

horizon newsletter



Ongwanada

Spring 2017

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



support respect **choices**

Ongwanada unveils new banner and celebrates Accreditation with friends and partners

Although Ongwanada's Accreditation status with Exemplary Standing achievement was announced in January, Ongwanada had reason to celebrate on March 28 when it unveiled its new accreditation banner.

Historically, the organization hasn't had an event to celebrate its accreditation status, however, this year, with *Vision 2020's* priority of building capacity in the community, in mind, it was felt appropriate to invite all of those who were part of the process to celebrate the achievement.

With families, supported individuals, community partners, a Ministry representative, staff, volunteers, and friends on site, the Accreditation Committee threw a party to celebrate four years of preparation and five days of surveyor evaluation.

"As any accredited organization knows, the process of becoming accredited is no easy task and I



CEO Wade Durling and Board President Allan Twohey with Wendy and Jenny

feel this achievement speaks volumes to the dedication, professionalism, skill, and compassion you all bring to the workplace

every day," stated Allan Twohey, Board of Governors President for Ongwanada.

The celebration included speeches by Twohey as well as CEO, Wade Durling, who admitted his apprehension prior to the surveyors visit.

"We are in the midst of great change and are only in year two of implementing *Vision 2020*, so Exemplary standing seemed like a stretch to receive, but when we did, I felt that it really said something about our staff and their ability," explained Durling. "I'm very happy and proud of our team for achieving this status!"

The event ended with the unveiling of the new accreditation certificates which will be displayed in the three main sites, as well as a banner which hangs proudly in Ongwanada's Resource Centre on Portsmouth Avenue.

Thank you to everyone who came out to celebrate in March!

Dr. Xudong Liu receives Award of Excellence at OADD Conference

Ontario Association on Developmental Disabilities (OADD) held its annual conference in Niagara Falls this year and on April 20 honoured various individuals for their work in developmental services including Dr. Xudong Liu.

Dr. Liu received the Award of Excellence for his leadership in research on Neuro-developmental disabilities that is contributing to a better understanding of people with developmental disabilities with particular focus on autism

and associated Neuro-developmental conditions such as ID, ADHD, OCD, etc.

Dr. Liu serves as the Director of Queen's Genomics Lab located at Ongwanada and his research work has yielded over 40 peer-reviewed journal articles, multiple book chapters, and numerous conference abstracts, posters, and presentations.

We would like to congratulate him for being recognized by OADD.



Dr. Xudong Liu receives his award at OADD Conference on April 20 from Ongwanada CEO Wade Durling

2016 Volunteer of the Year honoured at annual event



CEO Wade Durling presents Judith Hennessey with the Volunteer of the Year plaque on April 26 at the Volunteer Appreciation Night.

Judith Hennessey was named Ongwanada's 2016 Volunteer of the Year at the organization's annual Volunteer Appreciation Night on April 26, 2017.

Eight nominees were being considered for the highest volunteer award.

Hennessey was chosen for her administrative role in Ongwanada's Clinical Records department, where much change has taken place the last two years. A volunteer since 2014, she stepped up this past year volunteering extra hours and providing more assistance to ensure the organization's transition from paper to electronic client files was a smooth one.

"I can't say enough about Judith," stated Shelley Gelineau, Clinical Records Supervisor and the person who nominated Judith for the award. "Whenever we asked her

for extra help here and there, her response was always, 'whatever you need'. She provided such relief during the hectic transition and we can never repay her."

Along with Hennessey, the event honoured approximately 100 volunteers for length of service from six months and up. 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's supported individuals.

Finalists for volunteer of the year were: Desiree Simpson, Louise Munro, Elizabeth Keyes, Maddy Crabtree, Nicole Belanger, Becky Longo and Terry Pennock, who also received a five-year volunteer service award.

Congratulations to all!

Conscious Care and Support Project: Ongwanada happy to be part of the pilot

Ongwanada is excited to be one of six developmental service (DS) agencies across the province participating in the Conscious Care pilot project being led by Community Living Windsor in partnership with A Centre for Conscious Care. Ongwanada staff and community partners were introduced to the program on April 25 at a full-day workshop led by Peter Marks, CEO of a Centre for Conscious Care.

Conscious Care and Supports (CCS) features participants learning over 25 specific strategies and tools that have a proven record of decreasing anxiety and aggressive behaviour while fostering positive behaviours in many people who have a disability. These tools have been developed and researched with diverse approaches including energy building and balancing, system's restoration including nutrition and gastro-intestinal medicine, sensory integration and processing, mindful emotional self-regulation, desensitization of trauma and stress reduction. Most of these tools are currently not known or in use in developmental services.

The pilot project aims to develop the capacity and resources to deliver the Conscious Care and Supports (CCS) program to six DS organizations, their employees, people they support, family members, and other community

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A year of transition for CNSC: Implementation now occurring

This past year has been one of great change for the Community Networks of Specialized Care (CNSC) as they began the transition towards a new refreshed mandate to take effect in 2017. This transition will see the Network move from a systems level focus to an individual level focus with responsibility for complex support coordination.

Under the new mandate which was announced by the Ministry of Community and Social Services (MCSS) in February, 2017, the CNSC will support adults with developmental disabilities with complex and multiple needs by:

- Coordinating support and service within and across sectors by providing complex support coordination for individuals, and acting as a resource to service agencies, Developmental Services Ontario (DSO) and local system planning tables (including urgent response and service solutions/case resolution)
- Building capacity through education, mentorship and support to other case managers and service agencies; and
- Providing provincial coordination of videoconferencing and French Language specialized resources

Functions under the refreshed mandate include:

1. Complex Support Coordinators (NEW)
2. Dual Diagnosis Justice Case



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Managers

3. Health Care Facilitators
4. Service System Resources (videoconferencing and French language services)

In preparation for this new focus, the Eastern CNSC, for which Ongwanada is lead agency, has worked closely with CNSC-Ontario and the MCSS to develop an implementation plan which includes a new service pathway and redefined roles and functions for the Networks. Implementation will begin in 2017.

The change in CNSC mandate is part of the ministry's ongoing transformation of developmental services whereby it has identified a need to improve the service experience for adults with developmental disabilities, particularly those with complex and multiple needs.

Effective case coordination across sectors for individuals with complex needs was also identified as a need by the provincial Ombudsman in his report on developmental services.

In response to the Ombudsman's report and recommendations, MCSS has referenced the changing mandate of the Networks numerous times.

Stay tuned for future implementation.

Group of Ongwanada staff complete CCS training

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partners. The goal is to provide the Ministry of Community and Social Services (MCSS) with an overview of the outcomes of the project experienced by the people supported and their supporters, as well as to influence the future development of a toolkit for organizations to assist them to implement the CCS program.

After the initial overview workshop on April 25, Ongwanada staff and management teams, who are working with the individuals receiving Conscious Care and Support under this project, will participate in four additional training days. Ongwanada management will also receive training to assist them in supporting staff and individuals participating in the program.

Stay tuned for future news and results of this innovative project.

Event listings

Annual Memorial Service

Angels Among Us

Thursday, June 15, 2017

1:00 p.m.

Joseph Dominik Sensory Garden

All are welcome.

Ongwanada's 46th Annual General Meeting

Tuesday, June 20, 2017

4:30 p.m.

at the Resource Centre,
191 Portsmouth Ave.

Refreshments will be served at
4:00 p.m.

All are welcome

What's happening within the organization...

eCIMS celebrates 1st birthday with 75% approval rating



eCIMS Committee and Clinical Records from left to right): CEO Wade Durling, Alastair Lamb, Shelley Gelineau (Project Lead), Linda Murray, Beth Bentley, Martha Martin, Karen Menzies, Yvette Roy, Amy Wartman, and Brooke Van Guyze

On March 7, Ongwanada held a celebration to recognize that staff have now been using eCIMS, Ongwanada's electronic client information management system, for a year!

It feels like only yesterday that there was talk around the organization about this new electronic system with underlying nervousness on what it would be like. A year has now passed, and from the results of the eCIMS survey, staff are happy with eCIMS with 75 per cent of respondents rating their first year on eCIMS as satisfied or very satisfied!

This accomplishment along with other key indicators were celebrated at the event in early March with staff, community partners, and even a special video message from Nucleus Labs, the eCIMS vendor.

Some staff who originally feared the new system, having done

their job a certain way for decades, now sing the system praise: "I love the new system and look forward in the future to being able to access more forms and files through the system."

In addition to celebrating a year of eCIMS, the system also underwent a change that makes communicating with external agencies and Developmental Services Ontario (DSO) even more secure with new ability to email external agencies via Com-Box, the secure emailing system within eCIMS. This is just another example of how Ongwanada is improving the way they do things to ensure the individuals we support receive the best care.

Thank you to everyone who came out to the event in March including community partners from Community Living Kingston and District and Community Living North Frontenac.

Mock Search and Rescue Drill shows value of training at Ongwanada

A Mock Search and Rescue Drill was conducted on October 31, 2016 in order to review Ongwanada's level of compliance and review processes relating to client safety and security, as well as to make recommendations to enhance client safety.

Ongwanada utilized the Search and Rescue Visual Checklist and Policy and the observers were quite pleased with the findings.

The mock drill started at 9:35 a.m. on Halloween and the individual was "found" shortly after thanks to the calm and professional demeanor of the staff involved.

"The staff member appeared confident and familiar with the search and rescue process," explained Matt Sinclair, one of the observers.

A few recommendations came from the drill that have already been implemented.

Drills and training ensure that Ongwanada staff are ready when real situations occur. Thank you to everyone involved.

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Experiences of Supported Individuals and Staff...

Sweet ladies enjoy some Maple Madness

By: Linda Herbison

On a sunny, but cold, morning in March, two sisters took a trip to the Little Cataraqui Conservation area to see how trees are tapped and how the sap is boiled down to the perfect consistency to make the liquid gold known as maple syrup.

Even though both Jessica and Tabetha grew up in the country and have enjoyed maple syrup before, they had not actually known the process nor the great deal of work and time that is required to make this sweet treat.

Our journey started with a two kilometre walk into the sugar bush through the dappled sunlight, the frozen ponds covered in new snow, and sounds of chickadees

in the air. The walk warmed us with only a couple of "Are we there yet?" questions from the girls.

Upon arrival, Jessica asked what there was to buy in the bush as she could really go for a Tim Horton's Iced Cap. Jessica's request caused her sister, Tabetha, to laugh and tell her she could only buy 'maple stuff' and that, "there is no Tim Horton's in the trees, Jess!"

After experiencing the entire process of making this sweet spring delicacy through a variety of hands-on demonstrations of both old-fashioned and modern methods, it was time for a taste test. They both agreed that



maple syrup on a nice fluffy pancake tasted really good, especially after a nice long walk on a cold sunny day.

The wagon ride out of the woods was bumpy and noisy, but fun with both ladies agreeing that this should be a regular yearly destination.

Spiritual Care announces March MADness winners

Through the month of March, Ongwanada staff participated in March MADness, an initiative initiated and supported by Spiritual Care which acknowledges staff within Ongwanada who make a difference.

Nominations were received from many departments acknowledging staff members who:

- Make Ongwanada a better place;
- Are a team player;
- Serve others cheerfully;
- Lead by example;
- Enrich the lives of the clients we support;

- Go above and beyond in their role; and,
- Demonstrates a person-centred approach in their role.

Twenty-three nominations were received and reviewed by a committee comprised of a manager, a support staff member, a coordinator, and a member of front-line staff.

This year, three winners were chosen and honoured at the Board of Governors Annual Dinner on May 11. The winners were:

- Julie Carriere, Ongwanada's Pharmacist

- Sarah Hanna, Occupational Therapist
- Kelly Snider, Vocational Life Skills Instructor

While these three individuals were chosen specifically as winners, it is important to recognize the nominees, as well:

Leona Saunders, Carol Couglar, Brian Wade, Sonia Acosta-Farrell, Sarah Vanhorn, Beth Bentley, Ann O'Neill, Jane Saunders, John Nolder, Val Winter, Leanne McDonnell, Theda Pretzell, Chris McKinnon, Rachel Brace, Mary-Lynn Huff, and Paula Smith.

Congratulations everyone!

Working with our community...

Circle of Friends Kingston receives generous donation from Rotary Club



Ongwanada Spiritual Coordinator, Monika Cook, with Board members, Dwight Boyce and Jack Thompson, receives \$1,250 from the Rotary Club of Kingston on March 9 for Circle of Friends Kingston.

Auxiliary Easter Bake Sale

The Ladies Auxiliary made \$452.25 at their Annual Easter Bake Sale in April thanks to all of those who came out to support the event.

United Way KFL&A and City of Kingston provides funding for Caregiver Support Group



CEO, Wade Durling, and Monika Cook, Spiritual Care Coordinator and facilitator of Caregiver Support Group, receive funding cheque from United Way panel chair, Lesley Kelly, on February 22.

The Caregiver Support Group meets every fourth Saturday at 9:30 a.m. at the Balsam Grove location, 85 Grosvenor Court.

All caregivers of individuals with developmental disabilities are welcome.

Supported Individual meets Prime Minister Justin Trudeau in Napanee



Robin Warner, an individual supported by Ongwanada's Adult Protective Services (APS) program, got a face-to-face greeting with Prime Minister Justin Trudeau on January 19 when Canada's leader stopped in Napanee.

Warner was able to meet Trudeau and shake his hand during the PM's cross-country tour to hear from Canadians.

What an experience!

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/August 2017



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Ongwanada 2017 United Way Campaign already on its way with Paint Nite and Wilton Cheese sales



On April 27, Ongwanada hosted a Paint Nite to raise funds for United Way KFL&A. The event raised \$585 towards its 2017 campaign.



In April, Bert Phillips, one of Ongwanada's United Way Committee members, distributed the Wilton Cheese which was purchased by staff to raise funds for United Way KFL&A. Bert received the honour of distributing the cheese as he was the one who sold the most - 30 pieces of the total 46! Congratulations, Bert, and thank you for staff support.