



# What's happening?

## From Graham's Desk...

By: *Graham Morry, Executive Director*



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I would like to thank all of our staff for your continued commitment, hard work, and flexibility as we work through our current staffing shortage. People have really stepped up above and beyond the call of duty, and this is both recognized and appreciated.

We are going to need to be creative in our quest for quality staff, and I encourage you all to be on the lookout for people who would be a good fit for NACL.

The following are some of the current strategies we are using for recruitment:

- **NACL's Website**
- **Hiring Fairs**
- **Information Fairs/Business Expos**
- **Eclipse HR Internal Training Partnership**
- **Recruitment Websites (i.e. Indeed)**
- **Practicums (Post-completion)**
- **General Advertising**
- **WorkSafe BC (Retraining Opportunities)**
- **GT Hiring Solutions Partnership**
- **Word of Mouth**



We're going to review and update our recruitment materials in the near future, plus actively employ **social media** and other strategies more to help attract staff. Again, if you know of anyone suitable to join NACL's team, please send them our way!



# GRAHAM from the desk

# CONTINUED...➔



## Housing



## UPDATE

Construction continues at the *Uplands Housing Project*, with roof on, windows and doors in, and on schedule for completion by July 2020.



We have also completed the purchase of the *property next door*, with a possession date of March 1, 2020. We are beginning to conceptualize what the next phase of our social housing initiatives will look like, but are investigating a long-term/extended care type of service.

In keeping with our inclusive philosophy, we would not have a service specific to people with a developmental disability living there, but a diverse population reflective of the community. Our intent is to have our Project Development Funding (PDF) proposal, which gives us seed money to begin developing the project (including architectural drawings, engineering, etc.) completed by the end of December.



Over the next several months, we will be initiating a deep dive Strategic Planning process to map out our direction over the next 3-5 years.

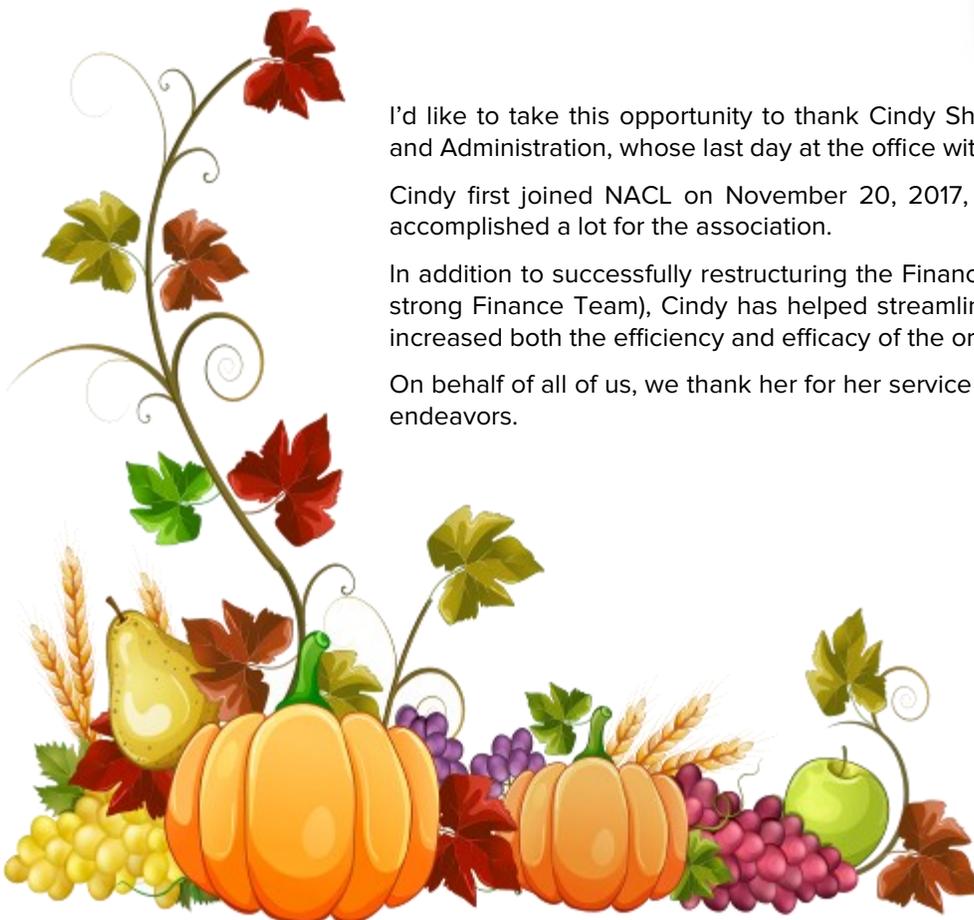
This will incorporate feedback from persons served, families/caregivers, staff, Board, members, and all community stakeholders.

NACL has grown significantly over the last few years, and it is timely that we step back and evaluate where we're at and where we want to go.



Thank You!

*Cindy*



I'd like to take this opportunity to thank Cindy Shelest, our Manager of Finance and Administration, whose last day at the office with us will be December 6, 2019.

Cindy first joined NACL on November 20, 2017, and in her two years with us accomplished a lot for the association.

In addition to successfully restructuring the Finance Department (and fostering a strong Finance Team), Cindy has helped streamline many procedures that have increased both the efficiency and efficacy of the organization.

On behalf of all of us, we thank her for her service and wish her well in her future endeavors.



# Let's Talk communications



By: Marlena Stewart, Executive Assistant

Hi everyone! I'm so excited to reveal that I'm reporting to you in my newest role at NACL—spearheading communications efforts on NACL's behalf, essentially helping to operationalize the recommendations within Pat Bugera's Communications Strategy. She's been a fabulous mentor to me during this transition. ☺ As a long-time enjoyer of website and graphic design, social media, and the like—and obviously a HUGE fan of NACL and wanting the WORLD to know how awesome we are—I'm thrilled to take on this challenge with the help of YOU wonderful people, to tell NACL's story in various fun and exciting ways!

To do this, I've slowly been shifting out of HR administration—and I know for a fact you'll be well taken care of by the awesome team of people who've taken over the functions that I used to have in that department. ☺

So, what kinds of cool things have been happening behind the scenes, communications-wise? First of all—and this is a big one—**NACL updated its logo** back in June, and we're adopting a **newer, more modern font** (called Proxima Nova)! After 33 years, this gives NACL a fresh new look, and we hope you love these changes as we've gradually been phasing them in! ☺



As another part of this, we'll be **updating our internal documentation** as well as our **marketing materials**. Call me strange, but that's the kind of stuff I love doing—so I can't wait to get deeper into that!

I also want to give a shout-out to ElementIQ, who helped us get thinking more deeply about our **social media presence** from May to October this year. We're on our own now, but we learned so much from them—and are making a concerted effort to get a lot more active on all our platforms, so make sure to follow us if you're on Facebook, Twitter, or Instagram! Check out the back page of the Bulletin for all those details/links to NACL's "socials!"

**we are social**

I'm really excited to work with our various programs to **celebrate our successes** and share the good work that we do—and I welcome people's ideas for how we can do that!



Another super-exciting thing that's happening is that NACL will soon have a **NEW WEBSITE!!!** We're giving our most informative online presence a MAJOR facelift, which we plan to reveal to you by the end of 2019. Just like our new logo, we wanted to make it lighter, brighter, and more engaging to our audience.

As part of this process, we've been getting **professional photography and videography** done—again, to help tell the story of what NACL is about—and we can't wait for you to see it!

However, we have a few more finishing touches to complete before that happens...so, stay tuned—we promise it'll be worth the wait! ☺





## ...at Portsmouth Road Home!

By: *Cindy Carano, Program Manager*

# find your Joy



At PRH this summer, we explored our community and all the nature we can get. We went boating (well, rafting) and visited Tiger Lily Farms to see the animals. The goats are a big hit with the PRH household. We purchased year-round passes, which has made it affordable to go and see/pet/feed the animals. Most areas are accessible for everyone, and the animals are so friendly.

In the two photos, Miss Rita from PRH is having a relaxing time with the goats, who just loved her...and in the second photo, she is at Pipers Lagoon with Alasdair and Jeremy (staff) and another individual having some time in the water. What a way to spend the Labour Day long weekend!

Many, many years ago, Rita used to go boating with another long-term employee. It's pretty cool that she has rediscovered a passion to live the most enjoyable, exciting life possible! ☺

*Nanaimo Association For Community Living*

# FALL BAZAAR

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Saturday November 30th 2019

10:00am - 2:00pm

83 Victoria Crescent & Cavan Street  
Nanaimo B.C.

Admission by Donation  
for Door Prize Entry

Crafts, Cards, Bird Boxes, Paintings,  
Plants, Cookies, and more!  
Hotdogs & Pop

Helping to support people in  
our community family.

For more information contact  
Robin 250-619-3436  
[nacl.bazaar@gmail.com](mailto:nacl.bazaar@gmail.com)

# Accreditation Station

By Peter Letts, Quality Assurance Manager

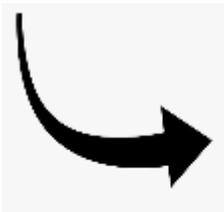


Last spring, I reported that our Health and Safety initiatives were going full steam ahead, as we had completed the procedures update and developed the materials for our new Health and Safety and Emergency Procedures Manuals. Well, we've now got our Emergency Procedures binder out to the sites, and the Health and Safety Manual is being distributed in the next week. We've done presentations about the Health and Safety system at several staff meetings as well.

We noted we would be applying for WorkSafe BC's Certificate of Recognition (CoR) program, and we're on target for that as well, with the application to be submitted in the next week. The external auditor is expected to visit in February.



Also as mentioned in the last Bulletin, we are now in full preparation mode for our next CARF survey. This time around, we'll be surveyed under both the Employment and Community Services Manual as well as the Child and Youth Services Manual. We're currently reviewing standards, and making sure everything is tight as a drum!



After our annual spring surveys, the Quality Assurance Department spent the summer crunching the results, rolling up Person Centered Planning goal reviews and processing Governance Plan evaluation data to generate our Performance Analysis and Outcomes Measurement Report. From this, our Performance Review was developed, and this will be posted on our website.

Person Centered Planning continues to be a key focus, as we strive to ensure a meaningful process is in place for all people served. Information from Person Centered Planning will inform our Quality of Life Report for 2020. This report summarizes key indicators that provide evidence we're making a difference in people's lives.





# IMPROVE & GROW

By Debra Buvyer, Program Coordinator 1

Coaches Corner brings us all together. It is an important time for all of us, each representing different programs, to collect and share things that come up for us in our leadership roles, and where senior staff bring their knowledge to pass on.

These meetings create an openness amongst us, deepen relationships, and create new ones. This develops a cohesiveness to the broader circle of our NACL family, bringing everyone to the epicentre. We exchange and learn, then take back to the programs a unified knowledge that fuels and supports the work we all love.

This is the reason why we are all here—passion, dedication, and growth—what a family! ☺

**Does this sound exciting to you? Come join us!**

Please send an e-mail or give us a call:

**Barb Barry – [barb.barry@nanaimoacl.org](mailto:barb.barry@nanaimoacl.org) or (250) 741-0224, ext. 233**



+ COMMUNICATION AND COLLABORATION

# INTRO DUCING

## NACL's Board of Directors

At NACL's Annual General Meeting on September 23, 2019, NACL's Board of Directors was established for 2019/2020, and these are our current members as of November 2019:

- President:** Dan Johnston
- Vice President:** Phyllis Horn
- Treasurer:** Paul Best
- Secretary:** Cees van Oosten
- Director:** Kirsten J. Madsen

# 2019 2020

Many thanks to the four returning Directors who had their names stand for re-election, and we would like to extend a warm welcome to our newest Director, Kirsten J. Madsen.

We thank you all for your service to our organization, and look forward to working with you all this coming year!



## ...at Maxey Road Home!

*By: Cindy Griffin, Senior Residence Worker*

Hello from Maxey Road!!!

Mathew was able to attend not one, but TWO Inclusion BC conferences. If you remember, the first was in Victoria in May, and the second was in Richmond!!! His dad met us for lunch, and he got to meet his stepsister for the very first time!!! It was a great but very long day from home.

Mat and Bruce went out bowling together, what a great success that was!!! Pumpkin carving was done at MRH for Halloween...and Mat attended the Halloween Party at Actions Day Program and had a great time!

Lots of Christmas shopping has been done in the last couple of weeks. Are you ready for Santa's arrival? We sure aren't—hehehe!!! 😊



# HUMAN RESOURCES Report

By: *Marlena Stewart, Executive Assistant*



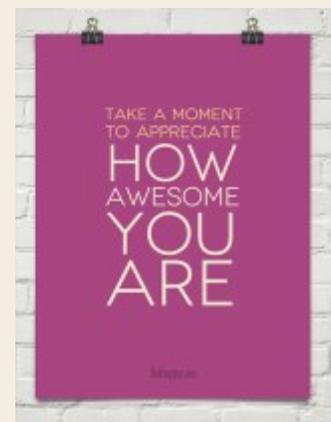
Time flies when you're having fun—and it's shocking to think we're almost at December now! This will actually be my last HR report for you, as I'm moving into a different role within NACL (detailed in my new article on Page 4)—but I wanted to make sure I left you with a detailed listing of all the “moving and shaking” that is a constant within our awesome NACL workforce! Without further adieu, let's first welcome the newest employees joining our NACL family since our last report in June (yes, this list will be long!):

**SAMANTHA MONGA, VANESSA BLACK, TRACEY BARNES, ETHAN SCHULZ, JENNIFER FISCHER, MITCHELL WAGER, VICTORIA DILLON, MARGARET MULHOLLAND, JANIS BATES, LINDSEY RONDEAU, DESTINY STEWART, IMELDA OPLAS, SAMANTHA STEELE, MARIANNE ROMAGUERA, CHANEL BOYKO, ANGELA FORCIER, JEREMY HAMILTON, JACY CONRAD, LINDSEY HARDY, ADAM NAYLOR, JESSICA HILTS, SEBASTIAN NOCK, and SIERRA SCRIVER.**

Also exciting, **JENNIFER CARANO** became our permanent Community Services Manager as of June 27, 2019! We would also like to officially welcome **TERI NORTON** to our Admin Team as our new Assistant Accountant—she officially joined us on September 16th!

Congratulations to these employees who obtained either temporary or permanent postings since the last Bulletin—at their current (or soon-to-be) status/location, and still in effect:

- **KEVIN LABRENTZ** – permanent part-time CSW, Maxey Road Home
- **BRUCE WHITEHEAD** – permanent full-time CSW, Hammond Bay Home
- **ROBIN SHANNON** – permanent full-time Vocational Counsellor, Actions
- **BECKY HANSON** – permanent full-time Vocational Counsellor, LLL
- **AIDI YANG** – permanent full-time SRW, Caspers Way Home
- **GINNY LORD** – permanent part-time CSW, Maxey Road Home
- **LANITA AUDET** – permanent full-time CSW, Jingle Pot Home
- **SHELBY JABS** – permanent part-time CSW, Actions Day Program
- **HANNAH JANG** – temporary full-time CSW, Kennedy Home
- **ASHLEY SMITH** – permanent full-time SRW, Turner Connection Home
- **MIKE CAINES** – permanent full-time CSW, Hammond Bay South
- **MITCHELL WAGER** – permanent full-time CSW, Hammond Bay South
- **SHALEY MARINO** – permanent full-time CSW, Hammond Bay South
- **DERRICK MOORE** – permanent full-time CSW, Hammond Bay South
- **AMY SCHWARTZ** – temporary part-time CSW, Maxey Road Home
- **VICTORIA DILLON** – permanent part-time CSW, Turner Connection Home
- **DAVID SIMMONS** – permanent part-time CSW, Turner Connection Home
- **JEREMY GREEN** – permanent full-time CSW, Portsmouth Road Home
- **SHERRY EISEL** – permanent full-time CSW, Jingle Pot Home
- **RHONDA LUSSIER** – permanent part-time CSW, Jingle Pot Home
- **MARGARET MULHOLLAND** – permanent part-time CSW, Actions Day Program
- **ELLIE KOPACEK-SMITH** – permanent part-time CSW, Portsmouth Road Program
- **JANET STEELE** – temporary full-time CSW, Kennedy Home
- **JANIS BATES** – permanent part-time CSW, Jingle Pot Home
- **RICHARD JAMIESON** – permanent part-time CSW, Actions Day Program
- **ALEXANDRA SMITH** – temporary part-time CSW, Caspers Way Home
- **ANGELA FORCIER** – temporary part-time CSW, Maxey Road Home
- **DAVE HARLEY** – temporary full-time CSW, Caspers Way Home
- **SAMANTHA BRAHNIUK** – temporary part-time CSW, Portsmouth Road Home
- **TRACEY BARNES** – temporary full-time CSW, Portsmouth Road Home



# what A TOTALLY RAD



We had such a GNARLY (as in, awesome!) time with our themed Staff Appreciation Party this year, harkening back to NACL's founding year of 1986! Immense thanks to all who helped put the 'do together, and to all of you who came (we loved seeing SO MANY of you getting into the theme!) - we hope you enjoyed yourselves! Watch for a post-event survey to come soon...

Also, a HUGE thank you to each and every one of our employees for being the "totally tubular" people you are, each and every day—we couldn't do what we do without you! ☺ Big congrats to the following people who received longevity awards this year, too... thanks for your dedication!!!



*Gary Ong  
Teresa Murphy  
Brianna Otto  
Rachel Trew  
Gerry Muckle  
Debra Buvyer  
Carmen Clarke  
Bob Millard*

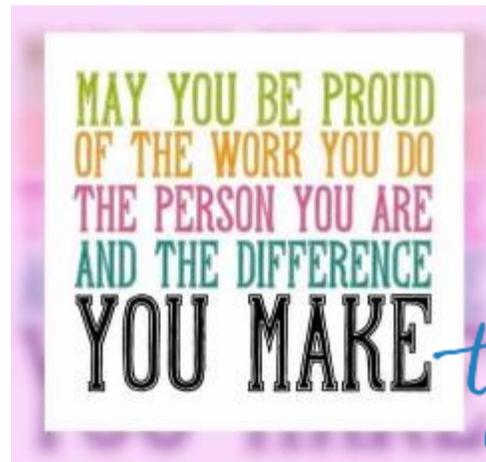
*Robin Shannon  
Jim Boris*

*Max Miles  
Amanda Cassen  
Lisa Dootson  
Rie Coffey  
Angela Trimble  
Alanna Gates*



*Wendy Killin  
Victor Bos  
Monte Doerkson*

*Brad Clugston  
Sara Gilks*



*thank you*



Like *Totally*

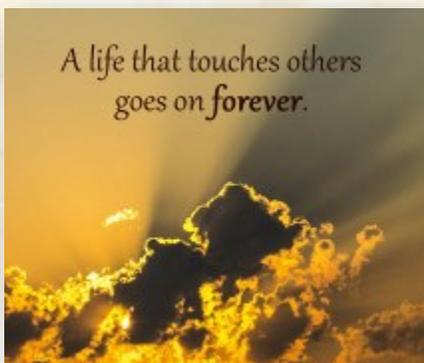


...for more pix from this fun night, see NACL's social media—we'll be adding more soon! 😊

# In Loving Memory -of-

## DARRYL ROLPH

January 9, 1954—November 15, 2019



It is with great sadness that we announce the passing of our good friend Darryl Rolph on November 15, 2019.

Several of Darryl's NACL family have contributed their memories to share here with his many friends. There will be an opportunity for others to share, if moved to, at his memorial gathering on **January 11, 2020** at **Actions Day Program (83 Victoria Crescent)** from **13:30-15:30**.

To the left is a quote that is so appropriate for Darryl, as his lovely spirit touched us all...



*I will miss your infectious smile and cheerful personality.*

Darryl had an infectious smile and laugh...you couldn't help but smile back, or laugh when he did. He lit up a room when he entered it. He was full of life, love for his friends and staff. And boy, did he LOVE his burgers! He will be greatly missed. ♥

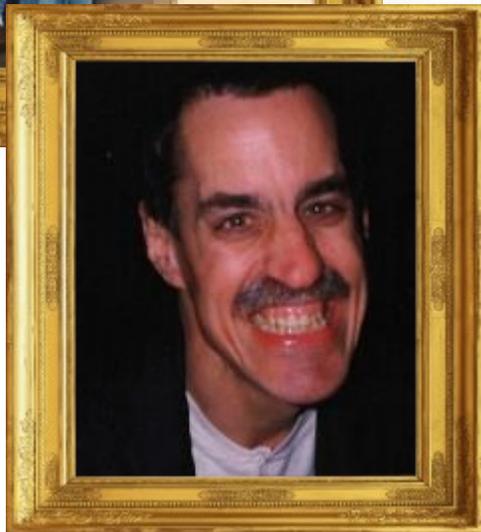
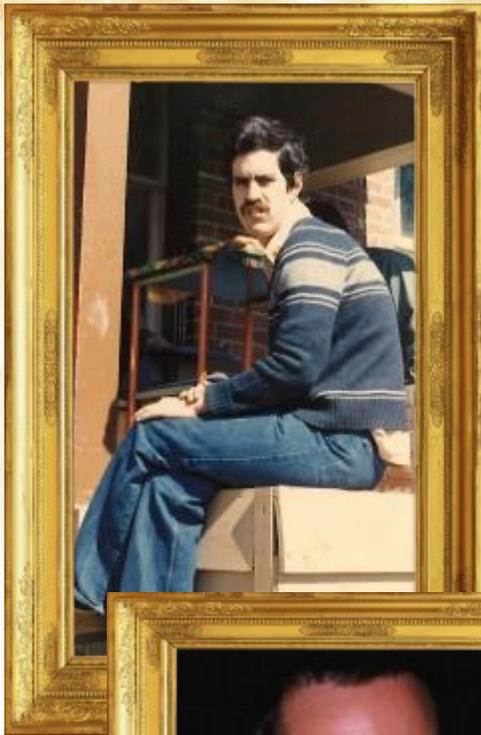
***Darryl was always quick to tell you who was coming on shift, and always remembered everyone's names...always greeted everyone with good morning. Liked music and HAMBURGERS!!! Always full of energy...***

Darryl, I feel so privileged to have had the opportunity to spend time with you. You were always the gentleman, who lived in the moment, showed sincere interest in others, and never held a grudge. You were a true teacher whose warm heart touched us all. Rest In Peace, dear friend.

***The joy and exuberance you always had whenever you visited us at the Admin Office was so infectious—you never failed to put smiles on our faces whenever we got to see you. You will truly be missed, Darryl.***



*We Will Miss you*



Dear sweet Darryl. I knew you for a little less than a year. After my training I tried to remember as much as I could. Armed with as much information as could be expected from a new trainee. On my first shift, you needed some help. I failed to understand and you asked the other staff to assist you. She was rushed, but on this night, I watched and carefully learned exactly how you liked to be dressed for bed. This was incredibly important to you, and at a later date, I would be that staff who you asked and trusted to assist you. Pants, socks, one shirt, and no less than TWO jackets! It's those kinds of moments that give me the warm and fuzzies, and make me realize I've chosen the right field. It's the little things that are important sometimes...thank you for helping me remember that.

I've missed your greetings in the morning. Sometimes it would seem like you weren't paying attention, but you were.

Are you working with Pam today? Are you going home? Back tomorrow? I'd always make my best effort to answer you, sometimes repetitively, but I knew you just needed reassurance, and were trying to create the predictability in your life that you needed.

I'll miss your bright eyes, smile, and gentle voice, but most of all that kind heart. You are deeply loved, and will be dearly missed. Safe travels my friend... ♥



*When:* Saturday, January 11, 2020  
1:30-3:30 p.m.

*Where:* Actions Day Program  
83 Victoria Crescent, Nanaimo

LIGHT REFRESHMENTS WILL BE SERVED



Program



EMPLOYMENT SERVICES

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



NACL WOULD BE HONORED BY YOUR PRESENCE AT OUR

# EMPLOYER APPRECIATION NIGHT

A NIGHT TO THANK YOU,  
OUR COMMUNITY BUSINESS LEADERS

*with appetizer and wine*



Royal Arbutus Room (Building 300), Vancouver Island University  
October 29th, 6PM-8PM

On October 29, 2019, NACL and NACL Employment Services hosted its first Employer Appreciation Night.



A **great night of celebration** with friends, family, employees, and business leaders!

Our amazing MC, Deputy Executive Director **Randy Humchitt**, led the night of music, food, and laughter as we came together to thank and recognize our inclusive business leaders.



The consistent message and shout-outs of the night revolved around the power of working, being part of a team, and feeling the sense of community and contribution that comes along with that.

In attendance and speaking about the power of employment, the value in the partnerships and relationships and the fact that both the employers and the employees have helped to grow Nanaimo's economy...

L: Mayor Leonard Krog, City of Nanaimo

R: Paul Best, NACL Board of Directors

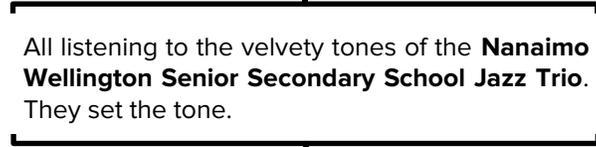


# The POWER of EMPLOYMENT

In our Vision, Mission, and Values statements, NACL talks about building inclusive communities one bridge at a time. That is what we are doing through employment—building community.



All listening to the velvety tones of the **Nanaimo Wellington Senior Secondary School Jazz Trio**. They set the tone.



## BUILDING COMMUNITY



Enjoying food and good company in the **Royal Arbutus Room** at **Vancouver Island University**, catered by the **Culinary Program**.

Both **Colin and James** have expanded with more hours to work at the COCO Kitchen, COCO's new culinary space.

**L-R: Colin, Melanie, and James (COCO Café)**



Pictured here are **Joanna and Leanne**.

*"I work 3 days a week, and I love my job at Nanaimo Business Services. I am part a team. WORKING helped me be able to fulfill my lifelong dream of going to Disneyland. I went for my 40<sup>th</sup> birthday."*

—Joanna Steele (at the microphone)

*"I am included at my work, part of a team. I am reaching my goals and work helps me (being independent)."*

—Leanne Fraser



*"I love my job Bee's Knees—I have friends there, and I work hard."*

—Brenda Ackerman



*"I'm really happy that my employer is inclusive in their hiring; things are a lot better than they used to be. Thank you to the Works Team!"*

—Kristal Harm (newly hired at Save-On-Foods)





From the Backyard Wild Bird and Nature store:

L-R: Colin Bartlett and Jason Marks

*"I think that different folks in the kitchen enrich the environment in a way that you can't calculate or measure. It improves the quality and honesty of the product we create."*

—Chef Rob Wilkinson, Milton Street Public House  
(with Debra and Barb, NACL Employment Services)



L-R: Karen Milner and Marg Fraser

*"This program is really incredible; I can't tell you how it's changed our families' lives — thank you to everyone!"*

—Karen Milner



Nanaimo Business Services is one of NACLWorks' first employers.

*"These positions are not made up; they are real jobs that we need doing. Joanna and Leanne do excellent work!"*

L-R: Joanna, Koreen, and Erin



*"We are really glad we came tonight; it's great to see what we are a part of with NACL. Ryan is a great team member."*

L-R: Brett, Kylie, and Ryan (Starbucks)



*"This was just, such a fantastic evening—we are so proud to be here, and to have Leanne working with us!"*

L-R: Judy, Leanne, and Lisa (Academy of Learning)



L-R: Tamara (ALSCO), Debra (NACL)



**"THIS BUSINESS HAS IT!"**

These are window stickers that let customers know that they have and inclusive hiring practices and an diverse workforce.

So, look for this sticker on the windows of inclusive businesses in Nanaimo and make sure to support them! 😊



Other partnerships with NACL – those who were unable to attend our Appreciation Night, but will be receiving their certificates of appreciation for **Diversity@Work**:

- CLBC
- Save-on-Foods
- Dollarama
- Vancouver Island Regional Library (Hammond Bay Branch)
- Michael's (Craft Store)
- Nanaimo Food Share



*Fenella*



*Alexandra*

**Thank you, one and all!**

**Barb Barry, Debra Buuyer, Fenella Lotzer, Alexandra Smith**

Not attending the night: **Kim Adam**

**NACL Employment Services Team**



**Barb Barry**

Person Centered Practices/Employment Services Manager

[barb.barry@nanaimoacl.org](mailto:barb.barry@nanaimoacl.org)

(250) 741-0224, ext. 233



# Program update

By: Jennifer Carano, Community Services Manager



## ACTIONS DAY PROGRAM



Hello, everyone! As always, it's been a very busy time at Actions—here are a few highlights of our summer! ☺



We continued to move forward with shifting some of our programs to encompass more skill-based activities. While doing this, we have encouraged the participants to take a more active role in mentoring their peers. An example of this is our busing program that happens on Friday mornings, where we have had participants who take the bus Independently help out both staff and other participants who aren't familiar with the Nanaimo bus system get to and from our location to a good place to have a drink and light snack and then return to Actions in time for lunch.

Bingo has evolved to having whomever wins the full card is the caller for next week's game, allowing everyone to have a chance at being in charge of the game—so much fun for us all!

Starting in October, our new Vocational Counsellor position was fully operational –and I will leave it to **Robin Shannon** to give you the exciting overview of what she has planned for everyone.

We have also welcomed Life Long Learning into the Actions space at the beginning of September. We are looking forward to getting to know that group better, and doing some joint learning activities. You will hear at a later time about their move and how they are adjusting from **Becky Hanson**, the Life Long Learning Vocational Counsellor.



Learning and Growing Together





By: Robin Shannon, Vocational Counsellor



**ACTIONS**  
DAY PROGRAM

# Vocational Activity



## Sandwich Shop

Imagine working in a professional kitchen setting where participants practice FoodSafe, creating designer sandwiches. As soon as one sandwich is mastered, the group will be taking pre-orders from staff and will prepare them for the next Tuesday at lunch. The group will be learning to balance the cost of food with the income of sandwiches sold.

Each month is full of events both local and around the world. Participants will learn the history or monthly events, how they started and how they have changed, why they are important to us, plus the customs practiced today. We will also be decorating the program when appropriate, such as at Halloween, and we baked a special treat to add to our October 31<sup>st</sup> (everyone welcome) Halloween party.



## ENTREPRENEURSHIP

Many of us are crafty, and have skills that we would like to use to create items to sell. This group works together as a team to create quality craft items from patterns.

Actions has planned a public Craft Fair which is slated for November 30, 2019 from 10-2. Ideally, members of the Entrepreneurship group will be on hand to help, set up tables, and sell their crafts. The Sandwich Shop group will be encouraged to run a mini concession. Other individuals from Actions and NACL, who have creative items to sell, will be invited to participate as well. See Page 4 of this Bulletin for our event flyer!



This 3-month course takes small groups of individuals through not only what their rights are, but the difference between a right, their responsibility, the rules, and their privileges. The group learns tools to help solve their own problems while being respectful of others. We discuss social issues such as bullying and gossiping, and why it is not appropriate. Each participant in the Actions program will take this program once.





By: Randy Humchitt  
Deputy Executive Director



Thinley

Thinley Dradul is a “Masters of Business Administration” Student at Vancouver Island University. We have been fortunate to support Thinley in her 4-month internship at NACL, as a part of her MBA program. Really, it is Thinley who has been a remarkable support to us!

Thinley joined us in July, and has been an immense help to the organization. Just a few of the highlights have been:

- *Revising online ShareVision competency training modules;*
- *Co-developing the new Health and Safety Manual with Peter Letts;*
- *Creating a CARF standards adherence plan for youth services;*
- *Coordinating and implementing (to great fanfare and wonderful reviews!) the first NACL Employment Services “Employer Appreciation Event;”*
- *Facilitating the CLBC “includeMe!” person served Quality of Life survey, including the kick-off party at Actions Day Program; and*
- *Planning and creating the amazing photo booth for the NACL Staff Appreciation Party!*

There is no doubt that Thinley has left an indelible mark at NACL, and her achievements will leave a legacy to the benefit of staff and persons served for a long time to come. Though her internship formally ended on November 19<sup>th</sup>, Thinley has agreed to stay with NACL until the end of the year to complete the includeMe! project.

On behalf of the people we serve, the staff, and the Board of Directors, I thank you Thinley, from the bottom of our hearts—and wish you the best, wherever life takes you!



NACL is participating in this year's Community Living British Columbia Quality of Life Survey called "includeMe!" This inquiry (conducted by CLBC-hired self-advocates) measures quality of life from the perspective of persons served through CLBC (and consequently, CLBC-contracted agencies such as NACL).

CLBC will use the results of the surveys to generate ideas and consider areas where they can make a positive difference in the lives of persons served at an agency, regional, and provincial level.

The project began with a successful "kick-off party" hosted at Actions Day Program, and NACL was commended for a wonderful start. Kudos goes to the staff at Actions and Life Long Learning—we couldn't have done it without you!

Many of you have seen Thinley and the includeMe! Surveyors in NACL programs, doing this good work. CLBC wants to survey 100% of persons served in NACL by December 31, 2019. Thinley is the NACL representative who is scheduling surveys in conjunction with CLBC, and the response has been very positive so far.

For more information on the includeMe! Survey, visit:

<https://www.communitylivingbc.ca/provincial-projects/include-me-a-quality-of-life-focus/what-weve-learned/>



**Free**

**GROUP  
FITNESS**

**EVERYONE WELCOME**

**TUESDAY & THURSDAY**  
**4.30PM-5.30PM**  
**in the BASEMENT**  
*For more info, contact Marlana at (250) 741-0224, ext. 224*  
**RELAXATION session**   
*...every second Tuesday of the month!*



By: Brianna Otto, Senior Home Share Manager



Brrrrr..we are definitely heading into winter!!!

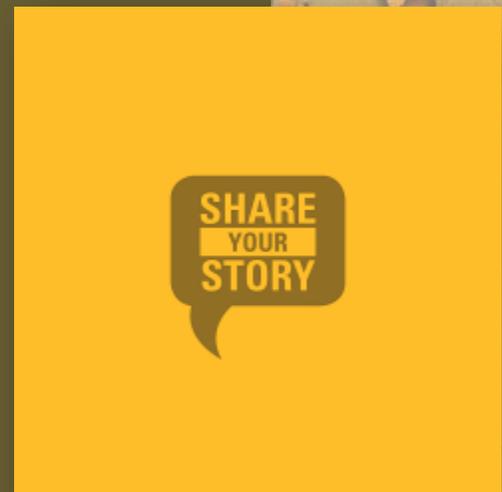
I would like to thank all of the Home Share Providers and individuals who attended our last Network meeting to kick off the start of our includeMe! project. If you were not able to attend or have not yet been contacted to coordinate a survey, one of the Home Share Managers will be in touch soon! If you have any questions, please feel free to reach out to one of us.

NACL has recently revamped our social media presence and with this, we are always looking for pictures and stories of the great things you are doing together. If you have anything you would like to share, please e-mail it to your Home Share Manager. Keep your eyes open for our new website that is also in the works!

We are continuously working to ensure each individual supported in Home Share has an up-to-date and thorough Person Centered Plan, and we appreciate your support in completing these. This provides tangible feedback and documentation to how we are supporting individuals to live their best Quality of Life!

As always, we are searching for caring and inclusive people to provide home share support. If you know of anyone you think would be a great provider, send them our way!

Wishing you and your family a happy and safe winter! ☺



Person-Centered Plan



## ...at Turner Connection!

*By: Doug Rollings, Community Support Worker*



Summer memories



The Beach Boys



Brian and Jack finished their summer with a trip to the PNE in Vancouver, where they saw The Beach Boys perform. On the way back, they saw a pod of whales from the ferry...very exciting!

Dale and her Mom had a really fun day at Butchart Gardens. Everyone enjoyed the flowers, water features, and sunny weather.

Thank you to all of our dedicated staff for making these trips happen!

We as staff at Turner Connection House are enjoying our newish Senior Residence Worker, Ashley Smith, and we're looking forward to working together with Ashley as we serve the wonderful residents at TCH.

WELCOME

Shaley

# ALL THINGS



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

We all know and experience the power of an individual plan that captures how people want to live their lives. When we write it all down, a person does not have to teach us over and over what we need to know. With that said, what we write down is a snapshot in time, and changes as does a person's life. So, plans are reviewed and updated continually to reflect the changes in someone's life.

As "life happens," this is reflected in a person's plan—and it is updated as needed, a minimum of once a year. Staff teams are well on their way in documenting their learning on ShareVision in all parts of a plan. The support priorities, goals, and goal progress that flow from a Person Centered Plan (PCP) help to us to have a meaningful plan and process for all.

I am happy to come to you, to facilitate using any and all PCP-related skills and documents when you need me. So, let me know! ☺

Two great things to look forward to are:

1. Our **Person Centered Thinking (PCT) training days** are **November 28 and 29, 2019** (as we speak!)—where Randy and Amanda are continuing to fine-tune their teaching...well on their way to certification!



2. Calling all coaches to our **planning day December 18<sup>th</sup>** – you all received an e-mail invitation from Angela, and this is just a reminder to confirm—then, come ready to learn and have fun!



what's shakin'



...at Jingle Pot Home!

By: Jamie Telford, Senior Residence Worker

There have been a lot of changes at Jingle Pot Home in the last few months. Most notably is the addition of a new person served, Kathy. Kathy and Wendy have already formed a bond and enjoy going on outings together. Both had fun at the Island Mediquip customer appreciation day, and enjoyed good food. Kathy loved trying out all the chairs before she found one that was just right for her. We have also had to say goodbye to a few employees and hello to a few new ones.

Bemby attended the Rosanne Cash concert, and went over to Vancouver to visit with her dad. On both occasions she had a lot of fun, and was thrilled to spend the day with her dad.

Randy went for lunch at his brother's new home, where he got a tour of the house and enjoyed good food and company.

We had a First Nations cultural lunch, and I made lots and lots of bannock. Willis and the rest of the guys enjoyed the bannock and salmon, as we all listened to drumming and singing.

Everyone here is looking forward to the holidays, and there are plans in the works to throw a Christmas party. Keep your eyes open for an invite!



**Want to *ROCK FOR A CAUSE* with NACL and the Nanaimo Child Development Centre?**



Get your tickets **NOW** for what's gonna be an **AWESOME** rock concert fundraiser for both organizations, starring legendary Canadian rock bands the **Headpins** and **Honeymoon Suite** on Friday, April 3, 2020!!!

For more info, check out either:

[www.nanaimocdc.com](http://www.nanaimocdc.com) or [www.porttheatre.com](http://www.porttheatre.com)

...for details and/or to buy tickets—they'd make a great stocking stuffer/gift this holiday season! 😊



*A Charity Fundraiser*  
**ROCK FOR A CAUSE**  
**SUITE**  
**HEADPINS**  
*Makes a Great Christmas Gift*  
**FRIDAY  
APRIL 3  
2020**  
**TICKETS ON SALE NOW!**  
**AT THE PORT THEATRE**  
**\$75 PER TICKET**  
**IN SUPPORT OF**  
NANAIMO CHILD DEVELOPMENT CENTRE  
NACL  
FOR MORE INFO, VISIT: [NANAIMOCDC.COM](http://NANAIMOCDC.COM)



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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](mailto:marlena.stewart@nanaimoacl.com)



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

*Your Feedback is  
Welcome...*



*We'd love to hear from you...*

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

[graham.morry@nanaimoacl.com](mailto:graham.morry@nanaimoacl.com)

**CREATED/EDITED BY:**

*Marlena Stewart*

# NACL ON



Make sure to follow NACL on social media, so you can keep up with all the cool, fun things we're doing—plus articles/links of interest we often post! ☺  
If you don't follow us already, join us at:



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(or look us up by name in the search bar!)



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Instagram



# 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! ☺*