

# Community Living North Grenville *Connections*

January 2012

## Comedy Night & Auction



## 2012 Comedy Night and Auction

Tickets are now on sale for our 2nd Annual Comedy Night and Auction to be held on April 14, 2012 at 7 pm held at the W.B. George Center at Kemptville College. This event will be another evening filled with laughter and fun while supporting a good cause.

Our comedian Glen Foster "That Canadian Guy" will keep you entertained. Glen comes with a long list of television appearances and events, and has been "without a day job" for over 25 years! Audiences

enjoy his clever, topical and timely humour.

Tickets are \$50 each or \$350 for a table of 8. Purchase your tickets at Scotiabank in Kemptville or by calling Tracey at 613-258-7177.

If you would like to donate an item to the silent or live auction please give us a call, or drop off your donation at 2830 County Road 43. Your support is appreciated.

*Submitted by: Tracey Bennett*

## Know your Competency, Create your own Success!

That's our new tag line for the Core Competency Agency Implementation. Our team, co-led by Tina Travis and myself, includes Tracey Bennett, Jen Brown, Carole Pollock and Jackie Ritskes. We have been provided with some comprehensive training and resource materials developed by the Hay Group and presented by the Regional Champions.

These are people from agencies that were part of the 2010 Pilot Project and have implemented Core Competencies within their own agency.

With enthusiasm, we are now preparing the training and an implementation plan to successfully roll out core competencies within the agency.

Many have heard me say the success of any organization is the people in it. In the rapidly changing environment of the Developmental Service sector, the implementation of workplace competencies is intended to enhance and sustain a quality workforce, one that will deliver a high standard of service and support, ultimately

enhancing the lives of people with developmental disabilities.

Competencies are not foreign to the workforce. Core Competencies are defined for many different careers and positions. The Competencies in the Developmental Service sector are very familiar to us; *Advocating for others, Problem Solving/Decision Making, Initiative, Resilience* are all behaviours we experience every day and these competencies are demonstrated in every day performance. Now we have a concrete tool to measure these competencies in a professional manner, and help employees guide their own success—in their current role, and career planning for future roles—within our agency, or across agencies in the sector. The province wide implementation of core competencies will position the Developmental Service sector as a viable career choice.

*Submitted by: Sandra McNamara*



It is Community Living's vision that "all persons live in a state of dignity, share in all elements of living in the community, and have the opportunity to participate effectively".

## From the ED's Desk

I hope everyone had a very happy and safe Christmas season and may I wish you all a happy and prosperous New Year!

The Ministry of Community and Social Services continue to roll out their transformation directives. This fall they released two additional directives, one being Board Governance and Accountability, the other is in regards to Transfer Payment Budget Detail Codes.

### **The Transfer Payment Accountability Directive:**

Directives are the Ontario Government's fundamental policies for administrative, financial and human resources management which set out government principles, mandatory requirements and responsibilities.

The key Ontario government directive that governs transfer payments is the *Transfer Payment Accountability Directive 1 (TPAD)*. The TPAD requires ministries and recipients of transfer payments to adopt a risk-based approach to the administration of transfer payments, including appropriate governance structures and accountability processes to properly administer and manage public funds, as well as to provide the services for which transfer payments are made. These accountability structures are in place at Community Living North Grenville through our Board Governance policies and our annual Management Plan that in part talks about risk management.

### **The Principles in the TPAD are:**

- \* Transfer payment recipients (such as community service providers) are responsible for delivering Provincially funded services and are accountable to ministries for the funds they receive and the results achieved.
- \* At all times the Government is held accountable for protecting the public interest.
- \* Risk assessment is used in the design of transfer payment programs, the selection of eligible transfer payment recipients to

deliver programs and the choice of appropriate accountability requirements for transfer payment recipients.

- \* Value for money is expected in the expenditure of Government funds.
- \* Transparency guides good governance and accountability practices for ministries and transfer payment recipients.

### **Transfer Payment Detail Codes:**

Key objectives of the project:

- \* Streamline current detail codes and clarify definitions to align with Transfer Payment service delivery, the services and supports to promote the Social Inclusion of Persons with Developmental Disabilities Act (SIPDDA) and regulations
- \* Improve the Ministry's capacity to capture true and accurate costs of services
- \* Introduce well-defined, measurable service outputs that enable the Ministry to meaningfully assess service capacity and value for money
- \* Address concerns raised by the Auditor General

Streamlining detail codes and standardizing service data result in:

- \* Simplified reporting requirements for agencies
- \* Clarified service functions and activities
- \* Improved reporting accuracy, and
- \* Meaningful measurement of services

Community Living North Grenville currently receives funding through 11 budget detail codes. With this streamlined approach we expect to be able to reduce the number of detail codes from 11 to 7. The budget process this year will be more time consuming as we amalgamate the new detail codes, and is solely an administrative function. Services, supports and staffing will not be affected.

*Continued on next page...*



**Bill enjoyed  
Christmas Day with  
Tina and her family  
this year.**



## From the ED's Desk Continued...

Our funding and demands to meet new service requirements continues to be stretched. As you are aware we have received no new base funding in 2 years. Our Provincial networks are working hard to convince the Province to treat our sector fairly through new financial resources to address the many pressures we face. Community

Living North Grenville has engaged with the new DSO (Developmental Services Ontario) process, identifying 15 new local referrals for support in the last 6 months which is reflective of our growing community.

*\Submitted by: Ted Shuh, ED*

## Responsibility Leads to Opportunity

Over the past few months, several of us have been struggling with issues of balance in the work that we do. We are an organization whose mission is very clear...

*"All persons live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively."*

We have developed many nice places for people to call home and we have ensured that people have the financial means to participate in the life of the community.

We provide numerous opportunities for people to enjoy leisure and recreational pursuits in the heart of the North Grenville community.

We follow all the standards for building and fire codes. We maintain our properties well.

We know that the rights of the supported people are integral to our planning process and we, as an organization, have the confidence to stand up for those rights.

With all of this good work, there can also be dilemmas:

**Are we doing all we can to encourage that people are good**

**neighbours?**

**Are we supporting people to be good citizens?**

**Do we defend people who may be very disruptive and demanding even when neighbours have legitimate complaints?**

In order to move forward and be a part of strengthening our community, we have much work to do. I believe we need to have ongoing, frank conversations with the people we support. We need to encourage everyone to be proud home owners, willing to go the extra mile. Helping a neighbour is a wonderful way to make a contribution as a citizen and participate effectively. Our other reality as a tax based funded organization is this: Many of our neighbours are watching us and believe that we have obligations and responsibilities. As front line staff members we need to be ambassadors for the community living movement. I would be very interested in any thoughts on this subject and can be contacted by calling 613-258-7177 extension 112.

*Submitted by: Debbi Tryon*



This year we raised \$1100 for the Wish Tree! Money was raised by having monthly chili lunches and through our annual silent auction. We also participated in the annual Kettle Drive in support of the Salvation Army.



Ladies Night was a huge success this year! Thank you to all of the volunteers, vendors, businesses and our very dapper "servers".

## Reflexology

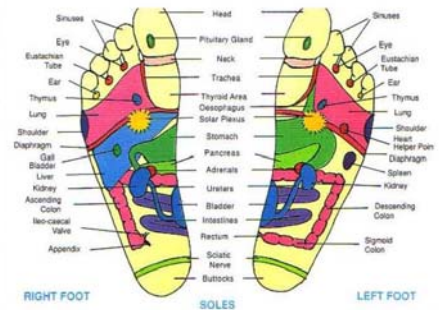
Reflexology promotes wellness throughout the entire body including; cardio vascular, central nervous, lymphatic, muscular, respiratory, sensory, skeletal and urinary. It also helps to restore energy balance in the body.

Reflexology is a massage of the feet and lower legs with a combination of applying pressure on specific points of the foot. Reflex points of the body's natural functioning systems are stimulated and the body starts to repair itself.

Benefits can include improved circulation, better sleep habits, reduction in stress and fatigue, reduced aches and pains plus much more.

Your entire body is brought to a state of balance where all the functions are working together harmoniously reducing stress supporting the body's natural ability to self heal. Most people feel relaxed and revitalized after one session.

*Submitted by: Heather Riddell*



## Change is Good

At the end of 2011 Matt Burley started his new position as Youth in Transition Support Worker through Adult Day Services of Community Living North Grenville. This employment opportunity became available when Nancy Fisher was promoted to Community Inclusion Supervisor (a position left vacant from a resignation).

I am pleased with the energy and enthusiasm both these individuals are bringing forward each day. I feel confident in predicting the changes Matt and Nancy make will be good. I am equally pleased that we were able to make these changes and fill both positions internally. It was easy to recognize the abilities within our staff. All employees of Community

Living North Grenville should be proud of how you continue to expand your skill and abilities within your employment capacity. This reflects your openness to accept change.

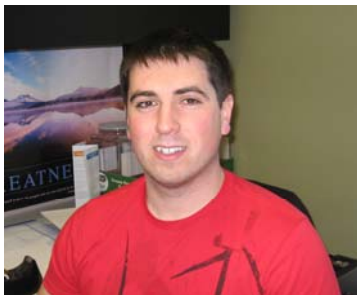
Likely my favourite "change" quote is, "When you are through changing, you are through". A clear and straight forward message by Bruce Barton.

*Note: Bruce Barton was an American Advertiser that was later encouraged to enter politics for his creativity and motivational attitude to encourage change. Better known to us as the inventor of "Betty Crocker".*

*Submitted by: Brenda Dillabough*



Nancy Fischer—  
Community Inclusion  
Supervisor



Matt Burley—  
Youth In Transition  
Support Worker

**There is a family in our community that is looking for a "Special Services Home Worker" for their 15 year old son. If interested please contact Diane by email at [dbartlett3@cogeco.ca](mailto:dbartlett3@cogeco.ca) or 613-258-0503**

## Communication Improvement Committee

Communication; big word, isn't it? This is something that potentially is defined in many different ways, or at least upon the basis of how it is perceived. Cell phones (more often used for texting than speaking into), email, pagers, television, internet, sign language, body language, Morse code and let's not forget 'snail mail' are all modes of communication. What did we ever do without such technology?

Most of you may be aware that Community Living North Grenville has formed a *Communication Improvement Committee*. For those who may not be certain of the logistics of the committee, here is a brief summary. We are a group of eight people, consisting of management, residential and resource center employees. We meet every eight weeks. As a team we are striving to enrich the communication that has already been established within

CLNG. With new technology being developed and put into place, communication will only become more efficient and effective for all. We welcome ideas or input from anyone who wishes to share successful experiences or stories of communication, which could then be part of this article in subsequent newsletters. So, do you think you would be able to go without your high-tech electronic devices for any length of time? Well then here's a challenge for you...put them away for just one day, look someone in the eye (and of course Skype doesn't count) and engage in a conversation, or just simply...SMILE! You know what they say, 'a smile is worth a thousand words'.

*Submitted by: Tina Smith  
Community Support Worker—  
Residential*

## A little older, a little wiser

I hold a strong value that people come and go in and out of your life for a reason. You might not understand at the time why people do and say the things they do. In the moment of adversity you might be wondering, why me? What possible reason is there for this to happen? If one looks beyond the obvious, the reason is often there.

Just when you think you have seen it all, done it all and been told it all, there is almost always a remarkable turn of events that tells and shows you other wise. Over the years a number of people with and without disabilities have taught me many life lessons.

Appearances can sometimes be de-

ceiving. I can hear people complain, I can hear people cry, I can hear indifference and anger. With that in mind, through a trial of questions, mistakes and persistence, it took me some time to learn how to listen to help provide the foundation of hope. It is important that people know that someone is not just hearing them but is listening.

I am blessed to be a part of life at CLNG. I am a little older, I am a little wiser, I am still as stubborn as always; however, life around here teaches you there is more to life than just hearing, it teaches you how to listen.

*Submitted by: Christine Hamilton*

## DSW Appreciation Day

Our local Union, OPSEU, declares a day in January as Developmental Service Worker Appreciation Day. On January 19th, the 6th Annual DSW Appreciation Day, CLNG honoured this day with a celebratory lunch as recognition and appreciation to all staff. Steve Kohls, President of our Board, spoke a few words. His message: the staff at CLNG are recognized and appreciated, not only at a luncheon, but each and every day—for the work we do and the service we provide.



## DSW Apprenticeship Program

Many people have asked me about the Developmental Service Worker (DSW) Apprenticeship program. I decided to enroll because I took a little over half of the DSW college diploma courses many years ago but never completed the rest. I felt it would be good to update my knowledge and skills in order to better myself and the quality of my work. The first step is to register as an apprentice with the Ministry of Training, Colleges and Universities. Debbi Tryon can help you with this. You will receive a package that includes several pages of specific skills that are to be demonstrated and signed off by a supervisor or manager. You will also be required to have a minimum number of hours experience, which is provided by your employment record. There are 12 courses required to complete the DSW Apprenticeship Program. They are offered via Distance Education in each of the three semesters per year. It is reasonable

to expect to complete two courses per semester if you can afford the time; therefore it would take at least two years to complete all of them. I spend approximately one full day a week on schoolwork. There were a couple of times I had to access outside resources such as library references and agency employees for information. The first two courses plus books cost \$335. I can't say for sure but expect this as an average. Upon completion of the DSW Certificate program there is an option to "upgrade" to a DSW Diploma. This requires CPR, First Aid, and two more courses, one of which I believe is an extensive (unpaid) placement in a setting different than that of your employment. I recommend this to anyone who is employed in our field but does not hold a DSW certificate or diploma.

*Submitted by: Jennifer McCue*

**In 2012, the expected amount of volunteer hours (giving back to their community) that people who use the services of Community Living North Grenville is:**

**5, 156 hours!**

*\*based on 50 weeks*

## Volunteer Profile

You may have seen or met Joe Angel at the Christmas party. Joe is one of our newest volunteers here at Community Living. He and Jason Payne meet once a week at Brewed Awakenings to talk tech. Jason has an Advanced Web Designing Certificate from Algonquin College and Joe is retired from Nortel. They boast that they have a lot of computer knowledge between them both! Jason is currently working on creating a new website for the Kemptville Bowling Alley and Joe is able to give Jason some tips. Jason and Joe have continued their col-

laborations since their first meeting in November, and with Joe's help, Jason is about to launch his Kemptville Bowling Alley website. From all accounts the bowling alley is quite pleased at how things are coming together. Joe and Jason are hoping to collaborate on more projects in 2012.



*Submitted by: Nancy Fischer*

## What Christmas Is All About

It's the first newsletter of the year and yes I am going to talk about Christmas. I know that may not come as a surprise to most of you. Christmas is a time that families and friends get together. There is tons of food, gifts, and lots of noise. We try to keep up with 5 or 6 conversations amidst all of the laughter.

Some people we support were invited to spend this past Christmas with staff and their families. I was fortunate to have David spend Christmas with my family. David was knee deep in conversations, opening gifts, eating and wearing those silly paper hats from Christmas crackers (it's tradition). I have pictures of David opening his gifts (somehow Santa knew that David would like a new coffee maker and beer) and eating pecan pie with my Uncle Sandy. Most of the pictures

with David saying "Beer" rather than the "cheese" that I grew up doing when my picture was being taken. David helped design and make a cowboy themed gingerbread house, helped in the kitchen (he knows his way around my kitchen better than some of my family), got in on some inside jokes with Bill, and shot a key chain, rice crispy square and a compass through a hot wheels launcher. He even sided with me that my Christmas clock that sings at the top of every hour is in fact festive and not annoying!

Sharing Christmas day with friends and family is what it's all about. Getting together, laughing and making memories. It was a very special day at my house. Pictures say a thousand words...

*Submitted by: Kathy Botham*



David spent Christmas this year with Kathy and her family.

## Be S.M.A.R.T In Achieving Goals

I hope everyone's New Year is starting off well. It's that time of year where millions of people create New Year's resolutions and goals. I came across some interesting stats from a university study in Britain that was conducted in 2007. Three thousand people took part in this study and the purpose was to measure the success rate of people who set New Year's goals. Surprisingly, 88% of those participants indicated that their New Year's goal did not get achieved. Why do goals fail? A few reasons can include; lack of time, commitment, financial resources, having too many goals at one time or making goals that are too general. What can we do to help ourselves and the people we support to achieve our goals? Ac-

ording to the same study, men achieved their goal 22% more often when they are engaged in goal setting, while women succeeded 10% more when they made their goals public and got support from their friends. The study reported that people who set smaller measurable goals, who got support from friends and family tend to be more successful with reaching their goals. When setting goals, keep in mind the acronym S.M.A.R.T. (Specific, Measureable, Attainable, Realistic, Timeline). Hopefully this article helps you on your journey through this New Year and helps you set and achieve your goals.

*Submitted by: Matt Burley*

## Celebrations



As 2011 fades and 2012 emerges we find ourselves reflecting on past years. I realized the hurdles and milestones Community Living has overcome and celebrated during its history.

I then turned my personal reflections to the past year and was thoroughly amazed and delighted at the milestones individuals at Community Living have celebrated! I wanted to share these so that others can join in my enthusiasm.

It started with my thoughts of David who turned 70 years young in 2011, and, of Penny and Victor who celebrated 15 years of marriage! WOW! There have been other milestone celebrations in 2011 such as; Mau-

reen turned 65, Penny C turned 60, Sue, Bill, Joanne and some unnamed staff members turned 50! Penny and Victor chose to celebrate their anniversary quietly—spending time alone. Linda and Albin celebrated 10 years of marriage with a second honeymoon in Niagara Falls. We should be happy that these milestones are taking place after the obstacles we have overcome over the years. I want to acknowledge that all birthdays and anniversaries are a reason to celebrate—Happy belated birthday and anniversary to all—and here's to many more!

*Submitted by: Carole Pollock*

## Employment Supports

Anyone wishing to include an article in the September 2012 issue of "Community Living Connections" may forward their submissions to Tanya Gray.  
tgray@communitylivingnorthgrenville.ca



BOX 1430  
2830 County Rd 43  
Kemptville ON K0G 1J0

**Phone: 613-258-7177**  
**Fax: 613-258-7469**  
**E-mail: info@communitylivingnorthgrenville.ca**

This wonderful letter reinforces the importance of employment inclusion in the community.

December 2011

*"It's after nine and I have just returned from taking Alixe to her work Christmas party. We had to leave early as she had a second party to attend. She works one morning a week at a real estate office in Kemptville, she calls it her 'Realestatment job'. I told the owner that she has re-branded them and their statement was about all people. It's a large staff, about forty Royal LePage folks, Harry Pratt is the owner and they have a new office in the Wal-Mart Plaza.*

*Alixe has worked there less than two months, she is the health worker. She sanitizes the phones, door handles, wipes the keyboards and empties the recycle bins. All of the staff came to speak to her and they often introduced her to their*

*significant other.*

*After dinner the office manager asked if Alixe was staying, I told her that she had another party to go to so they changed the schedule and introduced her to the folks there and spoke about her work with them. They gave her a lovely gift of art supplies and some music, but the highlight was a Real Estate Shirt that she can wear to her job. Mr. Pratt spoke about her contribution to the office and how she is helping all of them to smile and enjoy life. We are truly thankful for this opportunity for Alixe and the wonderful people in Kemptville.*  
*Ann Hysert"*

*Submitted by: Tracey Bennett*

