



# Momentum

December 2013

Environments Believe Courage Compassion Trust Opportunities Encouragement

## Growing to serve our Community

- **M** - Moving forward
- **O** - On a clear path
- **M** - Making changes
- **E** - Embracing the future
- **N** - Never stop dreaming
- **T** - Taking on new challenges
- **U** - Utilizing our talents
- **M** - Making memories to last a lifetime

This past August OCL expanded its family by nine. We are pleased to introduce you to: Ann, Yves, John, Marc and Gerry who live on Palsen Street; and David, Therese, Laura and Nancy who live on Tower Road. Both these homes are located in the Baseline/Merivale area of Nepean.

On July 31, 2013, OCL began supporting these individuals. Over the past few months we have been learning about and from, them and their families. We have shared mostly ups and a couple of bumps, as well as a few good laughs as we worked through the changeover from one support group to another. This group of individuals have so much to share and teach us and we are really excited they are now part of the OCL family.

They certainly are a social group, with very active schedules and lives. So if you are in the

neighbourhood, please feel free to stop by and say hello!

You can get to know us and the rest of OCL on Facebook (<https://www.facebook.com/OCLS1>) or at [www.ocl.ca](http://www.ocl.ca)



Picture of our new home on Tower

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## Supported Independent Living (SIL) and E-SIL

The SIL & Enhanced-SIL programs have been through many dynamic changes over the last 12 months. The team has grown from three to five full time staff, as well as two part time positions. Effective August 1, 2013, Mark Snedden became the permanent supervisor of the program.

In September 2012, in order to meet the needs of the individuals living in our community, the programs expanded. A new venture to the Enhanced-SIL branch started, called *Fee For Service*.

The individuals served within both programs have a range of needs. These include support for daily living (ie. grocery shopping, financial planning/budgeting, housekeeping); social programming, job searching and apartment searching/securing. The staff plays a crucial role in liaising with community professionals for those individuals who may require additional services such as psychological and substance abuse supports.

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These programs are fortunate to have such dedicated, hard working and committed staff. They play an invaluable role in the lives of those they support. The SIL and E-SIL program is not without its challenges; however, through the staff's innovative, proactive and solution driven attitudes, the individuals they serve receive the highest level of care.

The SIL staff team, through a collaborative approach over the past year, has worked to strengthen the foundation of these two programs. They have established protocols, systems and support strategies to ensure the best quality of life for those they serve. In addition, through this team effort, the program has the possibility of expanding further to meet the growing needs within our communities.

For more information about our SIL program please contact Mark Snedden at [msnedden@ocl.ca](mailto:msnedden@ocl.ca)



Pictured left SIL participants [L] Scott, Doug [c], and SIL Supervisor Mark Snedden [rt]

## Management Training Program

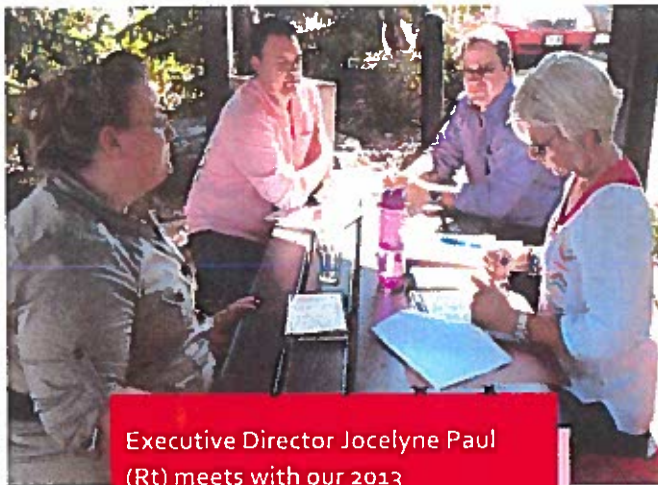
We were proud to once again offer the Management Training Program in 2013. The successful applicants were Andre Demers, Melissa Beckett, and Kurtis James.

The management trainees started the program in May and will likely wrap up at the end of December.

The course encompasses 1-2 courses outside of OCL in a related topic. The trainees also meet with all the Directors – Program – Finance and Human Resources, Scheduling and a few supervisors to learn the inner workings of OCL.

Some of the topics covered during the training program are organization, managing stress, health and safety, serious occurrences, motivation, recruiting, WSIB, labour relations, board and their role, strategic planning, public relations and budgets. The trainees also spend some time with the supervisors, reviewing what they do on a daily basis and also shadow a supervisor for a day.

Several of our current Supervisors are former management trainees. This program has successfully assisted OCL in retaining its talented staff in new roles as they have become available.



Executive Director Jocelyne Paul (Rt) meets with our 2013 management trainees



## From the Desk of Jocelyne Paul, OCL Executive Director

A warm welcome to the Palsen and Tower residents and their families – we are thrilled to have you part of the OCL family! Thank you to all the front line staff who were involved in ensuring everyone felt welcomed; and for your patience and understanding while OCL went through this changeover.

OCL continues to work on its strategic priorities: contracting out our management expertise to other agencies; expanding our Fee for Service; OCL becoming a registered charity (effective Oct. 1<sup>st</sup>); Board decision to hiring a fundraiser (Ted Ross started Nov. 7<sup>th</sup>); and a development plan for the sale of the Alma Court property. As a management team, we continue to search for, and develop opportunities. We sought feedback from our front line staff, and a number of suggestions were submitted. These will be cataloged and grouped into themes and assessed between Dec – Feb. From this, an “Opportunities Committee” will be created, consisting of front line staff, management, admin and myself. This will be a short term working committee to brainstorm; to help shape and create potential opportunities for OCL. I am targeting late February/March 2014 to share these results.

OCL continues to work closely with the Ottawa community, OASIS, and the Ministry to address the needs of individuals, families and agencies. Supporting people within agencies and the community has become increasingly more challenging (aging population, complex personal needs, and young adults new to the adult system). These challenges have put tremendous pressure on the sector and on service providers.

## Strategic Goals



Last fall's edition of Momentum reported on the status of our strategic directions. Work has been ongoing in achieving two of OCL's strategic goals – receiving charitable status for OCL and hiring a fundraiser. We are thrilled to announce that OCL has achieved both of these goals.

Effective October 1, 2013, OCL became a registered charity. In addition, OCL was also able to

complete the process of hiring a fundraiser for the agency. We would like to extend a warm welcome to OCL's new fundraiser, Ted Ross. This was effective November 7, 2013 and his office is located at the BHW address. He will be reporting directly to the Executive Director, given his role in creating and leading the fundraising efforts for OCL.

A few highlights that have occurred in the past year, or are in the midst of occurring, are:

**Select Committee on Developmental Services** – is a provincial initiative to develop a comprehensive developmental services strategy to address the needs of children, youth and adults in Ontario with a developmental disability. This is to coordinate the delivery of programs and services across provincial ministries. Public hearings will be heard; info on how to submit info/request a hearing can be found at [http://www.ontla.on.ca/committee-proceedings/committee-hearings-notices/files\\_html/SCDS%20-%20Ad%201%20\(Generic\)%20Final%20\(English\).htm](http://www.ontla.on.ca/committee-proceedings/committee-hearings-notices/files_html/SCDS%20-%20Ad%201%20(Generic)%20Final%20(English).htm) **Ombudsman Report** - release is expected in early spring. **OASIS Operating Pressures Survey** - conducted by OASIS; highlights challenges & pressures agencies are facing due to fiscal constraints our government is facing. **Partnership Table Housing Group** - I sit at this table; committee developed an action paper “Ending the Wait” addressing the housing shortage across the province. ( Both reports can be found on the OCL website).

The OCL Board of Directors and I continue to seek ways to: change to keep our momentum; create services which bring those we support closer to their desired future; and to create the means to provide supports to those waiting for services. On behalf of the Board of Directors and me, thank you to all OCL families, friends and employees for your continued support.

Over his career, Ted has worked for or volunteered with a number of non-profit organizations, including organizations providing services to those with disabilities. In the early 1980s, Ted produced and hosted *It's Time*, an innovative weekly cablevision show for and about people with disabilities. He went on to work as a Special Needs Coordinator with the Boys and Girls Club of Ottawa and volunteered his services with REACH, Children-At-Risk, the CNIB, the Multiple Sclerosis Society and other community non-profit groups. He has extensive experience in fundraising, corporate sponsorship, event management, communications and marketing, public relations, and community engagement.

Ted holds diplomas in Radio and Television Broadcasting and Applied Museum Studies from Algonquin College; a Voluntary and Arts Sector Management Certificate from York University and a National Certificate in Voluntary & Non-Profit Sector Management from the Canadian Centre for Philanthropy (now Imagine Canada).



## Lone Star Picnic

Howdy ya'll and thank you Mother Nature! On September 14<sup>th</sup>, OCL held the 12<sup>th</sup> annual picnic at the Lone Star Ranch. This event is always such a nice opportunity for everyone associated with OCL to come together, have fun, socialize, and meet new friends. The picnic is funded through dollars raised over the course of the year through the Lifeskills Ottawa Fund.

This year's event started off a bit cool and breezy, but the sun stayed out shining and the warmth enveloped all the guests throughout the afternoon. As each year goes by, the attendance at the picnic has increased. This year, although I did lose count at one point, our guest count reached well over 300 people! It was wonderful to meet the new individuals and their families from Palsen & Tower, the SIL program, the Home Share program and CPS program. It was also delightful to have so many of our exceptional front line staff and members of the management and administration team there with their families in tow. I certainly got my fill

of holding babies, and the enjoyment of seeing the sno-cone covered faces and cotton candy-filled smiles. One of the highlights this year was the amount of people cutting it up on the outdoor dance floor to the sounds of DJ Stevie B. What a blast! And oh my how many talented dancers do we have! As usual, Circus Delights and their crew ensured

everyone had a good time on the bouncy castle and giant slide, Brad the Balloon Guy and Stacey the Face Painter provided our guests with décor, Table Works Catering joined us and their delicious pies were a sellout. Little Ray's Reptiles show was both entertaining and informative; did you know that bullfrogs eat by blinking their eyes? That's just some food for thought. It seems from all the positive feedback I have heard so far, the change in venue to the Lone Star Ranch was a complete success! So thank you to all who assisted and attended this year's event. Ya'll come back next September ya hear?

Rebecca Detchon - Picnic Coordinator



## Strength in numbers

OCL is privileged to have such an experienced and dedicated staff. For this edition of Momentum we met with Micheline, Pat and Vicki. Below is our

interview with Pat Smith and Micheline Carriere, both who have been with OCL for 25 years; and Vicki Bosse who's been with OCL for 28 years.



“How did you get started with OCL?”



Pat (rt) started working at OCL 25 years ago with Vince.

**P** I heard about OCL through my ex-wife. She was working for OCL at the time. I was hired for the Alta Vista location where Vince, Pat K, little Mikey and two other men lived.

**M** I Graduated from DSW in April of 1988 I started working at OCL in a casual position at Alta Vista. In September of 1988 I became full time at Erindale. In 2003 I became a Supervisor.

**V** I was hired as both day and residential supervisor before OCL even became OCL: it was

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## Defeating Loneliness at Christmas

During the Christmas Season our thoughts are drawn to spending time with family and friends, turkey dinner and gifts under the tree. However, for some OCL SIL (Supported Independent Living) clients, it can be the exact opposite. Without help, they can feel like they are the loneliest person in the world.

People with developmental disabilities can feel socially isolated – not included with the world around them. This social isolation is often combined with poverty, especially for those who do not live in subsidized housing. This combination hurts more at Christmas.

Along with our regular year round services, Ottawa-Carleton Lifeskills Inc. staff make extra special efforts to defeat this Christmas loneliness.

For those clients who do not have family or have family who live far away, OCL staff work hard to make sure that there is at least one gift at Christmas. OCL staff help clients organize Christmas

get-togethers, making sure clients have someplace to go to share the spirit of Christmas.

Some OCL clients take it upon themselves to have their own party at a local restaurant, inviting OCL staff to join them.



On Christmas Day, if staff know a client is alone, they will invite them to one of our group homes for dinner or encourage them to join one of the Christmas dinners organized by other organizations.

Christmas need not be about loneliness. It can be about time with friends, dinner, presents and yes, even about Santa.

People with developmental disabilities need not feel alone any time of the year. Ottawa-Carleton Lifeskills Inc. strives to provide individuals who are developmentally disabled with encouragement, opportunities and experiences in friendly, supportive environments that will promote self development and foster inter-dependent relationships with other members of the community.

However, in recent years, government funding to OCL has not kept up with increased costs. More and more, we are relying on the generous donations of our donors. For those of you who have given in the past, we thank you and encourage you to donate again by either donating online at [www.ocl.ca](http://www.ocl.ca) or by filling out our new donation form included in this newsletter.

If you would like to discuss your donation or have any questions, please contact Ted Ross, Community and Corporate Fundraiser at 613-254-9400, ext. 386 or [tross@ocl.ca](mailto:tross@ocl.ca)

## In loving memory

In 2013 we were saddened with the loss of five of the individuals we had supported; Giacomo "Jackie" F, Lionel C, Pierre B. Garry M., and Deborah "Debbie" O.

The memories of these individuals will always be with the family, staff and friends these individuals touched. We are comforted with the memories we shared, and the lessons they taught us. We are grateful for the opportunity to have been a part of their lives.



## Core Competencies



OCL has successfully introduced Core Competencies as a part of our agency training. We are currently on our second competency, 'Advocating for Others'. The first competency we reviewed was "Creative Problem Solving and Decision Making". These Competencies are introduced in staff meetings and reviewed during supervisions and check-ins. Each quarter the agency will introduce a new competency until we reach the seven that are outlined for Direct Support Professionals. Each Competency is accompanied with a video and some activity to complete at the staff meeting. This helps provide a clear definition of each competency. Each of our program locations has an orange

box for the **Core Competency Challenge**. Staff nominates each other for demonstrating the competency of the quarter.

A prize is awarded to the employee who wins each quarter. Core Competencies recognizes the professional nature of direct support work as well as providing a strength based approach to developing and enhancing direct support work.

We would like to thank all of our staff for embracing the Core Competency model into OCL.



## OCL's CPS... part of our Community



Ivanhoe workgroup at the Arnprior fair

CPS has been busy with our work placements over the past year. Individuals in our Ivanhoe Work Group, Lifeskills program and Leisure program have been working extremely hard.

On a weekly basis, the Ivanhoe work group volunteers approximately 60 hours between 5 individuals. They attend placements at Value Village, Wal-Mart (2 locations: Fernbank Rd in Stittsville and Trainyards) and OC-Transpo. At our main building participants volunteer 2 days a week at the Glebe Center, which is a nursing home, and twice a week at The Big Sky Ranch near Kemptville, when the weather permits.

These individuals look forward to attending CPS and volunteering each day. Volunteering helps them feel like they are really contributing to the community and builds a feeling of self worth. The joy we see on their faces after working for a day is amazing! They feel as if they are part of main stream society with real jobs. While at placements, they are expected to follow the requirements of their jobs and fulfill the job duties to the best of their abilities. You can see the pride on their faces when asked what they did while on placement.



Community

(Continued from page 4)

Y's Owl Co-Op in 1985. I worked and took courses and read voraciously. Back then we had six participants living in two rented townhouses near Uplands Drive. I shared an office with the ED, and a desk with the part-time bookkeeper.



**“What keeps you going?”**

**P** I have stayed with OCL because of the participants. I love spending time with the participants.

**M** I love what I do and the people who are entrusted to us. I enjoy my job each and every day! The individuals we support have a lot to teach me, they surprise me with the things they say and do, and put a smile on my face, sometimes I shake my head too! Throughout my 25 years, I have had the opportunity to work with many knowledgeable and dedicated people. I have had opportunities to learn new things and have been encouraged to try new experiences. I have learned a great deal about others and about myself.

**V** Last June I marked 28 years with OCL. The continuous challenges and constant need to learn and grow have been really important, in keeping me here. But it's all about the people we serve. I am still amazed and humbled by their spirit and resiliency, their ability to cope with twists and turns of fate with which we can't truly empathize. They are so brave, so ready to trust and care; and I love working with their families, too. I have been fortunate to know that I could make a difference in someone's life.



**“Try to pick your first favourite OCL memory that comes to mind?”**

**P** There are so many memories for me. One that immediately comes to mind is about Little Mikey. I remember working at Wylie with Little Mikey when he left the house and I followed after him. Mikey ran to a swamp near Wylie and I tried for nearly two hours trying to convince him to go back to Wylie to no avail. Vicki showed up and Mikey saw her. She opened her car door and Mikey ran over to the car got in and sat down with Vicki.

**M** I have many favorite memories. I have taken three trips with the participants, two to Disneyland and one to Las Vegas. It was a pleasure to see how excited the participants were. I have witnessed the excitement in simple pleasures that we often take for granted such as having nails done, kind words and simple conversation.

**V** Wow, it's hard to pick a favorite memory! Dancing to CCR with Lionel C. at more than 20 Christmas parties, I think. Lionel had all the moves, and he shared my love of CCR, especially “Proud Mary.” From the staffing end of things, I remember pre-empting a staff meeting and making everyone go outside to blow bubbles, as a stress-reliever at Grenon. We ended up having a picnic supper in the backyard with the participants after they got home, with bubbles all over everything.



**“Please share something that maybe most people don't know about you”**

**P** I live life for today. I try to treat everyday as if it is my last day. I like to make the best out of all situations. You shouldn't get into this field for the money. You should truly love your job and the participants we support.

**M** I enjoy nature and the peace and quiet of my country home. I also enjoy gardening with my husband!

**V** Most people don't know that by nature, I am an introvert. I have had to grow a lot of skills to be a manager, still hate to walk into groups of people I don't know.

## Summertime at Ivanhoe



Kristen and Sheryl enjoying the sounds of Blues Fest.



Karen enjoying the atmosphere at Blues



Another wonderful and eventful summer has come and gone for us at Ivanhoe. We had a remarkable summer with many highlights that were enjoyed by both the residents and staff.

We started off our summer with the Tulip Festival. Everyone enjoyed the warm breeze while being surrounded by beautiful flowers. Our beautiful residents surrounded by an enchanting environment what could be more lovely?.

We applaud two of our residents, Sharron and Karen who achieved their ISSP goals this summer. These ladies went on a VIA train with Tammy and Chasian to Montreal for the day. They did some exploring on the Montreal streets, shopping and devouring some delicious food. The train was a calming and exciting experience all at once.

Sheryl and Lois were pampered at the salon, when they went for a girls' day out to get manicures and pedicures. The residents were also pampered when support staff and volunteers planned an exciting and extravagant trip to Montreal to visit the Biodome. We want to thank all the volunteers who offered their time, patience, commitment and big hearts. With our dedicated volunteers and staff, nine residents were able to enjoy this amazing day trip. It was a lot of work so we commend the hard work you all did.

Helene Collins come on down!!! Helene, Kristin and Hollan went to the Ottawa Price is

Right, and Helene even has the T-shirt to prove it. She still speaks of the experience and it will definitely be one for her books. It was a once in a lifetime experience for Helene. It's her daily routine to watch "the man with glasses" at 11 a.m. The only down side was Drew Carey was not the host.

Blues Fest was a great experience for many of our residents. This annual event was enjoyed by all. Karen K. enjoyed the evening indulging on delicious food and taking in the sweet tunes of various local and international artists. The look on Karen's face makes everything we do worthwhile. In keeping with our music theme three of our residents, Sheryl, Derrick and Joey rock out each week at Music Therapy. We now have an instructor coming to Ivanhoe each Friday, so all our residents who are interested can experience the live entertainment of various instruments, and creating a sweet melody that tantalize their senses.

Finally, for our participants, staff and their families, our biggest event of the year.. the OCL picnic. It was fantastic to have 12 of our 14 residents attend, made possible with the support of our dedicated staff team. The residents had a blast! Derrick was still beaming about the picnic on Monday morning.

We want to give a special thank you to all our dedicated staff who have been devoted in supporting the amazing residents of Ivanhoe. Our team is committed to offering our residents a fulfilling and enriched life.

## Find Us on the Web and Facebook!





## 2013 Golf Update

**A**gain this year we co-hosted our 12th Annual Charity Golf Tournament with *Bytown Rotary Club* on June 10th at the beautiful eQuinelle Golf Club in Kemptville. There were 90 golfers duffing their way around a spectacular course on a sunny day and everyone had a great time. Together we raised over \$9,000 for our charitable activities through *Lifeskills Ottawa Fund*. This years winning team at -10 was a group from OCL, consisting of Deborah, Pat, Brad and Mike.

This event relies not just on the support of the golfers, but also through donations of prizes, sponsorship and our many volunteers.

Many thanks to our volunteers, Melissa, Sara, Coral, Rebecca, Jocelyne & Kimberly for all their hard work.

### Bringing home the Trophy!

More recently a OCL foursome of Steve, Doug, Brad & Brent won the 5<sup>th</sup> annual Ottawa Developmental Service 'Golf Challenge' beating very strong teams from OCAPDD & ICSS at the eQuinelle Golf Club.

We had some unexpected guests too!



Deborah Fitzgerald

# Thank-You!

We just could not succeed in raising funds without our sponsors. A sincere thanks to our 2013 Charity Golf partners Ottawa Rotary Club and our Sponsors. We have been partnered with Ottawa Rotary for ten years and have helped raise over \$40,000.

### 12<sup>th</sup> Annual Charity Golf Tournament



Executive Director Jocelyne Paul and Program Director Kimberley Gallant

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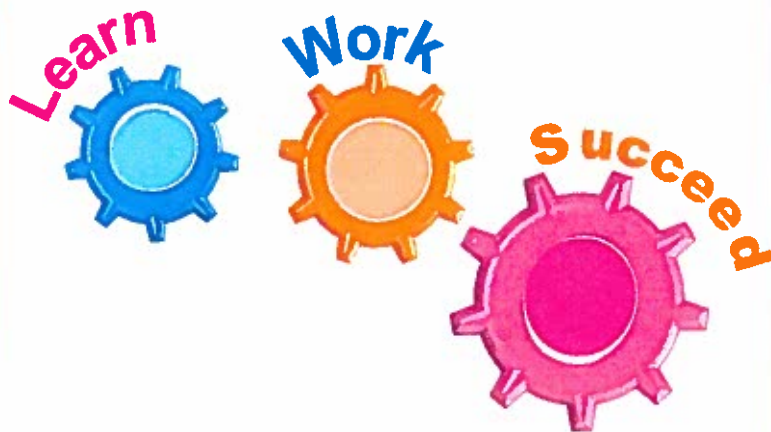
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## OASIS Scholarships



Ottawa-Carleton Lifeskills is pleased to announce that our Executive Director, Jocelyne Paul was the winner of the OASIS President's Award and Program Director, Kimberley Gallant was the winner of the Gerry Sutton Award.

All submissions must be accompanied by a reference from your direct supervisor and 2 Community Leaders. Selection was made by the President, Vice-President Volunteer, and Vice-President Executive Director of OASIS.

The Presidents Scholarship was established in recognition of the contributions of the volunteer President of OASIS since 1996. It is issued once a year at the OASIS conference to an Executive Director. It has a value of up to \$5,000 to be utilized to attend/participate in a conference or educational program of their selection.

Jocelyne has chosen to further her professional development through the use of Executive Coaching. "Through coaching, my goal is to identify strengths and opportunities within OCL to create focused solutions that will deliver results. Today, we are in this time of constant change, of new developments,

of challenging the way we think and do business. The leader of each organization must be flexible and quickly able to respond to changes in a strategic and measured fashion. For those who are coached, the benefits include increased productivity and empowerment for all. I need to take myself and my organization to the next level, to be the absolute best that we can be in meeting the needs of both those we serve and those within the community in an effective, efficient and sustainable manner. Executive Coaching is done on a one on one basis, and will assist me in taking my organization to this level."

The Gerry Sutton Award is a scholarship awarded to Executive Directors and Senior Managers to attend the Queen's OASIS Leadership program.

Kimberley will be attending the Queen's Leadership program in the spring of 2014. The Queen's program will give me the tools to continue to play a strategic role not only within OCL but at the Community Services Planning Table – where she can further contribute to developing capacity in Ottawa.