



# Phoenix Rising

## Inside this issue:

Workplace Social & Cultural Makeup Changes	1
Board's Latest News	2
Comings & Goings	2
Health & Safety Corner	3
Pension E-Learning	4
Nucleus	4
Workplace Health & Wellness	5
Lunch & Learns	6
TOEM Fund & Smile Card	7
Staff Lounge	8
Did You Know?	3, 7

## Board of Directors

Joanne Hurtig, President

Gil Owen, Treasurer

Susie Girling, Director

Stephanie Ball, Director

Patti Faulconbridge, Director

Lindsay Brooks, Director

## The Social and Cultural Makeup of our Workplaces is Changing

~ Lois Gabitous, CLS Employment Coordinator

We believe that all communities - workplaces, schools, and families – benefit when they reflect the wonderful and creative diversity of our overall community. A diverse workplace that hires from all walks of life and welcomes persons from all backgrounds reflects a broad collection of skills, experiences, and perspectives.

At Phoenix, we believe in supporting individuals in making healthy choices, developing new skills, and accessing opportunities. Paid employment is one important way for all of us to learn new skills and to contribute to the community. Employment provides positive outcomes for all of us (including persons with disabilities); outcomes such as increased independence, a greater sense of belonging, increased confidence, and meaningful relationships.

Developmental disabilities cross borders and ethnic groups, genders, religions, ages, and cultures. Approximately 2% of our population has a developmental disability, such as Down Syndrome or Autism Spectrum Disorder. These are our family members, co-workers, mentors, and friends. Like all of us, people with disabilities have unique talents and make an important contribution to their communities.

### Benefits of Workplace Diversity

An organization's success depends upon its ability to embrace diversity and realize the benefits. When organizations actively assess their handling of workplace diversity issues and develop and implement diversity plans, multiple benefits are reported, such as:

#### Increased adaptability

Organizations employing a diverse workforce can supply a greater variety of solutions to problems in service, sourcing, and allocation of resources. Employees from diverse backgrounds bring individual talents and experiences in suggesting ideas that are flexible in adapting to fluctuating markets and customer demands.

#### Broader service range

A diverse collection of skills and experiences (e.g. languages, cultural understanding, and physical limitations) allows a company to provide service to customers on a broader basis.

#### Variety of viewpoints

A diverse workforce that feels comfortable communicating varying points of view provides a larger pool of ideas and experiences. The organization can draw from that pool to meet customer/client needs more effectively.

#### More effective execution

Companies that encourage diversity in the workplace inspire all of the employees to perform to their highest ability. Company-wide strategies can be better executed, resulting in higher productivity and profit.

# Latest News from the Board of Directors

~ Joanne Hurtig, President

Greetings from the Phoenix Human Services Association's Board of Directors! I hope you enjoyed the past few summer months. They pass all too quickly and we're into fall.

I want to acknowledge one of the many highlights of this year – the CARF accreditation survey results. They were remarkable! I was fortunate to meet the CARF survey team and was most impressed with the crew's range of knowledge and professionalism. They, in turn, were very taken with our programs, staff, and the agency as a whole. That was certainly reflected in the excellent result of the survey. Every staff member is to be commended for their work and participation in the survey. Well done!

Our Board of Directors saw some significant changes this year. Susie Girling stepped down as President in October 2016 after performing those duties for several years. She has been dedicated and passionate about her work with PHSA and continues on the Board as a Director. The history and wisdom Susie brings to our discussions and decisions is incredibly valuable.

Maureen Elworthy stepped in as President of the Board last fall. Unfortunately, she resigned in January 2017 to accept work in Vancouver. This necessitated a move to the mainland for her. We thank Maureen for her time, willingness, and enthusiasm and wish her well with her new adventures.

Barb Jones has served on the Board of Directors for many years. She recently announced her departure from it to enjoy her family and do some travelling. Sad news for us! Barb also served as the Board's Secretary and we will miss her bright smile and willingness to take on tasks.

We also welcomed three new Board members.

The Board was pleased to welcome Stephanie Ball as a Director. Stephanie is a recent graduate of Camosun College and Athabasca University. She is currently a Youth Worker with Be Connected and brings a strong, youth-focused voice to the table. Stephanie's experiences as a youth also provides a welcome perspective. I look forward to some interesting and informative discussions with her.

Lindsay Brooks came to us from the Brain Injury Society. She is the Intake Coordinator for the agency and has a long and varied history working with youth and families in Alberta as well as in BC. Lindsay has jumped in with both feet and volunteered to assist the Executive Director with writing some new by-laws. She brings a fresh perspective to the Board.

Patti Faulconbridge joined the Board in March 2017. Her area of expertise is Human Resources, along with plenty of experience in business and volunteer board work. We are pleased to have Patti's participation on our Board and look forward to working with her.

When I reflect on my long affiliation with this agency, both as PHSA and its previous incarnation, I continue to be amazed at the ongoing success and vibrancy of the agency. Phoenix was truly born out of the ashes of a very dark time in social services. We have come a long way and are stronger and more resilient as a result. Now it is time to look forward with optimism and confidence.



Employees who left Phoenix January 1 – August 31, 2017  
Desiree Cabecinha  
Katrina MacIntosh



Employees who were hired from January 1 – August 31, 2017  
**Family Development**  
Stephanie De Almeida  
**CYSN**  
Natalie Carr & Katilin Ahonen  
**Summer Fun**  
Andrea Thomlison & Samantha Fernando  
**Community Inclusion**  
Florence Aryavong  
**Day Programs**  
Crystal Budden  
**Employment**  
Beth Cowin  
**Rise Up Youth Employment**  
Jessica Berg

## Occupational Health & Safety Corner

The OHS Committee saw some changes over the summer but is back in action with some fresh faces and energy.

The committee says goodbye and thank you to Donna, who is moving on to contribute her vast skills and experience to other parts of the agency. Her energy and expertise will be missed by the committee!

Over the summer, we welcomed three new members: Stephanie Saunders, Chantel Waters, and Rosemarie Dufresne. They are eager to learn the ins and outs of the Health and Safety world and are looking forward to supporting Phoenix in maintaining its strong health and safety practices.

Stephanie is the newest coordinator at Phoenix and is responsible for the Community Living Services for Adults Program. While she does not have prior experience on a Health and Safety committee, she has a keen eye for detail and strengths in organization. Steph is excited about learning WorkSafe BC Regulations and ensuring these are implemented in the most effective way for our agency. She is looking forward to working on a cross-agency committee and increasing her knowledge about the agency's historical and current practices while helping Phoenix continue to progress.

Phoenix staff taking in the solar eclipse — with proper safety gear, of course!!



When I first came to work at Phoenix four years ago, I was given the daunting task of reading a huge binder full of health and safety information. As I looked through it, one particular policy captivated me because it addressed dealing with dangerous and aggressive dogs. In a previous outreach life elsewhere, I had first-hand experience being chased by a Pitbull who had a history of aggression. It was a frightening experience. My “flee” response saved me from physical harm, but the experience stays with me as a powerful reminder of how important it is to be mindful of health and safety. Everyone deserves to stay safe. By participating on the Health and Safety Committee, I hope to support a healthy and safe workplace.

– Rosemarie (who loves dogs and other animals, too)

Education is knowing where to go to find out what you need to know; and it's knowing how to use the information you get. ~ William Feather

### Did you know?

Check this great resource – [www.bc211.ca](http://www.bc211.ca)

Launched in 2017, bc211 is a BC nonprofit organization that provides information and referral about community, government, and social services in BC. Help line services include 211, the Alcohol and Drug Information and Referral Service (ADIRS), the Problem Gambling Help Line, VictimLink BC, and the Youth Against Violence Line. Use the Resource Search link (Red book online) to look for any local resources related to the following services:

- ◆ Emergency and Crisis
- ◆ Addiction
- ◆ Counselling
- ◆ Health Care
- ◆ Mental Health
- ◆ Victim Services
- ◆ Employment Training
- ◆ Financial Assistance
- ◆ Food and Basic Goods
- ◆ Homelessness
- ◆ Housing
- ◆ Legal and Advocacy
- ◆ Transportation
- ◆ Aboriginal Peoples
- ◆ Children and Families
- ◆ Disabilities
- ◆ Immigrants and Refugees
- ◆ Older Adults
- ◆ Youth

### Pension Info

If you're counting the days until R-Day (retirement day) or just want to know more – find answers to your questions through free member education!

For more information and to register for a workshop starting August 15, visit [mpp.pensionsbc.ca](http://mpp.pensionsbc.ca) > click Your pension > Pension basics or Planning for retirement.

**Getting to Know Your Pension:** 15-minute eLearning course that will introduce you to the value and benefits of plan membership.

**Making the Most of Your Pension:** 2 hour workshop that can help you maximize your pension by understanding how the decisions you make throughout your career affect your pension when you retire.

**Approaching Retirement:** 2 hour workshop designed to help you understand the important decisions you need to make about your pension and make the transition easier.

If people sat outside and looked at the stars each night, I'll bet they'd live a lot differently. ~ Bill Watterson



### Nucleus – Client Files and Documents

It's been almost 2 years since we started to transition away from paper and green files to our online client record system – Nucleus. With a few minor bumps, bruises, and mix-ups along the way, we are all now mostly well versed in adding daily progress notes, communicating with each other regarding client-related matters through com-box, and uploading documents. We update details and profile pages in client records regularly and we set "Special Tracking" items as reminders for the future. Our most complete client files are now on-line, confidential, and accessible, while green files carry backups of signed documents only. A few immediate benefits many of us have noticed:

- ◆ We can collaborate and communicate about client-related matters securely and confidentially using Com-Box
- ◆ We can instantly see what has changed on a client file (e.g.

one of our colleagues enters a note)

- ◆ Detail information (names, addresses, and emergency contact info) is carried over easily for clients who receive more than one service or are in more than one program
- ◆ The External Contacts library now holds a comprehensive list of our community partners and sector professionals

We've also been working with Nucleus staff to customize and format our Phoenix documents and forms (ISP, ISP review, transition plans, interpretive summaries, brief service summaries, risk assessments, etc.). Once complete, these documents will be available on Nucleus on the 'Documents' drop down menu. Once updated, many fields will be populated by the system. For example, when we open up an ISP review, the client name, Phoenix staff name, program name, and date will already be completed for us. These documents are in progress and we expect all of them to be completed by October 30, 2017. Stay tuned for more Nucleus updates.



If you talk to a man in a language he understands, that goes to his head. If you talk to him in his language, that goes to his heart. ~ Nelson Mandela

One of our staff members at the Phoenix information booth at Spencer Middle School's first Family Community Resources Fair.



## Workplace Health & Wellness

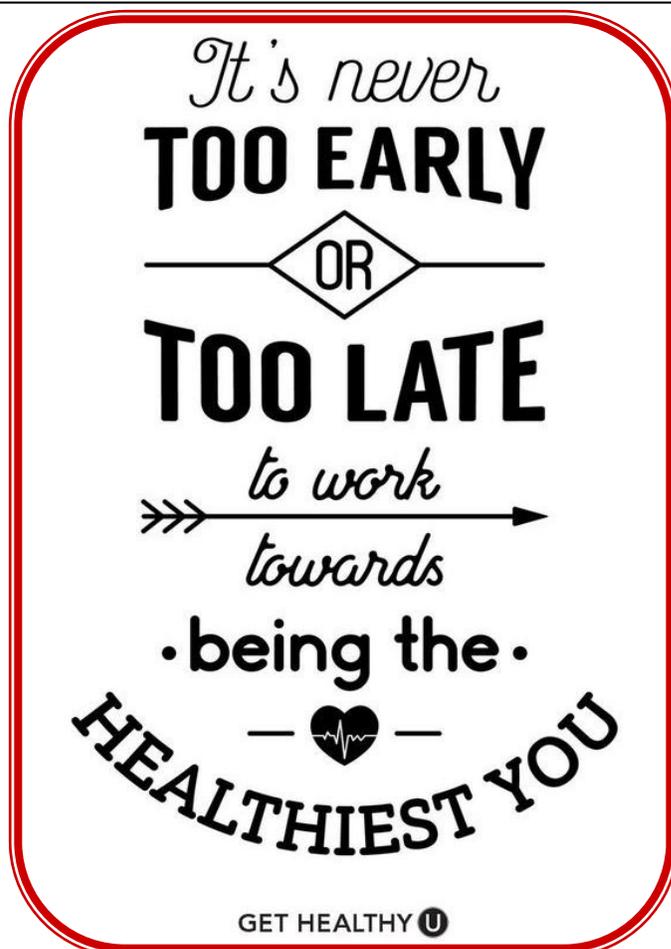
~ Donna Washington, Community Inclusion Coordinator

To date, the Health and Wellness Group has organized a number of initiatives in your workplace... have you noticed? We welcome you all to participate in initiatives. Here's what we've done so far:

- Workplace Strategies for Mental Health e-mail
- Providing a healthy treat and recipe
- Organizing a Bocce Ball game in the park with healthy freezies
- Health and Wellness Board at McKenzie...coming to Joan Crescent in the near future
- Information sent out sharing upcoming Pension Plan work shop information
- 'Bouquet of Thanks' to appreciate our work colleagues
- Flavoured water and watermelon at a Lunch & Learn presentation
- Walking Challenge and Carrot App
- Free or reduced cost services and activities in the community
- Healthy Eating Lunch and Learn with soup and salad potluck
- Walking Group meet up

Coming soon!

- ☆ Yoga Lunch and Learn
- ☆ Tennis with Gilles
- ☆ Spin class
- ☆ Monthly healthy treat and recipe
- ☆ MEC Halloween costume running event October 29
- ☆ Chalk board with positive and affirmative messages in the McK reception area
- ☆ Relias courses on employee health and wellness topics



# Lunch & Learns

## October

### Health & Wellness at Work

Thursday, October 19, 2017; 11:00 a.m. - 12:00 p.m.

**Lorraine Kahan, facilitator**

Enjoy the salad potluck while participating in the discussion on healthy eating, including strategies to keep you on track.

## November

### Indigenous Perspectives

Thursday, November 9; 12:00 - 1:00 p.m.

**Stephanie Saunders & Donna Washington, facilitators**

Discussion will include dispelling myths and stereotypes, and how privilege and stereotypes impact our work and relationships.

## December

### Supporting Clients with Developmental Disabilities Learn About Healthy Relationships

Thursday, December 7; 11:00 a.m. - 12:00 p.m.

**Lindsay Brooke (Phoenix Board Member), facilitator**

Discussion will include sexuality and sexual health for individuals who face barriers to community inclusion.

Look within yourself. After self-reflection, one's eyes may open and see things in an honest light, and view people and things with appreciation for all their natural beauty. ~ Tao Principle



A lot of different flowers make a bouquet. ~ Muslim origin



## Thrifty Foods Smile Card Program & our TOEM Fund

A number of our Phoenix Program participants have benefitted from the TOEM (The Other Eleven Months) fund over the past years. As you know, the program has been used to support children, youth, adults, and families from all of our programs. Recent uses of the fund include clothing for a job interview, emergency dental work, baby items, summer camp funding, and more. The fund also supports the bus ticket program.

This is what happened over the last fiscal year:

- We received \$621.93 from Thrifty Foods in donations from your purchases at Thrifty Foods.
- We paid out \$998.91 to our clients in various requests.

So far for this fiscal period (April-August 2017):

- We received \$169.50 from Thrifty Foods in donations.
- We paid out \$1,392.14 to our clients.

The Thrifty Foods Smile Card Fundraising program provides 5% back on the dollars spent at Thrifty Foods to non-profit organizations like Phoenix. For us to continue to have this fund available to help clients, we need you to help to replenish the fund. You can also get cards for family and friends! See Joan for a Thrifty Foods Smile Card.

It's easy to use:

- ◆ Load card at a Thrifty Foods customer service desk or with the cashier (before your cart of goodies is rung through)
- ◆ Cashier swipes card for payment
- ◆ You get card back (ready for next time)
- ◆ The TOEM fund gets a boost! (happy dances are allowed at this point)

Help us reach our target of \$1000 for the TOEM fund for this year!



### Did You Know?

The annual Phoenix CLS Adults garage sale was a fabulous success and raised close to \$1200 to support adults with disabilities. Most of the funds will go towards its annual Christmas celebration. Thanks to all Phoenix staff who donated items, did a little bit of shopping, and donated their time. Thanks for your support!

We're so busy watching out for what's just ahead of us that we don't take time to enjoy where we are. ~ Bill Watterson

### Good to Know!

This year's Seasonal Celebration will be on November 24, 2017, at The Beach House (5109 Cordova Bay Road). More details to come but save the date in the meantime!



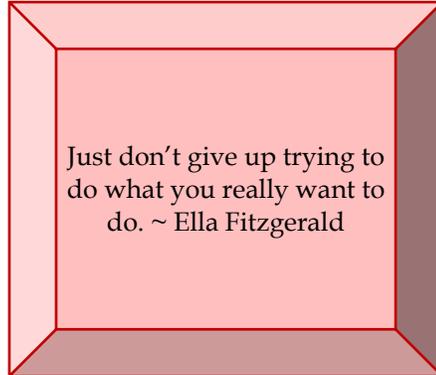
## Staff Room

Don't Give Up! ~ Alison

Do you have those days when the possible just seems infinitely impossible? Well, I definitely have!

To quote Michael Michalko, author of "Creative Thinkering", "Thinkertoys," and "Cracking Creativity": "Historically, creative geniuses are remembered for their successes, not their failures. The one thing they have learned is that you have to learn how to fail to be successful in creative thinking. When Thomas Edison was working on a filament for his light bulb, he failed 5,000 times. An assistant came to him and said, "Tom, when are you going to give up? You have failed 5,000 times." And Edison replied, "I don't know what you're talking about because I have discovered 5,000 things that don't work." It's all how you decide to look at it. You create and construct your own reality. All experiences are neutral. You give it the meaning."

I have learned that if you follow your gut instinct with the strong belief that you are on the right path, the things many others deemed were impossible ARE possible. You can do it, folks. Never give up!



Just don't give up trying to do what you really want to do. ~ Ella Fitzgerald

Into the Mystic ~ Diane

When I spoke to George of my emotional experience this summer of driving through the agricultural lands of south-western Ontario, I commented, "I don't know what to do with the feelings." He asked, "Why do you have to do anything with them?"

Huh...yes, I could just breathe it all in, delight in the visual, ride the crest of joy, and reinforce my roots. Have you ever cranked the tunes and it matched the landscape...bliss! As Van Morrison sings...

**"Smell the sea and feel the sky  
Let your soul and spirit fly  
Into the mystic  
And when that foghorn blows  
You know I will be coming home  
And when that foghorn whistle  
blows, I got to hear it  
I don't have to fear it  
Into the mystic"** (lyrics Van Morrison)



*Phoenix  
Human Services  
Association*

**250-383-4821**

1095 McKenzie Avenue  
(4th Floor)  
Victoria, BC  
V8P 2L5

Fax: 250-386-7142

[www.phoenixhumanservices.org](http://www.phoenixhumanservices.org)

*The opinions expressed by those interviewed or those contributing are not necessarily those of Phoenix Human Services Association or its management.*

When you get into a tight place and everything goes against you, till it seems as though you could not hang on a minute longer, never give up then, for that is just the place and time that the tide will turn. ~ Harriet Beecher Stowe



Out of clutter find simplicity; from discord find harmony; in the middle of difficulty lies opportunity.  
~ Albert Einstein