

LIVING AND LEARNING – A COPING WITH COVID- 19 ENDS REPORT

ASK, LISTEN and LEARN

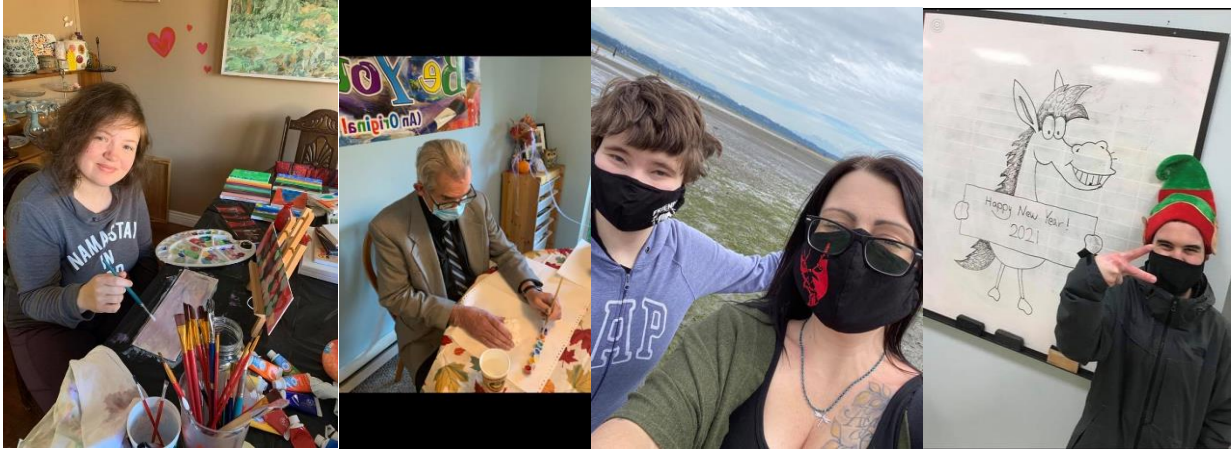
What impact is COVID-19 having in the lives of people that Semiahmoo House Society Supports?

2020-2021



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House Society

“ASK, LISTEN, LEARN”



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Mission Statement, Ownership and Ends Policies

Semiahmoo House Society Ownership Statement

The owners of Semiahmoo House Society are the people of the community.

Semiahmoo House Society Purpose Statement

Semiahmoo House Society, a non-profit organization located in South Surrey/White Rock, exists to provide quality services and support to people with disabilities and their families in the community.

Our Ends

Semiahmoo House Society exists so that:

People with disabilities live self-directed lives in the community at a justifiable cost:

- 1. People are valued members of society:**
 1. People perform different social roles.
 2. People are respected.
 3. People live in integrated environments.
 4. People participate in the life of the community.
 5. People are leaders.
- 2. People decide how they live their lives, and make informed choices:**
 1. People are connected to personal support networks.
 2. People have intimate relationships.
 3. People choose where and with whom they live.
 4. People choose their work
 1. *People have paid employment opportunities*
 2. *People have volunteer opportunities*
 3. *People have entrepreneurial opportunities*
 5. People choose and use their environments
 1. *People choose services*
 2. *People have recreational opportunities*
 3. *People have travel opportunities*
 6. People have educational opportunities
 7. People have opportunities to explore spiritual needs

- 3. The rights of people are protected:**
1. People are safe.
 2. People have the best possible health.
 3. People exercise rights.
 4. People are treated fairly.
 5. People are free from abuse and neglect.
 6. People experience continuity and security.
 7. People decide when to share personal information.
 8. The community is aware of the universal rights of all people.

Introduction: The Purpose, The Plan, The Process

The Purpose

The Chief Executive Officer has a responsibility to report to the Board of Directors each year to check in and see how the organization is doing in achieving its Ends. Semiahmoo House Society and its employees are responsible for exploring the Ends Policies with the people they support in order to support people to have a good life of their choosing.

- **TO PROVE** what we are striving to do and **TO IMPROVE** what we are doing. To celebrate what we doing and to discover what we need to pay attention to...to work on.
- To skip a year of the typical ENDS consultations due to the atypical year and life people are living because of COVID-19.
- To gather information and learning for a snap shot about what people Semiahmoo House Society (SHS) supports may be experiencing in relation to THE ENDS: **“What impact is COVID-19 having in the lives of people with developmental disabilities?”**
- To evaluate the learning to explore:
 - What have we learned?



- Which ENDS are we moving closer to?
- Which ENDS do we need to pay more attention to?
- What are some recommendations?
- Create a report to be presented to the Board of Directors and the organization.



The Plan

- To connect with people SHS supports across the agency from each service, program and home.
- To be creative with the HOW...
 - In person or virtually.
 - One to one: People SHS supports having conversations with a person they know and trust.
 - Small virtual groups sessions/conversations.

Questions explored

Thinking about each ENDS during COVID-19...

- What has been working...going well...gotten better? What are some good things that have happened?
- What has not been working...not going well...is harder or more difficult? What are some not so good things that have happened?
- What are you looking forward to once this is all over? What can help you stay hopeful?

The Process

During the month of November 2020, SHS employees had conversations with **111** people that SHS supports from:

Inclusive Living supports and services:

191A Street, Angus Place, 20th Avenue, 20A Avenue, Chorus Apartments, Community Support Network (CSN).

Community and Employment Services:

North Campus, South Campus, Acquired Brain Injury Services (ABIS), WISE/SPARK, the Self-Advocates of Semiahmoo.

People were provided with a guide to help with conversations about how life has been going during COVID-19 in relation to the ENDS policies.

All the information gathered was compiled and organized to look at the learning to help the ENDS Recommendation Committee create some recommendations for SHS based on what people had said.

Executive Summary

“I can be changed by what happens to me. But I refuse to be reduced by it.” Maya Angelou

As we moved into the fourth year of the ENDS consultations and the pandemic unfolded, it was recognized that the organization needed to stop and rethink the purpose and process of the ENDS consultations. The difficult and unusual times people were experiencing surfaced the need for a mindful and intentional way to ask, listen and learn **what impact COVID-19 is having in the lives of people with developmental disabilities?**

As with previous years, the organization can evaluate the learning to explore...

What have we learned?

- Which ENDS are we moving closer to?
- Which ENDS do we need to pay more attention to?
- What are some recommendations?

There is also an opportunity to act on what we hear for awareness and insight about...

- What is needed now?
- What can we do to support the future and a changing world?
- How can we support sustainability in relation to the ENDS once the world is more settled?
- What do can we do to prepare for a future crisis?

Some of what we heard from people was not surprising in these unusual times. Though the personal and universal tragedies and sadness has been difficult, there has also been good things happening that can lead to new learning and a hopeful direction.

Themes and insights

Community life and staying connected.

- When people think creatively, creativity happens.
- People who have a full community life (on their terms) and support to stay connected to their communities can lead to a meaningful life.

Opportunities to be a leader.

- Anyone can be a leader if given the chance. There are many different ways people can be leaders.

Making decisions and choices in your life.

- Empowering and supporting people to make informed choices is the key to a self-directed life.

Relationships – the people in your life.

- Having close, positive and trusting relationships and connections with people is a major factor in living a happy, healthy and safe life.

How you are spending your days.

- Some people are happier with the changes in their days, others are struggling.
- Some people are doing well learning and using technology but not everyone has access to it or support to learn and use it.

Recreation and leisure opportunities.

- People need to have fun and joy in their lives.
- Some people have been exploring new rec and leisure opportunities – some people only have opportunities through SHS Rec and Leisure programs.
- Many people miss the SHS Rec and Leisure Programs.

Travelling

- People need opportunities for a vacation to relax, recharge and have a break from busy life.



Spiritual life

- Spirituality is an area of people's lives that could use further exploration and discovery.

Being safe and feeling safe. Mental health and emotional wellness.

- Mental and emotional health is critical to people's wellbeing.
- FEELING safe is just as important as BEING safe.

Staying healthy.

- The balance of supporting people to be happy AND safe versus happy OR safe can be challenging.

Your privacy and personal information.

- People trust that their private and personal information will be not be shared without their permission.
- Information, communication and resources should be accessible to everyone and in plain language.

The community understands people with disabilities have the same rights as everyone else.

- There continues to be a need to provide awareness and education to support the community to understand people with disabilities have the same rights as everyone else.

Asking people what they are looking forward to in the future can help people feel hopeful.

- People seem to need opportunities to feel hopeful that things will get better.

What we learned has been the hardest for people during COVID-19. What are peoples' main concerns...

The areas of my life when thinking about the ENDS.	# of people
Loneliness – not seeing my friends and family.	45
Not having fun in my life – doing the things I enjoy.	41
Not getting out and about.	38
The way I spend my days – not going to work, volunteer, Semiahmoo day services.	26
Being worried, scared, afraid, uncertain.	16

Not making decisions and choices in my life. Not being listened to or able to speak up for myself.	14
Not being able to travel.	12
Not feeling healthy and safe – not being healthy and safe.	6
Not being able to go to church, the temple, or other spiritual connections.	6

Highlights of recommendations

What are we moving closer to? What do we need to pay more attention to?

Recommendation 1: Support people to have a full community life (on their terms) and stay connected to their communities. Ensure people are getting out and about in their neighbourhoods.

Recommendation 2: Look for opportunities to connect people so they are welcomed in their community. Support people to feel like they belong.

Recommendation 3: Trying out new experiences in this strange year can lead to new interests and passions. Support people to discover and explore their world.

Recommendation 4: Anyone can be a leader if given the chance. There are many ways to be a leader.

Recommendation 5: If people SHS supports are good at leading or teaching a class, workshop/presentation...they would like to be paid.

Recommendation 6: Support people to have more control in their lives and to be involved in the decisions that affect their lives. This includes what people do with their days, where they live and who they live with.

Recommendation 7: Support people to stay connected to family and friends with intention and creativity.

Recommendation 8: Support people to plan for their future as they get older and/or their parents and supporters are getting older.

Recommendation 9: Provide different opportunities and support people to have choice in what they do with their days.

Recommendation 10: Doing things differently at SHS. PLAN AHEAD. Learn from “this time” to be prepared and prepare people if this happens again.

Recommendation 11: Support people to have access to technology and to use technology. For some people technology has been lifesaving!

Recommendation 12: People need fun and joy in their life. Support people to find creative and inclusive recreation and leisure opportunities.

Recommendation 13: People need opportunities for a vacation to relax, recharge and have a break from busy life. Hopefully people can bring travelling back into people's lives after COVID.

Recommendation 14: People want and need opportunities and support to explore their spiritual life. Support people to explore and discover.

Recommendation 15: Increase services and access to resources for mental health supports for people connected to the SHS Community.

Increase access and communication about what is available.

Recommendation 16: SHS has quality supports and high standards to help people stay healthy and safe. Way to go SHS! Keep doing what you are doing. 😊

Recommendation 17: People to trust that their personal and private information is not shared without their permission or without the permission of their designated representative.

Recommendation 18: Information, communication, collaboration and resources are accessible to everyone. Information, communication and resources are in plain language.

Recommendation 19: Increase the knowledge, understanding and awareness that people with disabilities have the same rights as everyone else. Knowledge, understanding and awareness about rights is needed for people with disabilities, family members, supporters, staff and community.

Recommendation 20: "Hope is being able to see that there is light despite all of the darkness." ...Desmond Tutu Support people to talk about what can help them feel hopeful.

Refer to page 42 for details about the recommendations.

Final thoughts...

There has been no road map to guide people through the experience of living through a pandemic. SHS can celebrate the efforts of navigating through the uncertainty and their responsiveness to figure out how to help people stay happy, healthy and safe. We have witnessed incredible creativity, flexibility, adjustments and doing things differently.

We have also been reminded about the critical importance of relationships and connections, mental health and emotional wellness and the affects of loneliness and isolation. The disruption of life has been very difficult for everyone.



It is noted that the Peace Arch Hospital Foundation Rapid Response Grant enhanced the Guidance Counselor Services. It is evident that SHS is aware of this need and has been successful in expanding mental health support and been able to reach out to more people.

By listening to people and learning about their experiences - moving forward, the leadership team of SHS can take the time to figure out:

- What ENDS are we moving closer to?
- What ENDS do we need to pay more attention to?
- What can we do to prepare for the future?

The continued involvement and collaboration of everyone is the key to progress and a successful path.

What People Said

Since COVID-19...and thinking about the ENDS, “What impact has COVID-19 had in the lives of people with disabilities?”

A summary of what people said.

ENDS 1

People are valued members of society.

- People perform different social roles.
- People are respected.
- People live in integrated environments.
- People participate in the life of the community.
- People are leaders.



REFER TO ENDS 1 DEFINED IN PLAIN LANGUAGE.

What has been working...seems to be going well. What are some good things that have happened.

Community Life and Staying Connected
Feeling welcomed in your community, being a part of your community, helping out in your community. Getting out and about.

- Some people feel welcomed in their community and have been able to maintain community connections, relationships and friendships.
- People in community taking the time to say Hi.
- Meeting up with friends and family at places that are still open or places that are outdoors.
- Being able to get out and about in safe ways.
- Having staff, family or friends to get out and about with.
- Using creativity – doing things in different ways: going for a drive, drive throughs, ordering pick up and take-away meals.

- Trying out new experiences such as the beach, parks, trails. Exploring new places in nature.
- Being a part of virtual Community groups such as through the City of Surrey and the Nanaimo Community dances.
- Reduction in large groups and crowded places.
- Some people have been able to continue community volunteer experiences.

Opportunities to be a leader.

- Leading sessions and groups in the program. Leading workshops and co-hosting workshops. Teaching classes on the On-Line Campus.
- Doing virtual presentations.
- Helping out with SPARK virtual sessions and activities.
- Opportunities to represent UNITI at virtual events such as The Surrey Board of Trade.
- Being involved in UNITI photo shoots. Creating COVID safety videos.
- Sending a letter to Dr. Bonnie Henry to say Thank You.
- Taking a lead supporting other people – such as housemates, staff, friends, family.
- Helping out others with technology.
- Community support – putting together donations for Women's shelters and well wishes to Seniors' residences,
- Being involved with different Provincial projects led by The Self-Advocate Leadership Network.
- Being involved with different Community projects led by The Self-Advocates of Semiahmoo.

On behalf of people who communicate in different ways.

Community Life

"Being mindful and focused – make getting out and about a priority for people."

"We want to go out!" People who are able to express themselves and let us know what they want and need are getting out and about. They are able to express their distress."

"Being creative: go for a drive, a walk or pick up a coffee. Staff taking the HandyDart with people."

"Some people seem to be happier being at home more."

"People learning more about how to keep themselves healthy and safe – learning new things, new steps, new skills – staff coaching and supporting people to learn."

People who attend ABI Services.

"Being a part of the community right now means something different. To be part of the community right now means staying home and staying safe. With that in mind, we are doing our part at ABIS."

Being creative: "We normally go out when we attend ABIS, but right now we are not doing that due to COVID. We were able though to go to the park nearby when it was nice out."

What has not been working...not going well...is harder or more difficult. What are some not so good things that have happened. What could be different/paid more attention to.

Community Life and Staying Connected

Feeling welcomed in your community, being a part of your community, helping out in your community. Getting out and about.

- Some people have had experiences of not feeling welcomed or where people didn't make them feel welcomed.
- Not having as many connections.
- Not able to go out with friends. Having to stay home.
- Not able to go out alone.
- Not able to go out and do the many things people enjoy.
- The many places that are closed.
- Community groups being cancelled.
- Community and Rec Centres being closed.
- Limited transportation. Transportation and transit restrictions.
- Community volunteer work being cancelled.
- Less ability to get out and about in the rainy, cold weather.

- Having to wear a mask.

Opportunities to be a leader.

- Some people don't have opportunities to be a leader.
- Some people are interested in leading an on-line class or assisting to lead a class, hosting a zoom session/meeting, but have not been asked or invited.
- Some people want or need more support to prepare for leading on-line classes, virtual presentations, hosting sessions, etc. – to develop skills, be prepared and reduce nervousness.
- People would like to be paid at some point – such as teaching on-line classes.
- Projects and opportunities to do presentations stopped.
- Some people want to be part of a self-advocacy group.
- Often the same people are asked and other people miss out on opportunities.

On behalf of people who communicate in different ways.

Community Life

“The balance of keeping people happy and safe is really hard – health risks versus getting out.”

“For people who don't communicate with words, they don't always get a fair shake – they are unable to express what they want and need so people seem to listen more to the people who can express themselves.”

“People with complex support needs are not getting out as much as others – this is hard on people.”

“People notice that they are not getting out as much.”

“We need to do a better job of being intentional and help everyone get out and about. We need to pay attention to people more.”

Opportunities to be a leader.

“There doesn't seem to be too many opportunities to be a leader for people who don't use words to communicate or have complex support needs.”

“We often don’t think about this enough regarding people who don’t use words to communicate and/or have complex support needs. We need to redefine what this means for all people. Anyone can be a leader if we give them a chance.”

People who attend ABI Services.

“We don’t go out much – it isn’t safe.”

“We have not been out in the community and it is boring at home. We are grateful to have ABIS to go to during COVID.”

“It can get boring, but being at ABIS is better than being home everyday.”

Some things people said.

“It makes me feel good when I go places where people know my name.”

“I like the fact that we are helping the community – stuff like that helps us figure out who we are as a person.”

“I felt so good delivering the cards of well wishes to seniors. When I delivered them, I got to see people knocking at the window and they recognized me and they all knew me!”

“All people deserve to feel good inside and be included. I love being involved with my community because I love to learn new things and explore.”

“I really enjoy taking a leadership role and leading workshops or classes.”

“I like being a leader. I like teaching and helping others.”

Self-Advocacy groups – “I feel really proud that I am reaching out to everyone in Canada. I feel, like WOW! Way to go ME! I am so proud I do all of this.”



“Just seeing people out and about in my neighbourhood – that doesn’t happen anymore.”

“I am home a lot, bored and lonely. I am missing my friends and staff.”

“Wearing a mask is a pain.”

“Seeing people with no face mask makes me feel like they don’t care.”

“With COVID – not many people say Hi anymore and no one comes near me.”

“I used to have opportunities to be a leader, but I don’t anymore.”

“It makes me sad when people treat us like children. I want people to know that we all deserve respect and do not ever treat adults like children.”

Since COVID-19...and thinking about the ENDS, “What impact has COVID-19 had in the lives of people with disabilities?”

ENDS 2

People decide how they live their lives and make informed choices.

- People are connected to personal support networks.
- People have intimate relationships.
- People choose where and with whom they live.
- People choose their work
 - *People have paid employment opportunities*
 - *People have volunteer opportunities*
 - *People have entrepreneurial opportunities*
- People choose and use their environments
 - *People choose services*
 - *People have recreational opportunities*
 - *People have travel opportunities*
- People have educational opportunities
- People have opportunities to explore spiritual needs



REFER TO ENDS 2 DEFINED IN PLAIN LANGUAGE.

What has been working...seems to be going well. What are some good things that have happened.

Making decisions and choices in your life.

- Some people have opportunities to do more for themselves and make their own decisions.
- People have others in their life that help them make decisions if they want or need it.
- People having the choice about what they do with their day.
- People choosing to stay home in order to stay safe.
- People taking responsibility to learn what needs to be done to stay COVID safe.

Choosing where you live and who you live with.

- Some people are happy with where they live.
- Some people have a choice where they live and who they live with.
- Some people have the choice and opportunity to live on their own with support.
- Some people have the opportunity to stay with their family or staff during COVID-19.
- Some people have the choice to stay in their apartment and not have to move to parents during COVID-19.
- People happy to come back to their apartment after staying with family.

Relationships – the people in your life.

- Spending more time with family.
- People enjoy spending time at home with family and/or supporters.
- Still being able to see some friends and some family.
- Staying in touch with community friends.
- Having good support through the tough times. Having a good support network.
- People have good relationships with support staff.
- Support staff and supporters being there for people. In their homes and/or during their days.
- Learning new ways to connect with people through technology.
- Staying in touch with people on the phone, text, email or facetime.
- Meeting new ZOOM friends. Regular zoom hangouts with friends.
- Getting support through technology.
- Closer and deeper friendships developing through the SHS PODS.

How you are spending your days – work, volunteering, school day supports & services.

- Moving away from the way things were done – the new way.
- People have experienced new learning opportunities.
- More relaxed – not so busy.
- Some people like being home more.
- Sleeping in and staying up late.
- Finding new pleasures and learning new things to do at home.
- Enjoying the outdoors and nature more.
- Having the same routine.
- Still able to go to work or get a new job.
- Finding a volunteer job.
- Being able to go back to SHS day services.
- The On-Line Campus – fun, learning, seeing friends.
- The one to one support.
- That the Self-Advocates of Semiahmoo meetings and connections continued.
- On-line Toastmasters.
- SPARK virtual events and connections. WISE zoom sessions.

Smaller groups at SHS – doing things differently.

- Some people like the small groups or one to one support. “The smaller groups are better than the large groups.”
- Relationship are developing.
- More friendships have been established. Making new friends.
- Easier to make friends in a smaller group.
- More opportunities to have conversations and be listened to.
- Being with the same staff – consistency, predictability and building relationships.
- No more large groups and crowds of people at SHS.
- The building is quieter.
- Staff being able to go to people's homes.
- The flexibility of what people get to do.
- The flexibility of the hours.
- The flexibility of the PODS.
- Being in a POD with people they know or their friends.
- The PODS create more choice in what people want to do.

The World of Technology.

- Technology is changing people's lives.
- Learning new technology.
- Getting new and upgraded technology.
- Making videos with SHS.
- Enjoying the On-Line Campus.
- People helping people with technology.

Recreation and leisure opportunities.

- Finding fun outdoor things to do.
- Finding fun things to do at home.
- On-line rec and leisure – fitness, clubs, groups, classes.
- Clubs and groups that are continuing on-line.
- Going to drives – exploring different places by car.
- Shopping in safe places.

Travelling

- Some people went on small, local trips and vacations.

- Saving money by not travelling.

Your spiritual life.

- Some Faith services did not stop or close and had safety protocols in place.
- Being able to watch services and other religious events on television.

On behalf of people who communicate in different ways.

Choosing where you live and who you live with.

"The creativity to give people opportunities to live with staff for a period of time."

"Some people who had the opportunity and experience to live with staff during COVID flourished. This can be viewed as fostering choice – when we give people more experiences – they have more choice in their life."

Relationships – the people in your life.

"Some people are connecting with family more."

"Some people have friendships within their homes (roommates). People they like, people they are drawn to, people they reach out to, people they choose to spend time with."

"We are noticing as people are home more – more connections are being made between roommates."

"A lady's roommates watch staff and then they take an interest – they are caring – touch her hand, talk to her, check in on her – gentle compassion is present."

Using creativity:

"Meeting family in the park."

"Setting up safe visits outdoors."

"Drive Through family connections! Drive by visits."

"Trying to arrange celebrations of life for people we support and care about. Using creativity and having to think outside the box (for many things!) – socially distanced service, get together at the park. Nice but different..."

How you are spending your days – work, volunteering, school day supports & services.

“Trying to keep routines as much the same as possible for people.”

“Trying to be creative! Being creative at home. Home fun!”

“Getting some days back at SHS was nice for people.”

“Some people enjoy staying home more often.”

“Adapting and adjusting: community music group closed so got a Karaoke machine at home.”

“Some people seem happier and calmer not experiencing the noise and crowds at the Treehouse.”

The World of Technology.

“Zoom has been great for some people and they have really enjoyed it.”

“Zoom connections – one person is grateful to learn technology and this also helps her feel busy in the midst of many things in her life stopping.”

“Music therapy by zoom has been a hit!”

People who attend ABI Services.

Making decisions and choices in your life.

“Covid-19 has not hindered this very much as it is my choice to stay home and stay safe. I do go to ABIS which is my usual hangout without COVID.”

“Most people felt they are supported by good people who take their thoughts and feelings into consideration.”

Choosing where you live and who you live with.

“All feedback was positive and the people at ABIS have communicated to us that they are happy where they are living and with the people who support them.”

Relationships – the people in your life.

“People feel they are supported well by the people in their life.”

How you are spending your days – work, volunteering, school day supports & services.

“People go to ABIS once a week. Some participate in Online platforms or attend other services in person. Others stay at home the rest of the week.”

Your spiritual life.

“Some people have been able to attend online. Others are not spiritual in ways that require such places and feel they are able to reflect on their own regarding these things at home.”

“Watching TV religious stations instead of going to church.”

What has not been working...not going well...is harder or more difficult. What are some not so good things that have happened. What could be different/paid more attention to.

Making decisions and choices in your life.

- Some people feel they have limited opportunities to direct their life – decide how they want to live or what they want to do.
- Decisions and choices being made for people without their involvement.
- Some people feel the Provincial restrictions are taking away their choices. Less choices due to COVID protocols.
- Loss of freedom. Freedom taken away. No longer able to go anywhere on their own.
- People being told they had to stay home, can no longer work or volunteer, cannot see their friends or family. Being told “you are not allowed to ____”.

Choosing where you live and who you live with.

- Some people feel they do not have a say about their living arrangements.
- Some people do not like where they live.

- Some people do not like the people they live with.
- Some people feeling like they will never be able to move or to live in their own home.
- Some people wanted to move but COVID stopped the process.
- Having to stay with parents during COVID instead of their own apartment.
- "Strict and rigid" rules at home.
- People living with older parents are worried about the future.

Relationships – the people in your life.

- Not being able to see friends and family in person.
- Not being able to have friends or family come to their home.
- No social life any more.
- People want more close friends.
- Not being able to see their boyfriend or girlfriend - or meet one.
- Not being able to see people with compromised immune systems.
- Not being able to visit people in the hospital.
- Not having enough zoom or online time with friends and family.
- Missing co-workers.
- Not being able to go to respite.
- Not seeing friends at SHS Day services.
- Missing friends and staff from SHS Rec and Leisure.



How you are spending your days – work, volunteering, school day supports & services.

- Being at home all day. Having to stay home.

- Not being busy enough. Being bored – not enough to do.
- Missing regular routines and schedules. Loss of regular routines.
- Not being able to work. Losing a job. Being laid off.
- Reduced income due to losing a job.
- Not being able to get a job.
- Bosses, volunteer supervisors, staff, job coaches – not staying in touch and people don't know what is happening. Uncertainty about their future.
- Not being able to volunteer. Losing a volunteer position.
- Losing a SHS volunteer position.
- Having to do school online. Not able to go to school.
- Not going to community groups people belong to.
- Not being able to go out and about.
- Less paid support, less paid support hours, limited access to direct support.
- SHS Community Services stopping or being reduced.
- Not attending SHS Day services every day.
- Missing Gordon and Music Makers.
- Missing SAS and SHS events.

The new way at SHS.

- Less hours and days of support.
- Reduced days at SHS North and South Campus.
- Some people missing the large groups and missing their friends.

The World of Technology.

- Not having good technology or WIFI.
- Not being able to afford good technology or Wi-Fi.
- Not having someone to help with or teach technology.
- Need training or education with technology.
- Not enjoying Zoom.

Recreation and leisure opportunities.

- Most people said they are missing the SHS Rec and Leisure programs.
- No Friday Night Flix. No Adult Night Out. No Frances yoga and fitness.
- No SHS dances and fun gatherings/events.
- Kudoz is gone.
- Community exercise classes being cancelled.

- No sports to watch or games to attend.
- Not being able to go to Special Olympics.
- Not going out to have fun.

Travelling

- Not being able to travel.
- It is not safe to travel.
- Not able to go to family vacation homes/cabins.
- Not able to travel to see family and friends out of the area.
- Needing a holiday – needing to relax.

Your spiritual life.

- Not going to the Temple.
- Not going to Church.
- Not going to the Mosque.
- The restrictions that are in place.
- Services being cancelled.
- No spiritual support when dealing with loss and grief.

On behalf of people who communicate in different ways.

Making decisions and choices in your life.

“We think some people feel choices have been taken from them due to COVID restrictions.”

Relationships – the people in your life.

“We need to recognize that some people don’t know how to make friends or maintain friendships.”

“Balancing maintaining family connections and staying safe is challenging.”

“People with elderly family members – connections have been tough when people can’t see each other.”

“Safe visits are getting harder with the weather changing – not able to meet outdoors.”

"Many people we support don't seem to have friends – some choose to rather spend time with staff – see staff as friends. Sad – how do we help people make friends? Build natural relationships?"

"Are we paying enough attention to this? How do we define friendship? And how it is different for the people we support? We need to spend more time exploring this with each person..."

"Do we notice and give people opportunities to see who makes them laugh? Smile? Who they are drawn to?"

How you are spending your days – work, volunteering, school day supports & services.

"Navigating the restrictions needed is hard."

"Routines have been affected in a negative way – messed up some people."

"People are missing their community groups."

"For some people, we are unsure the impact this is having."

The World of Technology.

"Tried Zoom opportunities – some people didn't get this – not interested, not able to focus or engage, not used to it."

"Zoom tech issues: bad WIFI in the home, access to technology, resources for technology and equipment, people needing support, staff needing training and support."

Recreation and leisure opportunities.

"Some people miss SHS Friday Night Flix."

"Some people miss the SHS events – Halloween dance, picnic etc.
Worried things they look forward to won't be happening e.g. SHS Xmas lunch"

Your spiritual life.

"Some people are starting to miss church."

“We could be exploring this part of people’s lives better. How do people express their spirituality or how can we help them tap into it? We should not assume this means organized religion – as it could be defined as what gives people hope, peace, connection, faith...”

“Can we explore and discover spirituality more with people? Would this be connected to their values?”

People who attend ABI Services.

Making decisions and choices in your life.

“Choice has been limited even when Covid-19 was not around. Due to the brain injury, choices are limited in general to some degree. This can be for several reasons mostly being that we are unable to do a lot of things ourselves.”

Relationships – the people in your life.

“Some people stated that they missed connections outside of ABIS and their immediate home.”

How you are spending your days – work, volunteering, school day supports & services.

“People prefer face to face connection over online as it is more personal. Also, they miss the outings and food prepared by staff at ABIS.”

Your spiritual life.

“Some people miss their church and meeting with people directly for prayer and socialization.”

Some things people said.

“I am still in charge of my life and still run my life. I stay up late if I want, I sleep in if I want.”

“I like spending more time at home. My days are more easy- going, not so busy and not so rushed.”

“If there was no zoom or no on-line classes, life during COVID would be depressing.”

“I really enjoy connecting with friends virtually. It gives me an opportunity to feel connected and not feel so alone.”

“Being in smaller groups at Semi, we have gotten to know each other better. We are building more meaningful friendships.”

“Since the smaller groups at SHS were formed, there are more meaningful relationships being formed.”

“By seeing less people because of COVID, I developed closer relationships.”

“Being forced to wear a mask sucks.”

“I miss date night. I miss seeing my boyfriend.”

“I miss my volunteer job. I can’t go to the old folks’ home. They totally miss me!”

“I prefer in person to zoom as I need assistance with zoom sessions and it isn’t always available. So, then I don’t get to see people and I get lonely.”

“I want SHS Rec and Leisure back. This is what I miss that most.”



Since COVID-19...and thinking about the ENDS, “What impact has COVID-19 had in the lives of people with disabilities?”

ENDS 3

The Rights of people are protected

- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.
- The community is aware of the universal rights of all people

REFER TO ENDS 3 DEFINED IN PLAIN LANGUAGE.



What has been working...seems to be going well. What are some good things that have happened.

- **Being safe and feeling safe.**
- **Not having too many worries and fears.**

- Family and friends help people feel safe.

- "Just waiting it out and going with the flow". Some people are not feeling worried and feel safe.
- Feeling safe when staying home.
- Feeling safe when at SHS.
- Public places that follow the COVID safety rules.
- Controlled contact with people. Keeping the bubble as small as possible.
- Watching the news to keep up to date helps with uncertainty.
- Knowing when someone connected to SHS has COVID.

Staying healthy.

- Getting access to medical services.
- Going to the doctor regularly or talking to the doctor on the phone.
- Some people like the phone/zoom health care appointments better than going in person.
- Wearing masks, washing hands, checking temperatures and following COVID safety rules.
- Staying active – walks, nature, YouTube Yoga, work out videos, on line campus with Frances.
- Indoor exercise. Online fitness.
- Focusing on healthy eating.

Mental health and emotional wellness.

- Some people making the best of the situation.
- People receiving emotional support from family and staff.
- Being able to see or talk to the SHS Guidance Counselor.
- Virtual mental and emotional health appointments.
- Having support to understand and deal with the situation.
- Encouraging discussions about the effects of COVID if people want to.
- Talking to people about feelings and worries.
- Trying to keep busy – trying to keep the mind occupied.
- Not watching or reading the news.
- Doing things to help not worry that are soothing, hopeful, calming.
- Feeling hopeful – "It won't be like this forever."

Your privacy and personal information.

- Some people trust that their personal information is not shared without their permission.
- Some people feel their privacy is respected.

Speaking up for yourself. People listening to you. Being treated with kindness.

- Some people feel confident they can speak up for themselves.
- People feel they are treated with kindness and that people listen to them.
- Some people feel family and staff listen to them.
- Having support from others to speak up.
- Working on confidence building skills.

The community understands people with disabilities have the same rights as everyone else.

During COVID – have you had the same rights as everyone else?

- Some people feel they had the same medical, financial and emotional support during COVID.
- Some people feel that community understands that people with disabilities have the same rights as everyone else during COVID.
- Some people feel they have others in their life that advocate for them.
- Some people feel these extra COVID supports are “fair”.
- Some people have opportunities to have a voice through The Self-Advocates of Semiahmoo and The Self-Advocate Leadership Network.
- Receiving equal access to health care.
- Receiving the extra government financial support.

On behalf of people who communicate in different ways.

Being safe and feeling safe.

“Staff are not panicking – they ensure they are calm around the people they support – which helps people feel calm.”

“SHS group homes have very high standards to keep people safe.”

“All safety precautions are in place in people's homes.”

“Some people surprised us and became used to masks.”

Staying healthy.

“People are getting equitable, accessible medical support.”

“Doctor and other health care professional visits via zoom.”

“OT's are coming to people's homes.”

Mental health and emotional wellness.

“Some people seem nervous – but overall are doing well. Staff keep people protected from what is happening in the world to alleviate anxiety and worries.”

“Emotional support is very present from support staff and families.”

People who attend ABI Services.

Being safe and feeling safe.

“With Covid-19 prevalent in our direct community, people are definitely being more cautious and are nervous to go out of their own household. That aside, having ABIS open to continue to interact and feel safe is awesome.”

“The people around me that support me whether at home or at ABIS definitely help make me feel better and safer.”

Your privacy and personal information.

“People receiving services at ABIS said they trusted staff to keep their information safe and secure and only shared with permission from them.”

Speaking up for yourself. People listening to you.

“The people at ABIS feel they are supported and also would have no issues with speaking up for themselves. They have also mentioned that they know the staff at ABIS are always looking out for them.”

“People expressed that they are treated well and fairly and with kindness.”

The community understands people with disabilities have the same rights as everyone else.

“The people at ABIS believe that the community generally does understand for the most part. They also acknowledge however, that people aren't perfect and may make assumptions rather than just being curious and asking respectful questions.”

What has not been working...not going well...is harder or more difficult. What are some not so good things that have happened. What could be different/paid more attention to.**Being safe and feeling safe.****Not having too many worries and fears.**

- Feeling worried and scared of COVID. Worries about getting COVID.
- Worries about family or friends getting COVID.
- Worried that other people are worried about them.
- People being made to stay home all the time because other people are worried about their health and safety.
- Living with people who get COVID.
- Feeling worried or scared when other people talk about COVID too much.
- Worries that SHS will be shut down again and people will have to stay home.
- Confusion about the COVID safety rules constantly changing.
- When people don't follow the COVID safety rules.
- Not feeling comfortable going to work. Not feeling safe at work.
- Not feeling comfortable on the bus.
- Some places still have too many people.

Staying healthy.

- Not being able to go to the doctor in person.
- Long waits for doctor appointments.
- Family or supporters keeping people home because of COVID worries.
- Having to stay home because of health conditions.
- Having to isolate when sick or have been exposed to COVID.
- Having to wear a mask.
- Not able to burn energy due to reduced activities.

Mental health and emotional wellness.

- The roller coaster of ups and downs.
- No enough access to mental health support.
- Not having people to talk to about mental health struggles.
- People feeling lonely and isolated.
- Missing friends and family is contributing to loneliness.
- Feeling sad, overwhelmed and exhausted.
- Feeling depressed, anxious and nervous. Increased anxiety.
- Feeling bored and frustrated.
- People hiding how they feel. Hiding their emotions.
- Loss – losing family members and friends to COVID.
- Hearing about people becoming infected and dying.
- Worrying about others and carrying their burdens.
- Worrying about what is happening in the world and to other people.
- Having to stay home.
- When SHS day services shut down, it was hard on people.
- When people do not want to talk about COVID – and other people try to make them talk about it.
- Wearing masks causes anxiety.
- The increased stress due to reduced income due to loss of jobs.
- Watching the news makes some people sad and scared.
- COVID fatigue. Wanting COVID to end – not knowing when it's going to end.

Your privacy and personal information.

- Some people do not know what personal information is kept about them.
- When friends and family share personal information with others without permission.
- People feel they are not getting enough information about COVID, what is happening at SHS or other places they are connected to.
- People not being able to know how other people are doing. Friends, family, staff.

Speaking up for yourself. People listening to you. Being treated with kindness.

- Some people find it hard to speak up for themselves.
- Some people feel that others don't listen to them.

- Some people do not feel respected or taken seriously.
- Some people do not always feel respected by family, friends or staff.
- Some people feel they are bullied or teased.

The community understands people with disabilities have the same rights as everyone else.

During COVID – have you had the same rights as everyone else?

Many people did not understand what rights mean or what their rights are. They were not able to engage in discussion about this ENDS statement and did not understand the conversation about access to equitable medical, financial and mental health support.

- More could be done to support the rights of people with disabilities.
- Not enough access to affordable mental health support.
- People with disabilities seem to have lost their jobs or got laid off more than people without disabilities.
- Some people feel there are more COVID safety restrictions forced upon people with disabilities than people without disabilities.

On behalf of people who communicate in different ways.

Being safe and feeling safe.

“The happy and safe balance with the COVID restrictions is challenging.”

“Masks have been brutal for some people. Not understanding what the masks are for. Confused by others/staff wearing masks. Unhappy about having to wear a mask. Some people refuse to wear a mask.”

Staying healthy.

“Some health care professional appointments have been challenging over zoom.”

The community understands people with disabilities have the same rights as everyone else.

“People who don't use words to communicate do not have as much recognition of their rights or support to speak up.”

“Everyone deserves opportunities to have their rights acknowledged – but it's not always happening for everyone.”

People who attend ABI Services

Being safe and feeling safe.

“COVID 19 makes it difficult to not always have a feeling of worry and insecurity.”

Staying healthy.

“It is harder to see the doctor as it does not feel as safe to go out to places.”

The community understands people with disabilities have the same rights as everyone else.

“Everyone believes their rights are the same as everyone else.”

“People at ABIS do not feel as if they have different rights than others, but maybe rather sometimes the community will make unfair assumptions about their ability to do things. See the person first, be curious and do not assume.”

Some things people said.

“The SHS counsellor really helped me. I wish I could have more sessions.”

“When I am stressed I have some techniques to help – but I don't always use them.”

“I would rather not know what is going on – I watch cartoons instead of the news.”

“I am just smoothly going through this. It will be over eventually.”



“I believe I have the same rights as anyone else during COVID – I hope everyone else believes the same thing.”

“I am not able to live my life.”

“It is all affecting my mental health. I am bored and alone too much.”

“I felt sad and lonely when I couldn’t come to Semiahmoo House programs.”

“I want more information about how my friends are doing – no one is telling me.”

“It’s hard to be told I can’t see my friends. I understand about safety right now – but sometimes I feel it’s not fair.”

“Losing my volunteer job at SHS Rec and Leisure devastated me.”

“Not everyone has the same rights – look at Ariis dying in the hospital alone.”

Guidance Counselor Services Response to COVID-19

This urgently needed response was possible due to the Peach Arch Hospital Foundation: **Peace Arch Hospital Foundation Rapid Response Grant** and The Semiahmoo Foundation.

<https://www.pahfoundation.ca/grants/rapid-response-grant/>

This grant enabled SHS to increase hours, enhance responsiveness and reach out to more people.

During the COVID-19 pandemic, this essential service for people SHS supports was extended to Semiahmoo House Society’s families and home share providers

Purpose: The Guidance Counselor to provide support in relation to arising distresses for people connected to Semiahmoo House Society due to COVID-19.





Semiahmoo House Society
15306 24th Avenue
Surrey, BC V4A 2J1

Who:

- People SHS supports and/or receive services from SHS.
- Family members and home share providers.
- Priority support will be for people in most critical situations.

Group sessions:

At the end of October, 2020, the Guidance Counselor began small group counselling sessions via the secured online platform.

Purpose:

“Purpose is essential in Lifetime growth. Purpose gives Life meaning and helps to direct and focus on our talents and efforts. Our Lifestyles have changed, and it continues to change as the COVID-19 pandemic creates uncertainties, questions and a new layer of stress. If you know you are stuck in your comfort trap, it's probably time to venture new opportunities in a Safe Space. Smaller, manageable and measurable steps are helpful as these are easy to accomplish and gives you a quick boost in building confidence and increasing self-esteem. Group sessions are facilitated by Shab Khan – Guidance Counselor for Semiahmoo House Society.”

<https://unifi4all.com/guidance-counselling-services/>

Some things people said.

“I felt extremely safe sharing my information because I felt respected.”

“The Counselor was very professional and I felt confident talking to her about personal things that sometimes I do not share with other people I do not feel safe with.”

“The sessions were helpful, especially as I hardly have anyone else to talk to since the Pandemic.”

“I would like more sessions while I am at home because sometimes I feel a little stress and the counselor helped me to understand why this is happening and how to deal with it.”

What been the hardest?

People were invited to choose their top 3 main concerns during COVID-19.

My main concerns during COVID-19 have been...

The areas of my life when thinking about the ENDS.	# of people
Loneliness – not seeing my friends and family.	45
Not having fun in my life – doing the things I enjoy.	41
Not getting out and about.	38
The way I spend my days – not going to work, volunteer, Semiahmoo day services.	26
Being worried, scared, afraid, uncertain.	16
Not making decisions and choices in my life. Not being listened to or able to speak up for myself.	14
Not being able to travel.	12
Not feeling healthy and safe – not being healthy and safe.	6
Not being able to go to church, the temple, or other spiritual connections.	6

What are you looking forward to once this is all over? What can help you stay hopeful?

<p>GETTING BACK TO NORMAL</p> <ul style="list-style-type: none"> ➤ “I feel hopeful things will get better.” ➤ “COVID has made us think of different things we want to learn and what we want to do.” ➤ “To get on with our lives.”

- "To have less worries."
- "To live and enjoy a COVID free life."
- "That everything goes back to the way they were before COVID arrived."

LIVE WORK PLAY

- "Doing fun things again. Have fun again."
- "Semiahmoo House Society Rec and Leisure programs."
- "Travelling, vacations, trips. Exploring the world."
- "To get back to work."
- "To get back to volunteering."
- "To get back to school."
- "To get a job."
- "Safe transit."
- "To find a new home."

COMMUNITY LIFE

- "Get back out in the world."
- "Going out in the community without fear."
- "Everything to open up again."
- "That people would not be "afraid" of those with disabilities and take the time to be curious and ask in a respectful way. Assumptions can be hurtful."
- "That people will be patient and kind to others."

SHS COMMUNITY SERVICES

- "That programs and services go back to the way they were."
- "More hours of support."
- "To continue with the On-Line Campus."
- "I hope the small groups at SHS stay the same. Keep the POD system."
- "That one to one staff continues in the future. That one to one stays!"
- "To be back at SHS full time without fear of getting sick and not wearing "a mask."

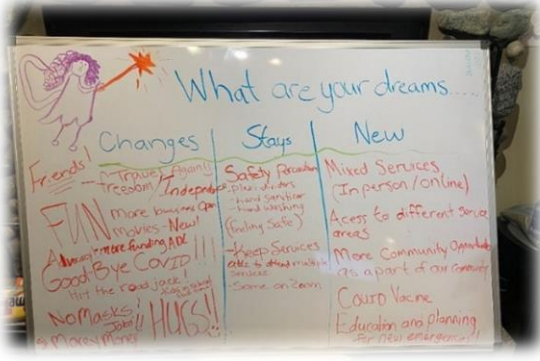

RELATIONSHIPS

- "Spending time with friends and family."
- "Close contact with people and hugs."
- "To see people's faces again."
- "Date nights back! Time with boyfriend/girlfriend."
- "Finding a girlfriend/boyfriend."
- "Seeing my friends at SHS."
- "To visit people in the hospital."
- "See my friends at work."

STAYING HEALTHY AND SAFE

- "Have a mask bonfire – then there would be no more anxiety."


- “Doing things to help cope: yoga, music, having a bath.”
- “Less people getting sick/dying.”
- “Not have to worry about myself or my family getting COVID.”
- “The vaccination.”

Things to figure out...questions...wonders??

SHS support and services

- When is SHS Rec and Leisure opening again?
- When is Friday Night Flix starting again?
- When will more SHS services be open again?
- When will more in person SHS services be open again?
- I am worried and I don't want SHS to stop their service – is this going to happen? I don't want to stay home anymore.
- Will people remain with the same staff in their PODS that they are currently with as they have built strong relationships?
- Can we get COVID communication letters from SHS instead of it just going to our parents or home share providers?
- Some people are getting older and supports are increasing, some of the buildings are not always the best. How can we deal with this?
- How do get creative and maintain engagement so people don't get bored?
- How can we learn more about what people want and need in situations like this to plan if this happens again? (Pandemic)
- How do we get more support around mental health?
- How can we get better technology?
- How do we prepare people to live with this new normal?



- Do people with Acquired Brain Injuries get enough connection to their community when there is no pandemic? Is attending ABIS once (or twice) a week enough for the people we support or do they wish there was more?
- How can we foster a more inclusive community environment for people with Acquired Brain Injuries?

The Recommendations

What can we do to act on what we have heard? The Bright Ideas...

Who is the ENDS Recommendation Committee?

The ENDS Recommendation Committee was created in 2019 and consists of members of the Self-Advocates of Semiahmoo, Nolda Ware and Charmly Smith.

The purpose of the Ends 3 Recommendation Committee:

- To hear about the results of ENDS consultations, what was learned and what people said.
- As a group, come up with some ideas (recommendations) that can help Semiahmoo House Society continue to provide good support and services to help people live good lives based on the ENDS.
- To help SHS figure out if they are moving closer to the ENDS and what they need to pay more attention to.
- Create a list of ideas (recommendations) and send them to Doug Tennant.



The format of the Recommendations:

- The Recommendation.
- **WHY:** what are some reasons for this recommendation based on what people said.

- **WHAT** – some bright ideas: The Ends Recommendation Committee recognizes that the HOW recommendations can be worked on will be up to the creative ideas of people SHS supports, direct support staff teams, leadership and the organization to figure out together. But the committee came up with a few ideas to get the thinking started. 😊



ENDS 1

People are valued members of society.

Community life and staying connected.

Feeling welcomed in your community, being a part of your community, helping out in your community. Getting out and about.

Opportunities to be a leader.

Recommendation 1: Support people to have a full community life (on their terms) and stay connected to their communities. Ensure people are getting out and about in their neighbourhoods.

Why:

- People have the right to have opportunities to safely be a part of their community and feel included.
- When people think creatively, creativity happens.
- When people are out and about on a regular basis, they show the public who they are as a person. When given opportunities, people with disabilities are capable of more than the public thinks.
- During COVID, some people have been getting out and about – other people are not. It's been tough with so many places closed and the restrictions.
- People with complex or high support needs are not getting out as much as other people. This is hard on people.

- Some people are scared and worried to go out.
- Having the community there helps people get through the hard times.

What – Some bright ideas:

- Find out if people have people in their lives to go out with.
- Find out what people are missing in their lives.
- Help people know what is going on. Help people get to places they want to go to.
- Support and encourage staff to go places with people. There are lots of creative and safe ways to get out and about.
- Support people to have safe ways to see their friends and family in the community.
- Continue to support people to learn and practice COVID safety protocols and practices.
- Support people to tap into natural relationships not just paid support – family, friends, neighbours.

Recommendation 2: Look for opportunities to connect people so they are welcomed in their community. Support people to feel like they belong.

Why:

- Being welcomed and feeling like you belong is important to the wellbeing of all people.
- Some people feel welcomed in their community – some people have had some bad experiences.
- To be safe...people need to feel safe.

What – Some bright ideas:

- Ask people if they feel welcomed or how to make them feel welcomed.
- Share ideas.
- Create engagement opportunities to support communities and local government with awareness.
- Find natural moments to introduce people – build relationships and connections.
- Have inclusive events – invite community. This includes virtual events.
- Invite community and government to hear stories, have conversations and share ideas.
- Foster natural relationships.
- Support people to build relationships and experiences to hang out together in ordinary situations and ordinary places.

Recommendation 3: Trying out new experiences in this strange year can lead to new interests and passions. Support people to discover and explore their world.

Why:

- Some people have tried new things they have never tried before. They have new things they love to do.
- Some people have been able to stay connected to community groups through Zoom.
- People need to have opportunities to try new things before they know what is available.

What – Some bright ideas:

- Find out what is important to people and what their interests are. Then find creative ways to try different things in different ways.
- Share what is learned with others. People can share ideas and help each other out with new things to try.

Recommendation 4: Anyone can be a leader if given the chance. There are many ways to be a leader.

Why:

- Taking a lead in something helps people feel happy, proud, brave, confident and valued.
- People can be leaders for others and can teach others to be a leader. It's about learning and growing as a person.
- Some people have had opportunities to lead/help with virtual sessions, workshops, classes, presentations, groups. Other people have not but want to.
- Some people have been involved in UNITI projects, videos and photo shoots. Other people have not but want to.
- Some people have been involved in projects with self-advocacy groups. Some people want to be involved in these kinds of projects.
- People want to help plans things.
- Some people have been involved in helpful community projects like collecting donations, well-wishes and cards to seniors, the Xmas car Parade. People feel good about helping their communities during the tough COVID times.
- Offer opportunities to everyone. Sometimes it's the same people who get asked and other people miss out on opportunities.

What – Some bright ideas:

- Continue giving people opportunities to be involved or take a lead. Provide people with support and to learn skills.

- Continue to intentionally make efforts to involve people SHS supports in decision making roles.
- Create mentors for people to help guide and learn. Create a mentor process and system.
- Recognize there are different ways to be a leader – from advocating for provincial changes, to leading a virtual class, to sharing stories, to arranging a zoom gathering with friends.
- Empower, support and encourage staff to get people involved and think of creative opportunities in different ways.
- SHS to create a way for all staff and people SHS supports across the agency to connect, share ideas, know what is happening and what opportunities are out there for people they support. Get information out about opportunities coming up that people might want to be a part of. **SEE RECOMMENDATION #18**

Recommendation 5: If people SHS supports are good at leading or teaching a class, workshop/presentation...they would like to be paid.

Why:

- "Equal pay for work of equal value."
- When people SHS supports are skilled, professional, good at what they have to offer others, they should be paid like everyone else.
- All people need unpaid time to learn, practice and develop what they have to offer.
- Many people volunteer their time and expertise for a cause or issue they care about and do not expect to be paid.

What – Some bright ideas:

- What can SHS do to think about this and how can people could have more paid opportunities?

ENDS 2

People decide how they live their lives and make informed choices.

Making decisions and choices in your life.

Choosing where you live and who you live with.

Relationships – the people in your life.

How you are spending your days.

Recreation and leisure opportunities.

Travelling.

Spirituality.

Recommendation 6: Support people to have more control in their lives and to be involved in the decisions that affect their lives. This includes what people do with their days, where they live and who they live with.

Why:

- Empowering and supporting people to make informed choices is the key to a self-directed life.
- Everyone has a right to make choices and decisions about how they want to live their life.
- People have a right to have more say in where they live and what they do with their days.
- People want and need support to work through decisions and choices sometimes.

What – Some bright ideas:

- Provide opportunities for people with disabilities, family members, staff and communities to learn and understand about informed decision making, self-direction and person directed lives.
- People learn differently. Ensure education is provided in different ways – classes, workshops, videos, pictures, presentations.

Recommendation 7: Support people to stay connected to family and friends with intention and creativity.

Why:

- Having close, positive, trusting relationships and connections with people is a major factor in living a happy, healthy and safe life.
- Being able to stay connected to family and friends help people get through difficult times.
- People want and need love and support from family and friends even though we are far away (impact of COVID).
- People say they want more friends.
- Be kind because you want to, not because you have to.

What – Some bright ideas:

- Check in and phone people to find out if they have people in their life to help them through tough times. If not, help them build a support network.
- Support people to have COVID safe visits and connections with family and friends.
- Support people to have and learn to use technology for virtual connections.
- Create and provide non-virtual ways to help people stay connected (phone tree, write letters, telephone).
- Listen and pay attention to people when they say they want more friends. Figure out how to help them.

Recommendation 8: Support people to plan for their future as they get older and/or their parents and supporters are getting older.**Why:**

- People said they are worried about their parents or supporters getting older. What will happen one day when they are not around?
- People with disabilities need support to think about what they will want and need in their lives when they get older.

What – Some bright ideas...

- Provide people with disabilities and their families/supporters with education to help with awareness and the importance of planning for the future.
- Hold a consultation/World Café to find out what people are concerned about and what they need to start planning for the future.
- Partner with CLBC, PLAN, FSI, Self-Advocacy groups – to share ideas.

Recommendation 9: Provide different opportunities and support people to have choice in what they do with their days.**Why:**

- Some people are happier with the changes in their days, some people are struggling and miss the way things were.
- Some people enjoy not being so busy – life is more relaxed. Other people are not busy enough.
- It has been tough for people who lost their job, volunteer position, cannot go to school or community groups they belong to.
- People have a right to choose what they do with their days.

- People need to know what options and opportunities they have to choose from.

What – Some bright ideas:

- Ask people what they are missing and/or what they want to do with their days. Find out who wants and needs more opportunities in their life.
- Replace what people are missing with other opportunities – be creative. E.g. On-line campus, virtual events and fun, bring people together, create non-virtual opportunities.
- Find out what community groups people belong to and provide similar opportunities through Community Services.

Recommendation 10: Doing things differently at SHS. PLAN AHEAD. Learn from “this time” to be prepared and prepare people if this happens again.

Why:

- Some people are adjusting with the new normal and some people are struggling.
- Some people like the changes – more 1 to 1 support, the PODS, smaller groups, the same people, the same staff, less noise, less crowds, flexibility, different opportunities and more choice.
- Some people have found it hard with the reduced services and less paid support.
- The relationships: People are missing their friends and favourite staff.

What – Some bright ideas:

- If things are working out better for people – it should continue after COVID.
- Figure out what services and supports can stay the same and what can change.
- SHS to review what they have learned – what worked and didn't work – and create a report/plan to be prepared if this happens again.

Recommendation 11: Support people to have access to technology and to use technology. For some people technology has been lifesaving!

Why:

- Some people are doing well learning and using technology but not everyone has access to it or support to learn and use it.
- Some people cannot afford technology, equipment or WIFI.

- Some people do not know how to use technology or do not have people to teach or help them.

What – Some bright ideas:

- Find out what people need.
- Help people get good technology and WIFI and the support to learn it or use it.
- Provide training for people SHS supports, staff and families.
- Provide support and training for people about the use and etiquette of using virtual platforms – e.g. Zoom.
- Make more efforts in creating non-virtual ways for people to stay connected and be included/involved. E.g. Driving by and say hello, phone calls, write letters, socially distanced walks together.

Recommendation 12: People need fun and joy in their life. Support people to find creative and inclusive recreation and leisure opportunities.**Why:**

- Some people have been exploring new rec and leisure opportunities and experiences – some people only have opportunities through SHS Rec and Leisure programs which are on hold.
- Many people miss the SHS Rec and Leisure programs.
- People miss their friends and the staff from SHS Rec and Leisure.
- People miss their volunteer positions with SHS Rec and Leisure programs.
- People miss going out to have fun. People miss having connections and a full life.
- When there is no fun and joy, people feel terrible, bored, unhappy and lonely. It affects people's mental health.
- People need human connections and being around people.
- People need opportunities to have fun with people they care about.

What – Some bright ideas:

- To figure out what the barriers are and how to address them – that existed before, during and after COVID.
- Continue to explore and create opportunities for people to have experiences out and about in their communities and neighbourhoods.
- People are waiting for SHS Rec and Leisure programs to start again. People want to know what is happening with SHS Rec and Leisure. SHS to make a plan to communicate this information to people.

Recommendation 13: People need opportunities for a vacation to relax, recharge and have a break from busy life. Hopefully people can bring travelling back into their lives after COVID.

Why:

- People are looking forward to travelling, trips and vacations when the time comes.
- Many people miss the SHS Rec and Leisure trips.

What – Some bright ideas:

- When the time comes, support people to have travel opportunities if they are interested.

Recommendation 14: People want and need opportunities and support to explore their spiritual life. Support people to explore and discover.

Why:

- Spirituality is an area of people's lives that could use further conversation, exploration and discovery.
- Some people have not been able to attend services or connect with their faith and miss this in their lives.
- Spirituality has helped some people feel hopeful during COVID.

What – Some bright ideas:

- Start with finding out what is missing in people's spiritual lives.
- Find out what spirituality means to people. It's individual and personal.
- Support and encourage creative ways to get people connected to their spiritual life if they want to.

ENDS 3

The Rights of people are protected

Being safe and feeling safe.

Mental health and emotional wellness.

Staying healthy.

Your privacy and personal information.

Speaking up for yourself. People listening to you. Being treated with kindness. The community understands people with disabilities have the same rights as everyone else.

Recommendation 15: Increase services and access to resources for mental health supports for people connected to the SHS Community.

Increase access and communication about what is available.

Why:

- FEELING safe is just as important as BEING safe.
- Mental and emotional health is critical to people's wellbeing.
- COVID is tough on people - People are feeling sad, bored, lonely, isolated, depressed, anxious, scared, worried and uncertain.
- People need help and support from others to get through this.
- Some people are getting support and have people to talk to – some people do not.
- Most people did not know SHS has a guidance counselor service (both individual and group sessions). Word needs to get out about SHS Guidance Counselor Services – especially directly to people SHS supports.
- Remember, everyone has bad days.

What – Some bright ideas:

- Make efforts to check in with people (individually) and see how they are doing and what they need.
- Provide opportunities, resources and access: workshops, presentations, classes, on-line services, SALN website and resources, counseling, ways to cope, a buddy system. **Create a list of resources for people.**
- Create more opportunities for people and support staff – one to one or groups – to regularly talk together, check in and support each other if they want to.
- Guidance Counselor Services ideas: create a brochure and ensure every person SHS supports gets one, counselor to attend meetings/groups/sessions through out SHS to talk about the service.

Recommendation 16: SHS has quality supports and high standards to help people stay healthy and safe. Way to go SHS! Keep doing what you are doing. 😊

Why:

- During COVID – the balance of keep people happy AND safe has been challenging at times.

- It is everyone's responsibility to know what the COVID safety protocols are and to follow them so people don't get sick.
- People feel they are getting good access to medical services.
- People feel SHS and direct support staff are very attentive and serious about health and safety COVID protocols.
- People feel SHS has gone above and beyond with creativity and adjustments such as the On-Line Campus and the PODS.

What – Some bright ideas:

- Continue to ensure everyone has good training, education, support and practice about the healthy and safety protocols. Remember people learn in different ways.
- Share the SHS and SAS COVID videos with the SHS Community in different ways. Not everyone has Facebook.

Recommendation 17: People to trust that their personal and private information is not shared without their permission or without the permission of their designated representative.

Why:

- Some people trust that their personal and private information is not shared without their permission – other people do not.
- Many people do not understand what this information is, what is kept about them and who gets to see it.

What – Some bright ideas:

- Develop an intentional, mindful practice that helps educate people and support understanding as much as possible. To include what information is kept about them, informed decision making, consent, privacy, confidentiality, rights and laws.
- Create a handbook about this subject in plain language and give it to everyone SHS supports and their supporters.

Recommendation 18: Information, communication, collaboration and resources are accessible to everyone. Information, communication and resources is in plain language.

Why:

- People, groups, programs, services and homes across the organization can feel connected and do great things if they learn from each other, share what everyone is doing within the SHS community and help each other with creative ideas.
 - Some people SHS supports want to know what is happening with SHS, the staff and their friends but are not getting information or being kept up to date.
 - People say there is not enough access to plain language.
 - Language can be hurtful if people are not paying attention to the words they use.
- What – Some bright ideas:**
- Share open communication with people who use SHS services.
 - Ensure people SHS supports are getting the same SHS communication and information as family, supporters and staff – if they want to receive it.
 - Make efforts and a plan to convert and/or create attachments of information into plain language. Figure out what is most important by asking people, families, supporters and support staff.
 - Help everyone learn more about the importance of language and words.
 - SHS to create a way for all staff across the agency to connect, share ideas, know what is happening and what opportunities are out there for people they support. **SEE RECOMMENDATION #4.**

Recommendation 19: Increase the knowledge, understanding and awareness that people with disabilities have the same rights as everyone else. Knowledge, understanding and awareness about rights is needed for people with disabilities, family members, supporters, staff and community.

Why:

- Some people believe communities have come a long way to include and embrace all people.
- Many people did not understand what rights mean or what their rights are.
- Some people feel confident and comfortable speaking up for themselves – other people do not.
- Some people have opportunities to have a voice through SAS and SALN – some people feel they do not have a voice or that people do not listen to their voice.
- People who don't use words to communicate or have high/complex health support needs do not have as much understanding of their rights and need people to advocate for them.
- Some people feel they have had the same medical, financial and emotional support during COVID and some people feel they have not had equal support as everyone else.

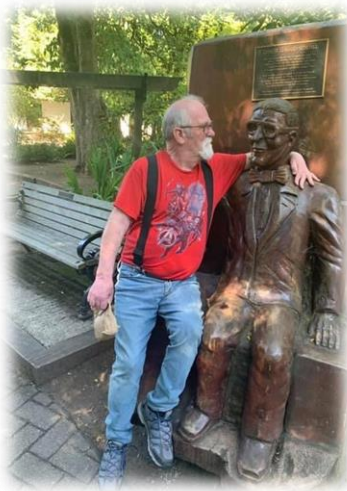
- People with disabilities lost jobs/were laid off more than people without disabilities.
- What – Some bright ideas:**
- “About rights...it takes time...we need to keep doing what we are doing.”
 - “Some people can speak up and some people can’t – this is not fair – we need to advocate for them.”
 - Create opportunities and experiences for everyone to learn about rights.
 - Support staff to learn about rights through training and teaching by self-advocates.
 - Continue spreading the word, awareness and education – videos, social media, sharing stories, presentations and workshops led by self-advocates.
 - Continue to support self-advocacy groups: The Self-Advocates of Semiahmoo and the Self-Advocate Leadership Network.
 - Support people to get out in the world. The best way to foster inclusion is to build community relationships and get to know people.

- Recommendation 20:** “**Hope is being able to see that there is light despite all of the darkness.**” ...Desmond Tutu **Support people to talk about what can help them feel hopeful.**
- Why:**
- People shared “What are you looking forward to once this is all over? What can help you stay hopeful?” These conversations can help some people stay hopeful, strong and feel better during these tough times.
- What – Some bright ideas:**
- As the pandemic continues, to keep having these conversations and asking these kinds of questions with people.



What Next? ...

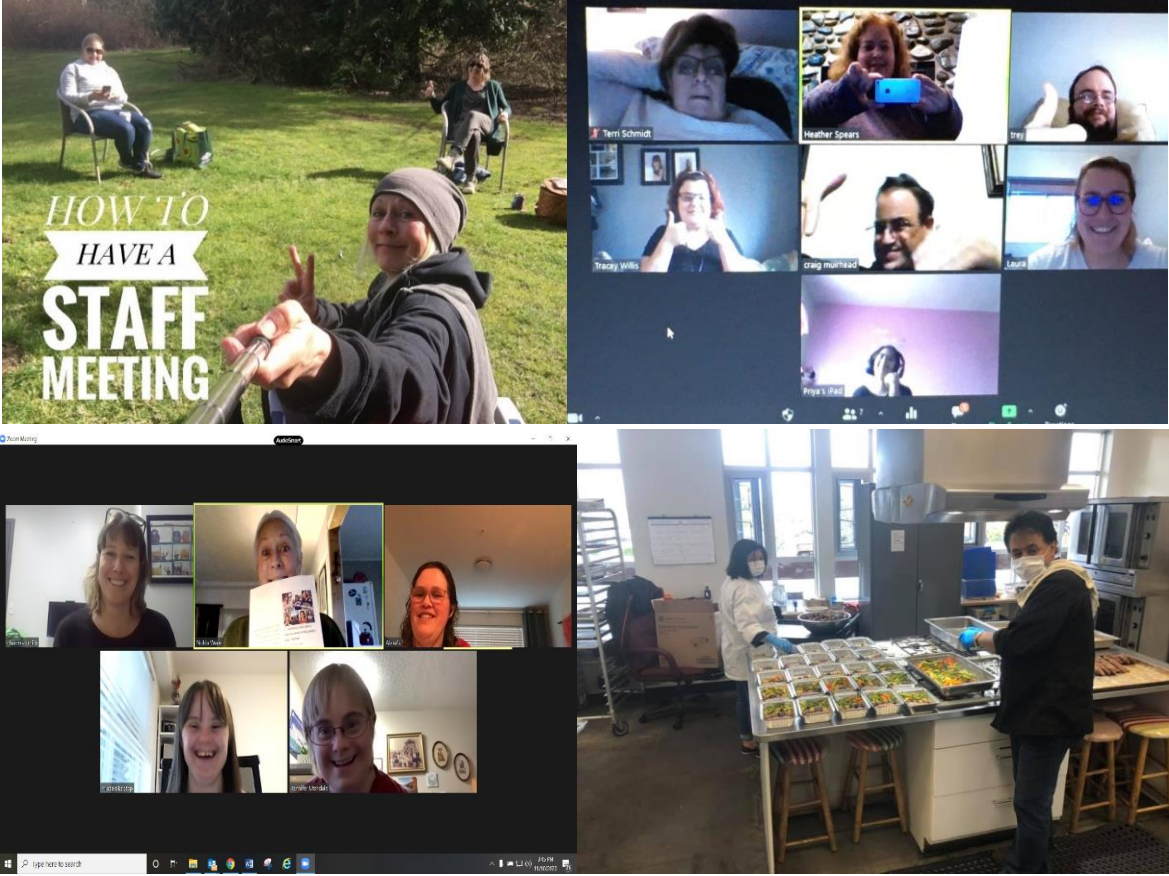
- The ENDS Recommendation Committee to send a letter to Doug Tennant with the recommendations.
- Complete full report with recommendations and an Executive Summary by the middle of February 2021.
- Present report to the Board of Directors and organization in March, 2021.
- Roll out and act on recommendations.
- Align with the Strategic Plan.



“Resilience is based on compassion for ourselves as well as compassion for others.” ...Sharon Salzberg

<https://unit4all.com/home/about/reports-ends/>

ASK...LISTEN...LEARN...and then act on what we hear.



An Inclusive Community Values all People

Semiahmoo House Society
A partner in



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