



What's happening?



From Graham's Desk...

By: *Graham Morry, Executive Director*



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We have recently begun a full review of the services provided through the Actions Community Inclusion program. This was triggered through family and persons served survey feedback, which indicated a need to provide services that are reflective of a changing demographic that is interested in supports which will enable them to achieve greater independence.

As part of this initiative, we will be doing a deeper dive into the feedback process, with one-on-one interviews with persons served, their families/caregivers, and folks at Community Living BC (CLBC). In addition, we already met one-on-one with the staff to get their input on the services provided and on what changes we could implement to improve things. Through this process, we decided on the following interim changes:

- **Barb Barry has been away on medical leave, and we hadn't put in a dedicated manager. Jennifer Carano is on-site approximately 20 hours per week.**
- **Bruce Whitehead, after seven years of dedicated service as a Program Coordinator 1 (PC1), elected to step down from that position. We posted that position within the Actions staff team, and after considering the number of people served who require detailed planning and the possible service changes that will need to be implemented, decided to go with two PC1 positions. Sara Gilks is the permanent PC1, and Elias Gavreaseas a temporary PC1 while we figure things out.**

I wish to thank the Actions staff team for their commitment to the people they serve, as well as their open and willing approach to the process of service evolution.



TRANSFORM



GRAHAM from the desk CONTINUED...



Housing

Updates



Uplands Housing Development

Capital Update

The Uplands Housing project is moving full steam ahead, with our professional housing team presenting at The Design Advisory Panel—which is a collection of professionals and City of Nanaimo staff who critique the project and give overall feedback. I am pleased to say that the project was well received, and will move forward to City Council for approval of the parking and height variances. Construction is scheduled to start in the summer.

Tenant Selection

The 12 individuals who qualify under CLBC eligibility have been chosen, and planning to determine levels of outreach support will occur over the next few months.

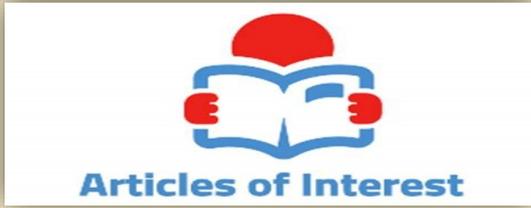
COMMUNITY PARTNERSHIPS

Young Adult Social Group

NACL was recently approached by the Child Development Centre (CDC) and Autism BC to work with them to revive the “Young Adult Social Group” – a project that was started to help youth with developmental disabilities aged 18-24 to promote peer support, social opportunities, and community involvement.

Starting April 1, 2018, NACL is supporting this venture by funding the labour and activity costs for one 8-week session under a contract with Autism BC. Looking towards the future, the three groups will look at NACL’s involvement from any number of angles: labour, venue, grant application support, and funding.





Online article, via Inclusion BC's In the News...

People with disabilities have a right to live in the community, not institutions, argues lawyer

CBC The Current: Tuesday February 06, 2018

Almost 20 years — that's how long human rights lawyer Vince Calderhead says his clients with disabilities have been living in hospital-like institutions, waiting for a spot in community housing.

Read the Whole Story >>

<http://www.cbc.ca/radio/thecurrent/the-current-for-february-6-2018-1.4522000/people-with-disabilities-have-a-right-to-live-in-the-community-not-institutions-argues-lawyer-1.4522928>



www.facebook.com/nanaimoacl

...or just look up *Nanaimo Association for Community Living*



Nanaimo Association for Community Living





IMPROVE & GROW

By Elias Gavreaseas, Acting Program Coordinator 1



Hi everyone—hope you're having an awesome day! The days seem to have gotten a bit longer, and that big yellow thing in the sky is showing up a bit more often now, which is great... ☺

We at the Coaches Corner just finished up our third meeting and wanted to not only share with everyone what we discussed, but also to invite anyone and everyone to join us at the next one. Come one, come all—everyone's welcome! We have a lot of new faces at NACL that bring new eyes and new points of view, as well as an abundance of experience and knowledge that more senior staff have developed over their years here. This looks like the recipe for some great conversations, so please don't be shy—come have a cup of coffee and a chat with us. That is exactly what the coaches meetings are about—creating conversations.

There has been a lot of really good work put into changing the Learning Logs, fine-tuning ShareVision, and having a comprehensive step-by-step guide readily available. All of this will help pinpoint staff training needs and result in better service delivery.



Someone had a great idea—putting a chart in the office of each residence with two columns...one for **"HOW I COMMUNICATE"** and one for **"GREAT THINGS ABOUT ME."** This gives staff both a chance to jot down new information during a busy shift, plus give the opportunity to be able to learn something new about someone we support that was documented that day. This will also give a glimpse into what we can do as far as what the whole picture of verbal and non-verbal communication looks like. Taking a step back and looking at all the information will hopefully give staff a better idea of what each individual's needs are, and how to meet them. Sherry (Eisel) and Pablo (Miramontes) will be meeting at 1300 just before the next Coaches meeting, if anyone needs a refresher or hasn't done a 1-page profile for themselves. Consider yourselves invited!

Another communication method is the support follow-up items. This is like a "parking lot" for information that can be taken for a spin at staff meetings or Person Centered Planning (PCP) sessions. Prioritizing these items will help us consistently meet the needs of people we support.

Finally, here's a great video to watch on YouTube: **"Coaching Tools: Introducing the Person Centred Self Audit."** This can help all of us form a plan of action and find solutions to really any issues we might be having. It's a great video, and only five minutes long:

<https://www.youtube.com/watch?v=Q9l8m-Bflls>



I really hope this has planted some seeds in everyone's great minds. We'd love to hear what each unique individual NACL employs has to say. See you at the next meeting, and thanks for reading!



...at Jingle Pot Home!

By: Gretchen Brown, Acting Program Manager



Welcome Spring!

Jingle Pot has been purring along through the winter months, enjoying visits with family and friends, birthday parties, and community activities.

Our new person served moved into the home in October, and has settled in very nicely; getting to know his new roommates and personalizing his bedroom.

Jingle Pot Home continues to be the warm, welcoming place it has always been, thanks to persons served and the great staff that work there.

With spring around the corner, Jingle Pot Home will soon be putting away the cozy throws and start venturing out to enjoy nature.



HUMAN RESOURCES Report

By: Marlena Stewart, Executive Assistant



Another bulletin, another new season has arrived! It's really nice to see spring arrive, that's for sure. After the flurry of activity just before Christmas, things have been quite a bit calmer in "HR land." We've taken a break on hiring casuals, what with the immense success of our CSW training program (so this time around, there aren't any to welcome)—but we'd like to take this opportunity to welcome the following employees who've officially joined our Admin Team since the beginning of 2018:

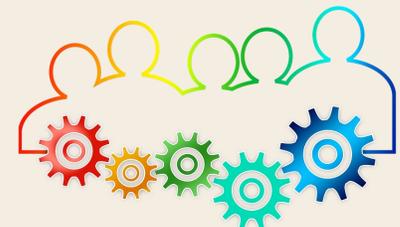
- **PETER LETTS** (yes, he's now an official NACL employee!) – permanent full-time Quality Assurance Manager
- **JOSH KANTOR** – permanent full-time Accounting Clerk (Accounts Payable)
- **GAIL QUIGG** – permanent full-time Accounting Clerk (Accounts Receivable/Advance Scheduling)

Congratulations are also in order to these employees who obtained either temporary or permanent postings since the last Bulletin—at their current status:

- **ASHLEY SMITH** – permanent full-time CSW, Turner Connection Home
- **DYLAN OWEN** – permanent part-time CSW, Caspers Way Home
- **LANITA AUDET** – permanent full-time CSW, Hammond Bay Home
- **CASSANDRA WOLTER** – permanent part-time CSW, Turner Connection Home
- **AVA SIEMENS** – temporary full-time CSW, Portsmouth Road Home
- **JENNIFER HARLEY** – permanent part-time CSW, Actions Day Program
- **JAMIE TELFORD** – temporary full-time CSW, Turner Connection Home
- **SARA GILKS** – permanent full-time PC1, Actions Day Program
- **ELIAS GAVRESEAS** – temporary full-time PC1, Actions Day Program
- **RICHARD JAMIESON** – temporary part-time CSW, Caspers Way Home
- **JENNELLE REIMER** – permanent full-time CSW, Kennedy Home
- **CHRIS FLEMING** – permanent part-time CSW, Kennedy Home
- **AMY SCHWARTZ** – permanent full-time CSW, Portsmouth Road Home
- **KAYLA CRANDON** – permanent full-time SRW, Turner Connection Home
- **STACEY ANDERSON** – temporary part-time CSW, Hammond Bay Home
- **MARY-ANNE DIPLOCK** – temporary full-time CSW, Hammond Bay Home
- **AUDRI JENKINS** – temporary full-time CSW, Hammond Bay Home
- **ELIANA DION** – temporary full-time CSW, Hammond Bay Home
- **GERRY MUCKLE** – temporary full-time CSW, Jingle Pot Home
- **JERALDINE MARSHALL** – permanent full-time SRW, Kennedy Home



Time flies when you're having fun (and keeping busy)—catch you again in June! ☺



Here's What's Happening!

...at Portsmouth Road Home!

By: Cindy Carano, Program Manager

Malcolm and Heather had an exciting visit to the fire hall. Malcolm loved the big trucks and equipment. Heather loved to quiz the firemen on what type of pets they have, and she told them all about her pet stuffed dog (named Timmy). They loved the visit to the fire hall, and didn't want to leave. Another creative way to explore our neighbourhood!



HOME SHARE

GALA



Home Share is WHERE IT'S AT!

Here's an example of people living great lives and doing amazing things in home share!

Marilyn Hall and Heather Varey are pictured with home share provider Ann Lester at the "Red Carpet, Hollywood Glam Themed" 55+ Senior Living Lifestyle Event that was held on March 13th in Victoria.

Not only was it a chance to adorn beautiful clothing and showcase their fabulous selves, but it was an opportunity to meet new people and groove to cool music a la Conway Twitty and Loretta Lynn. Heather also loved doing the hula!

This is quality of life at its finest: social inclusion, emotional well-being, and self-determination. Thanks for sharing, ladies!



Accreditation Station

By Peter Letts, Quality Assurance Manager



The Quality Assurance Department has been busy conducting training on how to conduct and then document Person Centered Planning in ShareVision. Meetings were held with full management team and individual departments to review the process. Comprehensive step-by-step PowerPoint presentations have been uploaded to ShareVision's competency training module.

A key initiative for the Quality Assurance Department has been updating the Competency Training on ShareVision. The training content has been reorganized and reformatted to be easier to access and more interesting. We also had ShareVision update the training module to allow staff to view items that were not correct.

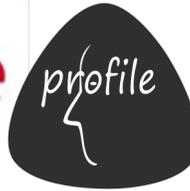
The Occupational Health and Safety committee has been working to address employee safety regarding musculoskeletal injuries incurred while supporting people served. Additional training will be added to ShareVision and a review of procedures is being conducted.

Performance evaluations are being reviewed and will be uploaded to ShareVision for easier processing and management of the information.

Surveys are currently underway, with several different strategies being employed to get feedback from persons served and their families and caregivers, staff, members, and stakeholders. We will be conducting in-person interviews, focus groups, and making surveys available online.

The survey information, along with the Person Centered Planning goal progress, and progress on strategic, governance, and program plans will inform the Performance Analysis and Outcomes Report that will be prepared over the summer.





MA is loving her new home! She says, "Lorie and Jim are nice, treat me right, and take me shopping!" Since moving to her new home, MA has taken up quite an interest in expanding her wardrobe with some new styles, and being physically active every day. She looks forward to continuing her relationship with the folks at Maxey Road Home.

"I am happy living here."

- MA



friendship

be Active!



George has been in Home Share with NACL for over two years. Since living with his sister, George's life is busy, happy, and fulfilled. George is supported to be active in his community, on his own, with his program—and having family support is a dream come true for him.



family



Program
update
By: Kim Adam, Employment Specialist

COMMUNITY
INCLUSION

SAORI Weaving Studio

Participants in the Actions Day Program took part over the past year in a modest pilot project, hand-weaving on Monday afternoons.

NACL's **Saori Weaving Studio** opened its doors to the general community on January 12, 2018 for barrier-free, integrated classes on Friday mornings.

We've had our first group of 'outside' weavers complete eight sessions of weaving, so space is available for more people to try their hand at creating textile art. Saori hand weaving has no rules or boundaries, so it is LOTS of fun and very creative...unleashing the artistic potential in everybody.

Saori weaving is appropriate for people of all ages and abilities, and the studio has adapted equipment for people with reduced strength/use of their arms or legs. Competition may be fierce for the four seats reserved for NACL folks, so don't delay contacting **Kim at (250) 713-7162** to book an introductory session!

Participants in NACL programs or residing in NACL group homes get a whopping discount of 40% when they sign up for a series of eight sessions!

Check out some of the beautiful pieces being created by our studio participants!



Program *update*
By: Debra Buvyer, Employment Specialist

COMMUNITY INCLUSION



BUT WAIT! THERE'S MORE!

THANK YOU!

NACLWorks! applied for a second grant from our friends and neighbours at Mid-Island Co-op, where Susan and Stu awarded NACL \$2,750 for our Saori Weaving Program.

This money goes to making the looms accessible to all of our weavers. Kim Adam is leading the weaving course on Friday mornings for all community participants.

Kim and Brenda wore their work to the photo-op!



Program update

By: Elias Gavreseas, Acting Program Coordinator 1

COMMUNITY INCLUSION



ACTIONS Day Program



Hi everybody—how's it going? Hopefully you're all having an awesome day. We here at Actions are just about to complete our choice sheets, and get ready for the next three months worth of activities. There are some old favorites, as well as some newer editions we're really excited about.

We also had a lot of fun doing "choice week." What is that you ask? Well, it's hard to commit to an activity if you've never tried it, or you may have tried it but it was too long ago to remember. So, this choice week was an effort to empower people to choose on a daily basis what activities they would like to take part in the following day, instead of three months ahead of time. The result was definitely a very lively morning. Some liked mixing things up, while others preferred the more structured approach—but just about everyone tried something new. After all, self-determination is a quality of life...and variety is the spice of life!



HOT LUNCH

Another great thing happening is on our hot lunch day. We have really enjoyed having some guests from Caspers Way Home over for lunch on Thursdays, and would like to ask if there **are any others that would like to join us?** Who's hungry? It would be great to have a chat and see who all would be interested—so **give us a call**, or you can **e-mail Elias Gavreseas (elias.gavreseas@nanaimoac1.com)**, and hopefully we can figure something out for the future. We also have a whole bunch of new chefs that are very proud of their skills, and can't wait to show them off. So, please let us know if you're interested!

Well, I think that's it for now—so have a great day, and we'll see you soon! ☺



Program *update*
By: Debra Buvyer, Employment Specialist/PC1



The **POWER** of EMPLOYMENT

Featuring **JOANNA**

For the first time in Joanna's life, she took herself on a real vacation.

With money earned and saved from her three years of employment with *Nanaimo Business Services*, Joanna bought her first passport and air tickets, flying to Disneyland for her 40th birthday. It was a **DREAM COME TRUE** for her!

Joanna works 21 hours/week at *Nanaimo Business Services*, where she is both a Key and Code holder; she utilizes her impeccable skills as an office assistant, organizing receipts, invoices, files, and scanning data. For Joanna, this is a natural fit.

Her employer *Bill Grace* said: *"I'm so very pleased with Joanna's work."*

Joanna herself says...

"I like being in charge of my own money—I've been able to take my caregiver and family out for dinner...and, I just got back from Disneyland. Working gives my life purpose!"





By: Randy Humchitt
Deputy Executive Director



There has been a flurry of activity on the OH&S Committee during the past six months. It has been a great learning curve for me, as I'd previously not had much exposure to this area of NACL. What I have learned in the short amount of time as an OH&S member is that WorkSafe BC has undergone recent changes in legislation (a good thing!) that are focused on staff safety in the areas of: risk assessment, violence prevention, and musculoskeletal injury prevention. Changes to the way agencies are required to "investigate" (read: not in trouble!) staff incidents are geared towards improving safety in these regards. Therefore, you may have seen

more involvement from the OH&S Committee in your workday life than ever before, particularly in the last six months. For more information on investigations, see the memorandum that was circulated to the agency on March 13, 2018.

To meet the changing WorkSafe BC requirements, Glenda Stroomer, Gina Tremayne, Pete Letts, and I have gone through four days of intensive training. Training topics included: OH&S committee membership levels one and two, improving committee effectiveness, and conducting investigations. As Pete and I are relatively new to OH&S, we have been working closely with Gina and Glenda to develop not only ourselves as a cohesive group, but to revamp procedures and terms of reference that will help us be the best OH&S Committee we can be. Typical to new group formation, there has been lots of healthy debate, laughs, and some tears. Okay, I am the only one that cried! In the future, the management and union of NACL may be looking for other people interested in being involved with OH&S so that we can become more proficient at conducting investigations and improving safety for all staff at NACL.

I wholeheartedly thank Gina and Glenda for their longstanding commitment to the OH&S Committee, and to Pete for so enthusiastically joining us in our learning adventure. I couldn't do it without you all!



The memos from the desk of Randy Humchitt have been flying out fast and furious this winter! Class 4, program assignments for casual employees, and Tuberculosis have been on my mind, and therefore on many of yours. It has been a time of reflection for me in how I can support staff in the least obtrusive way, while also ensuring that the program needs are met. As we continue to grow, it is a conversation that many of us will have to think about, I'm sure. It is this kind of nuance that I love and that makes my work so interesting. I am happy to report that the response to these memos has been positive, and that people want to do their best work here at NACL.

CSW Training Program



I have heard lots of great feedback from staff and management about the recent CSW Training Program graduates. They have come with a passion and skill that is benefiting all programs. I am aware that, contrary to our wishes and projections, there has not been a surplus of work available to give everyone full hours. Though we have never offered a guarantee of full-time hours to those that participated in the program (this is the nature of casual work and the unpredictability of staffing requirements), it is still something that weighs on my mind.

What I do know is that we are in a constant state of growth—and though it has been a quiet winter, things generally pick up in the spring and summer. I can speak for the Management Team when I say that we value casual CSWs (as we value all employees), and we want nothing more than to have a happy contingent of workers making a viable living at NACL. I will be sending an invitation out to all training program graduates soon to have a dinner and debrief session with me and two representatives from Eclipse HR (Chelsea Allan and Lara Neto). Hang in there!

what's shakin'



...at Maxey Road Home!

By: Gretchen Brown, Acting Program Manager

Home Sweet Home

Greetings from beautiful, bucolic Maxey Road Home! We have moved in, and all persons served are enjoying the country air and peaceful atmosphere.

The housewarming party was well attended, and good food and company was enjoyed by all.

Staff and persons served are excited about the opportunity to garden this summer and the greenhouse is already in use.

There will also be planning in the coming months for NACL community summer gatherings—updates to follow!



Housewarming

Every year Robert and Graham go on a hockey adventure to Vancouver to see the Vancouver Canucks.

This year Robert received tickets donated by NACL Board member Dan Johnston (thanks Dan!) to see the Rangers on February 28th.

They were amazing seats, center ice in the lower bowl.

The game started slow, but turned around in the 3rd period, with the Canucks coming back from a 3-0 deficit and tying the game with 46 seconds to go. The Canucks ended up losing in OT, but what a rush!

Robert is already looking forward to next year when he is hoping to see the Montreal Canadiens play.

Robert and Graham's



Hockey Adventure

By Lydia Canuel, Program Manager



INTRODUCING

Farooq



My name is Farooq Bhat, and I'm currently working with Nanaimo Association for Community Living as a Marketing Exec/IT system specialist for my 16-week Internship as required by the MBA course program. I started working on the 15th January 2018 and details of my duties are as contained in the approved workterm records.

Nanaimo Association for Community Living (NACL) is a non-profit organization, incorporated under the Society Act of British Columbia (No. S-21542). It has been serving people with developmental disabilities for over 31 years in Nanaimo and the surrounding area since July 22, 1986. NACL is governed by a volunteer Board of Directors. The organization's Vision Statement is "Building inclusive communities, one bridge at a time," while the Mission Statement is "A person-centered approach is a way we challenge ourselves, our communities, the people we support, and families to be innovative as we help each other live fulfilled lives." Both the Vision and Mission speak of the commitment to people living fully-inclusive lives in our communities.

My job profile and duties are dynamic, and keep on changing as per the requirements of NACL's Management Team. Handling the social media platforms and promoting NACL on these platforms is the primary deliverable for my internship.

The first assignment I was given was to set up an Instagram page and a Twitter handle for the organization. The experience was a good one, as I was able to utilize the concepts I had learned from class such as setting finite goals in increasing social media presence; also, to improve the interaction with website visitors, converting them into social media followers, thereby generating awareness to a wider audience and educating them about the services offered by the organization.

Another task given to me was to help management work towards the competency training of the newly-hired employees. In this process, I designed and developed questionnaires for evaluating the competency training delivered to them. These questionnaires are uploaded to ShareVision. Here I was able to utilize the learnings from the courses such as self-awareness and developing emotional intelligence, which is a soft skill essential to work in a team, and to understand and manage expectations from both my supervisors and my colleagues.

I also accompanied my internship mentor, Randy Humchitt, on a tour of the NACL programs to get a better understanding of the services and offerings of the organization. This helped me gain a better insight of the day-to-day activities carried out to fulfill the commitment of NACL towards the persons being served. One such service is providing staffed residences to people living with developmental disabilities.

One of the most challenging tasks that I am a part of is fundraising for buying a 7-seater, wheelchair-accessible passenger van for Kennedy Home. The organization acquired new software called Grant Advance just as I was starting my internship. I was trained, along with two other management staff of NACL, on how to use this software. The software is basically meant to identify grant funders from across Canada that could fund the initiatives or projects of non-for-profit organizations. The first stage of this task was to carry out an in-depth research on all the grant providers on the system, analyzing details like their donation history, funds provided in the past, and their area of interests—comparing these to NACL's overarching goals. I was able to identify 120 funders that matched NACL's goals and objectives. Out of the 120 organizations, we have been able to send out Request for Proposals (RFPs) to a few of them. I can relate my course learnings as to how to carry out research and preparing RFPs used in executing this task.

Working with the NACL has taught me how non-for profits work in Canada. I have understood the Canadian work ethics and culture, which is different from my experience working on class projects during the MBA program, or my work experience in India. I have learned that Canadians are very polite people, and are always willing to support and help one another in the workplace.

I share the same workspace with my mentor (Randy), and I have daily meetings to discuss expectation and deliverables. This is extremely valuable to me as I receive hands-on guidance from him on assigned tasks.

This internship fits into my core interests and goals, as I have always wanted to work for a community-based non-for-profit in Canada to make a difference in the little way I can. I have learned to be patient, to listen more, and to understand the focus of NACL in making lives of people with developmental disabilities better.

Nanaimo Association for Community Living



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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



"People Working Together"

Your Feedback is Welcome...



We'd love to hear from you...

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

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CREATED/EDITED BY:

Marlena Stewart



We "got our pink on"
for Anti-Bullying
(Pink Shirt) Day on
February 28, 2018...

...and wore our
"crazy socks" for
World Down Syndrome Day
on March 21, 2018!



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! ☺