



Spring/Summer 2022



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Executive Corner

An Update from Doris

Thank you to all clients and families who completed the Client Satisfaction Survey in June. Most people were very satisfied with our services. Suggestions were in line with our quality improvement initiatives to focus on the quality of our activities and to communicate more with our stakeholders through our website and our newsletter.

Despite being vigilant with our infection control practices, we experienced Covid outbreaks in all four programs but were able to manage them responsibly.

We did not escape the industry-wide staffing shortage. Our 24/7 operations are much more vulnerable than we anticipated. We have been successful in recruiting new suitable staff and hope to build stability within our workforce. We welcomed Kate Mantta (Program Director) and Michele Shea (Gatehouse Supervisor) to our Leadership Team.

Michelle Ruck has taken the training to become our in-house NVCI trainer. NVCI stands for Non-Violent Crisis Intervention and is mandatory education for all our staff every 2 years. It deals with preventing and de-escalating behaviours in a supportive way. It also trains staff how to protect themselves against violence.

Thank you for all for your continued support!

Update: Client /Caregiver Satisfaction Survey Results June 2022 – a whopping 95% of those surveyed were very satisfied with the service we provide. Areas identified for quality improvement were: Quality of activities in residential programs and better communications to families/caregivers on progress of client goals.

Strategic Plan Goal – Positive impact on quality of life of our clients

How – implement more innovative programs.

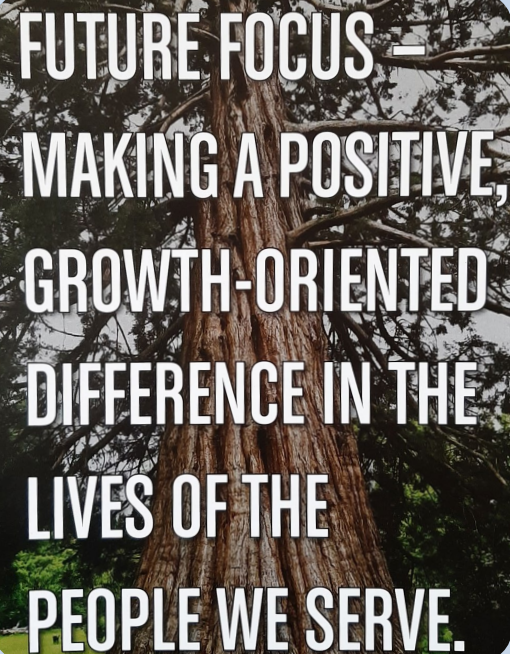
Here is how this goal was achieved at each program:

Bridges Program – Community Garden – Garden Club

Campbell River Day – use of XL Learning Program (online learning modules)

Soderholm – adding music apps on client I-pads

Gatehouse – finding new outing destination (Marina Park)



**FUTURE FOCUS –
MAKING A POSITIVE,
GROWTH-ORIENTED
DIFFERENCE IN THE
LIVES OF THE
PEOPLE WE SERVE.**

Staff Highlights

Welcoming Kate Mantta

Hi Everyone! I'm super excited to join the Future Focus Team and engage in work that supports our most vulnerable community members. What a great team we have; I've already witnessed so much compassion, dedication and creativity, this is my dream job!

The Comox Valley has been home for my husband and me since 2016, having moved here from Ucluelet. Before that, as you can probably tell from the accent, I'm from the UK. We have 4 children, one grandson and a dog, so family life is lots of fun! I also enjoy growing food, kayaking and doing family history research and writing family history stories.

My education and employment background are in Program Management, Human Resource Management, Counselling, Play Therapy and Teaching. I've worked in both residential and day programs in sectors such as: stopping the violence/public safety, addiction recovery, mental health, homelessness, disability management, special needs and education. I appreciate diversity and I love people, so I enjoy work that allows me to support people to connect, problem solve and thrive. Future Focus program services and mission are a great fit for me!

Looking forward to connecting with you!

Kate



Welcome to the Future Focus Team, Kate!

Staff Highlights

Welcoming Michele Shea

Hello there, my name is Michele Shea, I am the new Supervisor for Gatehouse and feel so fortunate to have this experience in my career journey. I am new to this role but learning new skills and gaining knowledge excite me. That being said, I welcome any/all support.

I have been in the Comox Valley on and off for over 25 years. It's my happy place. I have lived in 5 provinces and I have met people from all walks of life. I am a Mom to 3 adult children and grand-mother to 6 of the most wonderful grandchildren in the world. I have a cat named, Sasha and she is a Diva.

I have been in Health Care for 36 years and I actually have worked for Future Focus some 20+ years ago. Life is coming full circle!

I love humor, cooking, baking, swimming, hiking, movies and road trips. I look forward to meeting you all soon! Stay safe, strong and amazing!



Welcome back Michele Shea!

Rahab & Shaylet – Above and Beyond

Leadership would like to acknowledge the outstanding contributions of Shaylet and Rahab at Gatehouse. Gatehouse is a 24/7 operation with residents with high medical needs. In recent months, we have gone through challenges with staffing – mostly having enough staff to cover all three shifts.

The difference between a good employee and a great one is four little words “how can I help?” Both these staff members do whatever they can to help whenever necessary and they do it cheerfully. They are clearly devoted to our residents and to Gatehouse, for which we are very grateful.

Rahab aspires to take on a leadership role in the future, so we have designed an opportunity to gain some supervisory skills for anyone who is interested. She has been instrumental in training new staff as they join our workforce as well as learning how to order all the medical supplies.

Shaylet treats Gatehouse and its residents as family. Her patience and sense of play brings smiles to our residents faces daily. Shaylet has been doing much of the training on night shifts for new staff as well as doing additional shifts when needed.



Thank you Rahab and Shaylet!

Bridges Day Program

Having Fun in the Summer Sun!

Bridges had a busy summer enjoying many trips to local parks to relax in the cool water.



We also enjoyed playing baseball at the local park



Frequent walks into the community to various trails and local museums and an enjoyable summer barbeque added to our enjoyment of this summer.

People signed up for "sports in the park" at the CRA.

At Bridges: Various in-house activities happened, we made beer bread packages, wax candles, along with cooking and arts and crafts. Karaoke, meditation, and chair yoga are part of our daily routine. Yardwork at the program keep us busy.

Balancing all of this with work crews is a challenge but rewarding.

We wish everyone a great fall!

Campbell River Day Program



What's New in Campbell River?

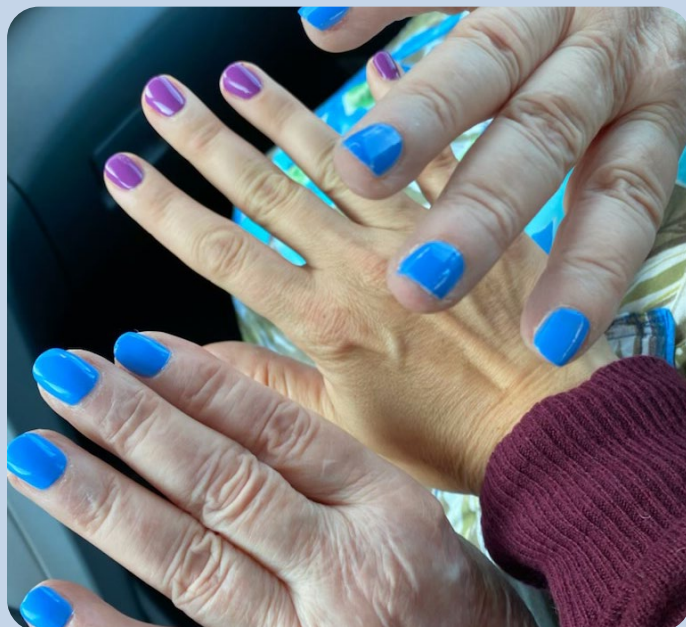
Weekly dancing and music exposure at Spirit Square, a beach fire hot dog roast, a visit to the aquarium and a group walk to the museum are a few of the activities that people participated in over the summer months. Swimming at the local pools and walking within the community are staples that continue to be a large part of chosen activities for the people we support. Garbage pick-up with has been a new venture for our folks to be of service within the community. A board keeping track of individuals contributions has proven to be mutually beneficial. A day trip to Paradise Meadows, and a picnic at Miracle Beach are amongst some of the more memorable experiences of Summer 2022. We are looking forward to the change in seasons!



Gatehouse Residence & Day Program

Summertime at the Gatehouse Residence

Gatehouse clients enjoyed many walks in their neighborhood and feeding the ducks in the nearby pond. Our new favorite bus outing destination was Marina Park in Comox. It is fully wheelchair accessible with shelters and shady spots. There is a children's water park. We enjoyed watching the kids playing and were also serenaded by some local musicians as we enjoyed our picnic lunch.





Soderholm Residence & Day Program

Catching Up With the Soderholm Residence

A gorgeous Spring & Summer we were graced with! Spring had its grip on us a little longer with its cloudy days, but that just meant we were a little behind on the gardening. Our little 4x4 garden that staff made, finally started to grow when the sun came out! We had extra potted flowers out front and on the back deck this year. They grew into a beautiful display.

We accomplished a summer trip again this year! Staff and clients went to Parksville for the 'Sandcastle Days' and had a nice picnic in the park down along the beach.

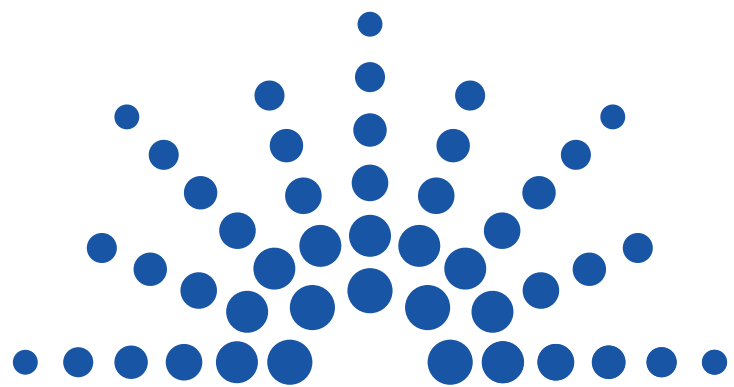
We also went to Kye Bay in Comox, spent time on the beach, had a picnic lunch, drove through Seal Bay Park, then stopped at Williams Beach — it was a glorious day!

The hatchery has always been a favourite place to go. They opened the inside and showed off their beautiful new glass floor!



Thanks for checking in
with Future Focus!





Future Focus
PROGRAM SERVICES INC

Thanks for Reading!

Contact Us:

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