

# horizon newsletter



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

Spring 2015



support respect choices

## Regional Complex Case Management Pilot Project

Ongwanada has been selected by the Ministry of Community and Social Services East Region to be the lead agency for a one-year Regional Complex Case Management Pilot Project. The pilot is one of four complex case management pilot projects that will happen across the province in 2015/16.

This is an exciting initiative that will add to existing case management across the "South East" Region. It will bring developmental service and other sector partners together in what is being termed a "Community of Practice" to develop best and promising practices in case management for individuals presenting with urgent and complex challenges. The pilot itself will be evaluated at the end of the year with consideration for continuation of enhanced resources based on the outcomes over the next year. This initiative fits well with the strategic direction being communicated and developed within Ongwanada's current strategic planning exercise.



Jessica Waller, the new East Region Complex Case Manager

One new full-time position has been created within Ongwanada to lead this work for the next year with opportunity to augment other case management resources across the Region, as may be needed. Jessica Waller, current Social Worker at Ongwanada, was hired for this position, which started in April, and has been working with the "Community of Practice" in developing the pilot. Waller will also assume a caseload that will provide enhanced case management supports to a small number of individuals.

Ongwanada submitted an Expression of Interest at the beginning of March following a call for Expressions of Interest from the Regional Office. The ministry and community over the past year had identified interest in a more centralized case management process within the "South East" noting the increased demand on agencies and their resources to case manage these specialized requests and the varying capacity of agencies to respond.

## Developing Ongwanada's 2015-2020 Strategic Plan

The development of the 2015-2019 Strategic Plan commenced in January with a goal of completion and distribution in June.

Strategic Planning is a review and planning process that is undertaken to make thoughtful decisions about an organization's future in order to ensure success. As well, it requires a well thought out plan for how to properly allocate time, human capital, and financial resources.

The Strategic Planning task force, led by Karen Menzies, along with consultant Rob Wood from 8020 Info Consulting, conducts strategic planning in order to set direction and priorities; get everyone in the

organization on the same page; simplify decision-making; drive alignment; and communicate the message.

The context of this upcoming Strategic Plan will be the time of change/transformation within the developmental service sector; the long agency history and achievement and quality services at Ongwanada; our new Executive Director; the complexity of clients increasing with both existing and new admissions; and increased accountability through legislation, funding bodies (MCSS), clients, and families.

The next steps for the task force will be to articulate and further re-

fine facilitation questions based on the feedback received from the Board of Governors at the January 27 Board meeting; to meet with SMG, Department Head/Supervisors, staff, family, clients, and community partners; and to complete the new Strategic Plan by June 2015 including the development of a new Vision Statement.

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## New Electronic Client Information Management System

Ongwanada has been engaged in the establishment of criteria, and ultimately in the selection, of an electronic client information system (eCIMS) for over a year. The eCIMS Task Force identified key system requirements and searched vendors whose systems met these requirements and the organization's needs. Three vendors were invited to submit a proposal to the organization in response to a request for proposal (RFP).

NucleusLabs, an eCIMS vendor with a significant amount of experience in the developmental service sector, was the successful vendor. Three representatives from NucleusLabs then came to Ongwanada on April 21, 22, and 23 to conduct a needs analysis.

During this time they met with supervisors and staff from most of Ongwanada's programs, focusing on workflow, information flow, and activity numbers.

After their visit, they will compile a needs assessment and recommendation for deployment of their system for review by Ongwanada leadership. This in turn will lead to a detailed project roll-out plan, details of which will be communicated in the next *Horizon*.

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It is important to understand why Ongwanada is moving towards this innovative system as it will be utilized across the organization.

### Why eCIMS?

- It will provide Ongwanada staff

with a single, secure location to store all client data which can then be accessed from anywhere;

- The system will only be accessible through a valid username and password, so our client's information will be secure;
- Access to the system can be audited to ensure that staff are only going in to records for which they have authority to access, which is another way of increasing our security;
- Access can also be restricted by setting up user rights to ensure only the people who need to access certain information and enter/change data can do so;
- Changes and updates are in real time to ensure accurate, up-to-date client information is available across the organization;
- Errors due to data not being legible will be a thing of the past;
- Data can be transferred between agencies (with appropriate authorization);
- Data within the system can be easily reported for Ministry/operational/research purposes; and,
- The system allows for the development of outcome measures and decision making tools.

It is anticipated that this project will span across multiple years and will eventually result in a comprehensive electronic client file that will change the way client information is recorded, stored and used. In time, access to client information will be accessible to those staff who require

it from anywhere across the organization, and beyond, improving efficiency and ultimately improving client care.

The next few years will prove to be a challenging and exciting time for Ongwanada as it transitions from a heavily paper-based environment to an electronic one for client information.

### Ongwanada says thanks to its staff

On Sunday, February 22, 2015, Ongwanada teamed up with the Kingston Frontenacs to hold a Staff Appreciation event. Staff attended with clients, friends, and family and everyone in attendance had a great time - a few of our staff even got on the big screen and won prizes!

This event was a way to say thank you to all staff for what they do for this organization and we hope to have similar events and activities in the future.



Top picture: Jocelyn Fleet with her son  
Bottom picture: Ken Parr with his dad and daughter

## Transformation in the Developmental Service Sector

As you may know, things have been changing in developmental services over the past few years and will continue to do so in order to address the changing needs of individuals with developmental disabilities and dual diagnosis.

The Ministry of Community and Social Services keeps the public informed on transformation in the sector through their *Spotlight on Transformation* newsletter. The *Horizon* will be keeping you informed going forward as it is important to know what is happening in our sector.

The intention of the developmental service transformation, along with the new investment of \$810 million, is to address service related issues - not just funding - in a way that is considerate of the opportunities and challenges facing families and individuals with developmental dis-

abilities. As a system partner, Ongwanada will be required to evolve from traditional support models to new ways of doing business.

The guiding principles behind this transformation are:

1. **Citizenship:** Inclusion of people with a developmental disability in all aspects of community life.
2. **Fairness and Equity:** Individuals in similar situations and with similar levels of need can access similar supports, as available.
3. **Accessibility and Portability:** More flexible and individually tailored adult services and supports. Portable funding to allow for movement within province.
4. **Safety and Security:** High quality supports and safety of adults are of paramount importance.
5. **Accountability (DSO):** Accountability of the DS sector and the

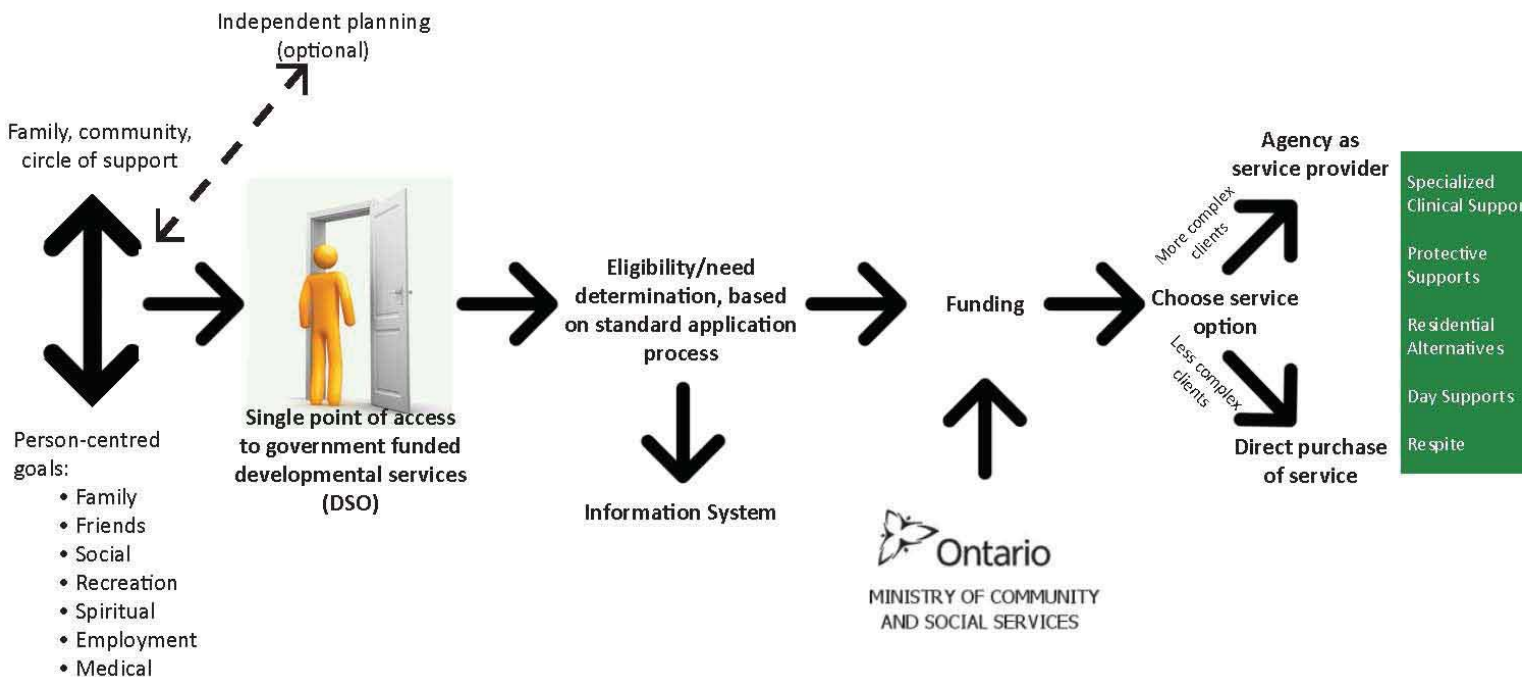
government to people using DS supports and services.

6. **Sustainability:** Responsible use of resources to respond to current and future needs.

We've witnessed this transformation with the introduction of the DSO, a single point of access to local services and supports in the region. This will be built upon in the future once the Direct Funding System (Passport) is implemented, which will allow families to have a say in where the person they care for can receive community services. The way in which clients enter the system has changed and will continue to evolve with the future system looking like the image below.

This system gives people a single point of access to government-funded developmental services while

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## Provincial Justice Project

The Eastern Community Network of Specialized Care (CNSC), which Ongwanada is co-lead, is proud to have been selected to lead a provincial initiative to raise awareness of developmental disabilities in the criminal justice system. The initiative is in response to a knowledge gap identified by the Inter-Ministerial Mental Health and Justice Committee which is comprised of representatives from the ministries of Community Safety and Correctional Services, Ministry of Health and Long-Term Care, Attorney General, Community and Social Services, and Children and Youth Services.

The project will address this gap by developing the profile of individuals with developmental disabilities who come into conflict with the law which will inform the development of French and English training videos, webinars, and an online toolkit and resources specifically for professionals working in the justice system (police, corrections, probation and parole officers, crown attorneys, youth justice staff, mental health court workers).

The educational materials and tools will be based on best practices and developed in consultation with experts in the field, as well as the Human Services and Justice Committee. The project commenced in January and is scheduled to be complete by the end of March 2016.

Several Ongwanada clients will benefit with an opportunity to participate as actors in the educational video being developed this year.

## Ongwanada Announces 2014 Volunteer of the Year



*Kathryn Gallant received the 2014 Volunteer of the Year award from Executive Director, Wade Durling at Ongwanada's Annual Volunteer Appreciation Event in April*

Kathryn Gallant received the 2014 Volunteer of the Year award at Ongwanada's annual Volunteer Appreciation Night on Tuesday, April 21, 2015.

The event honoured approximately 80 volunteers for length of service spanning from six months to thirty years. Volunteers were recognized for their ongoing commitment to various Ongwanada programs including the incredibly popular Best Buddies Program which links Queen's University students with Ongwanada clients.

"Whether you're a student, employed individual wanting to give back, or retiree, you have made a choice, for various reasons, to sacrifice your free time to spend it with our clients or assist our staff," said Allan Twohey, Board of Governors President. "You don't see it as a sacrifice, but we realize that our volunteers lead busy lives and have daily

commitments to school, family, and work. Despite all of this, our volunteers still arrive day in and day out with a smile on their face and ask nothing in return."

Three volunteers were nominated for the 2014 Volunteer of the Year award and after much consideration the award was presented to Gallant who came to Ongwanada in 2013 through the Best Buddies program.

Gallant is a student at St. Lawrence College and has formed a close friendship with Doug, one of Ongwanada's clients. She and Doug enjoy spending time with one another and can always be seen smiling when together.

Congratulations to Kathryn and all of her fellow volunteers!

If you or someone you know would like to volunteer at Ongwanada, call 613.548.4417 ext. 1163 or email [psmith@ongwanada.com](mailto:psmith@ongwanada.com).

## Client Stories

### Ongwanada's Thomas Babcock medals at Canada Games in February

One of Ongwanada's clients, Thomas Babcock, competed in February at the Canada Games in figure skating and won silver in his solo event. Babcock, along with other male skaters, represented Ontario at the event held in Prince George, B.C. which ran from February 13 to March 1 with 2,400 Canadian athletes in attendance.

"It was quite the opportunity and I was very happy to represent Ontario," states Babcock who has been figure skating since he was nine years old.

Before attending the Canada Games, Babcock needed to qualify at an event in North Bay in early February. There, he won gold in his event putting him in a position to be a top contender in B.C.

As he left the qualification event, he says he was very focused on the upcoming national event and he turned that focus into a podium result.

Now that the games are behind him, Babcock continues to practice every

Monday night with plans to take a break in the summer before getting back on the ice in the fall. However, he hasn't just been practicing as he just performed at Silver Blades at Fort Henry in a group and pair performance.

"Right now, my coach and I are working on new jumps, which are my favourite skills in skating," says Babcock.

Mike Sherboneau, who has seen Babcock skate, describes him as quite the entertainer on the ice. "He has real showmanship," says Sherboneau.

When asked what's next for him now that he has done so well on a national level, Babcock says that he hopes to compete again in four years.

Ongwanada is proud of Thomas' accomplishments and wishes him the best of luck in future figure skating competitions. Congratulations on all of your success!

### Donnie Fitzgerald: Horizon flashback

Mowat Community Residence staff and clients were going through some old boxes and came across a Horizon from 1988. Donnie Fitzgerald was featured in it and the staff and Donnie got a real kick out of seeing that not much has changed for him. He is still doing his school work every day, feeding the squirrels and birds, and doing his chores.



### A stranger's act of kindness provides appreciation

One winter evening, the group from Wilson Community Residence decided to head out for burgers, however, due to a gluten allergy, they needed to ensure the restaurant had gluten-free options, so a hunt began. Then, the client with the allergy, suggested Harper's Burger Bar, so the group headed out.

It wasn't until the group was sitting in the restaurant, looking at the menus, that they realized Harper's Burger Bar may have been a bit of an exuberant choice as the prices were higher than the staff imagined.

As staff and clients were looking through the menus trying to decide what they wanted, the waiter excitedly announced that the people dining across from their table had chosen to pay for the table's bill. After the initial shock, the staff quickly tried to explain that they were so grateful but that it wasn't necessary, however the other table insisted they pay for the meals.

The couple explained to the staff that, "the work you and your co-workers do in this community is amazing".

As the clients and staff left, they couldn't help but smile, because the staff felt completely appreciated in the work they do. This one act not only made staff feel appreciated, but it also gave the clients the opportunity to witness pure kindness and generosity.

## Accreditation Canada: Client Experience Surveys

In January 2015, Accreditation Canada introduced a client experience survey component as part of Ongwanada's Accreditation process.

As part of an effective accreditation process, this will help ensure that organizations monitor the experiences of clients who use their services and use that information to inform their quality improvement initiatives.

Organizations must conduct a client experience survey once per accreditation cycle, using a tool and process that meets Accreditation Canada requirements.

Organizations were given a variety of surveys from which they could select to ensure compliance with the accreditation program requirements. Organizations were also given the option of using a survey of their own as long as it met specific requirements. Ongwanada felt its existing surveys (Survey of Relatives and Guardians - Individuals living in Community Residences; Survey of Relatives and Guardians - Individuals living in Home Share; and Survey of Home Share Providers), plus the development of a survey directed at clients only would meet those requirements. Ongwanada submitted its surveys for review and Accreditation Canada approved them as meeting all the program requirements.

Helene Ouelette-Kuntz and her team from Queens University will be completing the survey process.

The Client Experience component of the survey will consist of an interview with approximately 30

Ongwanada residential clients. Specifically, this means clients of the Home Share and Community Residence programs.

The survey will be in the form of a face-to-face interview, conducted by Queen's University staff. Interview staff will receive training on best practices for interviewing people with intellectual and developmental disabilities. Ongwanada staff will be required to provide support in liaising with clients and scheduling interviews, but will not be involved with the interview itself.

We recognize that many residential clients may not be able to take part in a face-to-face survey, either because they would not be able to give informed consent or because they would not understand or be able to provide answers to the questions. For these individuals, we will continue to rely on their relatives and guardians for this information.

Following the completion of the survey, a report will be generated from Accreditation Canada which will be shared throughout the organization. Action plans will be developed to address any areas as required. As well, the results will be made available to the Accreditation survey team during our on site visit in December 2016.

Ongwanada appreciates your support as it works through this new survey tool. If you have any questions, please contact Beth Bentley via email at [bbentley@ongwanada.com](mailto:bbentley@ongwanada.com).

## Transformation: Evolving how we do business

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moving more complex clients into agencies and moving less complex clients into the community.

Ongwanada sees this transformation as an opportunity to continue being a leader in developmental services and is building these changes into our Strategic Plan. The new direction of our sector will be evident in our vision, mission, and strategic direction.

It is an exciting time for developmental services and it is important to stay informed in what is happening. You can stay informed by finding information in the MCSS Spotlight on Transformation publications on the Ministry website.

## New sprinkler systems at Ongwanada

Ontario Regulation 150/13, a portion of the Ontario Fire Code, requires that all care occupancies have a sprinkler system installed in them before January 1, 2019. Ongwanada's Community Residences are considered care occupancies under the Ontario Building Code and, therefore, are required to conform with this regulation.

A priority list of residences, application for funding and plans to meet this expectation on or before the deadline date were developed at the end of 2014.

Installation has begun at McKeown, the first of 14 homes in which sprinklers need to be installed over the next four years.

horizon  
newsletter

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**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 2015**



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## Ongwanada's Auxiliary Easter Bake Sale: Thank you for your support!



On April 1, the Auxiliary hosted its annual Easter Bake Sale and thanks to generous baked good donations, they raised \$335.

The funds raised by the Auxiliary over the years have been used to give back to Ongwanada's programs with such purchased items

as a van for clients and a bench for the Joseph Dominik Sensory Garden. If you or someone you know would be interested in volunteering with the Ongwanada Auxiliary, please contact Paula Smith at 613.548.4417 ext. 1163 or email her at [psmith@ongwanada.com](mailto:psmith@ongwanada.com)

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

