

Each year, as part of Nanaimo Association for Community Living (NACL)'s quality assurance process, we review how well we did in managing the Association and providing services and programs.



In the past year, NACL has achieved success in the following areas:

- ✓ *All apartments at the Uplands Housing Project are rented out, with the Uplands Outreach Service providing support to individuals living there.*
- ✓ *NACL conducted a review of current/future housing with an internal Housing Committee (including the assistance of an experienced housing consultant), assessing current property holdings to look at potential changes in line with consumer demand. With this in mind, NACL purchased the property next door to our existing Uplands Housing Project with the intent to expand housing options and sold our vacant property at 5831 Hammond Bay Road to hold the proceeds for additional future housing.*
- ✓ *The Actions Day Program redesign continues, with Life Long Learning merged with Actions and its curriculum incorporated into vocational classes that will run from September through June, focusing on skill development and job readiness. This program (STEP) is currently being successfully delivered.*
- ✓ *Full implementation of ComVida's automated callout system in early September 2021.*
- ✓ *Regular communications continue at NACL via constant social media posts on Facebook, Twitter, Instagram, and LinkedIn – sometimes multiple times daily. There has been marked growth in followers on all social media channels over the past year, including having over 1,500 Facebook followers as of June 2022.*
- ✓ *NACL's website was further enhanced in the spring of 2022 with the revamping/expansion of our Careers page – inviting applicants for casual employment plus incorporating internal posts also made external. We now invite applications to be submitted through a fillable form going to a centralized e-mail address (monitored by members of our internal recruitment/onboarding team).*

*time to celebrate*  
**SUCCESS STORIES**



- ✓ *NACL will continue with Trust-Based Relational Intervention (TBRI) training, which will be required during orientation for all staff working with children and youth.*
- ✓ *NACL's Health and Safety Policy and Procedures were reviewed and updated to maintain compliance with CARF Child and Youth Services Standards and the WorkSafeBC Certificate of Recognition (CoR) standards.*
- ✓ *The Association successfully passed the CoR internal audit in January 2022 to continue its Certification.*
- ✓ *The Joint Occupational Health and Safety Committee continues to have a dedicated membership and consistent monthly meetings. In the spring of 2022, the committee held a Health and Safety Month, which included recognition of the Day of Mourning for all those who have died or been injured on the job in BC, social media posts, and Committee attendance at staff meetings.*
- ✓ *NACL continues to work on consistency in the Person Centered Planning (PCP) process. The Person Centered Practices/Employment Services Manager has been working with Program Managers and staff teams to ensure a meaningful planning process, and reliable documentation of information.*
- ✓ *Continuation of team-based Compassionate Communication training on an agency-wide level with Myriam Verzat of Reconnect, who developed video-based modules for use during the COVID-19 pandemic.*
- ✓ *In partnership with Vancouver Island University, a Community-Based Applied Interdisciplinary Research (CBAIR) survey/report was conducted with three students to identify barriers local businesses may face in employing people with diversabilities.*
- ✓ *An internship from January to May 2021 focused on developing an Indigenous Relations Framework for future connectivity and possible future partnerships/service provision with our local Indigenous communities. The student concluded their internship with a presentation to management, and from this a further educational initiative resulted in management taking the Indigenous Canada course from the University of Alberta. An Indigenous Relations Team was also struck, and they are developing their terms of reference.*
- ✓ *Under the guidance of Marsha D'Angelo of Apostrophe, NACL engaged in a virtual process involving NACL's Board, senior staff and other employee representatives, self-advocates, external stakeholders, and focused questions within our annual survey process (targeting specific internal audiences) to develop a new Strategic Plan, including a new Vision, Mission, and Goals to guide the Association's direction for the next 3-5 years. Measurable deliverables were developed with our Board of Directors in June 2022.*



- ✓ *The impact of COVID-19 on NACL has continued to be significant. The Association maintained its COVID-19 Exposure and Control Plan to address risks and ensure implementation of mitigation strategies, such as Personal Protective Equipment (PPE) and physical distancing. Updates have reflected Provincial Health Office direction during the pandemic, and communiques have been frequent – ranging from weekly to monthly, as appropriate – with all shared transparently on NACL’s website ([www.nanaimoacl.com/event](http://www.nanaimoacl.com/event)) for easy reference. As of June 2022, the plan has shifted to an Endemic footing (Communicable Disease Plan), although the pandemic plan can be reinstated immediately if necessary.*



*Priorities for the coming year include:*

- ✓ *Ongoing diligence in managing and administering services during the COVID-19 pandemic, continuing to follow Provincial Health Office (PHO) guidelines/direction, and the development of plans for Association management and the implementation of the Endemic plan.*
- ✓ *Moving forward with Strategic Plan implementation. Project updates will be reported at quarterly Board meetings.*
- ✓ *Engage in a review of Person Centered Planning to determine and evaluate how we can improve the process to be more consistent and effective.*
- ✓ *Continued website enhancements to promote moving away from paper documentation towards electronically-provided information wherever possible, and continued focus on recruitment efforts both on NACL’s website and social media.*
- ✓ *Develop/conduct an annual review of Outreach Services at Uplands. This was not completed as of the writing of this report, but will be done by the end of the year.*
- ✓ *Continued provision of residential services for youth, including meeting CARF Child and Youth Services (CYS) standards, recruitment and training of staff, and Person Centered Planning with individual youth to ensure supports meet their needs.*
- ✓ *Ongoing review of NACL policies, procedures, and other documentation to ensure compliance with both CARF and MCFD Child and Youth Care standards.*
- ✓ *Ongoing redesign of Actions Day Program, including implementation of a dedicated longer-term curriculum period (September to June) for vocational-related training.*



- ✓ *Ongoing diligence in Occupational Health and Safety processes and practices to maintain our excellent standing with WorkSafeBC's Certificate of Recognition program.*
- ✓ *Expanding and enhancing our successorship plan to provide a more holistic approach to senior position replacement, identifying an annual process that identifies incremental steps to ensure a smooth transition. An updated plan will be prepared in time for our next CARF survey in 2023.*
- ✓ *Continued efforts to address the recommendations of the VIU CBAIR report to help reduce barriers to employing people with diversabilities.*
- ✓ *Ongoing efforts to develop housing options, including completing subdivision of 3401/3405 Uplands to enable the sale of both homes on the property, with the intent to keep and develop the lower portion of the land to create future housing for seniors or youth in transition, depending on determined needs. We are also committed to developing more housing opportunities through our partnership with Nanaimo Affordable Housing Society (NAHS) and other entities.*
- ✓ *Further developing and/or formalizing local community partnerships including Memorandums of Understanding (MoUs), if warranted through operational overlap, with Nanaimo Foodshare Society, Growing Opportunities Farm Community Co-operative, Literacy Nanaimo, John Howard Society, Nanaimo Child Development Centre, and local Indigenous communities.*
- ✓ *Continue with the Indigenous Relations Team, moving forward to implement educational initiatives and ongoing relations.*

## Management Review 2021-2022

In reviewing the management of the Association, we surveyed the members, staff, people served and stakeholders to get feedback on how we did.

Our **membership** gave us the following feedback:

- ✓ *100% of members who responded agreed that NACL communications, like the quarterly "What's Happening" Bulletin, keeps them well informed.*
- ✓ *100% of respondents indicated they would be interested in attending NACL community events.*
- ✓ *Once again members identified workshops, fundraising, and peer support as preferred events.*
- ✓ *100% indicated the NACL website provides them with the information they need.*

The responses showed us that:

- ✓ *Social media followers continue to increase, with 64% indicating they follow us on social media while 29% of respondents do not follow social media. This is trending in the right direction; but regardless, NACL still needs to ensure members are reached through a variety of means.*
- ✓ *54% said they regularly attend the AGM, and 38% as much as possible. One member responded that the online meetings on Zoom would help them attend.*





Staff surveys showed most staff have high job satisfaction and feel valued:



- ✓ 85% of those who responded rated their job satisfaction as 7 or higher on a scale of 1 to 10; this is a 4-point decrease over last year after increases over the last several years. However, NACL is still doing very well at creating a workplace that fosters job satisfaction.
- ✓ 75% of respondents agreed they feel valued as an NACL employee, and 89% are proud to work at NACL.
- ✓ With increased focus on health and safety in the past few years 84% of respondents agreed they work in a safe environment.

SURVEY ITEM	RESULT
I feel the work I do makes a positive difference in the lives of the people we support.	<b>98%</b> of respondents agreed.
I am pleased with how NACL has continued to respond to the COVID-19 crisis.	<b>83%</b> of respondents agreed.
I receive the training I need to do my job well.	<b>79%</b> of respondents agreed.
Person Centered Planning is relevant to the work I do.	<b>96%</b> of respondents agreed

### Person Centered Planning

Surveys for people served included questions about NACL’s Person Centered Planning process:



**Residential Services:**

- ✓ I am supported to plan and do the things I want to do in my life (My PCP Goals). 83% Agree

**Home Share:**

- ✓ I feel heard and respected for my life choices (my PCP Goals). 82% Agree

**Actions Day Program:**

- ✓ Staff help me plan my program activities. 97% Agree

**NACL Employment Services:**

- ✓ I was well supported in choosing my employment goals. 93% Agree

Our stakeholder survey showed us that they think we’re doing a good job:

SURVEY ITEM	RESULT
NACL staff are professional and courteous.	<b>100%</b> of the stakeholders agreed.
Issues and concerns are dealt with in an effective and efficient manner.	<b>100%</b> of the stakeholders agreed.
Does our website provide adequate information?	<b>100%</b> of the stakeholders agreed.



## Program Review 2021-2022

In the programs and residences, we looked at four things to help us figure out how we're doing:

1. *How happy people are with our services.*
2. *How well we served everyone and met their goals or needs.*
3. *How good we are at serving as many people as we can in our programs.*
4. *When people were referred, how many of them are we able to serve.*



## Actions and NACL Employment Services

The **Actions Day Program** continues to focus on personal growth and community inclusion with activities such as volunteering, vocational training, creative expression, and the STEP component which focuses on academic and practical skill development. Actions was able to serve 53 people in 2021-2022 after many had stopped attending the previous year.

**NACL Employment Services** supported 30 people in 2021-2022, with 83% of those served being employed. Many of those people were able to return to their jobs after long absences during the height of the pandemic.

The 2021-2022 Actions and Employment Services surveys were conducted via Google. Where needed, staff supported participants to respond. Family/caregivers or employers had easy access to the surveys online, and we received an excellent number of surveys returned, so most people got a chance to provide feedback. The following are a sample of responses from those surveys:



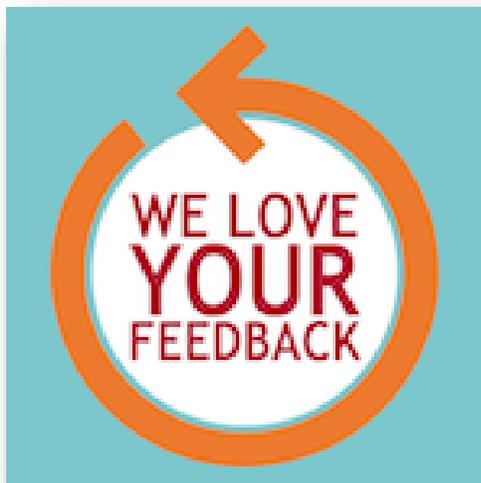
- ✓ ***94%** of people served at Actions responded they were satisfied with the program. **87%** agreed that they enjoy being at the program, with no-one disagreeing with this. **94%** agreed that “my program activities meet my needs.”*
- ✓ *This year **100%** of family/caregivers of Actions participants responded they were satisfied that the program is meeting the needs of the person served; that’s a big improvement over the response from last year!*
- ✓ *Everyone served by Employment Services was satisfied this year, with **100%** responding that they were satisfied with the program, **100%** agreeing they are well supported in their job search, and **100%** agreeing they are well supported once they have a job!*
- ✓ ***96%** of family/caregivers of people served by Employment Services responded they were satisfied the program was meeting the needs of the person served.*
- ✓ ***100%** of employers agreed with “I’m happy with the person working at my business,” and **100%** were satisfied with the work of Employment Services staff.*

NACL Employment Services partners with employers from Nanaimo who run a variety of businesses. We continue to work with Vancouver Island University on a project to reduce barriers to employment for people with diversabilities.



**Staffed Residential Services (Group Homes), Home Share, and Uplands Outreach Services**

- ✓ **88%** of people served in Staffed Residential Services and **100%** of people served in Home Share agreed with the survey statement “I’m well cared for in my home.”
- ✓ **96%** of people served in Staffed Residential Services agreed with the statement “I like living in my home.”
- ✓ **82%** of people served in Home Share are happy where they live.
- ✓ **83%** of people served in Staffed Residential feel supported to plan and do the things they want to do in life. **95%** of people served in Home Share feel supported and respected for their life choices.
- ✓ **100%** of family members indicated they were satisfied that the home is meeting the needs of their family member.
- ✓ **100%** of family members agreed with “I trust the people who support my family member.”
- ✓ **100%** of Home Share Providers agreed that “I am supported by the Home Share Manager in providing service to the person(s) I share my home with.”



...from people served at the **Day Program** and **Employment Services** on what NACL does well:

- ✓ “It feels nice, and we do fun things. It goes all in.”
- ✓ “I like this program.”
- ✓ “Yes, I enjoy being in program.”
- ✓ “All the staff speak nicely to me and listen to me.”
- ✓ “I like the activities that are offered.”
- ✓ “I live for Thursday and Friday when I can work at the COCO Café.”
- ✓ “They listen to what I like in a job and stay with me until I am comfortable in what I’m doing.”
- ✓ “Helped me get a job, supported me on the job.”



- ✓ “My employer(s) are a good match for the skills that I have.”
- ✓ “I have worked there for a long and am happy with my role.”

...and from the people served in **Staffed Residential Programs** and **Home Share**:

- ✓ “I like to go to the mall and buy movies and CDs.”
- ✓ “Staff are kind and gentle.”
- ✓ “I like to know about my money and make decisions on what to buy.”
- ✓ “I feel supported with my goals.”
- ✓ “I’m happy, I feel safe.”



## Person Centered Planning Goals

The Association was able to figure out how well they served people by the progress made on **Person Centered Planning (PCP) goals**.

Everyone chooses their own personal goals, and the PCP Goals are grouped by Quality of Life Domains to help us understand what area of a person’s life their goals focus on. Goal Progress is reviewed and determined to be either no progress, minimal progress, satisfactory progress, or excellent progress.

Below we show the percentage of everyone’s goals that are in each domain (sorted by most goals in that category to least), and how well they did with the percentage of both satisfactory and excellent progress.



**Actions Day Program** tended to work on Personal Development and Self Determination goals, with good progress in those areas:

<b>Program</b>	<b>Quality of Life Domain</b>	<b>% Goals in Domain</b>	<b>% Goal Progress Rated at Excellent and Satisfactory</b>
<i>Actions Day Program</i>	<i>Personal Development</i>	<i>33%</i>	<i>70%</i>
	<i>Self Determination</i>	<i>27%</i>	<i>70%</i>
	<i>Physical Well-Being</i>	<i>16%</i>	<i>69%</i>
	<i>Material Well-Being</i>	<i>12%</i>	<i>58%</i>
	<i>Emotional Well-Being</i>	<i>6%</i>	<i>83%</i>
	<i>Social Inclusion</i>	<i>6%</i>	<i>50%</i>
	<i>Interpersonal Relations</i>	<i>1%</i>	<i>100%</i>
	<i>Rights</i>	<i>0%</i>	<i>N/A</i>



**Employment Services** had very good progress on all goals, with most focused on Material Well-Being as people get jobs and earn a living:

<b>Program</b>	<b>Quality of Life Domain</b>	<b>% Goals in Domain</b>	<b>% Goal Progress Rated at Excellent and Satisfactory</b>
<i>NACL Employment Services</i>	<i>Material Well-Being</i>	<i>51%</i>	<i>83%</i>
	<i>Personal Development</i>	<i>13%</i>	<i>80%</i>
	<i>Social Inclusion</i>	<i>11%</i>	<i>67%</i>
	<i>Emotional Well-Being</i>	<i>10%</i>	<i>100%</i>
	<i>Self Determination</i>	<i>9%</i>	<i>100%</i>
	<i>Interpersonal Relations</i>	<i>5%</i>	<i>75%</i>
	<i>Rights</i>	<i>1%</i>	<i>100%</i>
	<i>Physical Well-Being</i>	<i>0%</i>	<i>N/A</i>

For those living in **NACL Staffed Residential Services (Group Homes)**, progress went well in most areas, with Emotional Well-Being, Physical Well-Being, and Interpersonal Relations being the areas they focused on the most:

<b>Program</b>	<b>Quality of Life Domain</b>	<b>% Goals in Domain</b>	<b>% Goal Progress Rated at Excellent and Satisfactory</b>
<i>Staffed Residential</i>	<i>Emotional Well-Being</i>	<i>21%</i>	<i>76%</i>
	<i>Physical Well-Being</i>	<i>21%</i>	<i>73%</i>
	<i>Interpersonal Relations</i>	<i>19%</i>	<i>65%</i>
	<i>Personal Development</i>	<i>14%</i>	<i>56%</i>
	<i>Self Determination</i>	<i>10%</i>	<i>83%</i>
	<i>Social Inclusion</i>	<i>10%</i>	<i>39%</i>
	<i>Rights</i>	<i>3%</i>	<i>40%</i>
	<i>Material Well-Being</i>	<i>2%</i>	<i>100%</i>

Those living in **Home Share** tend to focus on Personal Development, Material Well-Being, and Physical Well-Being, with good progress in all three areas:

<b>Program</b>	<b>Quality of Life Domain</b>	<b>% Goals in Domain</b>	<b>% Goal Progress Rated at Excellent and Satisfactory</b>
<i>Home Share</i>	<i>Personal Development</i>	<i>23%</i>	<i>67%</i>
	<i>Material Well Being</i>	<i>20%</i>	<i>63%</i>
	<i>Physical Well-Being</i>	<i>19%</i>	<i>73%</i>
	<i>Interpersonal Relations</i>	<i>13%</i>	<i>70%</i>
	<i>Self Determination</i>	<i>11%</i>	<i>89%</i>
	<i>Emotional Well Being</i>	<i>6%</i>	<i>40%</i>
	<i>Social Inclusion</i>	<i>6%</i>	<i>80%</i>
	<i>Rights</i>	<i>3%</i>	<i>50%</i>



Since **Outreach** services is a fairly new service, many Person Centered Planning goals are just getting going. So far, they have focused on Physical Well-Being and Material Well-Being:

<b>Program</b>	<b>Quality of Life Domain</b>	<b>% Goals in Domain</b>	<b>% Goal Progress Rated at Excellent and Satisfactory</b>
Outreach	Physical Well-Being	43%	0%
	Material Well-Being	29%	100%
	Personal Development	14%	0%
	Social Inclusion	14%	100%
	Emotional Well-Being	0%	N/A
	Interpersonal Relations	0%	N/A
	Rights	0%	N/A
	Self Determination	0%	N/A



The Association tried to be as efficient as it could by serving as many people as it can in each program – in other words, making sure each program reached capacity.

- ✓ **Home Share** now serves over 120 people and is one of the most efficient ways to provide residential services.
- ✓ The **Actions Day Program** has bounced back from the pandemic and served 53 people in 2021-2022.
- ✓ While **NACL Employment Services** is now serving 30 people, which is the largest group they have served so far.
- ✓ NACL's **Staffed Residential Services (Group Homes)** served 40 people over 2021-2022, including children and youth who have respite stays at Westwood Lake Home.
- ✓ **Outreach Services** is now fully underway with two sites at Uplands and Prideaux, serving 19 people over 2021-2022.

The Association tries to accommodate all those who are referred to our programs and services by Community Living BC (CLBC) and the Ministry of Children and Family Development (MCFD). Once a referral is received, NACL makes every effort to serve the person as soon as possible; however, many circumstances affect the start date for that person such as transportation to the program, transition timing to new homes, personal circumstances, and/or finding a suitable Home Share.



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## Conclusion

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NACL continues to experience challenges as it navigates ongoing pandemic and staffing challenges, but we are proud of our quantitative outcomes – and consider it a testament to our overall organizational resiliency that we were able to provide effective care and achieve the many successes (as noted above) during a global pandemic.

We look forward to the coming year as we endeavor to achieve our strategic goals and operational outcomes.