

horizon newsletter



Ongwanada

Spring 2016

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



support respect **choices**

Queen's/Ongwanada New Partnership - One of two collaborations in Canada

Change Creates Opportunity

In 2015, a longstanding relationship with Dr Weston came to an end when he announced his retirement from his medical practice. This presented a big challenge for Ongwanada, though, as Dr Weston had provided primary health-care for the past 40 years to a number of individuals supported at Ongwanada. In more recent years, this support was often provided in clinics conducted at the Ongwanada Resource Centre.

Wade Durling, CEO of Ongwanada, highlighted that “this change meant we had to rethink how primary healthcare could be provided.” The physician who assumed the practice from Dr Weston agreed to provide ongoing support in the community to individuals who are part of Ongwanada’s Host Family program. This arrangement was easy for each of these individuals. In addition and based on geography, some individuals who were living outside of Kingston were able to find needed support with physicians in their communities. But this left 37 individuals residing in residential supports, many with complex medical and other needs, who needed an answer. With the collaboration of Dr Weston, the Queen’s Family Health Team, clinical and administration staff of Ongwanada, and the Community Networks of Specialized Care (CNSC), an agreement was reached to expand the relationship with Queen’s Family Health Team. A new Memorandum of Understanding was developed with Queen’s Family Health Team where they agreed to provide primary healthcare to these 37 individuals.

This decision was discussed with each of the 37 individuals and their respective families/substitute decision makers to ensure agreement. The result was agreed to for all of the individuals.



Dr. Glenn Brown of Queen’s Department of Family Medicine and Ongwanada CEO, Wade Durling, led the expanded partnership

“We are so thankful to Dr Weston, the Queen’s Family-Health Team, and the CNSC (particularly Richelle Uens who is the CNSC Health Care Facilitator), for all of their work and support in bringing this agreement together,” said Durling. And no time was missed during the change for any person.

What it Means

Primary healthcare is now being provided at the Queen’s Family Health Team office in downtown Kingston for these 37 individuals in addition to the 63 individuals who were already patients of this team. The agreement with QFHT did include understanding that care can be provided elsewhere, including at one’s home or at the Centre, if needed. The facilities at the Queen’s Family Health Team, though, are well suited and accessible.

The agreement outlines that QFHT will provide community-based, interdisciplinary, primary healthcare to each individual. This will include:

- Medical care with the support of a clinical community nurse and comprehensive allied healthcare providers;

- Reviewing and renewing needed medications;
- Performing annual reviews and physical exams; and
- Working within the Primary Care Guidelines for Adults with Developmental Disability.

o (<http://www.cfp.ca/content/57/5/541.full>).

The Queen’s Family Health Team (QFHT, pronounced “Q-fit”), is a collaboration of physicians, resident physicians, nurse practitioners, nurses, social workers, a dietitian, a pharmacist, and various clerks and other forms of administrative support - all working together to provide patient-centred care. It connects with the Queen’s Department of Family Medicine which is acknowledged for excellence in education, primary care and research. It offers the largest residency program within the Queen’s School of Medicine. As a result, this means that a number of resident physicians have opportunity to work with this population and to take the experience and training into their practice post-graduation. Check out their

Continued on Page 2

Partnership will provide better health care for individuals with developmental disabilities



An individual from Ongwanada consults with Dr. Casson (right) and a QFHT resident.

Continued from page 1

website for more information – <https://familymedicine.queensu.ca/patients>.

Other Important Information

The collaborative with QFHT provides opportunity to work within the Canadian guidelines for primary care of adults with developmental disabilities that were updated in 2009. These guidelines note that “health disorders in people with Developmental Disability frequently differ from those encountered in the general population in terms of prevalence, age of onset, rate of progression, degree of severity, and presenting manifestations.” These disorders are also more likely to be multiple and complex in those with Developmental Disability. They therefore require the support of health professionals who are willing, knowledgeable, and skilled to address their particular challenges and vulnerabilities in maintaining health.

Important information to improve healthcare for individuals has also been identified through the research recently completed on the H-CARDD (Health Care Access Research and Developmental Disabilities) project. See the article in this edition on page 3.

The partnership is also supporting physician assistance within an interdisciplinary model of support for individuals within the Regional Treatment Home and one other residential home operated through Ongwanada. The main clinical team for these two homes includes a psychiatrist, psychologist, clinical nurse, and a physician.

Into the Future

The Queen’s / Ongwanada partnership formalizes and expands a valuable and long-lasting relationship between the two organizations and reflects a unique collaborative between primary health care and developmental services. It will also provide opportunity to develop additional best practice and to share that information with other colleagues.

We understand that this partnership between Queen’s Family Health Team and Ongwanada is only one of two collaborations of a similar nature in all of Canada. We are excited to work together with our many health partners in promoting good primary health care for individuals supported with a view towards continued improved practices into the future.

Legion to provide \$5,200 to Ongwanada

We are pleased to announce that the Royal Canadian Legion, Ontario Provincial Command Branches and Ladies’ Auxiliaries Charitable Foundation has granted Ongwanada’s request for a grant in the amount of \$5,200 for the purchase of a Ceiling Tract Lift.

The Legion has been a generous supporter of Ongwanada over the years providing funds to purchase several items to help the people we support.

Look for further details in the future on this grant funding.

New Complex Behavioural Home Manager



Neeran Kuni is the successful candidate for the Treatment Home and Gore Road Supervisor position. Neeran brings a wealth of practical experience along with his education from his previous work as Director of Programs and Services with the South Asian Autism Awareness Centre in Scarborough, Ontario and Intensive Behavioural Intervention Therapist with the Etobicoke Children’s Centre in Etobicoke, Ontario. Congratulations, Neeran, and welcome to Ongwanada!

H-CARDD: Health Care Access Research and Developmental Disabilities project



Health Care Access Research
and Developmental Disabilities

A number of partners have been studying health care and developmental disabilities in Ontario since 2010 as part of the “Health Care Access Research and Developmental Disabilities” (H-CARDD) project.

From the research, much information has been learned. There is clear data within Ontario from this research that shows adults with developmental disabilities experience more health problems and have more health care use than other adults. Their health is not what it could be.

Since 2013, H-CARDD has been ‘digging deeper’ to understand more about certain groups of individuals with developmental disabilities (ie women, aging adults, young adults, and adults with mental health or addiction issues). The group is also testing out some solutions and learning about what works and what doesn’t work, with a focus on primary care /family doctors and emergency care.

The Community Network of Specialized Care, co-lead by Ongwanada, was a partner in an H-CARDD project to introduce tools into emergency departments aimed at improving the emergency department experience of individuals with a developmental disability. The CNSC worked with KGH to implement a Health Information Profile card to

assist individuals with a developmental disability in the communication of health-related information when arriving in the emergency department.

Dr. Ian Casson and the Queen’s Family Health Team have also led an H-CARDD project to study the use of health exams with individuals with developmental disabilities to improve health outcomes. Information on H-CARDD can be found at www.hcardd.ca. This is an excellent resource where you can read about what is being learned, watch some of the videos, and share questions or comments directly.

You can connect with H-CARDD through Facebook or sign up with H-CARDD on twitter. You will also find an “Atlas on Primary Care of Adults with Developmental Disabilities in Ontario” on this webpage. It describes, for the first time, the health status of these adults, their use of health care relative to other adults, and the extent to which the primary care they receive is consistent with established clinical guidelines. (H-CARDD) is a research program whose aim is to enhance the overall health and wellbeing of individuals with developmental disabilities through improved health care policy and improved services.

H-CARDD research is conducted by dedicated teams of scientists, policymakers, and health care providers, working collaboratively. H-CARDD’s partners include the Ontario Ministry of Community and

Social Services, the Ontario Ministry of Health and Long-Term Care, the Centre for Addiction and Mental Health, the Institute for Clinical Evaluative Sciences, Surrey Place Centre, the University of Toronto, the University of Ottawa, Queen’s University, York University, Lakehead University, Sunnybrook Hospital, the University of Ontario Institute of Technology, and Women’s College Hospital.

Ongwanada’s Chief Executive Officer, Wade Durling, and Manager of the Community Network of Specialized Care, Lisa Holmes, both served on H-CARDD’s local advisory committee.

Longest-standing volunteer retires



After 35 years of dedicated volunteer service, Betty Gray, pictured above (second from right) with Paula Smith, Judy Herrington and Kate Bearman, has retired. She leaves behind years of memories.

If you would like to volunteer, contact Paula Smith at 613.548.4417 ext. 1163 or psmith@ongwanada.com

eCIMS goes live at Ongwanada!

Ongwanada has been working since February 2015 in changing its 'client' file from a paper file with multiple copies needed to one electronic file which can be accessed by all staff from any location.

There was lots of excitement at the end of January 2016 as we went from planning and building the file for each person to actually being 'live' and able to use the system. Prior to going live, significant work was done in taking the information from various locations, entering the information into one electronic file per client, and then verifying that there were no errors with the information.

In addition, a training plan was developed and put in place to assist staff in knowing how to access the file and enter information into the file. To date, this has focused mostly on our residential and day programs. In the next few months, ad-

ditional training and more development of the file will be completed for clinical and other staff.

This presents a huge shift in how business is done at Ongwanada. Staff can now access information quickly and from one place. And information can be put into the file easily and quickly which means that the file is up-to-date.

One of the exciting features is what is called the "com-box." The com-box provides all employees of the organization with an email and allows information to be shared amongst staff electronically and allows staff to share information se-



Pictured above (left to right): Scott Taylor (Nucleus), Shelley Gelineau (Ongwanada eCIMS Project Manager), Larry Ellenwood (Nucleus), Brooke VanGuyze (Ongwanada), and Connie Budzak (Nucleus) celebrate the eCIMS launch.

curely between each other specific to individuals Ongwanada supports.

Non-identifying data will also be able to be obtained quickly from this system. The system will allow us to pull important data that will assist with various reports and in evaluating objectives and outcomes.

Kingston's chapter of Circle of Friends has now launched thanks to generous funding from Community Foundation for Kingston & Area (CFKA)

On Monday, February 29, 2016, Circle of Friends Kingston was launched at Ongwanada's Resource Centre with over 50 people in attendance. The event was quite positive and well-received by those in attendance with great community participation. This launch now means that Circle of Friends has two chapters with over 40 individuals participating in total.

"I'm looking forward to this opportunity growing," says Monika Cook, Ongwanada Chaplain and Circle of

Friends organizer.

Circle of Friends is a performing arts team focused on providing opportunities for individuals with developmental disabilities to be able to give back to their community through live presentations.

This new chapter in Kingston was thanks to a grant received from Community Foundation for Kingston & Area (CFKA).



New Host Family Program Directives (formerly Home Share Program)

In April 2016, MCSS will be introducing new Policy Directives in relation to what it is calling the Host Family Program. The Policy Directives are for Service Agencies like Ongwanada that operate a Host Family Program.

Ongwanada has operated its Host Family Program for many years. Up to this time, the program in Ongwanada has been called “Homeshare”. Ongwanada will make the name change – but the program itself will remain the same. The key goals of the program are to:

- Provide a safe and secure place to live for one or two individuals in a family setting;
- Promote a high quality of life for these individuals; and
- Support community involvement, social inclusion, individual choice, independence, and rights.

The Policy Directives set out minimum requirements in the following



four areas that all Service Agencies must meet in providing a Host Family Program that is funded by MCSS:

1. the screening process for host families;
2. what is to be included in a service agreement with the Host Family;
3. ongoing support and oversight of Host Family placements; and
4. how to administer and manage funding for the Host Family placement.

The Ministry engaged a consultative process provincially to assist in moving these directives forward. One part was the formation of a working group that was tasked with developing operational guidelines.

These guidelines will complement and support the Policy Directives by setting out guiding principles, best practices, and options for consideration. Ongwanada was pleased to have two representatives (Geoff Gifford and Wade Durling) on this working group.

These new directives will not mean a lot of change for Ongwanada. And to assist, there will be training coming out shortly for agencies in understanding the directives. Ongwanada will review and adjust its policies and procedures to ensure it is fully compliant with these directives. It will also ensure that Host Families and staff are aware and understand the directives and any resulting changes.

Additional information on the new Policy Directives can be obtained from Geoff Gifford who is Ongwanada's Supervisor - Homeshare & Community Services.

AODA (Accessibility for Ontarians with Disabilities Act) Update

Ongwanada continues to work on improving accessibility. Part of this includes ensuring it meets AODA requirements.

Over the past months, the following updates have been done:

1. The reception desk at the Resource Centre was reconstructed in late January to include a space where persons using a wheelchair can come to the desk, have visible contact with the receptionist, and counter space that is accessible and can be used while com-

municating.

2. New lines were painted in the parking lot to assist with parking and additional spaces were added as 'handicapped parking.'
3. The size of signs in the parking lot were increased to make them easier to read.
4. Directional signs were also added in the ORC to assist people in finding where they needed to go (eg to the Pharmacy, to Radiology, etc).



Ongwanada's carpenter installing the new accessible reception desk at Resource Centre in January

2015 Volunteer(s) of the Year Announced at Appreciation Night

Every year, Ongwanada celebrates Volunteer Appreciation Week by recognizing its own volunteers at the Annual Volunteer Appreciation Night where the organization also announces the Volunteer of the Year.

The tag for the event held on April 12 was “Just like a second scoop of ice cream, our volunteers are delightful!” and the individuals nominated are exactly that - a delightful addition to Ongwanada.

There were eight individuals nominated. The nominees were Mackenzie Wilcox and Anne McGillivray (Best Buddies); Breanne Kewin and Georgia Lundy (Best Buddies); Kayla Marino (Best Buddies); Victoria Bell (Best Buddies); Rachel Dinoff (Best Buddies); and Jim Barnes (Companion).

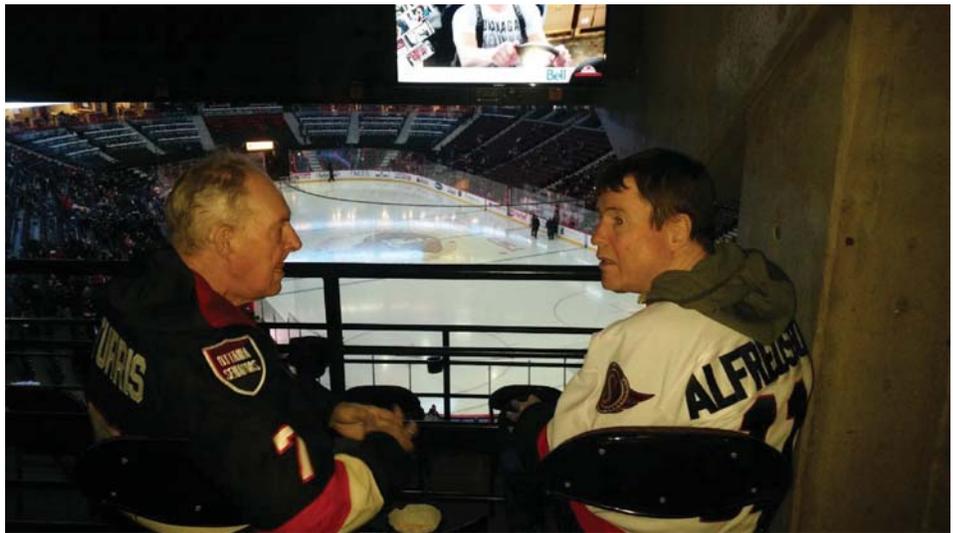
Paula Smith described all of the nominees as bringing happiness to those Ongwanada supports before announcing Breanne Kewin and Georgia Lundy as the 2015 Volunteer(s) of the Year. The duo joined Ongwanada’s Volunteer Team in 2013 via Best Buddies. The two of them have formed quite the friendship with one individual Ongwanada supports. Congratulations!



Photo Left to Right: Wade Durling (Ongwanada CEO) along with the 2015 Volunteers of the Year, Breanne Kewin and Georgia Lundy with their buddy, Lori Allum

Ongwanada around the Community

Baxter Community Residence: Ottawa Sens Game



Allan and Sean watch the Sens game on January 24 in Ottawa.

On Sunday, January 24, Sean, Al, Michele, and Christine headed out for a journey to Ottawa to the Ottawa Senators vs. New York Rangers hockey game. The group was excited because they had awesome seats in the accessible area that felt like they were in their own box. The great seats came with very helpful

ushers and nice people surrounding them.

The game was exciting and ended the way the group wanted it with the Sens winning 3-0!

Allan and Sean enjoyed treats and got a towel to wave when the players scored.

AGM NOTICE

Ongwanada’s 45th Annual General Meeting will be held
Tuesday, June 21, 2016
at 4:30 p.m.

at Ongwanada’s Resource Centre, 191 Portsmouth Ave.
All are welcome!

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: July 2016



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Special Olympians win medals at Winter Games



Thomas Babcock and Dawn, individuals who attend Ongwanada's Crescent Community Centre, traveled to Cornerbrook, Newfoundland from March 1 to 5 to participate and compete in the 2016 Special Olympics National Winter Games.

Dawn competed in the curling event with her team going undefeated to bring home the gold medal for Team Ontario, while Thomas was successful as a double medalist securing a silver and

bronze medal in figure skating.

The individuals proudly returned to Kingston and to Ongwanada's Crescent Centre to show off their hardware. Friends and staff at Crescent welcomed the Winter Game champions with the Canadian National Anthem playing, followed by a rendition of *We are the Champions*.

The celebration continued with cake for all while Thomas and Dawn signed autographs for their fans.

Congratulations Dawn and Thomas!

Annual Auxiliary Easter Bake Sale: Thank you!



On Wednesday, March 23, the Auxiliary held its Annual Easter Bake Sale and raised almost \$550. Thank you to everyone who donated baked goods and to those who purchased some deli-

cious treats.

The next Auxiliary event is the Strawberry Social in June. Watch our website and Facebook for the date.