



Nancy Gurr
Trail Association for Community Living
1681 Bay Ave
Trail, BC
V1R 4R7

June 22, 2022

RE: Community Based, Employment, Day Program

Dear Nancy Gurr,

Thank you for participating in the quality service monitoring on-site visit May 6, 2022 and the follow up phone call for your Community Based and Employment contracts on June 20th 2022. I appreciate your time and preparation.

Community Living BC conducts formal on-site monitoring to review service quality and support a process of continuous quality improvement. This letter is to document the outcome of our visit and outline any items requiring resolution or attention. Please regard this information as sensitive and ensure proper storage procedures are followed in compliance with *Privacy Protection - Schedule E* in the *Service Terms and Conditions*. In addition, please continue to keep me informed in the event that questions or challenges arise outside of our established formal monitoring schedule.

Program Strengths, Highlights & Observations

It was so nice to visit you in the office with your management staff, and have a frank conversation about the challenges and successes of supporting folks in the Trail area. The added challenge of managing staff through a pandemic certainly did not make things easy for you as you grappled with staffing shortages, and staff leaves. I certainly appreciate the work you and your staff did to maintain the programs which were allowed to stay open, and reach out to those who were self isolating at home.

The following are the areas I want to highlight:

- Person-centred planning is practised with quarterly reviews

- The goals for individuals are tracked using SMART goals and using My Booklets
- The day program has re-located the entrance downstairs to make it much easier to access and safer
- The day program has enhanced the safety features which staff can pair with their phones
- The day program is looking at growing the program to include evening programming, along with inviting folks from the residences to join in whenever they are able/have an interest
- Excellent communication skills – you are open and easy to talk to, you receive all feedback very well
- Kindness – I have seen you and your staff bend over backwards to ensure people have what they need, there is much compassion as well

Considerations (do not require action plan)

- Continue to tie in values pieces into all areas, as you have been. Training comes to mind as this is so important for new staff to understand the values of the community living movement. This is particularly important for the day program, as they have regular interaction with families and care givers.
- Continue to work on accreditation pieces so you will be ahead of the game when it is time to complete it.

Community Living BC values your partnership and the services you provide. If you have any questions about this letter, please contact me directly at Margaret.bromley@gov.bc.ca

Sincerely,
Margie Bromley, Analyst
Community Living BC



Nancy Gurr & Sheila Adcock
Trail Association for Community Living
1681 Bay Ave
Trail, BC
V1R 4R7

June 22, 2022

RE: Outreach and Cluster Living Contracts

Dear Nancy Gurr and Sheila Adcock ,

Thank you for participating in the quality service monitoring on-site visit May 6, 2022 and the visit to Rossland Ave on May 19, 2022. I appreciate your time and preparation.

Community Living BC conducts formal on-site monitoring to review service quality and support a process of continuous quality improvement. This letter is to document the outcome of our visit and outline any items requiring resolution or attention. Please regard this information as sensitive and ensure proper storage procedures are followed in compliance with *Privacy Protection - Schedule E* in the *Service Terms and Conditions*. In addition, please continue to keep me informed in the event that questions or challenges arise outside of our established formal monitoring schedule.

Program Strengths, Highlights & Observations

It was so nice to visit you in the office with your management staff, and have a frank conversation about the challenges and successes of supporting folks in the Trail area. The added challenge of managing staff through a pandemic certainly did not make things easy for you as you grappled with staffing shortages, and staff leaves. I certainly appreciate the work you and your staff did to maintain the programs which were enabled to stay open, and reach out to those who were self isolating at home.

The following are the areas I want to highlight:

- Person-centred planning is practised with quarterly reviews
- The goals for individuals are tracked using SMART goals and using My Booklets

- The determination to continue to reach out to those who had to self isolate and/or were very apprehensive to go out. This speaks to your dedication for those who are vulnerable and the kindness you have for those who require compassion and understanding.
- You and your staff bend over backwards to ensure people have what they need.

Considerations (do not require action plan)

- Please consider the Rossland Ave home as a temporary placement for those who can stabilize and eventually move on to something a little less supported. The ideal vision would be to have Rossland as it is, but with the knowledge the residents are not there indefinitely. Once stabilized it would be ideal to move the person out and into their own apartment and offer up the vacancy to someone who cannot manage without the support. Someone who is likely homeless or has been couch surfing and vulnerable. After the visit I saw people were stable and reasonably content. This is in large part to your perseverance and ensuring basic needs are met.
- Continue to tie in values pieces into all areas, as you have been. Training comes to mind as this is so important for new staff to understand the values of the community living movement. This is particularly important for the day program, as they have regular interaction with families and care givers.
- Continue to work on accreditation pieces so you will be ahead of the game when it is time to complete it.

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Sincerely,
Margie Bromley, Analyst
Community Living BC



Nancy Gurr
Trall Association for Community Living
1681 Bay Ave
Trail, BC
V1R 4R7

June 22, 2022

RE: Residential Contracts

Dear Nancy,

Thank you for participating in the quality service monitoring on-site visit for your Residential contracts during the month of May 2022. I appreciate your time and preparation.

Community Living BC conducts formal on-site monitoring to review service quality and support a process of continuous quality improvement. This letter is to document the outcome of our visit and outline any items requiring resolution or attention. Please regard this information as sensitive and ensure proper storage procedures are followed in compliance with *Privacy Protection - Schedule E* in the *Service Terms and Conditions*. In addition, please continue to keep me informed in the event that questions or challenges arise outside of our established formal monitoring schedule.

Program Strengths, Highlights & Observations

It was a pleasure to visit all of the TAAL residential homes and meet with the residents, program managers and staff. As usual the residents joined in on the conversations and were eager to participate and/or show me their rooms. The staff added the updates for each person with the usual plans for summer vacations now that travel is allowed with Covid restrictions lessened. The following are the areas I want to highlight:

- Person-centred planning
- The homes are all planning vacations/road trips to various places in the province, which is so great for the residents and certainly adventurous of the staff. The staff show a confidence that is notable.

- The staff are happy to take residents to the programs that are now opening up to larger groups.
- Excellent record keeping – albeit lots done manually, your records are neat and tidy and fully accessible when needed
- Excellent communication skills – you are open and easy to talk to, you receive all feedback very well
- Kindness – I have seen you and your staff bend over backwards to ensure people have what they need, there is much compassion as well
- The residents are looking well, despite their limited access to friends and family over the pandemic.
- Covid – you have handled all Covid-related matters and have kept the homes running despite the unknowns.

Considerations (do not require action plan)

- Continue to tie in values pieces into all areas, as you have been. Training comes to mind as this is so important for new staff to understand the values of the community living movement.
- Continue to work on accreditation pieces so you will be ahead of the game when it is time to complete it.

Community Living BC values your partnership and the services you provide. If you have any questions about this letter, please contact me directly at Margaret.bromley@gov.bc.ca

Sincerely,
Margie Bromley, Analyst
Community Living BC