



# What's *happening?*

## from GRAHAM'S AND RANDY'S DESK



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



### Revisiting how we do things... (from Graham)

As we continue to struggle with a critical staffing shortage, we are beginning to take a much harder look at our services as they are currently structured. We are currently (in my opinion) too siloed in our various service streams, and we will need to integrate our services so that there is a pathway for seamless movement between them.

Part of our issue is that we have people in group homes who would be better served in Home Share, and people in Home Share who could live more independently in a supported apartment-style model.

Moving in this direction will enable us to support people to the level of their needs, which is not necessarily aligned with group home staffing. This may result in the restructuring of our staffed residential services, involving possible redeployment of staff.

This may sound scary, folks—but the bottom line is we are chronically short on staff in our group homes, and the situation is getting worse. So, we need to make some changes to take the pressure off our employees—but rest assured that you're all needed, and we'll be transparent every step of the way.

This is not a retraction or regression as we see it, but a leaning into the creation of forward-thinking service delivery that will ensure our stability and sustainability for many years to come.

With that in mind, the creation of the new (exempt) Integrated Services Manager position is an initial step in realigning our leadership structure, which will help us respond to a rapidly-changing service environment while still providing excellent, person-centered service.

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**Happy  
READING**



# graham & Randy from the desk

Continued...



The current critical staff shortage following so quickly on the heels of COVID-19 is stretching our resources to the limit. Administrative staff are currently working front-line regularly, which is putting us behind on all other initiatives. As noted, the shortage is primarily in staffed residential (group homes), a service which is deemed essential and requires a minimum staffing level.

Again, this is not sustainable; and though a provincial issue that is worse in some regions than ours, we need to find homegrown solutions. We are currently engaged in the following strategies:

- Marsha D'Angelo and her team at Apostrophe have developed a recruitment strategy that will focus on attracting younger folks, highlighting the many benefits of working for NACL as well as the benefits of living and working on the island. This initiative will unfold on a number of social media platforms plus NACL's website, and will be targeting jurisdictions outside of our region.
- NACL convened a meeting with the six other Executive Directors of Central Island ACL's in early May to strategize and develop a common approach, as all are experiencing the same recruitment and retention issues. We agreed to work together where feasible and began to share information, org charts, etc. to see where efficiencies can be found.

Provincial bargaining is underway, with non-monetary matters resolved but no agreement on money as of yet.

We have been informed that a general strike is likely, and to begin preparations locally for this eventuality.

We have a meeting set with our local union to begin discussions regarding essential service levels.

Collective Bargaining



## COVID-19 UPDATE

**From Randy Humchitt:** In line with WorkSafeBC and Provincial Health Office (PHO) directives to move away from COVID-19 Safety Plans and towards Communicable Disease plans, we are amid this transition. The aim is to have the new plan in place ASAP.

The Communicable Disease Plan will not be a great departure from the current COVID-19 Exposure and Control Plan, as many of the COVID-preventative measures will always remain (social distancing where possible, hand hygiene, sanitizing protocols, personal protective equipment for close-proximity care, staying home when symptomatic/ill, and having environmental controls such as plexiglass barriers where applicable).

The internal mask mandate remains in effect for all staff while on shift except for the youth program, where the risk of persons served becoming upset about mask use (and presenting a safety risk due to staff wearing masks) outweighs the risk that they and staff will have severe outcomes should they contract COVID-19. In such cases where mask mandates are lifted in specific programs/for specific people, a thorough Risk Assessment is completed.



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



### **Housing Initiatives**

Through our partnership with **Nanaimo Affordable Housing Society (NAHS)**, we are continuing to add any available apartments to our “stock” as they are offered to us, with developments in both Nanaimo and Parksville to come within the next year. We will also be partnering with **Woodgrove Seniors** to secure some units within their forthcoming developments.

With the **Uplands subdivision**, one last piece of paperwork is required by the City from BC Housing and then the properties will be listed. We expect this to be resolved within the next month. The current tenants at 3401 Uplands will be vacating that home by the end of July.



### **Employment and Contribution**

The NACL Employment Services Team held a **planning day** in early May with Communications Consultant Marsha D’Angelo of Apostrophe, in part to develop messaging and communications strategies about their services to get more people “in the know” about them (see Barb’s report later in this issue for further details). Part of this includes **continued research** by Vancouver Island University based on the Community-Based Applied Interdisciplinary Research (CBAIR) project initiated last year, examining barriers to hiring people with diversabilities and developing strategies to resolve.



### **Support for Families**

We are very pleased to be contracting with the **Family Support Institute of BC (FSI)** to provide dedicated supports to assist families in navigating services and any other issues associated with the care of their loved ones. This will roll out over the coming months, and you will have an opportunity to meet their local representative who will be working with us to develop relevant educational opportunities.



### **Genuine Connection**

We developed a **survey** using some methodology submitted by NACL Board Director Neil Cutler. Our annual survey period has now closed, and we’re assessing the feedback.

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

### **EDIB (Equity, Diversity, Inclusion, and Belonging)**

**From Randy Humchitt:** The **Indigenous Relations Team (IRT)** had been put on hold through the Omicron wave, and then through the critical staffing shortages this past winter and early spring. We’re aiming to convene the group in the second week of July for an in-person meeting to break bread and develop the Terms of Reference.

### **Safety and Well-Being**

In late April we kicked off **Health and Safety Month**, spearheaded through NACL’s Occupational Health and Safety Committee – involving social media and e-mail campaigns, along with site inspections and appearances at staff meetings. We also involved the newly-formed **Community Social Services Health and Safety Association of BC**, a health and safety resource dedicated to our sector.

### **Sustainability**

We’re moving as quickly as supply chains allow. We have begun **ordering solar panels**, and have enlisted the help of the **BC Non-Profit Housing Association (BCNPHA)** to do **energy assessments** of and make recommendations for several NACL homes we’ve prioritized for retrofitting, with Caspers Way Home still being our initial project. As they specialize in this area, they will also be assisting us with **navigating grants and rebates** available to non-profits doing such improvements.





# what's NEW

## ...at Portsmouth Road Home!

By: Courtney Otto, Acting Program Manager



Starting out, let's send a big welcome to DB—who is our newest housemate at PRH—and another big welcome to our new permanent staff who have joined the team.

We are wishing for spring and summer weather, and holding out for when Mother Nature finally hears us. Thankfully there are a few people who enjoy getting out, rain or shine (and snow) apparently at this time of year. Cannot wait to see what this summer brings for all the folks living at Portsmouth Road Home, and the fun ideas/activities that are already circulating.

Wishing nothing but health, happiness, and heat your way—from the Portsmouth Team! ☺



## Let's Talk communications



By: *Marlena Stewart, Executive Assistant*

Hi everyone—hope you're all doing well and enjoying what seems to have been a slow-ish transition to spring. I'm sure looking forward to warmer weather on its way as I'm sure most of you are, too!

We've been keeping up with our often multiple-times-a-day **social media** presence—hoping you're enjoying the good stuff we've been posting. Thanks as always to our persons served, staff, and programs for forwarding such great material to entertain you and hopefully keep you coming back regularly for more!

Some people have wondered/asked if they can share things like NACL's job postings to their own networks. By all means, please DO! I keep saying it, but every **follow, like, comment, and share** really does make a positive impact in helping get NACL's name "out there" and known to others.

We've just recently embarked on a **recruitment campaign**—and it would be great to get more fabulous people working here! Plus, it sure would be awesome if we could get NACL to over 1,500 followers on Facebook really soon (we're at 1,485 as of the writing of this report)...so let's do what we can to give both those things a little push!



As mentioned in my February report, we've got some cool **communications-related projects** on the go with the help of communications firm Apostrophe, under the direction of its founder Marsha D'Angelo. One of those is the recruitment campaign mentioned above (with a big shout-out to copywriter Robyn Stubbs for helping us spice up the wording for our website, social media, and related advertising)—plus we'll still be doing more communicating about our **Strategic Plan** and some other exciting stuff coming down the pike with **NACL Employment Services**. So, stay tuned for all that! ☺

Thank You **APOSTROPHE**  
COMMUNICATIONS FOR GOOD

In the meantime, it's been **Health and Safety Month** at NACL—so we've been sharing information since late April about our health and safety culture, survey results, WorkSafeBC Certificate of Recognition, and more! They've typically appeared as "**Health and Safety Factoids**" on NACL's social media...so hopefully you've seen those!

They've been delayed again as we've been getting through some challenging months and have had to triage projects, but we'll try to get more **Amazing Stories** published ASAP for NACL's 35th year...so watch out for those...plus, keep an eye on some subtle updates coming soon to our **website** to improve both its functionality and resourcefulness!

In the meantime, please continue to take care and be safe—and I'll catch up with you again in our next Bulletin in August! ☺



FOLLOW US → **@nanaimoac**  
and **www.nanaimoac**



By: Michele Westwood, Acting Program Coordinator 1



**ACTIONS**  
DAY PROGRAM

When asked



they said...



"I like anything! Going for coffee with friends... going to the farm...going to FoodShare volunteer work...swimming!"

"Christmas tree Santa Claus...I like Jenny!"



"Swimming! Going to Loaves and Fishes (to) volunteer!"



"Hanging out...I like staff, I like cleaning (the) upstairs office like my friends... making Hot Lunch, everybody, bocce ball, playing outside..."



"Coming here...I like classes... I like Hot Lunch...I like helping in the community...I like bingo...I call you funny lady!"

"Swimming!"



"Playing with the beach ball!"

"Playing the game Perfection... I am glad we have toys here... People are nice to me."



"I like my typing practice... reading books with Robin... when staff reads to me."

**WE MAKE  
MEMORIES**

**WE HAVE**

**Fun**

"Cooking programs..."







## ...at Caspers Way Home!

*By: Aidi Yang, Senior Residence Worker  
and Maya Krey, Community Support Worker*



The crew from Caspers are planning lots of adventures this summer...taking EH for a go-kart ride, hiking Maple Mountain, picnics, swimming in the lakes...

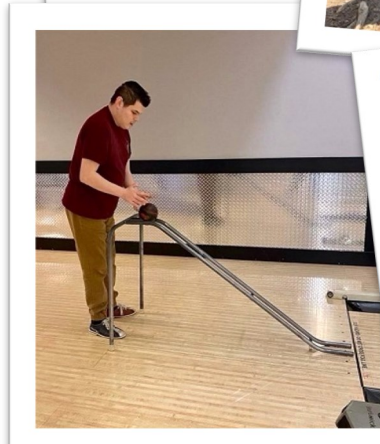
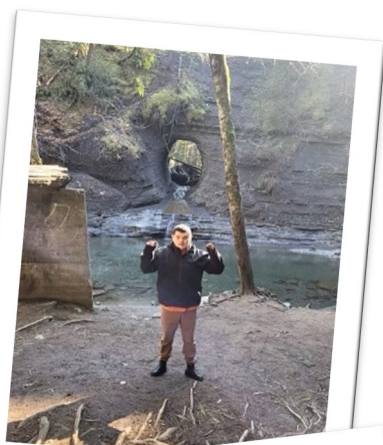
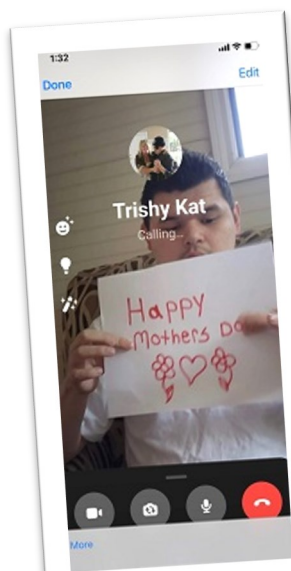
Everyone is happy to see Operation Tracksheets back—we'll go down to Victoria for the day on June 11th, meet people, and enjoy the BBQ.

K and J will have a seaplane trip to Vancouver for a show and spend the night.

During this long period of miserable weather, we went bowling, swimming in the pool, and jumped on any chance to go for a walk in the sunshine.

Everyone loved having programs back in person, such as Mix 'n Mingle, our long-time favorite. We all had a blast, dancing through the roof...literally! ☺

We will start gardening soon, planting vegetables and flowers.



adventure  
awaits

# program update



## EMPLOYMENT SERVICES

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

Hello everyone! I'm delighted to be introducing our newest team member to Employment Services—sending a big NACL welcome to **Donna Browning**, who joined us in March 2022. I am really looking forward to working with Donna. She has quickly become a valued member of our Employment Services Team...

Meet DONNA...

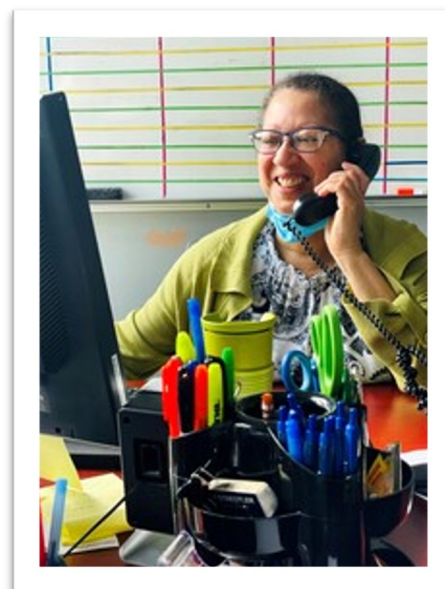


*"I am no stranger to NACL; I was a Home Share Provider for five years under the NACL Home Share Program, and reconnected late in 2020 as a support worker with several of our residential homes. I also provided two years of Home Share services through Kadel."*

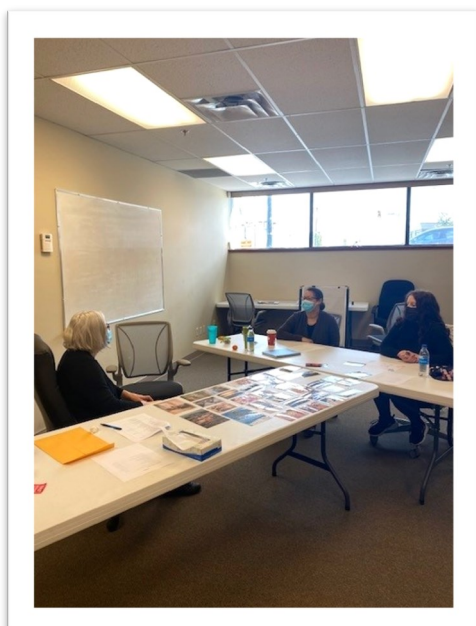
*I have a long history of serving children, youth, and adults with diverse abilities – including working as an educational assistant, family support worker, behavioural interventionist, residential support worker/day program manager with various programs in Ontario and Nanaimo. I also served as treasurer for the board at Clay Tree Society.*

*I also have six years of experience in employment services, two of which were dedicated specifically to customized employment for youth and adults with diverse abilities.*

*I am really excited to be working with the NACL Employment Services team, and I have already benefited greatly from the expertise of my mentors, Debra and Barb."*



## Here We Are In PLANNING DAY



### *It was a day of realization and appreciation...*

On May 6<sup>th</sup>, our Team had the opportunity to get together and do a session all about advancing employment services, engaging community, and looking at what we do well.

Thanks to Marsha D'Angelo (from Apostrophe) for her insights and facilitation. Deb Buvyer summed it up so well (see the next page). We also acknowledged that we couldn't do what we do without our talented group of job candidates who lead the way for us!

## THE TAKEAWAYS





realization  
OF THE



We Do...

- ✓ *We assist job candidates in finding meaningful work.*
- ✓ *We campaign the community to engage with us in new relationships.*
- ✓ *We educate the community on diversity and inclusion.*
- ✓ *We punctuate the benefits for businesses and staff that equates production.*
- ✓ *We promote what is possible from our amazing, untapped resource.*
- ✓ *We present our panel of engaging services.*

Our Team is very much one of “ACTION!” We blaze out there with our amazing job candidates, our education pack, and our passion to make great, long-lasting connections and relationships that benefit everyone.

***We, as a program, needed to pause and regroup...***

- The pages covered the walls where Marsha scribed all our thoughts, and somehow made sense of everything we were thinking, doing, and striving for.
- This day was invaluable, as we could see how big of a picture this whole thing is and just how complex it is—so many levels. We look forward to next step results from (Communications Consultant) Marsha from Apostrophe!

appreciating *The* GREAT WORK *we do*

- Barb presented the Team with Appreciation Certificates acknowledging our efforts, passion, and drive.
- Thank you, Barb, for being the BEST Boss Lady—EVER! 😊



It was a great day to connect and share amazing ideas that will bolster and project NACL Employment Services into the future!





By: *Brianna Otto, Senior Home Share Manager*



I am happy to see the sunshine, and am patiently awaiting the arrival of hotter weather!

As most of you know, **Thinley Dradul** is no longer a Home Share Manager with us, and we are so sad to see her go. We wish her nothing but the best in her next role! We are currently in process of hiring another person for our team, and look forward to introducing you once they join us.

I would like to thank each of you who took the time to complete our **annual survey**. It provides great feedback to us so we can continue to improve the Home Share program each year.

Some of you may have had the opportunity to meet or speak with our **Therapeutic Recreation internship student** from Douglas College, **Terra Tomaszewski**. She was with us from January through the end of April. During her time with us, she took part in our Staff Appreciation Committee, co-facilitated an art group with a participant in the Actions Day Program, and created a Stress Reduction Initiative that was shared within the agency and can be accessed by anyone interested. We wish Terra all the best in her career in the field of Therapeutic Recreation.

**Marlena Stewart**, our Executive Assistant, has been working tirelessly on building our **social media presence**. As we head into the summer, please send pictures and videos of all the wonderful things each of you are doing, if you would like to be featured!

Wishing you all a happy and healthy summer season! ☺







## ...at Jingle Pot Home!

*By: Gretchen Brown, Program Manager*



When you call Jingle Pot Home, you will hear the most calm and pleasant greeting. "Good morning (or afternoon), this is Sarah speaking. How may I help?"

This is our new SRW, Sarah Kirkbride, who is also the most amazing cook. She made us lunch for our recent staff meeting—check out these pictures and drool.

Welcome, Sarah—we are lucky to have you! ☺

The fun never stops at Jingle Pot Home...what with dancing and painting and going out for walks, and planning for summer holidays and interesting activities.

Yes we are busy, but we still take time to relax and enjoy the moment.

Hello & welcome



**TASTY!**



"Mmmm... yum, yum!"



# OH&S NEWS

OCCUPATIONAL HEALTH & SAFETY



*By Peter Letts,  
Quality Assurance Manager*

In an effort to raise awareness about and acknowledge the staff's commitment to health and safety, the Occupational Health and Safety Committee held "Health and Safety Month." This started with the recognition of the Day of Mourning on April 28th, which commemorates workers who have been killed, injured, or have suffered illness due to workplace-related hazards and occupational exposures. We also had social media posts about the staff survey results related to health and safety and an acknowledgement from Satvinder Basran, Director of the Community Social Services Safety Association of BC. Other activities included OH&S Committee members attending staff meetings, and site inspections that ensure any H&S concerns are addressed.

With regard to the site inspections, most have been completed—and it's apparent that the staff are maintaining their diligence in keeping homes and programs safe and ensuring all requirements are met. One observation was that the homes and the bedrooms of people served reflect the personalities and preferences of each person, and are well decorated and comfortable.

The OH&S Committee continues to meet monthly, so all staff are reminded to review the meeting minutes that are posted on the Health and Safety Board at your site.

Training continues for 2022, with committee members ensuring they have completed their mandatory eight hours. Three members attended a risk assessment course. We are also ensuring supervisors can take some training, and several staff have attended the Supervision course.

## HEALTH + SAFETY MONTH AWARENESS CAMPAIGN



*Training*

## What's New?

## ...at Westwood Lake Home!

By: Evan Godfroid, Acting Program Coordinator 2



At Westwood Lake Home, we have had some big changes in the last three months!

Two of our part-time individuals, B and JP, have moved in full-time and both have settled in and have become quite comfortable here. T celebrated his 16th birthday this month, and he got lots of fun gifts.

We have welcomed some lovely new staff to WLH (full-time, part-time, and casual—yay!), as we meet the needs of all these big changes.

Nicole, our Program Coordinator, has gone on maternity leave and Evan, the Acting Program Coordinator, has just reached his 2-month milestone of filling that role at WLH:

**"It's already been a great learning experience in just this short period of time. I know I have so very much more to learn in the future, but I am really enjoying the journey thus far."**

Looking eagerly for good weather and more opportunities ahead! ☺



ISLAND  
LIFE  
ROCKS



ALL THINGS



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

*Celebrating*  
**PCP**

**SURVEY  
RESULTS**



*"I feel the work I do makes a positive difference in the lives of the people we support."*

We are strong, with committed staff teams who continue to be very person-centered in service delivery. Once Peter finalizes his analysis of the survey, we'll be able to talk about the detailed survey results a bit more in the next Bulletin article. In the meantime, I also would like to thank all who've responded; the insights we'll gain will help us moving forward with our examination of NACL's PCP process.

The intent is to do a deeper look and analysis of what is working with the PCP process and what ways we can continue to further improve and enhance things in that regard on an agency-wide level. To that end, over the summer months we'll be working with Marsha D'Angelo of Apostrophe, who will facilitate our "PCP Audit." I am really looking forward to what this will reveal, and what our action steps will be.



**PERSON-CENTERED  
THINKING**

**TRAINING**

*and*

**Congratulations**

In other PCP news, we have a full house with 18 + learners signed up for our PCT training on **June 2<sup>nd</sup> and 3<sup>rd</sup>**. Can't wait!

A big shout-out to **Randy Humchitt**, who will join me as a certified trainer. While not new to presenting with me at PCT while gaining his credentials, Randy just received his official certificate—reflecting both his hard work to get there, and his love of teaching all things PCP! Welcome aboard! ☺

A purposeful part of both our succession planning and reflective of our need to build more depth and capacity, the second piece of my PCP news is that we've been interviewing and vetting our next generation of trainers! I'm thrilled to welcome:

*Donna Browning and Courtney Otto*

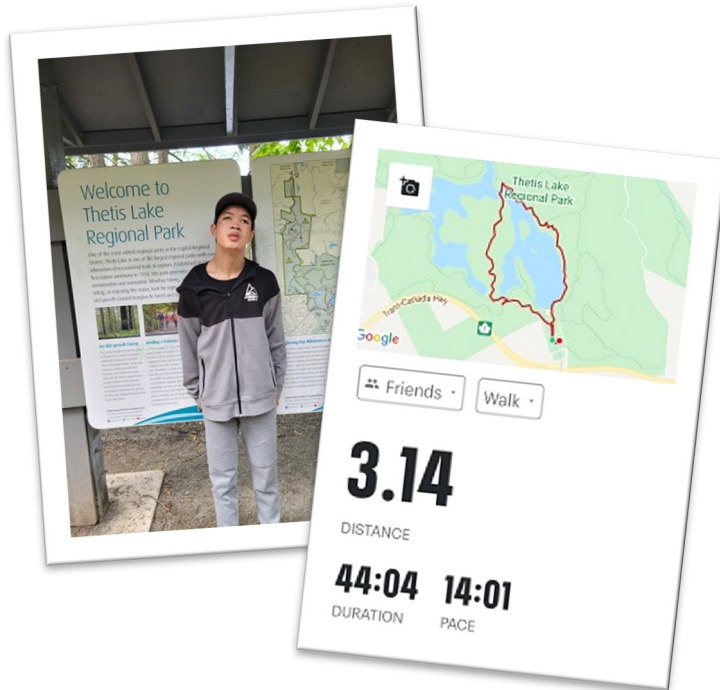
...who will be working alongside us, and training to be trainers! We are very excited to have you with us, and we're really looking forward to being mentors/trainers with you both. ☺



# WHAT'S UP

## ...at Sherwood Home!

By: Cindy Griffin, Senior Residence Worker



This captures one of the last long walks with Cindy before her new adventures take her to Alberta.

It was a beautiful day for a drive to Victoria, and a great walk around Thetis Lake Regional Park. And of course, there is always time for some good old swinging! ☺



## a few words *from* Angela

Saying goodbye to friends is hard. We have built a special bond with Cindy over her past six years with NACL. She is known for her caring, kindness, and steadfast dedication to all the persons served who have been lucky enough to be supported by her.

Her teammates will miss her organization and 'get 'er done' style. I will miss her never-ending support, solution-based and positive attitude, and mostly that fabulous smile!

Cindy, you will be greatly missed by us all! ☺



*Best of luck!*  
*happy trails*





## ...at Maxey Road Home!

By: *Gretchen Brown, Program Manager*



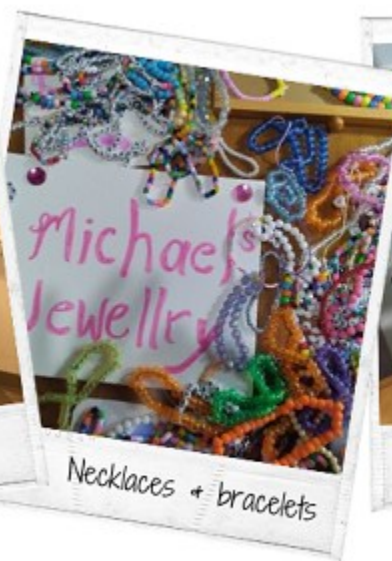
Maxey Home has had a busy spring, and we are all ready for summer.

We welcome Michael, who has recently moved into MRH. He brings a great energy to the home and is always ready to jump in and help. He also makes beautiful necklaces and bracelets, which he sells.

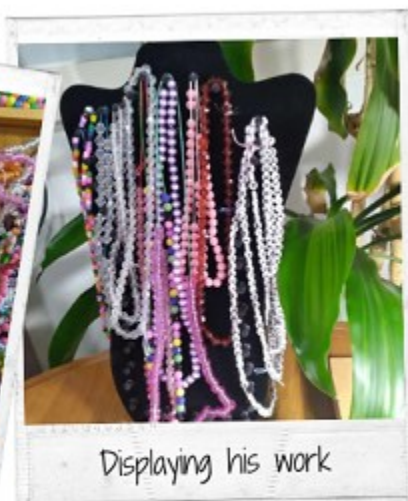
The staff continue to go above and beyond to create best lives for the people they support.



The artist, Michael



Necklaces + bracelets



Displaying his work

**COMMUNITY  
GARDEN**

**NOW OPEN**



Ann and Darryl's (Community) Garden at Maxey Road Home is up and running! One of our staff has created a lovely sign to commemorate the two residents the garden is named after, who have passed on.

The Garden Committee is going strong, thanks to the addition of the dynamic and energetic new Committee Chair, Niki Stuart. We are also blessed to have Selene Lincoln on board, who brings lots of experience and ideas.

The official ribbon-cutting ceremony was on May 25th, with attendees enjoying carrot cake, coffee, and tea.

Check out the meeting minutes on the NACL Common Drive or join us for the next meeting—we welcome new committee members! In the meantime, check out the pictures on the next page showing the garden taking shape, and from our Grand Opening celebration... ☺





Darryl's sister Sherry cut the ribbon for us... ♥

*Come enjoy this serene, sustainable, and fully-accessible space at :*

**2278 Maxey Road  
Nanaimo, BC**

*This garden is for all of us, Nanaimo! 😊*



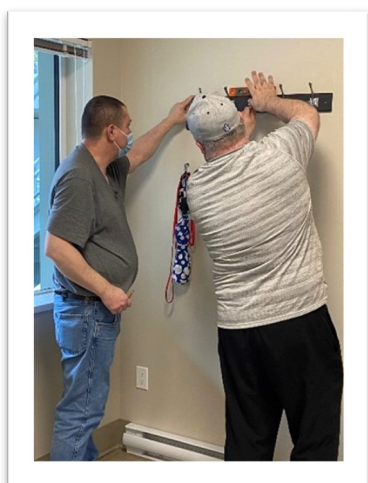


By: Sara Gilks, Program Coordinator 1

## Starting with Uplands...

In March, our folks at Uplands Outreach enjoyed St. Patrick's Day with some Pachos from Carlos O'Bryan's...

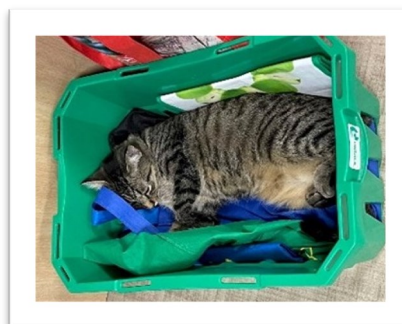
GT also started a new job working at Country Club Mall. He says, "I enjoy cleaning, working hard, and having a regular paycheque." He also is a great help here at Uplands.



...and, for the latest Lucy update...she has deemed herself the new recycling/shopping supervisor!



**so cute.**



In April, EC and CM had a great time being creative with various designs of Easter eggs.

Lots of laughter was involved! ☺



In May, Vince and KH rode the new hybrid ferry over to Gabriola for lunch. KH says, "It was sooooo quiet—sure hope the bigger ferries are like that one day!"



*...and over at Prideaux...*

What a thrilling first few months it has been! ☺ New relationships have been forged, and perceived limits exceeded. What a joy to watch our people served enjoy their lives...supported, but in self-determination and independence. It is wonderful to see people achieve levels of wellness and independence that they never thought was possible in their lives.

As one of our people served said, "I can't believe I am doing this well!" From a Community Support Worker's perspective, it is humbling to watch our people served set an example in living with gratitude, and to offer a guiding hand when needed.

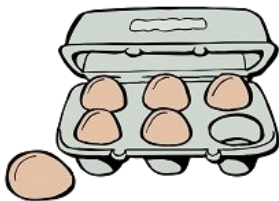
Here at Prideaux, we look forward to all the growth and freedom still ahead! ☺

EXPLORE  
LOCAL.



*Waterfront Walks*

GROCERY  
LIST



HAPPY  
SPRING!





*By Peter Letts, Quality Assurance Manager*

The Quality Assurance Department is wrapping up the satisfaction surveys for 2022, and will soon begin compiling and summarizing this information for the Performance Analysis and Outcomes Management Report. This year's staff survey had the highest rate of return since we began recording them on ShareVision five years ago. Many thanks to all the staff who responded. Other groups surveyed are people served and their families and caregivers, Home Share Providers, Employers, Members, and Stakeholders (MCFD/CLBC staff and other professionals who work with NACL).

Work has begun on annual reporting and planning as well, with the Risk Management and Compliance Reports now complete and the Human Resources and Health and Safety Reports coming up. Other reports and planning documents include Accessibility, Diversity, and Technology.

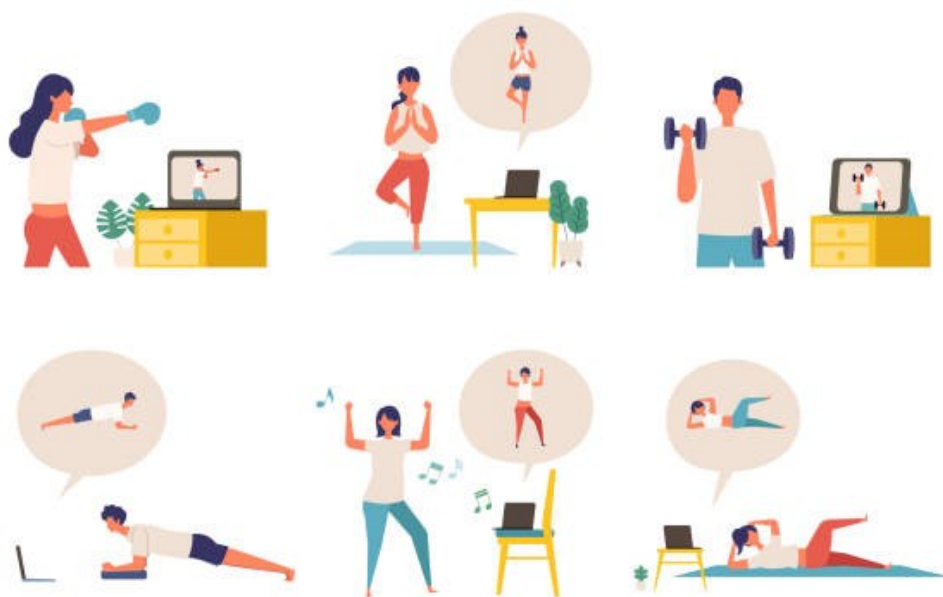
Work continues with the procedures review for the Child and Youth Services area, as we continue to develop/adjust procedures to meet those CARF standards. This includes updating policy regarding behaviour support plans, and procedures related to supervision and quality records review.

We have now updated the site orientation checklists, and have further streamlined the process with the checklists being set up in ShareVision for easy data entry and communication to Program Managers.

Our Quality Assurance/Human Resources Assistant, Cindy Bryant, continues to be very busy supporting the onboarding process, managing postings, and ensuring schedules are up to date with all the changes. Getting staff hired and oriented is a key task these days, as we try to ensure adequate casual staff are available to backfill as needed for permanent staff.







## 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!



*All classes led by a certified instructor!*

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

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

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We'd love to hear from you...

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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! ☺