

horizon

newsletter



Ongwanada

Winter 2017

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



support respect choices

Ongwanada receives Exemplary Standing again from Accreditation Canada

Ongwanada is proud to announce that it has, once again, earned Accreditation with Exemplary Standing from Accreditation Canada.

This is the highest possible honour bestowed by the independent organization which assesses the quality of service of health and developmental service organizations based on national standards of excellence.

The decision comes after Ongwanada completed a rigorous four-year Accreditation program, concluding with a visit from three Accreditation Canada surveyors to Ongwanada facilities in December 2016.

The organization was assessed on numerous factors, such as client safety initiatives, governance, leadership, and health-care related programs.

At the debriefing session on December 8, Lead Surveyor Joan Whelan started by saying that the three surveyors had a “great week” at Ongwanada.

The debriefing was a chance for the surveyors to thank staff and volunteers while sharing some highlights of their visit of eight Ongwanada locations from December 5 - 8.

Whelan explained that during

their time here, they looked at 19 priority processes and were able to identify many successes along with some addressable challenges.



“Some key highlights are the introduction of your new CEO which brought an evolution to the organization along with the strong Strategic Plan which you have developed and are currently implementing,” reported Whelan.

Your pharmacy is run so well. I wish all agencies had a Julie (Carriere) and pharmacy like Ongwanada does!”

- quote from lead surveyor

“It was a pleasure to discover that *Vision 2020* is known throughout the organization by all staff and by community partners who recognize Ongwanada as a leader in this sector.”

Highlighted strengths included Ongwanada’s new electronic client information management system (eCIMS) and the communica-

tions plan as they discovered staff across the organization are much more connected now than in the last Accreditation visit in 2012. However, the surveyors also acknowledged challenges such as incorporating person-centred care into all aspects of Ongwanada, implementing a change management strategy, and lacking appropriate physical environment to support complex individuals.

“We really hope you can maintain the momentum you have created these past two years with *Vision 2020*,” stated Whelan.

Jan Narduzzi, the third surveyor to speak, continued from Whelan’s kind words to state that “across the organization, you are one of the most compassionate and engaged groups of staff I have come

across. Please take time to celebrate that about yourself.”

Now, Ongwanada is celebrating after receiving the final report which states,

“The organization is commended for its commitment to using accreditation to improve the quality and safety of the services it offers to its clients and its community.”

Thank you to everyone involved in this process. This status will be held from 2017 to 2020.

Christmas Luncheon brings supported individuals, family, staff, and community together

Ongwanada held its Annual Christmas Luncheon on December 1 at its Resource Centre on Portsmouth Avenue. The event brought 594 people together including our supported individuals, their families, friends, and members of the community.

“Although Ongwanada is the host, this event is truly about bringing the community together to share in a festive experience with the individuals Ongwanada supports and their families,” says Wade Durling, CEO of Ongwanada.

“We had representatives from the

Mayor’s office, MPP’s office, businesses, media, and Kingston Police at the event – all coming together with the common goal of providing our supported individuals with a day to remember,” Durling continued.

The luncheon is aligned with Ongwanada’s *Vision 2020*, a 5-year strategic plan, which outlines the organization’s person- and family-centred focus as it builds understanding of developmental services within the community.

“We even had a few members of Circle of Friends providing live

musical entertainment for our guests while Santa Claus mingled with the crowd,” says Nicole Cooper, Coordinator of Communications. “It’s the highlight event of the year here at Ongwanada.”

The event was a success thanks to everyone working together, but a special thank you to Ongwanada’s Nutrition Services, Housekeeping, Maintenance, and the event’s planning committee. Also, thank you to all of the volunteers and community partners who came out to make the event happen.

Pictures from the 2016 Christmas Luncheon



From left to right: Robert with his guest; Alison Treadgold and Thomas Babcock; and Wendy Roberts with her parents



From left to right: Mary Allen with her host family provider, Trini (See their story on page 4); Thomas Allman and his daughter; and Ashley.

Pictures from the 2016 Christmas Luncheon



From left to right: Julie Brown from CKWS with board members, Dwight Boyce and Carol Cartier; Diedre Gillespie having lunch with her mother and brother, Michael; and Andrea Blake with friends.



From left to right: Supported individual enjoying visiting with friends; Ongwanada's Nutrition team; and Michael with Santa.



From left to right: Lori Johnson thanks Santa by presenting him with a gift; Robert and his friend; and Joe Leduc says hi to Santa.



From left to right: Kingston Police stopped by to help serve lunch; a supported individual with his guest; and IT's Tom Walker with CEO Wade Durling

What's happening within the organization...

Installing sprinklers at three more homes by April 2017

Changes to the Fire Protection and Prevention Act and NFPA Regulation 13D for "care occupancies" requires Ongwanada to ensure it has sprinkler systems installed in all of its community residences by January 1, 2019.

Prior to 2015, Ongwanada had 14 properties that did not have sprinkler systems in place. Over the last two years Ongwanada received funding to install systems in six homes: McKeown, Henry, Montreal North, Montreal South, Mulcaster, and Douglas. In January, Ongwanada will commence the installation of sprinklers in three additional homes: Muirfield, Wilson, and Seaforth. This work is partially covered by new funding and will be completed prior to March 31, 2017.

In order to complete the installation of the sprinkler systems, the

staff and residents will continue to be relocated to a vacant community residence (Henrietta Community Residence). The contractors are able to complete some of the external work (digging trenches and installing a larger water line to the home) prior to the relocation of staff and residents in order to minimize their time away from their home.

Thank you to anyone who is inconvenienced through the relocation. Ongwanada focuses on providing safe working and living environments for the staff and supported individuals. The sprinkler systems will enhance the safety within the homes.

The remaining five homes requiring sprinklers will be completed when further funding becomes available.

Mock Search and Rescue Drill proves strong training

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.

Host Family Relationship Spanning Nearly Four Decades

Since the day Mary Allen Aylesworth first arrived to meet her future host family nearly 40 years ago, she instantly felt welcomed and soon after felt to be part of the Colley family.

Trini Colley and her husband Jack, who is now deceased, had recently purchased a home in Kingston, which had more bedrooms than they could fill. This, in addition to a desire to make a difference, the Colley's considered opening their home to a resident of Ongwanada.

Ongwanada's Host Family Program, which the Colley's enrolled in, helps provide individuals with developmental disabilities, including those with complex needs, to lead full, supported lives in the community.

The program is funded by the Ministry of Community and Social Services and is offered by service agencies such as Ongwanada.

During the enrollment process into the Host Family Program was when the Colley's first met Mary Allen, aged 16 at the time. After a thorough screening process, an Ongwanada staff person felt Mary Allen was the perfect person for Trini and Jack, and almost 40 years later, he's still right.

Once the decision was made to have Mary Allen move in, it didn't take long for her to adjust and to feel like part of the family. She was given

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Working with our community...

Ongwanada able to launch Caregiver Support Group thanks to Community funding

Ongwanada received an early Christmas present with word that its proposal to develop a support group for caregivers of people with developmental disabilities would be funded through the City of Kingston and United Way, through the Community Investment Fund.

The peer support group, envisioned by Richelle Uens, Ongwanada's Complex Case Manager, and facilitated by Monika Cook, Ongwanada's Spiritual Care Coordinator, will provide caregivers of individuals with developmental disabilities an opportunity to receive support and encouragement as they meet and share together. In addition, educational sessions on a variety of topics will be provided.

The group is open to anyone providing care for someone with a developmental disability. To remove any obstacle for caregivers attending, respite care is provided during the meeting. This will be coordinated by Sarah Hanna, one of Ongwanada's Occupational Therapists, in partnership with respiteservices.com, Community Living Kingston.

The group will meet on the fourth Saturday of each month, beginning February 25, 2017 from 9:30 a.m. - 11:00 a.m. at Balsam Grove Centre, 85 Grosvenor Court, Kingston.

For more information about this group, please contact Monika Cook at mcook@ongwanada.com or 613-532-9402.

Raising the Roof in Roblin



On Saturday, October 29, Roblin Wesleyan Church hosted "Concerts with a Cause". This musical event is an initiative of Ongwanada's Circle of Friends with participants sharing the stage with other local performers which the goal of raising funds to support two local causes: Circle of Friends and Roblin Holiness Camp.

The event had an array of music from bluegrass and country to folk and Elvis and Johnny Cash songs. The performers entertaining the crowd were Gary and Denise Frizzell, Tammy Webster, Tim Sheffield, Ron Sheffield, Karen Sheffield, Barry Lovegrove, Hannah Doyle, Eric Ford, Thomas Mastin, and, of course, the Circle of Friends choir.

The choir provided the highlight of the night when 40 plus members took the stage. For many, it was a significant feat to just stand in front of the crowd, never mind perform! Each participant, without words, shared part of their story as they shared their music with exuberance.

Kenny Wagar, a pianist for the group, rendered most speechless for in spite of his disability, Kenny possesses his Grade 9 in Royal Conservatory from Hamilton Insti-

tute for the Blind.

Kenny along with the members of Circle of Friends thought the highlight of the evening was when they received a standing ovation from the audience.

"It felt like singing at the Oprey," said one member, "It was awesome! Getting a standing O was so cool."

The event's organizer, Monika Cook, was proud of the group's accomplishments and was happy to see how proud all of the members were, as well.

"For those who came, who gave generously, and those who shared their talents - thank you for making this an unforgettable evening for the Circle of Friends participants," exclaimed Cook. "Circle of Friends gives opportunity for many to show their ability despite the challenges that many face."

Funds from the evening also benefitted Roblin Holiness Camp which offers affordable camping options for youth and families. The rustic environment lends itself to relationship building and deepening faith.

To learn more about this group, or to book a presentation please contact Monika Cook at mcook@ongwanada.com or 613-532-9402.

Working with our community...

Spiritual Care initiative provides Christmas Eve meal

By: Monika Cook



Volunteers peel potatoes for the Christmas Eve dinner.

The Christmas spirit was alive and well at Ongwanada this year! A huge shout out to everyone who supported the Spiritual Care initiatives this season. Together, we made a mark on our community by:

- providing a Christmas Eve meal to 350 people in the Kingston community;
- donating money and/or supplies for the Christmas Eve Dinner;
- providing gifts to be shared with children and families at the dinner;
- peeling record amounts of potatoes and helping with meal prep and set up;

Staff member recognized by City of Kingston

On December 1, the City of Kingston held its annual Celebrating Accessibility Awards event and Ongwanada's Monika Cook was in attendance as a nominee.

There were 28 individuals/groups nominated, including Cook, in the Volunteer category for her work

- singing a carol or two ... or twenty!
- becoming Santa's helpers by delivering letters from the North Pole complete with pictures from Santa; and,
- finding your inner Santa and donning a big red suit (thank you board member, Dwight Boyce).

Thank you to everyone who helped spread JOY in such a practical way this Christmas season. I looking forward to serving along with you in 2017.

with Circle of Friends.

"All of our nominees deserve to be celebrated," said Julie Salter-Keane, the city's community projects manager, in a statement.

Although Monika did not win, she did receive a Certificate of Achievement. Congratulations, Monika!

"Being a Host Family provider just made sense to me..."

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her own bedroom, enjoyed playing with the family dog, and has since been on vacations with the Colley's to the Philippines, Australia, and the United States.

"Becoming a Host Family provider just made sense to me because it is in me, it is part of who I am as a person," explains Colley. "I'm someone who cares for others and wants to give back. In return, I get an overwhelming sense of fulfillment that helps provide me with the patience and perseverance that someone in a host family provider role requires, because it's a commitment, it's not just a visit – you're not just bringing someone into your home for the weekend, you are bringing them into your family and life for the long-term."

Most importantly, Mary Allen was given an opportunity to be part of the neighbourhood and the larger community, to enjoy daily activities, and to learn a variety of new skills.

Years later, at age 54, Mary Allen has an active schedule. In addition to helping out an elderly neighbour with household chores such as garbage, groceries and laundry, she also spends three days a week working at the Kwik-Shred, a local document destruction service company.

For more information on our Host Family Program, please visit our website or call 613.548.4417 and ask for Geoff Gifford.

Article featured in January 2017 Spotlight (MCSS)

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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: April 2017



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Crescent Concert: Frosty the Snowman



The “children” line up behind “Frosty” as they walk in a parade down town.

On December 13, participants of Crescent Community Services entertained their audience with a play and musical concert. The play was Frosty the Snowman which was very well known by all actors and actresses.

As always, Crescent’s choir performed some Christmas carols to help put everyone in the Christmas spirit.

Auxiliary Christmas Bake Sale



On November 23, Ongwanada’s Auxiliary held its Annual Christmas Bake Sale and thanks to many baked good donations, they had three tables filled with yummy treats.

At the end of the event, only a few goodies remained as the majority of baked goods sold quickly to help the Auxiliary raise \$675!

Thank you for the support!