

**Fall/Winter  
2021**



(250) 850-1012  
358 Cedar Street, Campbell River, BC V9W 2B2  
[www.futurefocus.ca](http://www.futurefocus.ca)

# Executive Corner

## An Update from Doris

Following our successful CARF accreditation review, there were recommendations to be addressed. In October, we held our first Leadership Retreat, where Supervisors and Management participated in discussions and activities to better understand the company as a whole. We have developed a Strategic Plan that provides us with a general direction and areas for improvement that we can all work on. Our mission: To help people grow. With that in mind, we developed goals related to growth for our clients, our staff, and our company.

### What does this look like?

**Clients:** Support them to successfully meet their Lifeplan goals and we want to build a robust variety of day program activities that enhance their quality of life. We also hope to further improve opportunities for community integration.

**Staff:** Provide more opportunities for staff engagement and better communication. We recognize our staff as our biggest strength, but also our biggest risk to be managed. Covid19 and an industry-wide shortage of workers is a challenge.

**Company:** Continue to foster our relationship with CLBC to maximize the service we can provide to our community. We also hope to grow our services by adding a new service in the next 5 years. Research is underway to explore community needs and gaps in services.

## Strategic Plan 2021 – 2023

We have done our SWOT analysis by program and corporately. From that, we hope to build on our strengths and respond to our weaknesses. The program plans reflect the over-arching corporate goals.

**Goal 1)** Positive impact on the quality of life of our clients

**By** maintaining, monitoring, and updating client's lifeplan goals

**By** offering community integration opportunities through our Day programs

**By** instilling confidence and self-esteem through building lifeskills and independence

**By** unique and innovative programs not offered elsewhere

**Goal 2)** Staff engagement in building a competent, loyal, and reliable staff

**By** hiring for the future - people hoping to build on their skill set

**By** holding regular staff meetings, townhall meetings, or virtual meetings so that staff can participate more fully

**By** offering staff education opportunities as they arise

**By** engaging in staff appreciation activities

**By** identifying those staff members with good potential for leadership roles and mentoring and educating those skills for future succession

**Goal 3)** Maintain and grow a viable business that can withstand identified financial risks

**By** exploring both CLBC and non-CLBC funded activities that compliment the existing business

**By** meeting and maintaining the existing budget

**By** monitoring the service delivery levels throughout the year

**By** adding a new program within the next 5 years

# Staff Highlight

## Welcoming Karen Calvert!

I am excited to join the staff at Gatehouse and am looking forward to getting to know everyone.

I have some previous experience supporting persons with developmental disabilities as an HSCL Nurse and enjoyed working together to provide comfort and safety; purpose and belonging and fun.

Courtenay is my hometown and my family (I have 3 sisters) lived on a farm out in Dove Creek. After graduation I moved to Vancouver to attend Nursing School and since then have lived northern BC, Alberta, Newfoundland and Norway. I moved back to Courtenay about 5 years ago and have lots of family in the area and on Vancouver Island including a son who lives in Duncan.

Now retired from nursing, I am wanting meaningful work that contributes to others, is challenging and gives opportunity to learn and grow. I have two dogs, a Mexican rescue dog (Cruz) and a Border collie puppy (Bella) who get me out hiking and biking. I also belong to a choir despite some limitations of talents, so will not be doing any solos however happy to sing in a group!



## Welcome to the Future Focus Team, Karen!

# Bridges Day Program

## Catching up with the Bridges Day Program

At Bridges, we are busy developing our own activity programs to build skills and meet our client's goals.

Disc golf has been a hit and we are lucky to have the course within walking distance of the program.

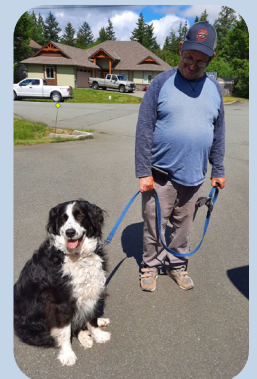
Over the fall and winter, virtual Dungeons and Dragons was played over the computer with a facilitator from Alberta. This supported decision making and imagination and has been a great addition to activities in the program.

In January, we welcomed new Bridges staff Kate who has kept activities hopping and helped people meet their goals by organizing and tailoring the programs accordingly. Cooking classes happen now twice a week with clients learning to make tasty nutritious meals for themselves. The extras are sold to clients to take home to help with the food costs. Favorites so far have been the homemade pizza pockets, shepherd's pie, and chocolate brownies. We're hoping to hold a couple of bake sales in the near future.

On the Bridges Contracting Crew front, we gave up our contract work at Seal Bay Park because of the drive and the limited access to facilities while working out there. In exchange, we were assigned the new walkway along Back Road. We are gearing up for spring park clean-up, one of our busiest times of the year.



From acquiring work experience at the Re-store to getting a paid job at Winners — there is no stopping anyone!



## Reaching Goals & Trying New Things

Two clients identified learning to read as a goal. Both are reading regularly and are proud of their progress. Many clients wanted to get more exercise, so the hiking club was formed as well as the dance group. Coming this spring, we will try out some African Drumming.

# Campbell River Day Program



## Keeping Busy in Campbell River

Campbell River Day has been working with a new computer program that focuses on various skills and provides each person with an individual account to track progress. Our goal is to improve literacy where fitting and to build on basic computer skills.

Some parties have been enjoyed and continued community involvement has remained a constant. “Wack it with Racquets” and Drumming have been two new favourites that folks have been enjoying. We also thank Miss Heather, for spending her time with us and teaching us new songs! We wish her well in her future endeavours — and are hopeful she will return for a visit sometime soon. We are now seeking out a new musical experience and have a possible lead on a drumming circle — more to come!

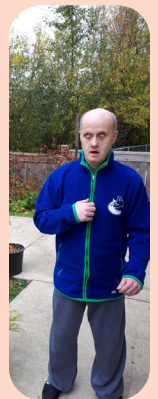


# Gatehouse Residence & Day Program



## Greetings from Gatehouse!

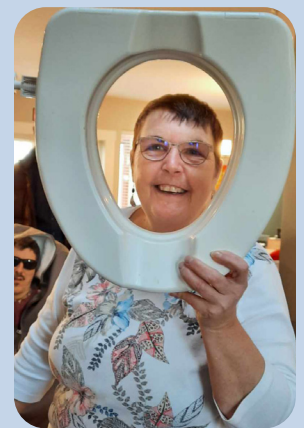
Jeremy (staff member) is very talented and was entertaining residents and staff alike with his guitar and singing skills on days when the weather was truly “for the ducks” no matter how warm the gear. Getting out into the community via our bus and enjoying the view at the various beaches to watch some great wave action has become a welcome activity during the winter months.



Gatehouse Residents have been enjoying walks outdoors in their neighborhood, weather permitting.



At Christmas time, we ordered in some excellent Chinese food and “The Strumming Birds Ukulele” group came to entertain us with some carolling! Family and friends have been visiting within the constraints of the restrictions and we love to show off our crafts to them. We look forward to Spring and the restrictions slowly being lifted! Soon the backyard will be in bloom and we look forward to spending time there.



# Soderholm Residence & Day Program



## What's New at Soderholm

We have had a busy fall and whenever the weather played along — we went out to have some picnics. Roberts Lake is a favorite and after exploring the area we had a lovely lunch and enjoyed the view.

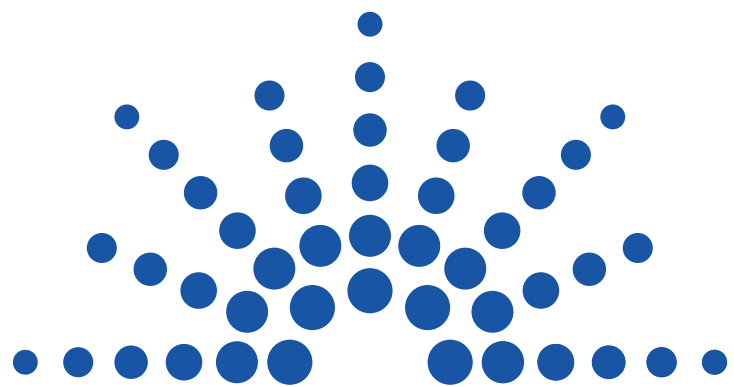
With restrictions ramped up we still celebrated and decorated for Halloween, and we even had a Christmas Party! In January we celebrated a special Birthday and got going on making decorations for Valentines.

Soon Spring will come and we are excited to be able to explore and enjoy what Campbell River and its surroundings has to offer!



## Horses, Bunnies, & More!

There is a horse field near Painters Lodge and at one of our visits a woman saw us at the fence and came over with one of the horses. We were allowed to pet the horse and the joy it brought was tangible. We love animals! A visit to “Holly Hills Farm” was an outing on another day and we saw the Alpacas and the sheep, chickens and bunnies.



**Future Focus**  
PROGRAM SERVICES INC

**Thanks for Reading!**

**Contact Us:**

**(250) 850-1012**

**358 Cedar Street**

**Campbell River, BC**

**V9W 2B2**

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