

horizon newsletter



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

Summer 2015



support respect **choices**

Ongwanada unveiled 2014-2015 Annual Report and 2015-2020 Strategic Plan at 44th Annual General Meeting

Ongwanada unveiled its 2014-2015 Annual Report at its 44th Annual General Meeting on Tuesday, June 23 at the Ongwanada Resource Centre and at the same time, released its strategic plan for the next five years.

The annual report, themed Looking Back while Moving Forward, includes highlights of the organization's achievements on topics such as change in leadership, development of 2015-2020 Strategic Plan, reaction to transformation in developmental service sector, a significant change to the pharmacy, regional and provincial work, and technological advancements.

"Our Annual Report highlights our capacity to accept changes that come our way and to utilize the experiences of our past to best capitalize on those changes," says Allan Twohey, President of Ongwanada's Board of Governors, "This past year involved some significant changes with the retirement of Executive Director, Bob Seaby, after 37 years of service and the transformation of our pharmacy. Yet, in the midst of any change, our Board, staff, and volunteers always kept their eyes forward as we focus on providing the best care for current and future individuals we support."

In his first year as Executive Director, Wade Durling, addressed the group to express appreciation for the dedicated support and team effort that resulted in the success of the past fiscal year. As well, he revealed Vision 2020: Ongwanada's 2015-2020 Strategic Plan.

"The 2014/2015 fiscal period marked



Wade Durling reveals Vision 2020: Ongwanada's 2015-2020 Strategic Plan at the AGM

a year of change within Ongwanada, not only at a leadership level, but also in the development of a revised five-year strategic plan," said Durling. "Vision 2020 is the result of several months of research and consultation with various stakeholders which included seven focus groups, several one-on-one interviews, and online input from more than 130 people supported by Ongwanada, their families, staff, community partners, and the Ministry."

Stakeholders provided a very consistent message on where they want to see Ongwanada focus over the next five year period. By 2020, Ongwanada's vision is to be a leading, clinically-focused regional resource for Eastern Ontario, recognized for its person-centered approach to services.

Four strategic priorities were identified:

1. Applying person-centred principles to renew our service model;
2. Leading the way...together (Building capacity in the sector);
3. Working better...together (Building capacity in the organization); and,

4. Improving accountability and outcomes with a dynamic culture of learning.

Ongwanada will continue its mission of supporting people with developmental disabilities, with a special focus on those individuals with complex needs. The core values of "Support, Respect, and Choices" have been removed from the mission statement and identified instead as guiding principles. These values will continue within the context of safety and responsibility to those we serve and serve with and consistent with Ongwanada's Code of Ethics.

The next step in moving this plan forward will be the development of an Operational Plan. That work will begin over the summer. Anticipate more conversation and focus on Vision 2020 over the next months.

The 2014-2015 Annual Report as well as Vision 2020: Ongwanada Strategic Plan 2015-2020 can be viewed on the Ongwanada website at www.ongwanada.com or picked up at the Resource Centre at 191 Portsmouth Ave in Kingston.

Board of Governors Annual Dinner honours a retiring member and is motivated by guest

On May 12, the Board of Governors held its Annual Dinner when the Board comes together with various staff members to celebrate the last year at Ongwanada. The highlight of the night is usually the guest speaker, however, this year there were a few highlights.

First, the board recognized Peter Horrocks as he retires from the board after 35 years of service.



Next, the crowd was entertained with the musical talents of two of Ongwanada's APS clients.

Finally, guest speaker, Robert Pio Hajjar, had the group on its feet dancing and clapping. He is a motivational speaker who has not let the fact that he was born with Down Syndrome slow him down. His words and charismatic personality draw the best out of the people he speaks to. It was a true pleasure for those in attendance.



Ongwanada remembers 10 individuals at 2nd Annual Memorial Service

Ongwanada held its 2nd Annual Memorial Service on June 11, 2015 to honour and remember ten individuals who passed away over the past year. Nine of these individuals received services and supports through Ongwanada and the other individual was associated with Ongwanada.

The service couldn't have happened on a more beautiful day with the sun shining above those in attendance in the Joseph Dominik Sensory Garden. Lovely speeches were accompanied by wonderful musical performances by staff, individuals we support, and community partners.

"As an organization, Ongwanada seeks to provide opportunities for the people it supports," explains Monika Cook, Religious and Spiritual Care Coordinator. "This service exemplifies those opportunities in the musical participation of many clients who shared songs which are meaningful to them and to those who have passed on. The service is music driven and upbeat to celebrate lives that have impacted others greatly."

Another highlight of the memorial service was a donation presentation from FrontRunner Professional, a local funeral technology company. FrontRunner's donation is on behalf of eleven of their valued funeral industry clients for the purchase of four new digital pianos from Renaissance Music.

"We are extremely grateful for the

partnerships of those in our community and through their generosity we are able to enhance what is offered to our clients," said Cook. "Perhaps Rabbi Soria said it best, 'In Judaism, doing something for which one can receive no thank you from the person himself is the highest form of generosity and kindness'. We are thankful for the generosity of FrontRunner Professional."

FrontRunner's donation is on behalf of the following:

- Simpler Times (Kingston)
- Wartman Funeral Home, Inc. (Kingston and Napanee)
- McPhail & Perkins Funeral Home (Renfrew)
- Blair and Son Funeral Directors (Smiths Falls)
- Irvine Funeral Home, Chapel, and Reception Centre (Brockville)
- Judson Funeral Home (Athens)
- Goodfellows Funeral Home, Ltd. (Parham)
- Scotland Funeral Home (Elgin)
- MacKay Funeral Home (Prescott)
- Community Alternative Funeral & Cremation Services (Peterborough)
- Ashburnham Funeral Home & Reception Centre (Peterborough)

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Update on new Electronic Client Information Management System (eCIMS)

In the spring edition of the *Horizon*, Ongwanada's new electronic client information management system (eCIMS) was introduced.

The organization has since been working hard with Nucleus Labs, the successful eCIMS vendor, to create an implementation plan based on the analysis they conducted in April.

Based on the results of that needs assessment, Ongwanada is now preparing for Phase One of creating the electronic file for each individual supported. This phase will focus on Residential (Nursing and Non-Nursing Homes and the Treatment Home) and the three Day Program locations (Balsam, Crescent, and ORC). The following are now in process:

1. Internet connections in the homes are being upgraded to ensure the system will work well in each location; this work is being done by Cogeco and we anticipate it to be finished by the middle of July;

2. Wireless modems are being installed at the same time in each residential and day program location which will allow clinical staff and others to connect to the file within each of these locations; and,

3. New Lenova desktop computers are ordered and will be in place by the end of August for residential (nursing and non-nursing homes and the treatment home) and the three day program locations (Balsam, Crescent, and ORC); the SunRays within these locations will be removed by the end of August.

Nucleus Labs will be back on site in mid-August to finalize the work plan for Phase One and will then return in early September to begin the work. It is anticipated that this phase will be completed in early 2016.

The Information Management Committee will assist in the development of revised policies and pro-

cedures over the next few months. Until notice and direction are provided, staff will continue to follow current procedures and work from a paper file.

The eCIMS User Group, which has front-line staff representation, and which was involved in the assessment of the various eCIMS systems, will reconvene in the next few weeks. This group will assist with this project and its implementation.

Phase Two and Three will follow Phase One and will include:

Phase 2: Social Work, APS, Home Share, Respite, and Community Services

Phase 3: Agency-Wide Services

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.

Stay tuned!

Ongwanada staff give back through United Way's Day of Caring



On Friday, June 5, 2015, seven Ongwanada employees participated in the United Way Day of Caring. The employees that participated this year are pictured to the right: Jennifer Marvin, Jim Whan, Rachel Brace, Shelley Gelineau, Kate Bearman, Sophie Chalk and Karen Sligh (who isn't in the photo).

This year the group were at the Limestone Advisory for Childcare Program, 930 Woodbine Rd. They

helped by doing all of their outdoor work, including washing windows, trimming shrubs and trees, gardening, mulching, raking, sweeping, and preparing all of the children's outdoor toys for the summer by disinfecting, scrubbing, and pressure washing. The team was also called to the Boys and Girls Club to help another team finish up on time.

It was a fun day for Ongwanada's crew.

CanAm Exchange a success



Members of 1 World Foundation at the Can/Am Exchange

On June 4 and 5, 2015, the Annual Can/Am Exchange took place in Gananoque with individuals in the developmental service sector in both Canada and the U.S. coming together to learn about compassion fatigue and taking care of yourself.

The event, entitled “Sharpening Saws, Recharging Batteries, Stepping Back, and Other Ways to Avoid Burnout!” provided two presentations. The first was

Take Care of Yourself presented by Pam Fountas. This presentation looked at how we are constantly saying yes to others and no to ourselves and how caregivers can re-

ceive care, too.

The second presentation was Compassion Fatigue and Vicarious Trauma presented by Meaghan Welfare. This presentation explored assumptions about compassion fatigue, the organizational and personal barriers that helps face in their daily lives, and offered new and creative approaches to transforming this occupational hazard.

Several Ongwanada employees attended the annual event and got to network with developmental service workers from the U.S. Next year’s event will be held in New York.

AODA Celebrates 10 Years of Action

Learn more at ontario.ca/AccessON

Accessibility: 10 years of action



Improved Security at Ongwanada sites

Over the past few years, Ongwanada has been making strides towards making our organization more safe and secure with the implementation of the Security of Information policy as well as other technology initiatives and process changes. The next step is to make our buildings more secure and this improved security initiative will be taking place over the next couple of months.

After experiencing a number of incidents of vandalism and theft during the evening and weekends at the Resource Centre, Balsam Grove Centre, and Crescent Centre, it was decided to look at security features that can improve and enhance safety and security of not only the buildings; but, the people and the building contents.

The improved security features will include:

- Cameras: Installed at all three locations;
- Lighting: Improved at all three location;
- Card Access: Card access at the administration wing and professional wing entrances at the ORC and a camera at the main entrance as well as basement entrance (Pharmacy) to control access and monitor flow.
- Signage: In the parking lots.

The purpose of having card accessible entrances is to encourage visitors and staff not working at the ORC to enter through the main entrance or basement entrance.

Client and Staff Stories

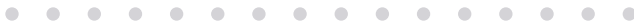
It's Baseball Season!

By: Darlene Drawbridge

On May 4, Wendy Roberts and Donald Fitzgerald headed to the train station for an exciting time in Toronto. This was Wendy's first time on a train while Donald has traveled by train many times. When we arrived at Union station, the staff were amazing by helping us navigate our way to our hotel, the Fairmont Royal York hotel. The room was amazing and the bell hops were fantastic.

We then walked down to Wahlburgers for lunch. We had hoped to see one of the famous brothers, but didn't have any luck! Later that day, we made our way to the Rogers Center to see the Toronto Blue Jays take on the New York Yankees. Our seats were great and the Blue Jays WON. As we walked back to our hotel, some streets were blocked off because they were filming a movie, but we couldn't sneak a peak.

After a long busy day, we settled in for the night. The next day we went to Ripley's Aquarium where the fish were amazing and the sting rays were full of smiles. It was incredible to see sharks swimming all around us and even above us. We did a bit of shopping before heading back to Kingston.



By: Kevin Shogren

On June 10, Julie Tennant and Christine Wand escorted two clients from James Street on a trip to see the Toronto Blue Jays. Clients and staff were relishing the day ahead which also included a stop in Oshawa to take the GO-Train into Union Station. This trip, although short, was enjoyed by the clients and staff and helped avoid the heavy traffic getting to the Roger's Center.

The seats were outstanding for the mid-week afternoon game. The vantage point for everyone to see the ball players in action was excellent. As well, the concession food was first rate, hence, a variety of these items being enjoyed by all as they watched Blue Jays coast to a resounding 7-1 victory.

Race Night at the Speedway

On June 6, Wendy Roberts went to Brockville for dinner at Kelsey's followed by a night at the Brockville speedway. Wendy was so excited. This was Wendy's first experience at a race track. She liked all of the different types of race cars. It was cold and the cars were very loud, but Wendy's smile never left her face. There was a lot of dirt and dust in the air and Wendy was covered by the end of the night. We had to leave before the races were finished, but Wendy saw four full races with many cars sliding off the track and even a couple minor accidents.

Ongwanada Nurse carries PAN AM torch

The Pan Am torch relay arrived in Kingston on Thursday July 2, 2015 and left the next day as part of its 41-day trip from Mexico to Toronto.

Estrella Madrigal-Gumboc, one of Ongwanada's Registered Nurses, was nominated by CIBC as one of the torch bearers in Kingston as one of CIBC's valued long-time customers.

The dedicated Registered Nurse of Barclay Community Residence is so proud and excited to have carried the flame that has travelled more than 15,000 kilometres by air and 5,000 kilometres via 60-plus modes of transportation across the province of Ontario and a few stops across the country.

Congratulations Estrella! Ongwanada is proud of you.

A trip to the Museum

Kathryn Paproski and Judy Darroch made a visit to the Canadian Agriculture Museum in Ottawa on June 7, 2015. Both ladies were able to pet and get up close with such animals as sheep, goats, cows, and horses.

Kathryn and Judy seemed to enjoy the animals. They were smiling and laughing throughout our walk in the Museum area. We had a light lunch under one of the many covered picnic areas and then finished our tour of the grounds.

It was a fun day for all!

Continuous Quality Initiative Quarterly Update

Many Ongwanada clients and visitors enjoy the health benefits of the wonderfully warm hydrotherapy pool at the Ongwanada Resource Centre. Because of the warm therapeutic temperatures of the pool, when one exits the pool the air feels very cold. Hydrotherapy staff are now warming towels to counteract the chilly air and to make the swimmers more comfortable as they dry off.

Continuing on the recreation theme, several clients participate in the Revved-Up Program through Queen's University. The program runs twice weekly to promote physical and emotional well being, increase core, upper body, and leg strength which in turn prevents falls and decreases injury if a fall does occur. In addition, Crescent Centre has begun the Heart Healthy Program carried out by the neighbouring Kingston YMCA that can accommodate clients who are unable to participate in Revved-Up.

2015 Compliance Review Inspection Results

Ongwanada was notified in February of a Ministry Compliance Review to be completed for several of its services. The inspection was conducted by a Ministry representative and reviewed a total of 286 compliance requirements.

Ongwanada met compliance in 282 of the 286 requirements during the inspection resulting in a 98.6 per cent compliance rate. The four items that did not meet compliance were minor and easily rectified within the

Prescription changes within a client's medication cycle can increase risk of medication errors. As a preventative measure, the pharmacy now indicates medication changes that occur within the middle of a cycle directly onto the client's medication box.

The new medication administration system is proving to be more effective and safer as evidenced by the decrease in number of reported medication incidents. Continued training for the new system will be provided at every possible opportunity. Feedback will be provided to each community residence detailing their error rate and their improvement as a way of providing continued encouragement and positive feedback.

Work-life balance and the wellbeing of our staff were a major focus of the Wellness Committee this quarter. A unique opportunity for staff to experience relaxation massages at

required ten days. The final result was a report of being fully compliant with the identified Ministry requirements.

Appreciation is expressed to the team who internally oversaw the process and worked on behalf of Ongwanada with the Ministry in ensuring access to requested information and coordination to required site visits.

work was offered by Trillium College Massage Therapy program. This initiative was well-received and much enjoyed by staff.

As part of our Accreditation mandate, Ongwanada will be conducting a Client Experience survey in partnership with Queen's University staff. Approximately 30 Ongwanada residential clients, specifically individuals who access our Home-share and Community Residence programs, will take part in 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 and will be supported by Ongwanada staff during the interview phase. When complete, the report will be available at Ongwanada and will be shared with Accreditation Canada as a part of the 2016 Accreditation process.

Joseph Dominik Sensory Garden open to the public



Come to 191 Portsmouth Ave. to enjoy Ongwanada's prize-winning Sensory Garden. Open through to September.

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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: October 2015



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Ongwanada's Auxiliary Strawberry Social: Thank you for your support!



On June 24, the Auxiliary hosted its annual Strawberry Social and thanks to people coming out and buying delicious strawberries courtesy of Fruition Farms, they raised \$736.

The funds raised by the Auxiliary over the years have been used to give back to Ongwanada's pro-

grams 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.

Ongwanada's website received a face lift. Go to www.ongwanada.com to check out the new look today!

