

Evidence Description and Listing (EDL)

Appendix 1 – Communication

1.1 Redesigned city form (property search request)

I created this form to replace the confusing, informal way we used to handle property info requests at the City. People were filing for FOI requests that would need to go through multiple departments in the City causing long wait times for applicants and causing extra work for staff. There was no standard form or procedure, so I built it from scratch – making it clear, user-friendly, and easy for staff to process. It is now part of our regular workflow and saves everyone time and frustration.

1.2 Screenshots of USB Pens for Port Alberni residents

These screenshots show custom USB pens I created and distributed to promote local programs and services. I designed two versions – one for new residents and one for businesses – with tailored files loaded onto each. It was a creative way to share helpful information in a format people would actually use.

1.3 Email to residents regarding short-term rentals

This is a real email I sent as part of my work in Development Services, responding to resident's questions about short-term rental rules. I explained provincial and municipal regulations in a clear and respectful way, and included all the necessary forms and links. These kinds of emails are common in my role and show my ability to break down complex zoning and licensing requirements in plain language.

1.4 Written reflection on parenting and household management

This personal reflection outlines my experience raising my daughter as a single parent while managing a home, full-time work, and personal growth. It describes how I balanced everything from school projects and sports to paying bills and building a stable home life. It highlights how parenting shaped my ability to plan, stay calm under pressure, and juggle multiple priorities which have been skills that directly influenced my growth both personally and professionally.

Appendix 2 – Teamwork and Leadership

2.1 Internal instruction guide created for casual staff

This guide walks through the full process of setting up a new business licence in Tempest, which is the system we use at the City of Port Alberni. I created it from scratch to support casual and new staff, since there was no existing training document and it was easy to make mistakes without one. The steps are detailed with plain language explanations to help ensure consistency,

accuracy, and confidence for whoever takes over the role temporarily. It also reflects my ability to identify gaps and create practical tools that improve workflows.

2.2 Reference letter from casual City of Port Alberni employee, Melanie Croteau

This letter is from Melanie Croteau, a casual staff member I helped train and mentor while working in Development Services. Melanie covers my position while I am away, and I created custom training guides and personally mentored her to ensure a smooth transition. The letter will speak to how I supported her learning, answered questions, and shared tools that made the role easier. It highlights my leadership, teamwork, and ability to teach others in a patient, approachable way.

2.3 Screenshots from LGBTQ+ Facebook group

These screenshots are from the Port Alberni LGBTQ Meetups and Events Facebook group I co-created and continue to manage. We started it to build connection and support in our community, especially for those who might not feel safe or seen elsewhere. I helped create the group rules, promote events, and make sure it stays a welcoming space. We've grown to over 400 members and host everything from casual meetups to Pride-related gatherings. It's a mix of organizing, moderating, and just making people feel like they belong.

Appendix 3 – Information Gathering and Organization

3.1 Submission Guidelines for Permits

I created this guide to make the building permit process easier for people who aren't experienced with it, like homeowners or first-time applicants. We were getting a lot of questions about the application, so this document breaks it all down step by step in plain language. It covers what forms to include, when things like geotechnical surveys or zoning checks are needed, and where to find important information. It's now something we give to every new applicant to help them feel more confident and avoid delays.

3.2 Redesigned city form (building permit)

This is a building permit application form and checklist I created to improve the clarity and consistency of submissions for new single-family homes and suites in Port Alberni. I created numerous other ones such as an application for additions, renovations, perimeter drains, commercial, and more. The old process relied on a mix of outdated documents and verbal explanations that left both applicants and staff confused. I designed these updated forms to walk people through what is required and reduce incomplete submissions. It's now a standard part of our intake package.

3.3 Roommate Guide

This is a practical guide I created for new roommates in my home to help things run smoothly. It includes expectations for shared spaces, bill payments, cleaning duties, quiet hours, and basic communication tips. I put it together based on past experiences, aiming to set a respectful and clear tone from the start. It's a small but effective way I've applied what I've learned about communication, conflict prevention, and household management.

3.4 Internal Economic Development Assistant Job Description

This internal job description outlines the full scope of work I was responsible for during my time as an Economic Development Assistant with the City. It includes duties such as research, updating the website, preparing communication materials, and supporting business and community initiatives. It reflects both the administrative and creative elements of the role, highlighting how I supported broader development initiatives while managing daily operational tasks.

3.5 Business card and branding materials for Platinum Pro Services

This shows the business card I designed and branded for my company, Platinum Pro Cleaning Services. I developed the layout and written content myself to reflect the high standards and professionalism of my services. This card was used to promote the business across Oceanside and surrounding areas.

3.6 Workplace policy samples from Platinum Pro Services

These are two workplace policies I created for my cleaning business, Platinum Pro Services. One is a general employee handbook covering things like code of conduct, safety, appearance, and discipline. The other is a detailed COVID-19 policy I developed to keep both staff and clients safe during the pandemic. I wrote these myself based on research, industry standards, and the real needs of my staff and clients. They helped me train employees, manage expectations, and make sure everyone knew what was expected on the job.

Appendix 4 – Problem-Solving and Decision-Making

4.1 Redesigned city form (building information sheets)

These are forms and handouts I created to make things easier for people applying for permits and licences at the City. The old business licence form confused a lot of new applicants and didn't have the information we needed, so I rewrote it and designed it to be clearer, easier to fill out, and had information we needed as staff. I also put together over a dozen handouts and have included two simple handouts in this evidence: one to help people understand the rules for accessory buildings (sheds, garages, etc) and another that walks them through how to draw a basic site plan. These were especially helpful for homeowners who weren't familiar with zoning or permits. I wrote the content, did the layout, and made sure the info was accurate and easy to follow.

4.2 Internal building permit spreadsheet

This is a tracking spreadsheet I created to help organize and stay on top of building permit applications. Before this, we were relying on notes and memory, which made it easy to miss deadlines or forget who was waiting on what. I built the sheet to include key dates, review stages, and contact information so the whole team could see where things were at with just a glance. It made our process way smoother and helped ensure no one got left hanging.

Appendix 5 - Numeracy

5.1 Client quote for Platinum Pro Services

This is a formal client quote I created as the owner/operator of Platinum Pro Services. It outlines the proposed hours, scope of work, and rates for an initial deep clean. It demonstrates my ability to estimate job costs, calculate time and labour rates, and communicate pricing and terms clearly to clients. The detailed breakdown reflects how I integrated numeracy and customer service into my business operations.

5.2 Client invoice for Platinum Pro Services

This is a paid invoice I issued for a client through my janitorial business, Platinum Pro Services. It includes a breakdown of hours worked across different dates, the hourly rate charged, subtotal, GST, and the total paid. It shows how I tracked and calculated time, applied tax correctly, and maintained clear, professional billing records. This demonstrates my ability to use numeracy in real business contexts.

5.3 Client payment records for Platinum Pro Services

This document shows a year-long record of invoices and payments for one of my regular janitorial clients. It includes invoice numbers, dates, amounts, and confirmation of full payments received. This record highlights how I tracked monthly service billing, ensured accuracy in totals and taxes, and maintained professional financial documentation as part of running my business.

5.4 50/50 fundraiser documentation (registration)

This is the official gaming licence I applied for and received from the Province of British Columbia to run a 50/50 raffle fundraiser for Valley Cats – Alberni Cat Rescue. I researched the process, completed the detailed online application, provided all relevant society information, and followed all the provincial rules for licenced gaming events. The fundraiser was a way to help raise money for vet bills, food, and care for rescued cats. I managed everything which included setting up the draw, hiring a ticket vendor, making sure the rules were followed, and submitting reports afterward. It shows my ability to work within government regulations, manage events, and take initiative for a cause I care about.

5.5 Blueprint Course Certificate

This certificate confirms my completion of the Blueprint Reading Fundamentals for Construction course through the Construction Institute of Canada. The course covered essential concepts such as interpreting plans, elevations, sections, and details; understanding symbols, notations, and scale; and reading structural, architectural, and mechanical drawings accurately. Through this training, I gained practical knowledge directly applicable to construction planning and permitting, which has strengthened my ability to interpret technical documents and communicate effectively with builders, inspectors, and engineers. The learning has enhanced both my professional work in Development Services and my personal building projects, giving me greater confidence in reviewing plans and identifying requirements with accuracy.

Appendix 6 – Critical and Creative Thinking

6.1 Internal instructions for BC Assessment task

This document outlines the internal process I created and followed for preparing and uploading building permit documentation to BC Assessment. I created it in under half a day while still managing my regular workload, to support a return-to-work employee from another department. The goal was to make the task simple and approachable so they could contribute meaningfully with minimal stress and training. It includes scanning procedures, file naming, and how to navigate Citrix ShareFile. It also became a helpful reference for casual and backup staff later on.

6.2 Escape room wedding photos

Photos from an escape room-themed wedding I designed and hosted. The images include custom-made décor, interactive puzzle favors, character cards for guests, themed signage, and invitation elements that were part of the mystery. Each guest was given a role, and the event was structured around solving a staged "murder" of the bride. The photos capture various puzzle stations, props, and immersive setups used during the event.

6.3 Screenshots of escape room party Facebook event **Content warning in evidence itself**

These screenshots show the Facebook event I created for a zombie-themed murder mystery escape room party at my home. I wrote all of the content, designed the storyline, puzzles, and character roles, and built many of the props and effects myself. It blended escape room mechanics, immersive theatre, and Halloween fun. I ran the event twice and managed everything from game design to hosting and logistics.

6.4 Photos of escape room party **Content warning in evidence itself**

These photos show the zombie-themed escape room party I designed and built in my home. I created animatronics, props, lighting, and custom audio, using servo motors, pumps, motion sensors, portable sound, and LED lighting. One of my animatronics included a vomiting baby

zombie being “delivered” from a dissected body, and another involved tiny servo-controlled zombies with glowing red eyes inside a mini scene I lit and displayed. Guests solved puzzles throughout the house, triggering sounds and effects I had choreographed so audio only played in the areas it was meant to. I also built a hidden TV behind a bathroom mirror that activated creepy glowing eyes when someone entered.

From themed food like "zombie mandibles" to newspaper clues, every detail helped immerse guests in the experience. This project shows my creative thinking, problem-solving, technical hands-on skills, and ability to design interactive experiences from scratch.

Appendix 7 – Independent Learning and Intellectual Maturity

7.1 Reference letter from Director of Development Services/Deputy CAO, Scott Smith

Scott Smith, Director of Development Services and Deputy CAO (City of Port Alberni, BC), wrote this reference letter supporting my Bachelor of General Studies PLAR. I’ve included it because it verifies the depth of my responsibilities and my commitment to ongoing, self-directed learning.

7.2 JIBC emergency response course completions and certificates

This includes certificates from Justice Institute of British Columbia (JIBC) emergency response courses I completed. The training covered key areas like emergency support services and disaster readiness, which have helped me better understand how municipalities plan for and respond to crises. These courses strengthened my ability to stay calm under pressure and to support coordinated response efforts in both professional and volunteer roles.

7.3 List of completed courses **Content warning in evidence itself**

This document is a comprehensive list of over 200 courses and certifications I’ve completed throughout my career, from municipal law and emergency response to graphic design and health & safety. It includes formal coursework through institutions like Capilano University, the Justice Institute of BC, Thompson Rivers University, and the RCMP, as well as specialized training from numerous professional organizations. This extensive and diverse learning history reflects my ongoing commitment to expanding my knowledge across a wide range of fields relevant to both public service and private enterprise.

7.4 WHMIS/OHS/First Aid course completions and certificates

This document includes copies of my completed safety certifications: WHMIS, Occupational Health and Safety (OHS), and Level 1 First Aid. These show that I’ve met standard workplace safety and emergency preparedness requirements and maintained up-to-date training in hazard awareness and basic medical response.

Appendix 8 – Applied Knowledge and Skills

8.1 Photos and descriptions of DIY

These photos show several complex DIY projects I completed entirely on my own, including a hidden bookcase door leading to a trap door with a wine cellar that leads to the crawlspace with sliding wall access. The trap door is made from polycarbonate glass and can comfortably hold multiple adults walking over top of it simultaneously. There are also feature walls in my bedroom. The feature walls demonstrate my ability to work with precise measurements, angles, and modern design concepts. Also pictured is a compact outdoor kitchen, including framing, finishing, and utility integration. Lastly, before and after pictures of integrating modern design and minimalism into the foyer. These projects reflect a high level of applied skills, spatial planning, problem-solving, and self-directed learning that go well beyond basic home repairs, showcasing my ability to research, design, and execute technical builds with a creative and functional outcome. These are only a fraction of the builds I have completed over the years.

8.2 Before and after photo of vehicle restoration work

These photos document a full restoration I completed on a decommissioned mail Jeep. I handled every part of the rebuild myself: engine components (starter, alternator, fuel pump), full brake system (calipers, pads), suspension, rust repair (interior and exterior), and window replacement. I also fully designed and painted the custom pink camouflage exterior by hand. This was a solo project that took determination, creative problem-solving, and a lot of trial and error, especially without formal training or a garage setup. It's one of the most hands-on, self-taught things I've ever tackled.

8.3 Modeling software renderings

These renderings show a concept I designed for a possible addition to my home – a second garage with a legal suite above. I used software to explore different layout options, test functionality, and visualize how the new space would integrate with the existing house. It helped me assess how the changes would look and feel before committing to construction decisions.