

Community Options

"In every community there is work to be done. In every nation there are wounds to heal. In every heart there is the power to do it."

Marianne Williamson

As we say goodbye to another year, I am compelled to look back at the successes we all shared in 2010. I am honored to be part of such an effective and committed team of professionals dedicated to effect positive change in our community our organization and each other.

As important but not so prevalent is another team that works tirelessly quite often in the background and not nearly celebrated enough. They are driving change, acceptance and inclusion in our community. My hat

is off to our dedicated volunteers, supporting agencies and local partners who are working in unison to achieve our vision of an inclusive and accepting society. I would like to take this opportunity to thank everyone from supported individuals to students to community organizations who have taken time out of their lives and donated it in the form of volunteerism. I bid a fond farewell to our students who have completed their time with us and welcome the volunteers who have recently joined us. I look forward to a new year of new successes and great partnerships with our ever growing community.

Submitted by: Marcus Dickie



Quality Assurance

Quality means "a cut above, a degree of excellence". Community Living North Grenville has always been committed to providing services that are of the best quality. During the last four months of 2010, we underwent a survey with CARF that put our organization under a microscope. After three days of questions and observations, CARF determined that Community Living North Grenville "has created a service environment that is centered on the quality of work that it provides to persons served and other stakeholders". In other words, we are **GREAT!**

Community Living North Grenville is now in the process of making sure that everyone who receives a service from us, volunteers for us, or who works for us will be involved in training that makes people aware of

their rights, and how to report abuse. This training is important, especially for people receiving services. If you know and understand your rights and responsibilities then abuse is less likely to happen. Collecting data has become important to making sure that we are doing a good job. Community Living North Grenville received a Trillium Grant to cover the cost of an Employee Management and Staff Scheduling system called ComVida. ComVida will make it easier for us to complete scheduling, administer payroll and to keep an up to date client database. Within this database we will be able to pull specific reports and allow us to track goals and outcomes, which is what CARF is looking for.

Submitted by: Jackie Ritskes

Anyone wishing to include an article in the September 2011 issue of "Community Living Connections" may forward their submissions to Tanya Gray. tgray@communitylivingnorthgrenville.ca



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Community Living Connections

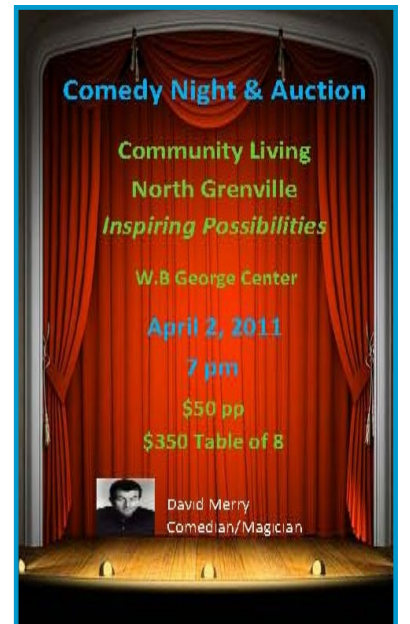
COMEDY NIGHT & AUCTION

Mark Saturday April 2nd 2011 on your calendar!

Community Living North Grenville is hosting a Comedy Night & Auction presented by Harry Pratt Royal LePage Gale Real Estate. Come and join us for a night of pure entertainment by Canadian comedian/magician David Merry. David was voted best Variety Performer on the Northeast Corporate Entertainment Awards and was nominated for the Best One Man Show from the Canadian Comedy Awards in 2004. There will also be a live and silent auction with many items to bid on. This wonderful event will be held at the WB George Center in Kemptville. Cocktails begin at 7 pm with the entertainment starting later in the evening.

Tickets are \$50 per person or you can purchase a table of eight for \$350. Tickets can be purchased at our office (2830 County Rd 43) or at the Scotiabank in Kemptville.

We are looking for donations for the live or silent auction. If you are willing to donate or to purchase tickets please contact Tracey Bennett at 613-258-7177 ext 136 or email at: tbennett@communitylivingnorthgrenville.ca



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".

This Issue ...

- * From the E.D.'s Desk
- * What I Know For Sure
- * How To Be A Good Employee
- * Here Comes The...

See inside for more!

CARF

On November 25th 2010 CARF International announced that Community Living North Grenville had been accredited for three years for our Community Housing, Community Transition Services, Community Integration, Respite Services and Supported Living Programs.

A special thank you to Jackie Ritskes and Nancy Fischer for spearheading our journey, their hard work and countless hours of preparation are greatly appreciated!

The CARF girls are seen here cutting a congratulatory cake at our Christmas celebration.



A Refresher.....

I sat in front of my computer bright and early on a Thursday morning looking for some sort of divine inspiration. Over the past week the administration staff members have been struggling to play catch up. So, as usual my newsletter submission fell to the bottom of the "to-do" list.

The I remembered something I read last night on Dave Hingsburger's blog

<http://davehingsburger.blogspot.com>

"Rolling around in my head" and I decided to share some of it with all of you. Some days we get lost in the busy work and we forget what is really important.

Enjoy.

Thursday January 13
Revitalization (an excerpt)

As a service agency that serves people with intellectual disabilities I think we have to constantly strive to remember that the people we serve all have very significant disabilities. Even those who live in SIL and those who hold down regular jobs. Intellectual disability is the most "disabling" of all disabilities as it affects cognitive life, communication, processing, learning. We can become so comfortable with "difference" that we don't notice it and if we don't notice it and we don't accommodate for it. Let's remember that part of our job is to make the world easier for those we provide service to...ask some questions...

1) when a change happens do we take the time to explain to all individuals so they don't face unexpected situations

2) do we ensure that we use plain language and are we careful when

we give instructions or state expectations

3) do we make sure that we use positive reinforcement to ensure that people know we appreciate how hard people are trying

4) do we remain patient when people are struggling

5) do we resist "soft labels" like "stubborn" or "attention seeker" and instead of understand the impact of a person's disability

6) do we take time to learn how each individual's disability impacts their learning and understanding, do we know their strengths so that we can teach them how to best use what they have

7) do we remember that people with disabilities don't get up at night and plan how to frustrate us...our frustration is mostly because someone is frustrated themselves

8) do we look for additional stresses when we see someone lose skills or suddenly stop doing what they used to

9) do we make use of classes like anger management and self esteem so that members can learn skills and strategies regarding their disability and the frustrations they face

10) do we remember that our "job" is understanding and support and that the best tool we have is empathy.

I've always thought that one of the most important hallmarks of a healthy organization is the ability and the willingness to reflect and honestly evaluate current practices. I think it's really easy to forget that human services need, primarily, to be humane. And for humanity to be the focus, honest and regular reflection is important.

Submitted by: Debbi Tryon



Bianca and Mary Ellen volunteered their time to help out the Kettle Drive for the Salvation Army at Food Basics.

Here Comes The

In the first week of December, 2010 my oldest son Craig proposed marriage to his girlfriend. Stephen and I are happy for the bride and groom to be, and certainly are prepared to help them organize their special day any way possible. When I shared this news with people throughout our day services, I soon discovered I had my own support team prepared to help organize me for the wedding day. Shirley and Penny have already started leafing through Sears Catalogues to find my 'wedding dress'. Gloria is searching for some sparkly jewelry for me to wear, and insists I buy some lipstick. Susie knows of a great place that can do my hair and nails (perhaps she noticed my grey hair and lack of nails!). Josh is focusing on what Craig and Steve will wear. Colleen wanted to know who was going to take the pictures. Barry

and Mary Ellen congratulated me when I told them the news, Chris literally jumped for joy, and George gave me a look that said "why are you telling me, I am not paying for it." My support team is huge and provides me with regular input and ideas. Doug has my back, it's an off year for the Olympics so he told me I can count on him.

The supports I have are incredible. The outcome: when people are informed, people feel valued, people are creative, and people want to be included. Almost every day members of my support team have little conversations here and there about progress on the wedding plans. I am not sure what the final result of my outfit will be or what all the steps will be to get to the end, but I do know we will have lots of fun on the journey.

Submitted by: Brenda Dillabough

Leadership Development Project

On Thursday December 16, 2010 Captain Simon Downey-Salvation Army, Ted, Matt, Nancy and myself went to Brockville to begin a project with other associations.

This Leadership Development Project is a six month project and we are going to meet every month and talk about different topics such as how to make our communities better and more accessible with people that may have a disability.

We met a lot of people from different Community Living's in our region. They all have a purpose to come to these meetings. Our purpose for these meetings is how can we make our Association better for everyone, for jobs, housing and how can we

make life a little simpler for people with a disability.

In the end when we complete this project we will have some ideas and good information that we can bring to our Association to make it simpler, more accessible and more user friendly. I might discuss this project with our People's First North Grenville committee in the future. We are all looking forward to the meetings with special guests.

I hope you enjoyed reading this. If you have any questions feel free to contact the Resource Centre at 258-7177 or myself at 258-5732 or wheels_87@hotmail.com

Submitted by: Jason Payne



How To Be A Good Employee

Most of us spend the majority of our waking hours working, whether at home, school or in the workplace. No matter what our occupation we want to do our work well and with integrity. What might that look like? I would like to suggest three principles for consideration.

1) **Value your job and the people that you provide service for.** Work hard to provide value both to your employer and the people you serve. Do your best with the resources under your care. Arrive early at work and at meetings, be organized and listen attentively. Offer help, take initiative, make suggestions. Make your word reliable and dependable. Do what you say you will do, and do it well in a timely, cost effective way.

2) **Love your neighbor as yourself.** Take a sincere interest in your coworkers; have concern for their lives outside of work. Be considerate. Honor others. Look for the good in them and encourage them. Provide St Benedict's antidote to grumbling by

cultivating a courageous cheerfulness, "modeling even in difficult situations, an infectious and exemplary elan...an orientation which sees a situation with different eyes." (St. Benedict: A Rule of Beginners, New City Press, 1993). Avoid gossip and negative speech. Instead, with a view toward problem solving offer "dignified good humor" and an "upbeat word". Remember that "your coworkers will quickly realize whether that smile of yours is rooted in real cheerfulness or only something you picked up at a seminar on management tools. Real fruit always grows quietly as it ripens."

3) **Be good ambassadors, so your daily lives will win the respect of others.** Ambassadors are above all, diplomatic. Be the first to acknowledge your mistakes, apologize, ask for forgiveness, make amends. Come to work with enthusiasm, and joy. Stand up for what's right. Demonstrate honesty and other core values.

Submitted by: Jackie Ritskes

Health & Safety

A new year brings many new beginnings, endless possibilities and *compliance checks*. We have all received Quality Assurance Training as required by MCSS. One of the items within that training package is changes to compliance checks. These annual inspections will now be applied to all of our living and work environments, meaning that our Merrickville and Kemptville day service locations will fall under this requirement. At the end the day when you combine these two legislations it means we should be prepared to complete all inspections by mid to late February. I believe our living and work environments are

safe and healthy, we need to make sure we are all confident knowing how our resources operate in each environment, what the function of those resources are, and that they are in good working order. As a staff if you do not know what your building resources are; or if you do not know what the function of those resources are; or if you know that a resource is not in good working order, it is your responsibility to report it to your location supervisor. Safety is every ones responsibility. Please contact Lori Carty or Brenda Dillabough if you have any questions.

Submitted by: Brenda Dillabough

WOW!

\$760 was raised this year for the Wish Tree through our Annual Silent Auction.

Children in our community received gifts this Christmas because of your generosity.

Thank you to everyone who donated and bid on items.



From the E.D.'s Desk

I would first like to wish everyone a very happy New Year. Life at Community Living North Grenville has been extremely busy and often stressful but also very positive since our last report (September). I would like to thank everyone for their patience and understanding.

As reported in September we held our strategic planning day on October 2. The day was well attended by representatives from the Board, staff, families, advocates and persons served. A copy of the strategic plan was mailed to all participants and family members unable to attend. A copy is posted on our website at www.communitylivingnorthgrenville.ca.

The Board of Directors will follow up on the recommendations and establish a financial plan to address those recommendations. On October 18, 19 and 20th, Community Living North Grenville went through CARF accreditation. Accreditation is voluntary in Ontario, Community Living North Grenville felt it was timely and prudent to undergo this process to validate the work we do and to move forward as a strong organization. We will face many future challenges as funding becomes scarcer and demands for services increase. In early December we received word from CARF that we had been accredited for three years for all "services and programs". This is the highest accreditation awarded by CARF. I thank everyone for their contribution and participation, particularly Jackie Ritskes and Nancy Fisher who guided us through the process.

We received some partnership renewal funding for the replacement of the flooring at the resource centre

to replace the flooring that contained asbestos, as well as funding to pave the driveway at Kimberly Ave. We also received some Social Housing Retrofit Funding to replace some flooring at the VanBuren home, upstairs and in the crawl space

The Ministry of Community and Social Services rolled out Regulation 299/10 of the New Services and Supports to promote the Social Inclusion of Persons with a Developmental Disabilities Act – 2008. This regulation establishes compliance requirements for Quality Assurance in our sector. While Community Living North Grenville has policies in place that address this regulation we found it necessary to make a few changes, particularly to our Abuse Reporting policies. We were also required on very short notice by the Ministry to train all staff, Board members and volunteers in regards to this regulation. We are concerned with the lack of respect the Ministry provided local organizations in regards to the short time frame for training, (three weeks prior to Christmas).

A training package for persons served is to be made available early in January. There is also considerable concern with the new reporting protocol. In the past when an allegation of abuse or neglect was made we first did an internal investigation to determine the validity. If we felt there was sufficient evidence we would call the police to conduct a criminal investigation. We now are required to report any allegation or suspicion of abuse to the police first, and cannot conduct *Continued on next page...*



A special Thank You to Trevor Philip Harris for allowing us to use one of his photographs to be featured as our Christmas card this year.

Continued from the E.D's Desk

an internal investigation until the police complete theirs. While we have long advocated for protection for vulnerable people served to live safe and healthy lives, we do not want to overburden the local police nor compromise our relationships with families or people served. This regulation and others to follow further regulate the work we do. We do not want to see our sector driven back in time to an institutionalized mindset or a health care model. To include people we serve in the community on a very individualized basis we need flexibility to do our work and the ability to take some managed risk. There is a fine line between protection and managed risk. Without some risk none of us would have the opportunity to realize our dreams and aspirations. The importance of having the right to "fall down" is having people around you that care enough to help you up and learn from the experience. Those people are found in the community, not in institutionalized environments. We need to move forward with caution so people we serve are not

caught up in such a web of bureaucracy that they can never realize their goals and aspirations. We did not receive accreditation solely on the policies and procedures we have in place but also because of the success we have in including people served in the community, and providing support environments that are safe and respectful. That will always remain our goal. The Ministry of Community and Social Services announced the awarding of the newly formed Application Entity for the Southeast Regional office through a "Request for Proposals" process. The application entity will be operated through Extend-A-Family in Kingston. This is the same organization that manages the current Regional Access Data base which makes it a natural transition to take on this additional responsibility. This will take effect July 1, 2011 at which time all new referrals for developmental services will go through this application process. They will do assessments, intake and determine eligibility for our services.



Santa paid us a visit during our Community Living Celebrates Christmas Celebration on December 16.

Employment News

Employment Services at Community Living North Grenville assists individuals with a disabilities in finding and keeping paid employment. Do you know of a Kemptville employer who needs to find someone to fill a position? If so, please give them our contact information or call us at 613-258-7177 ext. 136. Check out the profiles of some of the paid positions we are looking for:

- * Alixe would like to work in an office helping with shredding
 - * Crystal has experience as a receptionist
 - * Brian would like to work full time as a cleaner
 - * Matthew would like to work in retail store stocking shelves
- Please contact me if you can help or know someone who would lend a hand.

Submitted by: Tracey Bennett

What I Know For Sure

I was born in 1961. If I do the math, this year I will be thirty something-something. For those of you who actually did the math, that IS thirty something-something. So as I think of this "thirty something-something" milestone, I reviewed my life's goals that I set in my 20's. Have I done those carved in stone agenda items that I thought I would? Nope. And I couldn't be happier!

I AM doing what I want to do and I am where I want to be in this milestone year. I am surrounded everyday by people who have morals, integrity, ethics, who know how to laugh, who support amazing people with positive attitudes and great ideas. We listen and learn from each other. We are a "Work Family". In my 20's that wasn't a goal ~ silly me. Back then it was more important to get what I wanted. Now that I am going to be thirty something-something, I am proud and secure to say I have all that I need. Supportive friends and family who know how to laugh. That would be the most important. I have written that in previous newsletters too ~ *listen to the laughter.*

What I have learned is so much more important than agenda items on my life goal list. When I hear words of inspiration or encouragement, I write them down.

- * "Let your hopes, not your hurts, shape your future."
 - * "When someone wants you to help, don't say no ~ say "what time?"
 - * "Spectacular achievement is always preceded by unspectacular preparation."
 - * "If you do what you've always done, you'll get what you've always gotten."
 - * "I look to the future because that is where I'm going to spend the rest of my life."
 - * "Press on. Obstacles are seldom the same size tomorrow as they are today."
 - * "One honest voice is louder than a crowd."
 - * "I know God will not give me anything I can't handle. I just wish he didn't trust me so much."
 - * "If you are able to be yourself, then you have no competition."
- We offer choices and opportunities to the people we support. We choose our own goals too. In the end, what I know for sure is that making someone happy and being happy is what's important. That is what I have learned in my thirty something-something years.

Submitted by: Kathy Botham



Thank you to everyone who participated in Strategic Planning on October 2, 2010. Your input is helping us to shape the coming years for our organization.

