

horizon

newsletter



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

Spring 2014



support respect **choices**

2013 Volunteer of the Year Announced at Volunteer Appreciation Night



Catherine Hart receives the 2013 Volunteer of the Year award from Karen Menzies-Turner on April 9, 2014 at Volunteer Appreciation Night

On April 9, 2014, Ongwanada hosted its annual Volunteer Appreciation Night entitled “Beauty Blooms from our Garden of Volunteers”.

The greatest honour of the night went to Catherine Hart, as the 2013 Volunteer of the Year.

Catherine Hart, nominated by her Ongwanada friend, Crystal, joined the Ongwanada volunteer team in October 2011 through the Best Buddies/Queen’s University program.

For three full school/program years, Catherine has devoted herself to her Ongwanada friend. Catherine and Crystal get together very regularly to spend quality time together. They have attended Christmas church concerts, have spent a number of Friday evenings together at Kingston’s Special Olympic Bowling practices, and have enjoyed countless other special times and outings together.

Catherine graduates from Queen’s

next spring and will therefore be leaving the Kingston area.

Next year (2014/2015) will mark Catherine and Crystal’s fourth and final year together, but their friendship will continue on forever via the special memories they have created.

Catherine was nominated with two other volunteers. These nominees were Zach Walker and Raven MacLead.

Zach Walker, nominated by the Prince Charles home, joined the Ongwanada volunteer team in August 2012, just days after his fourteenth birthday. This impressive high school student is coming up on his second year of volunteering with us.

Zach has befriended a great group of guys who reside at Ongwanada’s Prince Charles Community Residence. He visits the home three out of four Sundays a month to spend leisurely time with his friends.

Raven MacLeod, nominated by staff member, Julie Rose, on behalf of his two Ongwanada friends, joined the Ongwanada volunteer team in November 2012 and has become a valued and appreciated presence at Ongwanada’s Mulcaster Community Residence.

Raven has made an incredible commitment to two individuals who reside at the home. He visits the home weekly in order to spend time with his two friends, and provides them both one-to-one time. In his extremely gentle manner, Raven reads to and visits with both friends. In the nicer weather, Raven is happy to get his friends out for walks to enjoy the fresh air and sounds of nature.

Another group of individuals were recognized at the event for five years of service: David Hardie, Ashley Kekkas, and Donna Cherry. Congratulations to Catherine, the nominees, and all of those recognized for their years of service.

As well, a special thank you to Paula Smith, Volunteer Services Coordinator, for organizing such a wonderful event.

Annual Strawberry Social
Wednesday, June 25, 2014
1:00 p.m. - 3:00 p.m.
Resource Centre Auditorium
Strawberries, refreshments, and
door prizes!



Staff Obituary



Ongwanada was saddened to announce that on December 31, 2013, it suddenly lost one of its employees, Leslie Stewart of Nutrition Services and Housekeeping, at the age of 52.

She will be deeply missed by her husband of nearly 30 years, Jeffrey Shaver, children Elizabeth (Kevin) and Jimmy, her two precious granddaughters, Ciara and Maggie, father Steve, sisters Wendy, Susan (Alan), brother Jimmy, and her large loving group of family and friends. Predeceased by her mother, Andrea, her Granny Gladys and her Auntie Rosalind.

Leslie was an energetic and engaging person who had a busy family and work life. She took pride in her jobs at Ongwanada and with her new role as Acting President of CUPE 29. Her greatest joy was being “Nana” to her grandchildren, who she and “Poppa” looked after almost every day. Leslie was generous, fiercely loyal, and admirably opinionated. She was always there for us and let us know how much she cared. In her own words, she loved her “peeps”.

Past Board of Governors member obituary



Peacefully at home with her husband Bill by her side, past Board of Governors member and president, Carol Ann Anglin (Webster), passed away on March 15, 2014 after a very short fight with lung cancer. She leaves behind children, ‘Lyn, Dave, Steve, Rick, Nancy, and Bill to remember her significant part in their lives. Eight grandchildren, six step-grandchildren, and a great-granddaughter within her extended families will miss Carol Ann forever.

In recognition of her wishes, no funeral was held and cremation will be performed in the near future. A ‘Celebration of Life’ gathering will be held early in the summer months. Memorial donations to the University Hospitals Kingston Foundation, VON, or a charity of your choice would be appreciated.

Mrs. Anglin served on the Board for 25 years. She was Board President from 1997 to 1999.

Severe Weather Warnings

Although, the winter season is finally behind us, we would like to remind you of the severe weather policy, which underwent a review in 2013 with significant changes made. The policy’s purpose is to ensure client safety in the event of severe weather conditions such as freezing rain, excessive snow fall and extreme temperatures.

The severe weather procedure now has two steps - a weather watch and a weather warning. A severe weather watch is sent out via email to advise managers and supervisors that there is the potential for more severe weather and allow them to plan accordingly for client outings or appointments. A severe weather warning means severe weather is imminent or occurring and all clients should remain or return to the community residence.

The process for calling a severe weather warning is done by the Facility Coordinator in consultation with the Administrator-on-call during off hours or the Assistant Executive Director of Residential and Client Services during regular working hours.

Staff or families wanting to know if there is a severe weather warning in effect can call 613-548-4417, ext 4425. The severe weather policy is intended to control the movements of the clients of Ongwanada, but this is not applicable to the staff; staff are still expected to come to work.

Ongwanada: Leader in Smoking Cessation Program

With the new year, people tend to make resolutions that they desperately want to keep, but struggle to accomplish. Ongwanada's Smoking Cessation program can be the solution for staff and clients who want to quit smoking.



Earlier this year, Julie Carriere presented Ongwanada's success at the 6th Annual Ottawa Conference: State of the Art Clinical Approaches to Smoking Cessation. Her presentation looked at the background of the program at Ongwanada, the methods used, the results, and some examples of success stories.

Some key points within the presentation included:

- Using basic assumptions and Ongwanada staff demographics, the cost to our organization for a smoker is \$3,765 per year. This is based on decreased productivity and increased

absenteeism alone;

- Twenty-nine (29) of 55 staff have remained smoke-free for over three (3) months, as of December 2013;

- Sixteen of these 55 staff have been smoke-free for over one year;

therefore, have potentially saved the organization \$60,240 (\$3765.00 x 16);

- When Julie Carriere presented these facts at the Ottawa event in January, Ongwanada had spent \$33,389.42 on Smoking Cessation products for staff which results in a savings of \$26,850.58 (\$60,240 minus \$33,389.42) and 11 of the 55 staff have been smoke-free for over 18 months, while four have been smoke-free for over three years;

- Ongwanada's pharmacy was able to go a step further and monitor medication changes attributed to

Smoking Cessation, as it looked at change in dispensing of respiratory medications, allergy medications, and blood pressure medications only. A decrease in usage of antibiotics and antifungal medications was noted; and,

- Three examples of actual drug cost savings were reported in addition to the savings realized by changes in productivity and absenteeism:

- First example showed a savings of \$13.26 for every \$1 spent;
- Second example showed a savings for \$5.60 for every \$1 spent; and,
- Third example showed a savings of \$1.30 for every \$1 spent by the organization.

To view the full presentation, stop by the Ongwanada Pharmacy - it is posted on the Pharmacy bulletin board.

New Procurement Process Implemented

The new Dynamics Procurement System was implemented on its target date of January 20, 2014.

During the first week, the Procurement Process from the initiation of the Purchase Requisition to the Payment of the Invoice was implemented without issue. All Purchase Requisitions received were processed to Purchase Orders on the same day.

This new system was implemented to streamline and improve Ongwanada's purchasing and procurement process. Tightening up our

processes requires that completed, approved purchase requisitions are required before a purchase order is placed and requires that packing slips for goods received are dated, signed, and forwarded to Accounts Payable.

This project is part of the three-year Assurance Plan with TGO Consulting and was successful thanks to Karen Sligh, Shirley Hale, Jane Revell, and Heather Harris.

Social Media at Ongwanada



Have you liked Ongwanada on Facebook yet? You should. It's the first place to get up-to-date information on

Ongwanada news and events. Like us at facebook.com/ongwanada



Prefer Twitter? We're on there as well. Follow us at @ongwanada

More email for Ongwanada staff

In January, Ongwanada launched the next phase of its Email-for-All project by offering individualized email to staff who currently use group email accounts.

The purpose of this initiative is to find a group of staff who are already comfortable with using email and could become champions of email at Ongwanada as we strive to be a greener organization by reducing our paper use. As champions, they will act as super users in the future - being able to help other staff as more individual email accounts are activated.

There are several benefits to having an individual work email with more benefits coming as more technological initiatives are implemented (i.e. electronic client information system). Some benefits include:

- Being able to submit fillable

forms such as vacation requests via email to their supervisor without printing off the form, because the individual email would act as the signature;

- The turnaround time for receiving approvals on such requests will decrease significantly because staff wouldn't have to wait for the request to go through internal mail; and,
- It will create a more efficient and beneficial communication system for all involved.

A group of staff who applied for individual emails for the Email-for-All Project have now received their email accounts and are actively using it.

Just another way Ongwanada is trying to be more environmentally efficient.

Security of Information at Ongwanada

Over the past year, much work has been done to address the rising need for security of personal and personal health information, especially when it comes to electronic documents. Ongwanada has been actively moving to more electronic formats which has increased the need to have a Security of Information policy in place. The Security of Information Task Force has done extensive work and research in looking at the current policies related to confidentiality and privacy in order to create such policy. It has also taken the action of participating in multiple privacy webinars to increase the organization's understanding of what a Security of Information policy entails, as well as looked at other hospitals' and agencies' policies.

The policy will be an umbrella policy that encompasses several policies put into place and will address Ongwanada's need to protect the confidentiality, integrity, and availability of personal and personal health information in accordance with legal obligations and the reasonable requirements of the parties that control the information.

This policy will apply to all activities and employees within Ongwanada and to all suppliers and vendors of services to Ongwanada that involve access to or handling of any of Ongwanada's staff or client personal/personal health information.

This is just another way Ongwanada is ensuring that our client's and staff's information is protected.

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WORLD
Foundation

The 21st Annual
**Canadian-American International
Expertise Exchange**

Date: **May 29 and 30, 2014**
Place: **High Peaks Resort, Lake Placid, New York**

Autism- a New Frontier or a New Focus?

Canadian-American
Developmental Disabilities
International Expertise Exchange
Since 1993

Client Stories

Olympic fever at Ongwanada



The clients and staff at Robinson were all geared up on the day that the Canadian men's hockey team was announced. The group gathered in front of the TV while drinking hot chocolate.

This announcement inspired the home to create a special banner dedicated to our Canadian Olympic athletes who competed in Sochi.

The clients and staff of Robinson had a blast enjoying the Olympics this year.

"We are very lucky to have such athletes that are willing to entertain us all in sports summer and winter," says Jane Skinner, Residential Supervisor.

Christmas Dinner for Henrietta and James St.

On November 24, both Community Residences of Henrietta and James had the opportunity to take part in a festive Christmas dinner at the Gananoque Legion. The event was put together and sponsored by a local business representative.

The clients who attended were able to enjoy a sumptuous dinner put together by the Legion Auxiliary and

Olympic fever at Ongwanada



For her birthday, client, Brenda Treinhale, went to the salon for her first manicure and pedicure, which she loved!

Afterwards, the pampered birthday girl went shopping before enjoying a birthday dinner back at Cunningham with her brothers and sister-in-law. The dinner was pizza and cake. Happy belated birthday to Brenda!

they even got to meet Santa and Elvis. Santa handing out gifts to all (MP3 players for the gentlemen) and Elvis sang Christmas songs.

Everyone involved would like to thank Tammy Tedford, owner of the Gananoque 'Hair & Spa', who tirelessly puts this function together every year. We have a standing invitation for next year and rest assured, we will take her up on it.

2013: A busy year for client, Margo

Margo has had one of the best years ever! It all started with a trip in April to visit Margo's favourite radio station, 98.3 FLY FM. If you know Margo, Fly FM is on 24 hours a day in her bedroom and is the only station that she will listen to. So it was with great anticipation and excitement that Margo got to actually go inside the radio station and get her picture taken with the morning hosts, Shawna and Brian. She was a little disappointed that the musicians weren't there, but they showed her it is all electronic and done on computers.

In June, Margo got a big surprise while attending her first rock concert at the Belleville Big Music Fest. Her favourite music group, Hedley, was the second group to perform. She had a great time clapping, singing, and yelling, "HEDLEY! HEDLEY!"

September was apple picking time, and on a beautiful sunny day, Margo headed off to Spring Meadow Orchards to help pick a half bushel of apples, followed by lunch at Swiss Chalet. Margo said she hadn't picked apples in a very long time and enjoyed the day that produced a big supply of rosy apples. Of course, we had to make apple crisp when we got home!

Margo loves spooky movies, but it takes a lot to scare her! A trip to see the Texas Chainsaw Massacre in 3D left staff a little shaken, but

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Client Stories

Margo's Year:

What will 2014 bring to this busy client?

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Margo was grinning. So in October we headed off to Fort Fright to see if they could give us a scare. We saw a lot of cool spooks, and Margo enjoyed laughing at the zombies and reaching out to shake their hand from her wheelchair. "Hi Sir!" she would say. There were some neat images of spooks and convicts trying to climb over the fort walls, but I think Margo enjoyed the zombie roller derby girls the most, with their scary eyes and bloody clothes. Nothing scares our girl, Margo!

Christmas is always an exciting time and Margo decided to go back to FLY FM and bring a thank you

gift of homemade cookies along with a Christmas card. She was delighted when the morning deejays welcomed her and remembered her visit in the spring. On the way home they played a special Hedley song just for her and announced her visit on the radio. Margo also had a great visit with Santa at the Frontenac Mall, sitting on his knee, and telling him everything she was hoping to get for Christmas. A special treat was getting to see two of his reindeer. Staff took pictures for keepsakes of this fun day.

What will 2014 bring? Wait and see!

A Birthday Celebration



On January 17, 2014, Ongwanada client, George, celebrated his birthday surrounded by friends and family. His mom brought a cake for everyone to enjoy after their meal from Swiss Chalet.

On behalf of everyone at Ongwanada, we would like to send out a very happy belated birthday to George! Here's to many more!

Continuous Quality Initiatives (CQI): Quality Initiatives

- At one of Ongwanada's Community Residences, a hydration station was set up to encourage staff to offer beverages to the clients on a regular basis throughout the day.
- Ongwanada is proud to have a robust volunteer program in place. Volunteers who interact with clients requiring behaviour support plans are provided education and information on client behaviours, presented by knowledgeable and experienced Ongwanada staff.
- An ongoing initiative in the Ongwanada Community Residences surrounds all clients maintaining a healthy weight. Many of the residences encourage physical activity for the clients in exercise programs.
- With busy schedules, it is often difficult for mobile staff members to attend all of their appointments and meetings. Staff members have continued to adopt an initiative to maintain and update their personal calendars so that shared calendars reflect an accurate representation of staff availability.
- As our client population matures, Ongwanada continues to make changes and improvements in the supports that we provide to our clients. The Occupational Therapy department has developed an Activities of Daily Living Tool to assess individual client's level of function and independence in routine and instrumental daily activities.
- Falls are a significant contributor to client injury at Ongwanada, and a considerable concern as our client population ages and mobility changes. Recently the Ongwanada falls risk policy was reviewed to reflect the principles in the Canadian Falls Prevention Curriculum.
- With a high demand for service, one department at Ongwanada has established a priority scale to assign priority to clients requiring service on their departmental waiting list. The priority scale has improved the department's compliance in providing service within specified timeframes and has helped to manage an ever-increasing workload in an organized fashion.

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Distributed under the Canadian
Publications Mail Product
Agreement #40110187

Our mission

Ongwanada is dedicated to supporting people with developmental disabilities and their families, responding to their evolving needs, respecting and advocating for their rights, and increasing their opportunities to have choices and make decisions.

Our role

Ongwanada provides services and support for people with a developmental disability in Kingston and Eastern Ontario. Programs and services are delivered at three sites in Kingston, in community residences, and other homes and offices in the region.

Next edition: July 2014



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Public Services at Ongwanada

Radiology Services

The radiology department located at the Ongwanada Resource Centre provides x-ray and ECG services to Ongwanada clients and the community. The service is equipped with an elevating table for easy access for seniors and people with physical challenges. All physicians' orders for other institutions are accepted here. The facility is wheelchair accessible and parking is available free of charge.



Eligibility: Open to the public

Hours: Weekdays 9 a.m. to 7 p.m.

Languages: English and French

Fees: Covered by OHIP

Waiting period: None, no appointment necessary

Hydrotherapy Pool

Located at the Ongwanada Resource Centre on Portsmouth Avenue, the pool is open to Ongwanada clients and anyone in the community who could benefit from hydrotherapy, particularly seniors, people with physical disabilities, or



individuals recovering from surgery or injury. The pool is kept at approximately 36 Celcius which allows stiff muscles to relax, helps to reduce pain, improves circulation and allows for moderate strengthening.

The pool is wheelchair accessible with a ramp and mechanical lift to assist clients into the water. Visitors may share the pool with Ongwanada clients, but an application and appointment is necessary. Hours of operation run 8:30 a.m. to 10:00 a.m., 10:30 a.m. - 12 noon, and 1:00 p.m. - 3:30 p.m. Monday to Friday excluding holidays. Ongwanada charges \$2.50 per-session for children and seniors and \$3.50 for adults.

For more information or to book an appointment contact the pool staff at 613-548-4417 ext. 1170.

Joseph Dominik Sensory Garden

The Joseph Dominik Sensory Garden is a therapeutic garden that provides a dedicated area of sensory rich stimuli of smells, touches, tastes, movements, and sights.

From May to September, the Sensory Garden is open to the public and free to use.