

# horizon newsletter



Ongwanada

Fall 2016

A quarterly newsletter for Ongwanada's families, partners, and the community.



support respect choices

## Ongwanada shows progress towards *Vision 2020* in 2016-2017 Operating Plan

Ongwanada is now in its second fiscal year since launching *Vision 2020: Strategic Plan 2015-2020* and we're proud to announce that the new Operating Plan shows the organization is on pace to achieving its goals by 2020.

The new 2016-2017 Operating Plan outlines new annual objectives along with measurable indicators to show yearly progress towards the five-year goal.

With the exception of creating a corporate filing system and developing key indicators and metrics to measure organizational performance, Ongwanada has completed all objectives outlined in the previous fiscal year operating plan. However, both of these objectives are well into development.

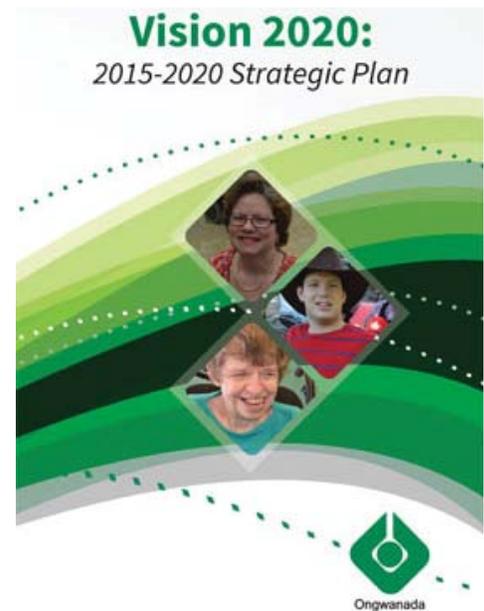
This past year, the organization has:

- Researched person-centred principles and retained Helen Sanderson and Associates to help deploy the person-centred thinking model;
- Ensured 40 staff received training in person-centred thinking, while six person-centred planners completed a certified two-week training course;
- Realigned senior management reporting with one manager now focused on clinical services;
- Conducted a review of Internal Clinical Services;
- Implemented a more provincial-focused workplan with Community Network of Specialized Care (CNSC);

- Developed and implemented a new home by re-purposing existing space to serve the needs of individuals with complex behavioural needs;
- Engaged in a more active role in community capacity building with our CEO participating in a number of local, regional, and provincial forums to address the needs of individuals including those with complex needs;
- Implemented an electronic client information management system (eCIMS) and deployed a stronger technology infrastructure following the creation of an internal IT department; and,
- Developed a visual representation of progress towards accomplishing *Vision 2020*.

The actions listed above will bring the organization closer to meeting its vision of being a leading clinically-focused regional resource for Eastern Ontario, recognized for its person-centred approach to services and to 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, thrive in their community.

An Operating Plan acts 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.

New objectives are outlined for this coming year and can be viewed within the 2016-2017 Operating Plan found on our website under "About Us".

You can also read the 2015-2020 Strategic Plan: *Vision 2020* in its entirety on the website at [www.ongwanada.com](http://www.ongwanada.com) or pick a copy up at the Resource Centre.

### Accreditation on-site survey visit coming soon

Ongwanada is in the final stages of preparing for the on-site visit from Accreditation Canada surveyors on December 5 - 8, 2016.

Ongwanada received Exemplary Standing in 2013.



**ACCREDITATION**  
CANADA  
Better Quality. Better Health.

## 31 individuals recognized for years of service at Recognition Event

On Wednesday, October 5, staff, Board members, family, and friends gathered in the ORC auditorium to recognize 31 staff members for their years of service. Eleven employees were recognized for 10 years and 20 for 15 years.

CEO Wade Durling spoke to the crowd about how much has changed in the last 15 years in our sector and how those being recognized have impacted the change. "Since coming to Ongwanada, you have seen significant changes within our sector such as legislative change and the closures of institutions...but through it all, one thing has remained consistent...you."

He continued to speak about how Ongwanada is a strong organization and in order to stay strong, it has actively shifted the way it operates to stay on pace with the transforming community around us.

Board President, Allan Twohey, also spoke at the event as he pointed out the important role staff play on bringing Ongwanada's *Vision 2020* to light, "You are essentially symbols of our vision...because you, along with your colleagues, are making that vision a reality. From person-centred thinking to social



*From left to right: Allan Twohey (Board president), Adam Hart, Erlinda McCann, Kimberley Mansey-Walker, Ronna Dillon, Kevin Shogren, Heather Lochhead, and Wade Durling (CEO)*

inclusion, you are taking your years of experience and expertise and transforming yourself to work with the new sector's mandate and focus more than ever on those we care for with a community mindset. Your ability to transform is what makes this organization so great and we need you to continue all of your wonderful work."

Although not all staff being recognized were able to attend, we want to bring attention to them now:

### **10 Years of Service recipients:**

Adam Hart, Heather Lochhead, Kimberley Mansey-Walker, Sarah

Baker, Marvar Ballantyne, Elizabeth Emerson, Jocelyn Fleet, Barry Howarth, Candace Lutz, Shawn Wales, and Suzan Wooldridge

### **15 Years of Service recipients:**

Ronna Dillon, Erlinda McCann, Kevin Shogren, Belen Alvarez, Victoria Baker, Jackie Boyce, Joyce Brown, Sharon Charbonneau, Li-ane De La Roche, Tammy Duphney, Pattie Gillies, Jean Hutchinson, Jacquelyn Jackson, Elizabeth Kelly, Rebecca Lees, Michelle Polk, Amey Simkins, Joy Sullivan, Charlotte Wales

Congratulations!

### **NEW Staff announcement: Angela Sweeney, Supervisor, ORC Day Program**



In August, Residential and Community Services welcomed Angela Sweeney as the new Supervisor of the ORC Day Program.

Angela has prior experience with Ongwanada working as an After-Hours Supervisor and Community Services Supervisor, ORC Day Program. Following a year of maternity leave, Angela is busy reacquainting herself with the Community Services Supervisory role and responsibilities after successfully launching the new program year on September 12.

## Three new people inducted into Quarter-Century Club

On October 19, Ongwanada held its 32nd Annual Quarter-Century luncheon at the Portsmouth Olympic Harbour to honour three new members for 25 years of service.

“Today, we thank you... not only for your loyalty and dedication to Ongwanada, but for the positive impact you have ... whether you are aware of it or not. You see, you are all very important people – you are ambassadors!” says Allan Twohey, Board of Governors President.

The new members being recognized for 25 years of service and acting as ambassadors were Sharon Clement, Micah Halladay, and Amy Stanton.

Twohey continued to describe the simple way in which Ongwanada’s long-time staff have been ambassadors for 25 plus years.

“In the simple act of conversation, when asked the question ‘Where do you work?’, you have responded with ‘Ongwanada’ for over 25 years essentially building awareness of who we are,” explains Twohey.

The annual luncheon also involved some words of encouragement and appreciation from CEO Wade Durling.

“We have successfully completed

one fiscal year of our Strategic Plan under the direction of the 2015-2016 Operating Plan,” said Durling, “and I’m happy to report that the new operating plan for this fiscal year shows that we have made much progress thanks to your contributions. As we continue implementing *Vision 2020*, we ask for your continued support as leaders within the organization.”

The event is important in taking time to show appreciation to loyal staff and bring attention to not only new members to the Quarter-Century Club but to others hitting milestones in their careers.

“We are also recognizing four people for 30 years of service, three for 35 years, and, incredibly, one for 40 years!” exclaimed Durling.

Those staff people were:

**30 years:** Belinda Bancroft, Mark Slade, Karen Spencer, Michele Wylie



*Congratulations to Micah Halladay and Amy Stanton, as well as Sharon Clement (not pictured), for 25 years of service*

**35 years:** Geoff Gifford, Lise Pitcher, and Jane Revell

**40 years:** Jim Whan

The event also took time to recognize recent retirees: Susan Gifford, Kemmal Kalijundic, Norma Loder, Carole Magill, Ghislaine Marcotte, Kathleen McEwen, Mike Pretsell, Marilyn Rawding, Stephen Rawding, Trudy Rawding, Diana Reid, Robert Varrette, Ruth Whiting, and Steve Wiseman.

Congratulations to everyone!

### New staff: Sarah Hanna, Occupational Therapist



Sarah Hanna is now a permanent member of the OT/PT Department. Sarah had been covering the leave of Nicole Bobbette who returned to school to pursue her PhD.

“Sarah has done an excellent job creating unique opportunities for people to participate in community activities, such as sailing and the Ongwanada baseball game,” says Ronna Dillon, Manager, Clinical Services. “Keep up the great effort Sarah. You are a treasure!”

Congratulations, Sarah!

## What's happening within the organization... Person-Centred Planning: What we've learned

In the last edition of *The Horizon*, we introduced you to person-centred thinking and planning – a priority outlined in *Vision 2020*. We wanted to provide you with an update on how Ongwanada continues to change the way it thinks and acts.

### What have we learned through training and implementing a person-centred review?

Our old way was formal and service driven, whereas, person-centred reviews explore what is happening from the person's perspective and from other peoples' perspectives. This results in outcomes and actions for person-centred change. We've



learned that the people we support enjoy this process and it shows in the results we are achieving.

We've learned that this approach fosters a spirit of willingness to participate while supporting positive

and productive outcomes. It helps people leave the meeting feeling valued for their contribution and provides everyone with an equal opportunity to contribute.

We've also learned how to use other person-centred tools such as communication charts, four plus one, and the doughnut circle. These skills, tools, and techniques were provided to our staff from Helen Sanderson Associates. If you would like to learn more, please visit <http://www.helensandersonassociates.co.uk/>.

We're changing the way we do things to provide a better experience for those we support.

### eCIMS: Fully launched

We are off and running! Our electronic client information management system (eCIMS) has been implemented and in use for eight months now and adaption by staff has been great. The feedback being provided allows Ongwanada to continue to develop the system and make it a successful and useful tool to assist in providing optimal care for the people we support.

The usage numbers indicate increased communication and better accessibility to pertinent information that is essential for decision making for the people we support and the organization.



### MCSS: Agency Compliance

The Ministry of Community and Social Services (MCSS) conducts compliance inspections of all Min-

istry-funded service agencies under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). The specific standards of care and safety requirements in which agencies are required to comply are set out in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and/or in policy directives.

Ongwanada is happy to report that MCSS completed a compliance inspection in August and the organization was found to be in full compliance.



### New Electronic Payroll System

This August, Ongwanada's Payroll department was excited to launch its environmentally-friendly electronic pay statement system.

To ensure a smooth transition from

paper to electronic pay stubs, the deployment was staggered for two pay periods with full deployment launching on September 16.

The new system has several benefits including being secure, available whenever staff need them, easy to use, detailed, and confidential.

The Payroll Department worked diligently to address feedback and issues as they arose and have been providing support to staff requiring it.



### Change to Life Share name

We announced in the last edition of *The Horizon* that the program previously known as Home Share would be renamed to Life Share, however, after some provincial deliberation, the program will now be referred to as Host Family.

## Working with our community...

### Seeing *is* believing...Ongwanada sees first-hand where United Way KFL&A funding goes



*Jim Whan, Maureen Hughson, Jessica Waller, and Kathy Doyle on the United Way tour*

On October 12, five staff members from Ongwanada boarded a City of Kingston bus for the United Way Seeing is Believing Agency Tour thinking they knew what United Way funding did in the community...they were wrong.

"I try to stay aware of different organizations in our community and what they do, but the tour showed me that there are little agencies throughout the city that are having big impact on people in our community – my eyes were truly opened on this tour," says Nicole Cooper, Co-ordinator, Communications.

As an organization that raises funds for United Way KFL&A, it was suggested that some staff take the tour to see the wide range of impact across the city. The goal was to provide education, but the result was motivation to push hard this campaign season to hit Ongwanada's goal of \$7,000.

The group visited and learned about six United Way funded programs:

- Youth Diversion Program: provides prevention and early inter-

vention programs to assist at-risk youth to make positives changes in their lives.

- Canadian National Institute for the Blind: promotes vision health and provides services for people who are blind or partially sighted to help them maintain their independence and enable active lifestyles.



*A service provider at CNIB shows examples of tools that help people with movement and independence*

- Kingston Youth Shelter: strives to make a difference in the lives of homeless youth aged 16-24 by providing safe, supportive emergency shelter in an environment that encourages their growth.
- Better Beginnings for Kingston Children: offers a multitude of supports and services for North Kingston families including parenting programs, infant/toddler

groups, child care, school readiness program, etc.

- Pathways to Education Kingston: provides high school students living within Rideau Heights and Inner Harbour neighbourhoods with support in order to stay in school and move on to post-secondary education.
- St. Vincent de Paul Society of Kingston: offers practical assistance and support to economically disadvantaged individuals and families by providing lunches five days a week (Sept – June) and free household items and clothing.

"I really enjoyed visiting all of the locations and was interested to find out that an item that St. Vincent's really needs is men's clothing...women are always donating their clothes, but because men tend to hold on to their clothes, charities like St. Vincent's don't receive as much," said Kathy Doyle, Co-Chair of Ongwanada's United Way Committee.

The other Ongwanada staff who went on the tour also walked away feeling good about where funding goes.

"To see where the funding goes, helping those in our community, was quite inspirational and humbling," says Maureen Hughson, Co-Chair of Ongwanada's United Way Committee. "Knowing that 85 per cent of the money we donate to the United Way goes directly back into the com-

*Story continued on page 7*

## Experiences of people we support...

### **Musical youth group entertain Crescent Centre**

On Wednesday July 27, a group of 50 youth and musicians from Roblin Camp volunteered their afternoon to share music at Ongwanada's Crescent Centre weekly church service.

Those at Crescent Centre enjoyed the music and those from Roblin Camp felt it was a fantastic opportunity to learn about Ongwanada.

One teenager stated, "I thought it was awesome how much the staff actually cared for the people there," while another said, "I thought it was a great experience to light up these people's days with our music - it just felt good!"

Thank you to Roblin Camp for visiting Ongwanada and sharing your music.

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### **Annual Host Family BBQ**

The Annual Host Family Summer BBQ took place on August 3 with

40 people in attendance. The afternoon was filled with fun summer activities and, of course, food.

Marlene Elliot entertained everyone with some songs and dance moves while Byron Larabie and Sherri Murray shared some kind words of appreciation to the staff and summer student for their help that day and throughout the year.

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### **Trip to Brockville for Wilson Street Kids**

This summer, a group of kids from Wilson Street went to Brockville to enjoy the new Aquarium as well as a picnic with some boat and bird watching.

The kids loved the fish!

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### **Boat Cruise and Aquarium for Mowat residents**

In July, the residents from Mowat Community Residence ventured to Brockville to enjoy a scenic boat

cruise of the Thousand Islands. After the cruise, they even fit some time in to visit the new Aquarium.

Everyone enjoyed their day trip.

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### **Planes, trains, & automobiles: Trip to New Brunswick**

This summer, Joan from Inverness travelled with staff member, Bryan Wade, to New Brunswick to attend Joan's niece's wedding. The trip was filled with experiences that Joan can't wait to experience again. Thanks to Bryan for ensuring Joan got to go on this trip.

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### **Sydenham residents go Prehistoric**

In June, the gentlemen from Sydenham got to experience quite the adventure as they traveled and enjoyed an afternoon at Prehistoric World.

The group had a blast seeing all the different exhibits and look forward to going again.

### **New staff: Yasmin Hamid, Clinical Dietitian**

Yasmin Hamid is now a member of Ongwanada's clinical team as the registered dietitian. Her strong clinical and community background provide her with a wealth of knowledge and experience as she enters this new chapter in her life.

"After completing my Undergrad and Masters in Nutrition at Guelph University, I gained experience working in long-term care, including a period at Lanark Lodge in Perth where some of the residents had developmental disabilities," says Hamid. "Most recently, I worked at KFL&A Public Health as the Public Health Dietitian."

Originally from Kingston, Hamid is happy to lay roots in her hometown as she sees this new role as a long-term career opportunity.

"I recognize I have big shoes to fill, but I pride myself on being approachable whenever assistance is needed," concludes Hamid.



horizon  
newsletter

A quarterly newsletter for Ongwanada families, friends, staff, volunteers, Board members, and Home Share providers.

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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 2017**



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## United Way Campaign: Let's raise some money for great causes!

*Story continued from page 5*

munity is even more enlightening. It's great to know that United Way KFL&A is using the funds we raise in a way that truly helps people."

To help the United Way reach its goal of \$3,451,000, Ongwanada kicked off its campaign on October 20 with its Annual Fall BBQ & Bake Sale. It will then continue raising money through payroll deduction and other activities as it works towards its goal of \$7,000.

We encourage you to learn more about the United Way at <http://www.unitedwaykfla.ca/>. Let's help them reach their goal by November 30, 2016.

## United Way Fall BBQ: Rain could not stop it



On October 20, Ongwanada staff braved the rain to hold its Annual Fall United Way BBQ. Sophie Chalk and Kate Bearman (pictured above) couldn't keep the smiles off their face as they manned the grills. Thank you to everyone who helped us kick off our campaign raising \$264.50 towards our \$7,000 goal.

## Upcoming Events

**Crescent Craft Sale:** November 17 and 18, 2016

**Auxiliary Christmas Bake Sale:** November 23, 2016

**Christmas Luncheon:** December 1, 2016