk communications



By: *Marlena Stewart, Executive Assistant*

Hi everyone! Hope you're all doing well and as always, keeping connected/communicating with those you care about through these continuing-to-be-challenging COVID-19 times. Brighter days are on the horizon, though (both literally and figuratively), and it'll sure be nice having warmer days (and hopefully more social interaction) on the way!

Our **social media** efforts continue to pay off, and again I want to thank our programs/teams for the fabulous material I get the honour and joy of posting (at least) every business day! We're continuing to grow in followers on all of our platforms (in the last quarter, each one grew by at least 5%), and it's cool to see we have some regular/interactive followers who keep in touch with what NACL shares with the "cyber-world!" It's exciting to know people look forward to our posts!

As always, **thanks for following us**—and please tell your family and friends to do the same if they aren't doing so already! We've got some really cool things going on at NACL, and we want as many people as possible to know about it. I've said it before, but **liking/commenting on/sharing** our posts not only supports our internal efforts and keeps you "in the know" of what's going on agency-wide on a regular basis, but can also expand our reach exponentially when more people are made aware of us! ☺



Guess What? NACL is



If you haven't already heard, **NACL is SO PROUD to be turning 35 on July 22, 2021!** With COVID-19 still kicking around, unfortunately we can't have one big anniversary party together just yet—BUT, we're going to do a bunch of mini program-based celebrations instead, and share all THAT fun on **both our social media and website**—all the more reason to keep an eye on each! ☺

Watch for the hashtag **#NACL35** as a regular "anniversary marker" on our social media coming up...

Stay tuned to see the awesome, innovative ways our programs will celebrate—as well as special virtual events we'll have leading up to and on the actual day!

We'll be asking the public to share their favourite memories and stories about NACL so they can share in our milestone anniversary as well. Let's enjoy **celebrating 35 years of people, passion, (and) purpose!**

In the meantime, don't forget we've got even MORE **Amazing Stories** coming your way soon—several featuring NACL Employment Services and the fabulous employees/employers matched through them! Read all of the stories so far at:

www.nanaimoacl.com/amazingstories

Thanks so much for reading! Be well and stay safe—I'll catch you here again at the end of August! ☺



FOLLOW US → **@nanaimoacl**
and **www.nanaimoacl.com**

What's New?

...at Nottingham Home!

By: Angela Trimble, Senior Program Manager



At Nottingham Home, our backyard landscape project is well underway. We wanted to share the muddy “before” picture, so that you all appreciate the “after” as much as we do!

As you all know, we often have much to store and little places to store it—so, we are looking forward to a new shed as much as we are the large yard to lounge in.

Our newest member to the home has settled in comfortably, and is enjoying the supreme support he receives!

Since both the men that reside at Nottingham moved in during the pandemic, we are looking extra forward to the world opening up again so we can get out and meet everyone!

Until then, stay connected and stay safe! ☺

**BEFORE***Welcome*

**EMPLOYMENT
SERVICES**

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



Let's give a big shout-out to our newest businesses who have hired talented and skilled employees! ☺ We have two new businesses to welcome to the inclusive hiring community in Nanaimo:

- **Bruce McNab Construction** and
- **Millstone Winery** (which is a small, family-run vineyard nestled in the valley of the Millstone River).

Thanks so much, as always, for supporting awesome businesses such as these! For the full list of employers involved with NACL Employment Services that have websites, check out www.nanaimoacl.com/resources...

About eight months ago, Vancouver Island University (VIU) and NACL started a collaboration where a research team of three began looking at exactly what the barriers are to inclusive hiring for and with businesses.

Using a concept called CBAIR (Community Based Applied Interdisciplinary Research), the "Community Consulting" team of Liam Kenny, Natasha Ladouceur, and Kim Nakahara thoroughly researched and conducted qualitative interviews with local business representatives to allow for fluid conversation around their hiring practices for employing persons with disabilities.

Their summary report (on the next page) outlined four key recommendations:

1. **Educate the business community on abilities and appropriate language via media campaigns;**
2. **Begin the dialogue and invite the business community into a social relationship;**
3. **Develop streamlined ways to access supportive resources; and**
4. **Partner with organizations to get new businesses off on the right foot.**

Liam Kenney sent a message to NACL on behalf of the team:

"My team is extremely happy to share our research report with NACL after eight months of diligent work. We hope that this report will be able to help guide NACL in improving employment programs for your clients. We wanted to thank you for all your support throughout this process—we would not have been as successful without you. We especially want to thank Barb for her continued support and encouragement.

Working with NACL has expanded our awareness of the challenges faced by people with disabilities and the businesses who employ them, and has made us stronger advocates for promoting equity, diversity, and inclusion in our community. For these reasons, we will be continuing this research in the Fall—and are looking forward to sharing our work with you."

NACL and the Employment Services team will be doing a "deep dive" into the findings, and planning what our next steps are in terms of follow-up.

On behalf of NACL and Employment Services, I would like to send a huge **THANK YOU** to Liam, Natasha, and Kim for all of their amazing work. Their research, the report, and presentation of their findings were well done, professional, and meaningful to us. Many of the findings are applicable to all areas of the work we do here. We are looking forward to more collaboration with them and VIU, as the areas of Hiring and Employment for people with diversabilities continue to be examined. These results will help us in the future doing the work we do.



**#Big
Thank
You**

Breaking Down Business Barriers: The Theory of Planned Behaviour and Employing People with Disabilities



Team: Community Consulting
Kim Nakahara, Natasha Ladouceur, & Liam Kenney

PROJECT OVERVIEW:

As of March 2021, the current unemployment rate in BC is 7.7%, yet organizations like NACL are finding it very difficult to support their clients in finding meaningful employment. This led us to ask the question: from the perspective of businesses, what are the barriers to providing meaningful employment for people with disabilities?

Our mixed-methods research design used the theory of planned behavior to examine the hiring practices of businesses on Vancouver Island to discover the barriers they are facing when hiring people with disabilities.



of Canadians aged 15+, identify as having a disability; that is 6.2 million people. 39% of those, aged 15-64, had the potential to work.



of surveyed businesses indicated a very positive attitude towards hiring people with disabilities

"I often think of a disability as a physical, mental, or emotional circumstance requiring a person to navigate somewhat differently than our systems are designed for."

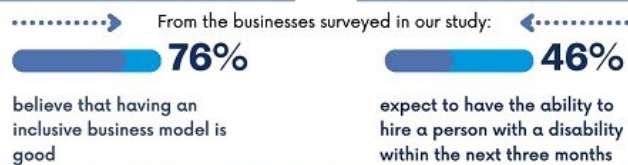
Anonymous

MAJOR FINDINGS

- A general lack of knowledge and comfort around the disabled community
- Businesses feel isolated from supports
- High level of barriers to accessing supports
- Businesses believe it is easier to do nothing than to do something wrong

RECOMMENDATIONS

- Educate the business community on abilities and appropriate language via media campaigns
- Begin the dialogue and invite the business community into a social relationship
- Develop streamlined ways to access supportive resources
- Partner with organizations to get new businesses off on the right foot



We found that there was a lot of isolation and a lack of communication about the matter; it simply isn't talked about within the business community.



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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
Graham Morry, Executive Director:

graham.morry@nanaimoacl.com

CREATED/EDITED BY:

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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! ☺