

One of Six in the World

Person-Centred Excellence Accreditation ~ With Distinction



CHRIS GRAYSON ADDRESSES THE AUDIENCE DURING THE ACCREDITATION PROCESS

Community Living Upper Ottawa Valley has earned a third accreditation, with The Council on Quality and Leadership (CQL). They are one of the six organizations in the world to receive this level of accreditation with CQL, and one of only six Organizations in the world to be accredited through CQL's Person Centered Excellence with Distinction. Scoring 100 per cent on all factors earned them accreditation with distinction.

"This award confirms that Community Living Upper Ottawa Valley (CLUOV) shares CQL's vision for person-centered solutions to improve the quality of life for people receiving supports and services," says Chris Grayson, Executive Director of CLUOV". This is our third accreditation and each time it has stimulated the organization in striving to provide better supports and education to enhance the lives for the people it supports and the community as a whole."

The nearly week-long evaluation process involved not only staff, but also the people supported by Community Living who shared their stories with the reviewers. That combination made a solid impression on the reviewers.

"This accreditation confirms that the services being provided meet with the high quality, high standards and high expectations expected by the agency," said Debbie Cavers, lead reviewer for the accreditation process. "This is as high an accreditation as you can get."

When CLUOV opted to pursue accreditation with CQL, it meant a commitment to a rigorous process to review and improve services and supports. The evaluation is not based on statements of intent but rather statements of results for a variety of factors considered throughout the organization. The efforts showed the reviewers that CLUOV's impact was dramatic—empowering the people who receive supports to make choices in how they live their lives including where they work, where they live, how they create a community.

In presenting the accreditation with distinction, Cavers also noted that they did some of their own digging apart from what the organization presented. "We stayed here for a few days and we ate at the restaurants and were in the shops and when people asked us why we were here, we told them," said Cavers. "And everyone knew who you were and what you did. Everyone!"

In Touch Newsletter

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IN THIS ISSUE



Our Big Move by Gayle Cayen

Page 4



2016 Golf Tournament Champs

Golf Chairman Gerry Mansveld far left congratulates the 2016 Champions, Peter Van Grinsven, Shawn Oliver & Dave Park. For more information about the 2016 Golf Tournament see back page

Accreditation continued . . .

"CQL is extremely proud of Community Living Upper Ottawa Valley for achieving Person-Centered Accreditation with distinction," said CQL President and CEO, Cathy Ficker Terrill. "Their commitment to quality sets them in an elite group of support providers."

CQL has provided international accreditation for human service organizations for more than 40 years. Organizations that are awarded accreditation by CQL meet a stringent set of criteria and demonstrate an ongoing commitment to person-centered excellence.

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ONE OF SIX IN THE WORLD

"Their commitment to quality sets them in an elite group of support providers."

Cathy Ficker Terrill, CQL President and CEO

Samantha's Story

Samantha Romanoff-Tryon is a community volunteer and an amateur actor who shines a light in the community. Recently, Samantha shared her story with the Accreditation team in June. Here are some excerpts from Samantha's speech.

I have been an actor for the annual Irish play for 10 years, but have been volunteering with it longer. The Irish play is a humorous performance that draws a large crowd each year, Samantha states, "I'm quick to memorize my lines as well as everyone else's!"

I volunteer at Carefor (Retirement Home), where I play games with the seniors. They enjoy playing games and enjoy my company.

I also help out when they have parties, by serving food and drinks.

I'm a member of the Catholic Women's League. I'm an alter server at my church, where I serve at both regular and funeral masses. I also volunteer at Holy Name School twice a week and volunteer with the Breakfast Club.

Recently I became a foster sister to a 14 year old girl names Patience in Zambia. I support her financially by sending \$37/month. Patience has sent me a picture and a letter and I will soon be responding to her. In the summer Samantha enjoys being at the trailer.



Samantha Romanoff (left hand side) shared her story with the audience and CQL reviewers in June 2016. Stefanie Soulier assisted Samantha with her visual aids during the presentation.

PICTURES OF WILLIAM SHEA AT WORK



Far left, William stands with his Boss John. William is also shown having lunch with coworker Chris.

William's story ~ Working for a Living

William Shea delivered newspapers, but had been looking and yearning for something else. After months of fielding out resumes William made a connection at RMI through a Community Living Worker, and before long William received the call for an interview.

Initially William was hired to sweep the floors, assist the staff with putting things away and general clean-up. It was within the first few weeks of work the staff and owner realized William had other talents which could be utilized.

Before long William was power washing the equipment in the shop and was soon doing oil changes on the heavy equipment. William also had a flare for organizing the tools and was able to reorganize the tool chest for the mechanic staff according to metric measurements. This job has brought William immense pride in his accomplishments at his new job. In turn he feels more secure earning a real pay cheque and enjoys the dignity of belonging to a workplace. *Congratulations William! Keep up the good work!*



In June of this year Melissa joined the Administrative Team at Community Living. Melissa grew up in Pembroke and attended Fellowes High School. Melissa is the daughter of Tim and Colleen Hoffman of Pembroke and helping out in the office of the family business Hoffman's Auto Body enabled Melissa to come to Community Living with some office experience.

Melissa has also volunteered at the Pembroke Library, and the Pembroke Regional Hospital. Melissa is an active member of the Pembroke & Area Speakers Bureau, and in her role has assisted in making presentations in the community, including at Algonquin College to promote self-advocacy of people with an intellectual disability.

Along with her receptionist duties, Melissa assists with other general administrative duties. This summer Melissa also helped at the Community Living Golf Tournament. Melissa works on Tuesday afternoons and on Wednesday's 9 - 4.

Welcome to the Admin Team Melissa



Gayle Cayen

Our Big Move

I have always had a love of writing and several years ago I was a guest writer on The Daily Observer's editorial board. I recently made some big decisions and a big move and thought this would be a good reason to begin writing again by sharing my story. It all started when my family suggested that Jeff and I move in together. Jeff and I went home and talked a lot to each other about this. Before we made any decisions to move we spoke to both of our families and then we spoke to our community living workers.

Before we looked at the apartment on Trafalger Road, where we moved, we looked at a couple of apartments and they were not the apartments we wanted. When the appointment came to see the apartment on Trafalger Road, we both loved it. We went back to our separate apartments and started to purge and pack at the same time.

This apartment we are renting is in a perfect location for us. It is close to downtown, close to Riverside Park where Jeff goes to play ball with Special Olympics, close for me to walk to work, and close for Jeff to see his family. It is a little farther for Jeff to get to work, but he has a friend who picks him up on her way to work. We have moved in and my two sisters came to help us unpack and arrange everything to our liking. We have the Cayen family picture up in the living room. We are not done yet, but are still getting things on the walls. We have a backyard and if I want next summer there might be a vegetable garden. Living down from the bike shop and two doors down from the corner store is really convenient.

It is nice to hear children playing in the school yard at Holy Name School. The best thing about living here is the windows. There was hardly any breeze coming through the balcony windows at my old place, and now the fresh air comes in like fresh daisies. Jeff and I have been talking about more future plans but for now we are very satisfied with Our Big Move!

Submitted By Gayle Cayen

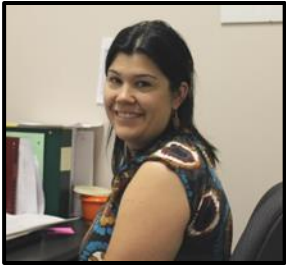


Greg Leslie, flanked on the left by Paul Mayfield is thanked by Carol Ripley for volunteering to tend the Community Living Gardens this year.

Above Mark Raglin, our experienced gardener drops by to water the containers he helped to plant.

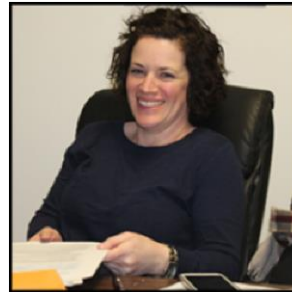
Lina Deslaurier

Lina graduated from Algonquin College in Ottawa as a Developmental Service Worker. Lina spent her early career working with agencies in the Ottawa area, providing her with various opportunities ranging from family respite, residential home manager, day program supervisor, and working as an education assistant with the school board. Lina also worked for the Public Health Agency of Canada gaining experience in staff relations, management – union relations, and executive level administrative skills. Lina has joined Donna Locke’s team in various supervisory roles with a large team of staff providing supports to adults throughout our community.



Jennifer Debenham

Jennifer graduated from St. Lawrence College and began her career working in the mental health field primarily with children and youth. Her experience extends to supervising residential programs for adolescents, dual diagnosis programs, youth in transition within Ottawa and the surrounding areas. Previous experience also includes coordination of respite care programs with the City of Ottawa. Jennifer is assisting Suzie Desjarlais in the management of a home shared by four adults in the Pembroke community.



I’m basically my own boss
Quoted from Raina Flexhaug

Raina’s story

Raina Flexhaug has achieved a great deal in a relatively short period of time. The Pembroke resident moved to Ontario from Calgary, Alberta when she was 17. After graduating from high school, she moved out on her own with assistance from Community Living Upper Ottawa Valley (CLUOV). With support from staff and guidance from her support network, Raina has been able to realize her potential.

Now 27 years old, Flexhaug recently graduated from Algonquin College with a certificate in General Arts and Science. Most of her time is now dedicated to running her own businesses. She maintains an online business, she’s a Regal Gifts representative, and she also has a roster of clients for her babysitting and housekeeping services. “I’m basically my own boss,” said Flexhaug.

Raina enjoys living as independently as possible. She recently moved in with a friend, but that presented a small challenge for her. Living on the outskirts of town, transportation has not been readily accessible and that motivated her to pursue her G1 driver’s licence. “Learning how to drive has been a goal of mine for the past 10 years.” She received her G1 driver’s permit in March and is now enrolled in a driving school with the goal of obtaining her full licence.

When asked what she attributes to her success, Flexhaug, who’s also a dancer, stated it was due in large part to her great support circle around me that sees my potential. “With anything that I strive to do, they’re extremely supportive and they help me establish the steps to achieve whatever goal I have,” said Flexhaug. When issues or challenges sometimes arise, the network supports her to refocus and find solutions to her problems, one step at a time.



2016 Staff Celebrating Milestone Year Anniversary's



Left to Right: Nancy Healey, Amanda Whittington, Tammy Rosien, Bev Robichaud, Wendy Cayen, Bonnie Michaud, Paul Mayfield



5 Year Honorees
Amanda Whittington
Tammy Rosien
Wendy Cayen
Paul Mayfield

10 Year Honoree
Bonnie Michaud
15 Year Honoree
Nancy Healey
30 Year Honoree
Bev Robichaud

Raina's story continued from page 5

“When they put that small goal [in front of me], and it reminds me that ‘Oh, yeah. I can do this’, I just need to break it down further.” In addition to her support, Raina attributes her successes to being herself. I do have great role models. I do have people that I look up to and draw inspiration from, but the main thing is that I’m myself. The confidence that I’m building within myself shines outwards.”

In terms of what’s next for Flexhaug, she wants to obtain a passport so that she can travel outside of Canada. Some of her immediate priorities would be to travel to the United States and Norway so that she can visit family. Given her positive attitude and the supportive team around her, there’s no question a passport will be one of the many more goals Raina will be able to achieve in the future.

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Values of Inclusion

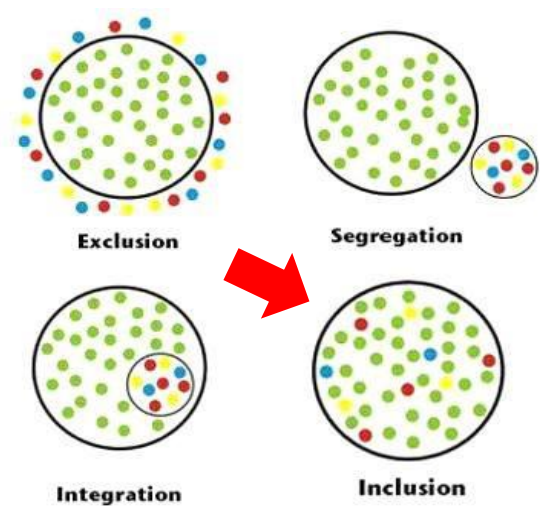
Ensure the concepts “exploring options” and “informed choice” are the basis for decision-making

Reinforce a clear understanding that CLUOV will not support segregated initiatives and activities and ensure our focus is on individualization and inclusivity

Investigate partnerships and collaborations with local and regional organizations as the first option for change.

We believe together we are better!

“If you have to create it and call it inclusion –it probably isn’t”



Are You Interested in Sharing your Home
Contact Community Living for more Information
about **LIFE SHARE**

You could help make a **POSITIVE CHANGE** in the
LIFE of an adult in your **COMMUNITY**



“Change The Way You See & What You See Changes”

20th Anniversary of Community Living Golf Tournament

Raises over \$18,000

Twenty-seven teams teed off as planned for this year's event. Long time golfers, along with a few new teams, greeted each other warmly as they looked at pictures and information displayed from 20 years of tournaments. In celebration of the 20th Anniversary, Community Living offered a special prize of a 42 inch colour TV, won by Marcel Chaput who has been golfing in the tournament since its inception. Speeches included supporters who have been a part of the Community Living golf fundraiser since the first planning stages. Kathy Bennett and Debbie Robinson founding committee members spoke to the golfers about the history of the tournament and extended thank yous to those who have contributed and endorsed the Tournament for many many years. Along with the specialty hole competitions, the pink ball challenge was also back this year and was won by Hoffman's Auto Body Team.



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