



# NEWS

YOUR EMPLOYEE NEWSLETTER

## Here we GROW Again!

Our NCS Team is continuing to grow all the time. On behalf of all of your fellow team members we would like to say we are excited to have you on board and want to say....



Jocelyn Moreau



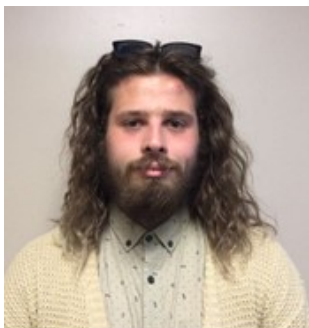
Elizabeth Murphy



Madison Kvaltin



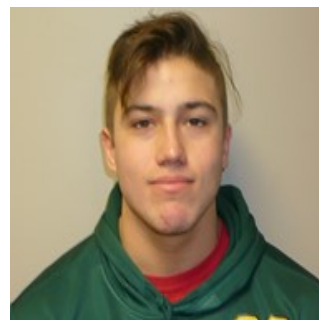
Dayna Lafontaine



Eric Sirois



Gisele Gemus



Max Whitehead

***Welcome to the TEAM!!***

## Back to School Tips from [www.cheo.on.ca](http://www.cheo.on.ca)

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*Here are some tips that may be helpful as the school year starts, whether or not your child will be returning to school physically or virtually.*

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**Social Connections:** Continue to encourage your child or youth to stay social with their friends and peers. This will help them feel more connected by the time they get back to school. Ideally this involves face-to-face connections outside, as per COVID-19 physical distancing. If they can't meet face-to-face, try a video call or even write a letter to a friend.

**Routines:** Gradually get back into school year structure and routines. Bring up the topic that summer is coming to an end and that school will be restarting. Talk about routines. Set a bedtime (and/or wake up time) and move it closer to what it should be for the school year. Set a screen curfew (a “downtime” after which point there are no screens). Consider posting a family calendar with the school start date marked down, to help your family see how many days are left until school starts. Ask about new COVID-19 routines that they would like to continue and write down the new COVID-19 school-year schedule.

**Normalize Mask-wearing:** Some children will be able to wear masks easily but others may have a harder time. Are you buying or making a mask? Try giving your child some of the newer child-friendly designs to choose from or get them to help decorate a pre-made mask. Create an exposure hierarchy to understand your child's fears. From least scary to most scary it might be: seeing others wear a mask, seeing a mask, touching a mask, putting on a mask for short periods of time and putting on a mask for longer periods of time. Teach distraction strategies like distracting with music, videos, video games to help pass the time while wearing a mask. Practice calming strategies like deep breathing, going outside, going for a walk, etc. Consider motivating kids to get used to wearing a mask by pairing it with something they enjoy, like allowing video game time (within your limits) while wearing their mask.

**Help your child continue to cope:** Stay connected to your kids, talk and listen to them often. Model healthy coping skills. And finally, attach a positive meaning to the pandemic. Kids do best when they can have a positive meaning to a situation. ***We hope everyone has a safe and healthy school year!***

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## One Minute With.....

**Name:** Chris Binstock

**Department & Position:** Northern911, Technical Writer

**# of Years with the Company:** 2 as of October



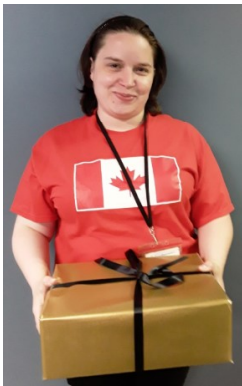
**What's the biggest misconception people have about your position?:** That I work exclusively with the I.T. Department, or only on I.T.-related documents.

**What gets you out of bed in the morning?:** The knowledge that coffee is imminent/forthcoming.

**What's one item you can't leave your house or apartment without?:** My vintage George Wallet. The answers to all life's important questions are in there...somewhere. Also, coupons from 2004.

**What's your most hated household chore?:** Litterboxes

## Celebrating Milestones



Jennifer Huber  
1 Year



Tom Bennett  
30 Years



David Daoust  
1 Year

We as a company love to  
acknowledge and celebrate our  
team and their continued  
dedication to our company.

Congratulations to everyone  
celebrating a special milestone  
this year!

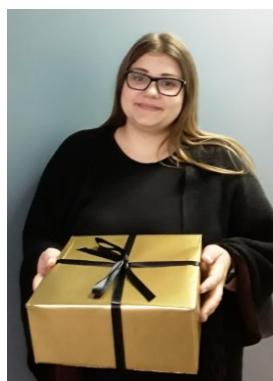
*These are just some of this  
years celebrations....*



Danielle McLeish  
3 Years



Scott Leydon  
1 Year



Katelyn Lecuyer-Gobeil  
1 Year



Alexandria Robson  
1 Year

## **Congratulations to the Message Center Team for Winning the ATSI Award of Excellence!**



*The Award of Excellence recognizes that excellence requires a level of service that considers the caller first in every aspect of the call.*

*This award is earned by a company through the judging the handling of calls placed by mystery callers and judged against specific criteria.*

*There are very specific and rigorous scoring protocols that are used when determining an Award of Excellence winner. This list includes:*

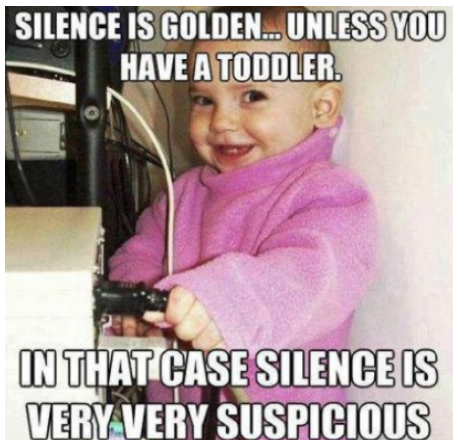
- *Call Response Time*
- *Courteousness of the Call Agent*
- *Accuracy of Call*
- *Knowledge of Account*
- *Overall Impression of Call*



*A special shout-out to Teresa Johnson*

*who scored 100% on one of the test calls!*

***Congratulations to the entire Answering Service Team!!***





## **New Employee Lunchroom & Lounge**

**Before COVID hit us here in March and everything was locked down, the company had started the process of creating a new Employee Lunchroom & Lounge.**

**Unfortunately there were some delays, however they have finally completed this beautiful new space!**



## Local Restaurant

### **Di Gusto Wood Fired Pizza, Fresh Pasta & Wine Bar**

 1620 Regent St. South  705-222-7273

Dine-In & Patio Service Tues.-Sat. 12pm - 9:30pm,  
Curbside Pickup and Catering Services.

**Rated 4.7 out of 5 on Facebook!**

 <http://digusto.ca/>

## Local Place to Go

### **Northern Essential Salt Cave & Cafe**

 221 Regent St.  705-586-4256

What is this Place? They offer a full scale halotherapy salt spa treatment room. It's like being by the oceanside right here in the North! The café serves healthy, organic, vegan meals, Keto options, salads, smoothies and desserts. They even offer homemade vegan frozen ready made meals to go.

## Book to Read: *The Shack* by William Paul Young

“Mackenzie Allen Phillips's youngest daughter, Missy, has been abducted during a family vacation, and evidence that she may have been brutally murdered is found in an abandoned shack deep in the Oregon wilderness. Four years later, in the midst of his Great Sadness, Mack receives a suspicious note, apparently from God, inviting him back to that shack for a weekend. Against his better judgment he arrives at the shack on a wintry afternoon and walks back into his darkest nightmare. What he find there will change his life forever.”



## **Some of YOUR Favorites!**

*These are some of the responses from members of our team....  
You just might want to check them out too!*

## Netflix Series: *Safe*



“Widowed surgeon Tom has struggled to raise his two daughters alone following his wife's death a year ago. Things seem to be on the right track for the family, who live in a gated community, because they have close friends nearby and Tom is in the early stages of a new relationship. But the situation takes a turn for the worse when Jenny, Tom's oldest daughter, goes missing along with her boyfriend. Tom enlists girlfriend Sophie, a police detective, to help locate the teens, but her new partner is working her own agenda. As the investigation intensifies, Tom unearths dark secrets about the people closest to him in his affluent neighborhood. The drama series was created by mystery novelist Harlan Coben .”

## Apps to Download

