

# horizon newsletter



A quarterly newsletter for Ongwanada's families, staff, volunteers, and Home Share providers.

Fall 2015



support respect **choices**

## Electronic Client Information Management System (eCIMS): It's coming!

To readers unaware of eCIMS, it stands for electronic client information management system and is essentially the electronic file we are putting in place of the paper file for each individual supported within Ongwanada.

It was a busy summer for Ongwanada in preparation for the first phase of eCIMS which began in September with hopes of completion in January 2016.

Preparation included cable being installed in all community residences to improve the speed of internet access, as well as installing new desktop computers and firewall hardware into the homes and day program areas. As well, NucleusLabs, Ongwanada's eCIMS vendor, spent August 12 and 13 on site at Ongwanada reviewing the organization's current client databases and related information in order to develop a plan to upload these data into their system.

As this is a big change for the organization, the eCIMS Advisory Committee, led by Clinical Records Supervisor, Shelley Gelineau, has also been preparing by communicating diligently with staff, especially residential and day program staff who will be impacted most in the first phase.

"eCIMS is capable of really benefiting not only the individuals we support by ensuring that all of their records are consistent across the organization in one central, secure location, but also for our staff who will be provided with a efficient method of getting the client information

they need to do their job," says Nicole Cooper, Communications and Change Management Coordinator. "So it is very important that we not only project manage, but we need to change manage as well and that means opening two-way communication between the eCIMS project team and the staff that will be using the system."

Cooper did this in early September

by traveling to all community residences and day programs to have a chat about eCIMS. The exercise provided staff with the opportunity to hear more about eCIMS face-to-face and to give their feedback on it. "The information received during these chats with staff provided the Advisory Committee with great feedback and questions," explains

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## Ongwanada's Vision 2020 brought to life with 2015-2016 Operating Plan

In June at Ongwanada's Annual General Meeting, the organization announced its five-year Strategic Plan entitled Vision 2020: Building Capacity and Moving Forward with a Person-Centred Approach. Since it's June release, an Operating Plan has been created as the link between the Strategic Plan and the daily activities of the organization. Essentially, the Operating Plan takes the broad strategic plan directions and breaks them into concrete, short-term objectives that include timelines, a person responsible, and metrics to assess progress towards strategic directions.

Each of the four strategic directions has its own objectives, some of which have already been implemented as Ongwanada runs as a fiscal year of April – March and has goals to reach before year end. Ex-

amples of these objectives include:

- Researching person-centred training models to make recommendations for model adoption;
- Implement an electronic client information management system (eCIMS);
- Identify, review, and re-align business flow as it relates to client intake and admission/discharge processes; and,
- Create an internal IT department.

As some objectives are still being discussed internally, the full Operating Plan including all objectives for 2015-2016 will be made public on Ongwanada's website upon final approval. Be sure to check it out to see what Ongwanada plans to do as it brings Vision 2020 to life.

You can find *Vision 2020* on Ongwanada's website today.



## Improved Security at Resource Centre, Balsam Grove, and Crescent Centre

Please be advised that as of Wednesday, September 9, 2015, Ongwanada's Resource Centre has a new proximity card access system for improved security.

The doors located at the administrative wing and professional wing will only be accessible using an assigned proximity access card. The main entrance and pharmacy entrance (lower level) will still be accessible to all.

Access cards were distributed in August to designated employees and volunteers.

We understand that this may cause some inconvenience to those who access the building from the side entrances and we appreciate your patience and understanding of the new security measure. This initiative is to improve the safety and security of our buildings and facilities.

In addition cameras were installed at the Resource Centre, as well as the Balsam and Crescent Centres, in response to a recent history of vandalism and theft during the evenings and weekends and was installed in order to provide a safe and secure environment for all who use our fa-

cilities (OHSA, R.S.O 1990, C.o. Bill 168).

There have also been parking signage put up at the Resource Centre as parking is limited and is required for staff, volunteers, individuals we

support and those trying to access Ongwanada's public services.

If you have any questions or concerns, please contact Mary-Lynn Huff at mhuff@ongwanada.com or 613.548.4419 ext. 1137.

## Recognition Tea: Staff recognized for years of service



*Recognition Pin recipients (left to right): Dave Hagerman, Julie Carriere, Wade Durling (Executive Director/pin presenter), Vicki MacDonald, Melanie Hull, Shannon Moore, Abe Cardoso, Michael Dominik, Lori McNichols, and Janice Spencer*

On Wednesday, September 16, Ongwanada recognized 21 staff and volunteers for their length of service with the organization. Staff who have been with Ongwanada for 10, 15, and 20 years received recognition pins as a thank you for their devotion and commitment to Ongwanada's clients and the organization as a whole.

### TEN YEAR PINS

Jenny Morris  
Michael Dominik  
Melanie Hull  
Lynn Kew  
Chris McKinnon  
Lori McNichols  
David Hagerman  
Pamela Weese

### FIFTEEN YEAR PINS

Julie Carriere  
Claire Renshaw  
Jennifer Sivilotti  
Carl Yates  
Marvyn San Pedro  
Janice Spencer  
Shannon Moore  
Abe Cardoso  
Vicki MacDonald

### TWENTY YEAR PINS

Charmaine Wood  
Deborah Dowling  
Darlene Ruttan  
Penny Haughton

Congratulations and thank you to the recognized staff.

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## Nine new staff join the Quarter-Century Club while one staff is recognized for 40 years of service



Four of the nine new Quarter-Century Club members pictured above. From left to right: Karen Menzies, Cara Laselle, Barbara Rowe-Mack, and Jayne Gibson

On Tuesday, September 29, 2015, Ongwanada held its 31st Annual Quarter-Century luncheon at the Portsmouth Olympic Harbour to honour nine new members for 25 years of service.

“It’s incredible to come to an organization and discover this kind of loyalty and dedication when we live in a society when more and more people move from organization to organization throughout their careers,” says Wade Durling, speaking as Executive Director at his first Quarter-Century Luncheon.

The new members are:

Scott Beatty, Jayne Gibson, Cara Lacelle, Carole Magill, Karen Menzies, Diana Reid, Barbara Rowe-Mack, Patsy Skinner, and Julie Chandler-Tennant.

“All nine of the new members have put Ongwanada’s clients first for 25 years, but today, we would like to

put them first as we recognize their contributions to this organization,” said Allan Twohey, Board of Governors President.

The event also honoured those who have been with Ongwanada for 30, 35, and 40 years:

30 years: Cindy Chappell, Sheryl Gates, Brenda McDonald, Adam Pilszak, Trudy Rawding, Cheryl Scrivens, and Kirk Sudds

35 years: Beth Bentley, Dwight Boyce, Fred Harmsen, Peter Horrocks, Debbie Moore, and Rosana Wallace

40 years: Norma Loder

The event also took time to recognize recent retiree, Dr. Fenton Weston, who served as Ongwanada’s Chief of Medicine for almost 40 years.

Congratulations to everyone!

## Community Networks of Specialized Care: Justice Video Project



Constable Connor acts out a scenario with Elena Young from Ongwanada

In an effort to raise awareness around Developmental Services, Crescent Centre was asked by the Community Network of Specialized Care to take part in the development of a training video for individuals working in the Criminal Justice System. As part of this proposal, four Crescent participants were chosen, and were paid for acting out the scripted scenarios. Also, one VLSI (Vocational Life Skills Instructor) participated in this video project and supported the clients through the process.

OMNI television, out of Toronto, is producing the video and there is a script writer attached to the project, as well. Our clients’ role was to learn the scripts and then act out the scenarios during filming that took place in September.

Crescent Centre is very proud and appreciative at being afforded this great opportunity. The chosen actors really enjoyed themselves and are happy to play a small role in raising awareness of Developmental Disabilities within the Criminal Justice System.

## Remembering Eileen Sinclair



On Friday, July 31, 2015, Ongwanada board members and staff joined friends and family of the late Eileen Sinclair in the Joseph Dominik Sensory Garden for a Dedication Ceremony in her memory. A beautiful new red bench in her name now sits in the garden.

Eileen was a board member at Ongwanada for 28 years, two of which she held the position as the first female Board of Governors president. “Eileen was an active member and leader in her community,” said Jan Spencer, past Board President and current Board member, at the Dedication Ceremony. “We are very aware of her role at Ongwanada, but she was also an active lifetime member of the Sydenham Street United Church, proud Cataraqui Golf and Country Club member, and an overall outstanding volunteer in her community.”

The ceremony also included kind words from Ongwanada’s current Board president, Allan Twohey.

“I, myself, didn’t know Eileen personally, but have always known of her and of the work she had done with Ongwanada,” said Twohey. “She truly was an extraordinary kind of person and I feel this bench, surrounded by this beautiful garden, is the perfect place for her memory.”

Thank you to Donna Cherry, Monika Cook, Alastair Lamb, Kate Bearman, Sophie Chalk, and the housekeeping and maintenance staff for their work put into Eileen’s dedication.

## Sprinkler System Update

Ontario Fire Marshall regulations for Care Occupancy buildings, which include Ongwanada’s residential homes, requires that sprinkler systems be installed in each of them by the end of December 2018. In order to comply with this regulation, a sprinkler system was installed at the McKeown Community Residence. In addition, we recently received funding from the Ministry of Community and Social Services for the installation of sprinkler systems in five additional community residences - Henry, Montreal North, Montreal South, Douglas, and Mulcaster.

An RFP for this work was issued recently and the contract was awarded to Emmons and Mitchell. Work on these residences started in September. Once complete, there will be eight residential homes remaining that require sprinkler systems installed before the December 2018 deadline.

## AODA Celebrates 10 Years of Action

Learn more at [ontario.ca/AccessON](http://ontario.ca/AccessON)



## Client Stories

### Summer Adventures

On July 18, Leo Doucett was very excited to be going to Brockville. He went out for dinner then headed to the Brockville Speedway to watch the stock car races. He thought the drivers must be crazy to do something so dangerous. He did enjoy them very much and chose to stay until all the races were over. His favourite cars to watch were the sprint cars. He liked how fast they went and said they looked like toy cars.



On July 23, Marian Ircha headed out to Brockville. She went to see the tributes for Abba and Cher. Marian sang along to almost every song. She had huge smiles throughout the show.



On July 24, Wendy and Darlene from Mowat headed to Robinson to pick up Sue and a client for a girls get away at Beaver Lake. We all enjoyed Denny's for lunch once we got to the cottage. The ladies did some crafts while out on the deck soaking up the view before dinner. Later in the evening we had a

bonfire and roasted marshmallows. We had some visitors come out on Saturday which made for a full day. Wendy and Sue enjoyed a quiet evening watching the Blue Jays. Then on Sunday we did a few more crafts and left them as gifts for the owners of the cottage. It was a great weekend and we look forward to going back next year.



On August 9, Leo Doucett and Amy went to the cottage on Beaver Lake for three days. Leo spent most of his time relaxing on the deck. He liked watching the boats and the ducks. Amy spent her time walking around and gathering sticks for the fire. Leo had his first ever roasted marshmallow! He made quite a mess and decided he would stop at one because they were just too sticky for him. Amy loved the marshmallows and loved the mess she made with them, too. Amy also did some crafts on the deck. It rained our second night, so we all spent the night inside listening to music and talking. Leo can't wait to go back again next year.

### Grovesnor's Picnic in the park

Early on Sunday, August 16, the staff and clients from Grovesnor Community Residence decided to have an impromptu picnic.

They loaded up the bus and struck off to Wilton to pick up some curds to have with their lunch. Everyone enjoyed a leisurely country side drive on the way to Wilton.

They then made their way to the lakeshore park near Bath where they all enjoyed sandwiches, juice, and a treat. There were sail boats, seadoos, and an airplane to watch while they enjoyed the beautiful weather.

It was a lovely summer day for the group.

### James St. clients enjoy a night at the Ottawa Blues Festival

On July 16, staff members, Julie Tennant and Jennifer Regan, took two James Street clients for an evening of music at the Ottawa Blues Festival. They arrived early in Ottawa and had the opportunity to enjoy a meal in Ottawa.

This being the second year that clients have attended the Festival, they were familiar with the venue and the parking requirements specific for Non-Ambulatory vehicles (which had been an issue last year). The group were provided with excellent seating for the venue and the Festival Staff were very accommodating in assisting the clients.

Everyone enjoyed a number of performers. Headliner, Keith Urban, was the musician who everyone had come to see and he did not disappoint the appreciative audience.

An evening enjoyed by all who attended.

### Wilson's trip to Rescue Petting Zoo

In August the staff and clients at Wilson Community Residence planned an outing to an animal rescue farm. Land O'Lakes Rescue Petting Farm is a non-profit family run rescue located in Cloyne, Ontario. This family, for the past nine years, has devoted their lives and money to save abused and neglected farm animals. It is their "forever home".

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## Operating Plan Action: Changes to IT Services

As has been recently communicated, Ongwanada has made the strategic decision to terminate its current Information Technology service contract with Cantech and establish its own Information Technology department.

The first stage of this changeover involved recruiting a Department Supervisor/Systems Administrator and a Helpdesk/Technical Support Specialist.

Ongwanada is pleased to inform you that, after a competitive search process, Mr. Tom Walker has accepted an offer of the position of Systems Administrator and Mr. Malcolm Cox has accepted an offer of the position of Helpdesk/Technical Support Specialist. Their official start date as Ongwanada employees will be determined as part of the transition of services from Cantech to Ongwanada IT and will be communicated at a future date.

Tom and Malcom are no strangers to Ongwanada having supported the organization as part of Cantech's team for a number of years. The organization is delighted to have them become part of the Ongwanada team and would ask you to join me in formally welcoming them to Ongwanada.

Sincere appreciation is extended to CanTech for more than 15 years of support to Ongwanada and for its agreement to work in transition with Ongwanada through this change.

## Ongwanada's Cafeteria has a new, improved menu for you

It's an exciting time in Nutrition Services at Ongwanada with the announcement of a new, healthy menu, as well as an hour change.

### New Menu:

**Burger Tuesdays:** Ever tried roasted red peppers and brie cheese on a Chicken Patty, or mushrooms, bbq sauce and Monterey jack on a Slider?

**Signature Sandwich Fridays:** How about a Grilled club house on fresh Italian bread or a Sweet Heat Turkey & Cheddar Panini?

Every third Wednesday, you'll find our pizzas have some exciting toppings.

We feature different breads, buns, cold sandwiches, grilled sandwiches, wraps and some wonderful new soups. The variety of salads will surprise you.

The menu changes weekly.

Please visit us daily between 8:00am -3:30pm or stop in for lunch between 11:30 a.m. - 1:00 p.m. (now open earlier for lunch.

## Wilson's trip to Rescue Petting Zoo

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They provide children and adults a fun and educational farm experience, also allowing them to feed the animals fresh cut up carrots and pet the animals.



The owner was amazing with the Wilson group. He was kind and caring and really wanted to make sure the kids all had a great time and were able to meet each individual animal and tell the story of how the animals came to the farm. They have donkeys, cows, pigs, turkeys, horses, miniature horses, ducks, chickens, goats, and lamas. The animals loved the company and especially loved all of the carrots!

Before leaving the animal farm the owner asked each of us if we could spread the word about their rescue petting farm since many people are unaware of it, they can be found on Facebook as well. Sadly, they are in danger of closing.

If you get a chance, be sure to check out this wonderful place!

## eCIMS: It's coming!

*continued from page 1*

Cooper. "And to ensure that all staff receive the same information, the Advisory Committee created a FAQ (Frequently Asked Question) sheet to help with understanding eCIMS and what it means at Ongwanada."

As Ongwanada goes through the process of implementing eCIMS,

the organization will keep you aware of what is happening and what it means for the people we support. The next few years will prove to be a challenging and exciting time as it transitions from a heavily paper-based environment to an electronic one for client information.

Stay tuned!

horizon  
newsletter

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**Editor:** Nicole Cooper  
ncooper@ongwanada.com

**Newsletter mailing team:**  
Skills and Training Area

**Mailing Address:**  
The Editor, Ongwanada Horizon,  
191 Portsmouth Avenue  
Kingston, ON K7M 8A6  
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**Our mission**  
Ongwanada is dedicated to supporting people with developmental disabilities, with a special focus on those with complex needs and their families so they can lead full lives, effectively supported in their communities.

**Vision 2020**  
By 2020, Ongwanada will be a leading, clinically focused regional resource for Eastern Ontario, recognized for its person-centred approach to services.

Consistent with a servant leadership philosophy, it will be a pro-active partner in building community capacity and providing specialized regional resources to enable individuals with developmental disabilities, including those with complex needs, to thrive within their communities.

**Next edition:** January 2016



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## United Way Fall BBQ with music!



*(Photos from top left clockwise): Rachel Brace and Malcolm Cox; Maureen Hughson, Paula Smith, and Lori Burt; Pete Fowler and Matt Sinclair; and Keny Wagar performs piano throughout the BBQ in the Atrium.*

The United Way Fall BBQ and Bake Sale was held on Wednesday, September 23 at Ongwanada's Resource Centre and raised \$297. Thank you to everyone who came out to support United Way.

Ongwanada's website received a face lift. Go to [www.ongwanada.com](http://www.ongwanada.com) to check out the new look today!

