



As a day program coordinator, the most fulfilling aspect of my job is the contact I have with participants and their families or caregivers. I also like supporting my co-workers by being there to debrief after stressful situations.

Our agency serves adult clients (aged 19 to 63) with developmental disabilities. And in the summer, I am extra busy with our program for children (aged four to 14) who are developmentally-challenged or autistic. During this time, I train two summer students and do some direct-service work with the kids.

On a typical day, I spend time on my computer answering emails, making up new forms or schedules, planning new activities, sometimes researching something for one of the program participants, and doing direct-service work.

It is my responsibility to ensure everything runs smoothly, and to keep the whole team on track with programming and following individual service plans. We often have short, informal meetings to discuss strategies and share information.

Behind-the-scenes, I also bring a lot of computer skills and organizational talent to my job. I do administrative tasks, scheduling, petty cash reconciliation, and fill shifts. I also check time sheets and hand them in to our manager every two weeks.

I sit on the labour management and health and safety committees, and have been actively involved in our recent accreditation process.

I believe that I model a very respectful and loving attitude toward both the participants of our service and the staff. I feel that the respect and profile of the community living services within our multifaceted agency has improved. The agency provides counselling (including drug and alcohol), mental health nursing, recycling services, and funds a climbing wall, a drop-in centre for young families, and a food bank.

We have become very flexible and responsive to the needs of our community. We often go beyond the call of duty, and I know that this has not gone unnoticed on our Island.

*HEU member Annika Lund has worked as a Day Program Coordinator at Salt Spring Community Services since 1993.*

*CommunitySocialServicesMatter.ca*