



mission
possible

Empowering lives in the
Downtown Eastside.



Finding Connection and Confidence: Carolina's Story

Carolina had worked for years as a customer service representative prior to coming to Mission Possible, but a recurring medical issue in her ears caused hearing loss, disorientation, and cognitive problems. It kept her from excelling at her front-facing customer service jobs.

In 2004, she started having severe headaches and doctors found a benign tumour in her right ear canal. While Carolina was grateful that it was benign, the recovery was long and difficult, with her balance being completely off. While she was eventually able to return to her job, her hearing kept progressively deteriorating, and Carolina eventually needed to get a hearing aid in her right ear. Things went smoothly for a while, but 10 years after her first hearing aid, she had to get a second one in her left ear as it was overworking to compensate.

When COVID-19 precautions took place, Carolina was faced with a lot of stress and anxiety at work due to her hearing loss. The introduction of masks and plexiglass made it difficult for her to do her job, and she often ended up screamed at and put down by customers. While she could moderate her struggles on shift, she had trouble feeling at ease even at home. She decided to take a leave of absence to focus on her health, but her employer wasn't providing the support she needed. They just wanted to know when she would be back at work. Feeling overwhelmed and suffering from depression, Carolina left her position.

Carolina recalls, "My confidence was zero on my ability to go back as a customer service representative on any level." While she later found out that many of her cognitive problems were rooted in her hearing issue,

648 East Hastings
Vancouver, BC, V6A 1R1
Coast Salish Territories
(604) 253-4469

mission-possible.ca



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CAROLINA



Carolina with fellow Women's Track associates, Caitlyn and Immacula

she was feeling very hesitant to get back to work. One day, she saw a Mission Possible associate cleaning in the streets and wanted to thank them for their job and express her appreciation. Carolina remembers thinking, "I wish I could work in something like that where I don't have to be receiving orders and listening all the time." She talked to the associate for a bit about his job, and left the conversation with one of Mission Possible's information cards.

Coming into MP during the summer of 2022, Carolina's confidence and courage were next to nothing. Working again helped bring her back. "It rooted me. It grounded me. It reminded me that it's not where you are, it's who you are," Carolina explains. At MP, she found connection with other associates with similar disabilities, felt encouragement, and gained a renewed sense of pride. More than anything else, Carolina loved getting into the community, and cleaning it up. She shares, "This job allowed me to observe even more

and put attention to detail... it gratifies me a lot to do the job."

Getting out and walking during her shifts helped Carolina learn that she doesn't want to wait in one spot for the next customer in her future work. She feels the need to move now.

In addition to working again, Carolina is also grateful for the coaching sessions and resources at Mission Possible. Specifically, she appreciates how her coach helps her create action plans for her goals. Rather than just listing goals, she was encouraged to think about "how" she was going to achieve them. Talking through tangible actions helped her create a realistic and encouraging plan. Carolina reflects, "[Coaching] gives you that reflective moment of 'maybe I'm trying to grab too much.' I should go little by little until I can do it all together." Carolina also worked with our Employment Engagement Coordinator to transform her resume into something appealing to the eye. Carolina shares, "Every single person that I have dealt with here is really really supportive, and you feel a kind and friendly environment, and that made me feel more confident. My pride started to come back too."

Armed with her resume and renewed confidence, Carolina started sending out applications on her own time while doing research on LinkedIn and Indeed. She quickly found a job at a prominent hotel in Downtown Vancouver as a Spa Coordinator Attendant! She shares that she's in better shape than ever

with her face-paced job. Carolina is also incredibly happy to have a job with a good wage, benefits, and provided meals. She's grateful for the spa environment and even feels luxurious when she goes into work.

While she has only been in this permanent, part-time position for a few months, she is looking forward to familiarizing herself with other opportunities and departments at the hotel. Her manager has already offered to start training her for the front desk so that she can cover shifts there while still remaining a spa attendant. Carolina is also excited to share that her daughter is getting married next year! She's working on saving money from every paycheck to afford a flight to the destination wedding while also contributing to her retirement. Carolina continues to follow the plan she created with her coach by getting active, waking up earlier, being mindful with her diet, and sleeping better.

We're so proud of what Carolina accomplished during her time at Mission Possible and wish her all the best moving forward!



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CAROLINA

Thank you to our 2022 Mission Possible Gala partners!



The Cleanest Day of the Year is Back!



CLEANEST DAY OF THE YEAR

Join us on June 10th for this family-friendly event as we bring our communities together, go out on a MP Clean Team route, take care of our planet, AND raise \$75,000 to support 15 people through MP's Employment Readiness Program!

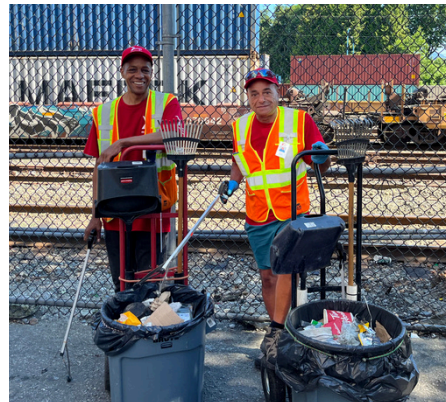
Start your own team and recruit your friends, family, and co-workers to join in! By fundraising on behalf of Mission Possible, you can help people get ongoing skills training, engagement in supportive coaching sessions, and 6+ months of meaningful work. It will also be a great chance to visit Mission Possible's office, hear directly from current and graduated associates, and win some prizes!

Visit our website and get in touch with us for more information! For partnership opportunities, contact development@mission-possible.ca.

MP Happenings



The 2022 Mission Possible Gala took place in December! Over 320 people joined us and helped us raise over \$270,000!



Since September 2022, 80 people started employment at Mission Possible through the Employment Readiness Program!



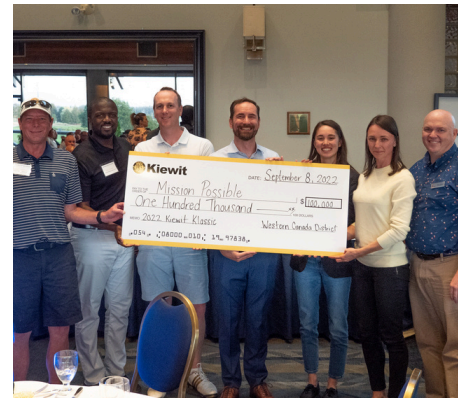
Our snow removal and salting crews supported over 80 businesses in keeping their sidewalks safe and clean every time it snowed this winter!



Since May 2022, we have had 39 associates transition into employment after their six months at Mission Possible!



Graduation celebrations happen every month and are a great way to celebrate those who complete the Employment Readiness Program! Reach out to join us for a grad!



In the fall, Mission Possible was chosen as the benefitting charity for Kiewit's Klassic Charity Golf Tournament!

None of these accomplishments would be possible without your support and generosity!
Thank you for making our Mission Possible!



Fund the Opportunities -
Donate at our website
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Become a Customer - Get a
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Hire a MP Graduate - Contact
hire@mission-possible.ca for
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