

## 2 - Women's Breakfast

Mark March 6th on your calendar for the International Women's Day breakfast. Our keynote speaker this year is Gwen Greenstock and you won't want to miss her impressive message.

## 5 - Bureau Speaks To DRDH

CLUOV's Speakers Bureau was invited to speak to the healthcare leadership team at Deep River and District Hospital. The Bureau has been busy recently, also attending training in Port Elgin.

## 6 - Using Technology

Technology, when used safely and in respect of privacy, can help people live with greater independence. We review our Health Matters submission on how that can happen.

WINTER 2020

# In Touch

COMMUNITY LIVING  
Upper Ottawa Valley

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## Growing Forward On A Strong Foundation

2019 was a busy year for our agency, with a major initiative, inclusive housing, leading the way. Our vision that local developers, builders and property managers can help us find "community living" options for people with intellectual disabilities is growing every year. We have shared our story of success with other agencies, province-wide to help spur on this movement.

Some of our other moments to remember for 2019 included:

- Achieving 100 per cent compliance with our ministry partner. This means we are delivering ministry services in a safe and person-centred way.
- 20 new employment placements through BEE Successful, which helps match people who live with a disability with local paid employment.



- Hosting workshops to help our community partners such as PTSD training.
- Participating with Algonquin College, Petawawa Military Family Resource Centre the Pembroke BIA and French Language Services in their events.
- Continuing our attendance at provincial and larger-area inclusion events and conferences.
- Supporting staff training to bring

new skills and ideas to our agency.

- Exceeding goals in raising funds with the Box of Possibilities lunch, our annual golf tournament and a new frozen meals fundraiser. Funds help make things possible for the people we support.
- Our largest AGM turnout thanks to Katharine Viscardis who spoke on child institutionalization. 2019 was

the 10-year anniversary of the closure of institutions that housed people with intellectual disabilities.

- One of the most active years on record for the Speakers Bureau and self-advocate achievements for its members.

The bar is set high for 2020, but we are looking forward to what this year has in store for us and for our community.

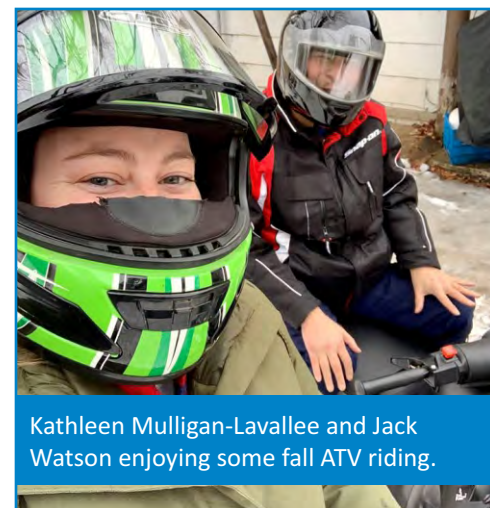


Paul Mayfield and Greg Leslie enjoying winter with a sleigh ride.

## Looking For Good Tenants?

If you have a property and are interested in long-term renters, talk to us.

Speak to Tina Williams:  
twilliams@cluov.ca  
Phone: 613-735-0659



Kathleen Mulligan-Lavallee and Jack Watson enjoying some fall ATV riding.





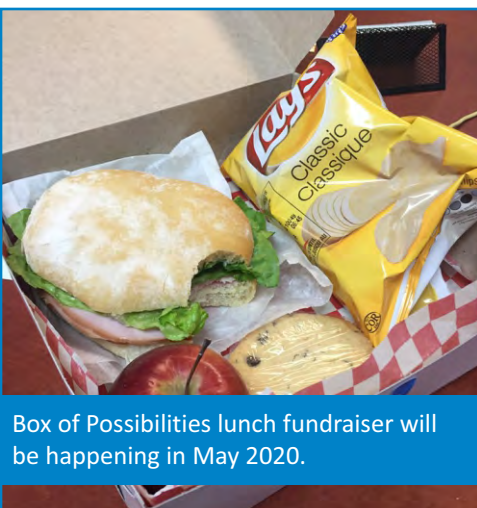
Gwen Greenstock will be the keynote at the International Women's Day breakfast.

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Meghan Ripley and a friend enjoy the warmer days of winter.



Box of Possibilities lunch fundraiser will be happening in May 2020.

## Women's Day Breakfast: March 6

Gwen Greenstock will be the keynote speaker at the 2020 International Women's Day Breakfast, hosted by Community Living.

Gwen has been an active member of the business and giving community for many years in the Ottawa Valley. She broke the glass ceiling for women in many ways throughout her career and was often ahead of her time. Please come and hear her story!

The breakfast will take place on March 6 at Janna and Kerry's restaurant in Pembroke. The cost is \$15 per breakfast and there are a limited number of spots available so we encourage you to obtain

tickets early. The ticket must be reserved in advance when you pre-order your breakfast (there are four options to choose from.)

Details are available on our website at [www.cluov.ca](http://www.cluov.ca). You can also contact Paige LeClair at 613-735-0659 ext.0 or [pleclair@cluov.ca](mailto:pleclair@cluov.ca) to reserve tickets and choose your breakfast.

Doors open at 8:00am with CLUOV speakers kicking things off and breakfast to be served at 8:30am. Gwen will deliver her keynote address at 9:00am and you will be on your way to work (or to continue on with your day) by 9:30am.

Thanks For Supporting Us!

**459 Meals Ordered!**



Look for the frozen meals fundraiser to return in the fall of 2020! It was a yummy success!

## We're All About Food Fundraisers!

Community Living Upper Ottawa Valley hosted a new fundraiser in November - frozen meals. Hosted in partnership with Griffith Farm and Market of Killaloe, the frozen meals program offered locally-made frozen meals for \$7 each with a portion of proceeds going towards the agency. When you try something new, you're never quite sure what the result will be and we are pleased to announce that we had 459 meals ordered as part of the fundraiser! There were 21 meal options to choose from and people could pick up their order at lunchtime or after work. The meals worked well for people who live on their own, individuals who don't like

to cook or have challenges in cooking, college students and busy families who just need a break from making meals! We look forward to running the frozen meals fundraiser again in 2020!

### Box of Possibilities 2020

Since we're talking about food, keep in mind that our Box of Possibilities lunch fundraiser is coming up as part of Community Living Month in May. This fundraiser involves lunch delivered to your workplace (or you can pick it up at our office) with proceeds going to the Outcomes Fund. The date and details will be released later in the year. You can follow our Facebook page as well: [www.facebook.com/cluov](http://www.facebook.com/cluov)



# City Chosen For 2019 Inclusion Award

The Pembroke Business Improvement Association (Pembroke BIA) hosts an annual awards dinner to honour achievements of local businesses in the downtown core. Last year, Community Living partnered with the PBI to create the "Promoting Inclusion Award" to recognize an inclusive downtown employer who has helped create a community where all people are welcome and included.

This year, the award was presented to the City of Pembroke. Mayor Mike LeMay was in attendance at the dinner to accept the award.

The City of Pembroke is an inclusive

employer and has been for several years, but they have also shown their support of inclusiveness in other ways. They have partnered with our agency through various events, they have taken part in our fundraising initiatives, asked people supported by our agency to assist with their own community events as volunteers, and they fly our flag during Community Living Month in May. Through these examples of inclusion, the City of Pembroke provides our agency with talking points as we approach new employers and community partners.



Nancy Healey presents the inclusion award to Pembroke Mayor Mike LeMay.



CLUOV Board members participated in a Christmas paint sign night - a pretty artistic bunch!

Could you **Share Your Home?**

A spare room could give someone a place to call home. Ask us!

**LifeShare**

Email Stephanie Moss: [info@cluov.ca](mailto:info@cluov.ca)

# Staff-Initiated Festivities At Christmas

There was plenty of Christmas cheer throughout the entire month of December at the Community Living office! Various staff-led initiatives contributed to the holiday spirit.

Our fun festivities included a 12 Days of Christmas staff morale boosters. For example, we also booked an evening skate for staff and family members at the Pembroke Memorial Centre which was free to attend. We had a great turnout for this event. In the giving spirit, we supported the Robbie Dean Family Counselling Centre by partnering with the Kitchen Catering and Eatery's "Cookies for a Cause" fundraiser. As part of our agency give-back to staff, we provided every staff member with

baked goods, gift certificates to local businesses and an evening social at the Clarion Hotel.

Community Living's Speakers' Bureau held a holiday drop-in. People stopped by to enjoy some Christmas treats, holiday music and good company.

As if that wasn't busy enough, we also challenged staff to get creative and participate in a Christmas decorated door competition. Everyone got into the Christmas spirit with this fun competition, going all out to decorate the front doors of their homes as well as the doors throughout our office.

We appreciate that, in a busy time of year, staff participated in these festive, peer-organized activities.



Shelby Roy and Melissa Hoffman have some photo fun during the holidays.



Lisa Zettler and Caitlin Bilechi support Operation Christmas Child.



## PooranLaw Captures Non-Profit Audience At Local Event

A new human resources workshop was a sold-out success in November, hosted by the Inclusion Renfrew County committee.

The committee is comprised of Family and Children's Services of Renfrew County, Community Living Renfrew County South, Community Living Upper Ottawa Valley, Madawaska Valley

Association for Community Living and L'Arche Arnprior. The speaker was Cheryl Pooran from PooranLaw Professional Corporation. The attendees were non-profit agencies throughout Renfrew County. The full-day workshop included human resources challenges facing local leaders, including workplace accommodations, managing

absenteeism and leaves of absence, passport workers and respite workers.

PooranLaw lawyers are regular speakers at provincial and federal summits in this field. It was a treat to have someone share quality advice and examples with our local agencies in the field of human resources and recruitment.



Kirby Adam enjoying his job with Mission Thrift Store, an inclusive employer.



Cheryl Pooran of PooranLaw delivered a workshop locally in November.



Lori Buchan and Stephanie Chaput at the Chamber of Commerce women's event.

## 14 New Employers Join BEE Successful

There has been lots of "buzz" happening with BEE Successful, an employment agency launched by Community Living and focused on employment options for people with disabilities.

In November, BEE Successful completed a successful compliance review, which measured our overall service quality. This included areas such as service impact, customer service and core measures of performance. We happily reported that we surpassed our targets and increased the number of people in employment! We are also pleased to share that 10 people celebrated a one-year work anniversary.

In addition, 14 new inclusive employers joined our team. With one local employment agency closing, our team has engaged with them to best support the transition of their clientele to our employment service.

## CLUOV Attends PMFRC Family Forum

In October, representatives from Community Living and BEE Successful attended a special needs family forum, hosted by the Petawawa Military Family Resource Centre (PMFRC). The forum is an annual event and provides a wonderful opportunity for families and caregivers to meet with local organizations, school boards and others to discover more about the programs and services that are available in our

community. This forum also allowed families to share their challenges and provide feedback and suggestions for potential future programs and supports.

We enjoy being part of these events that help us spread the word about the services we offer and how they can be most easily accessed. Please invite us to your events! You can speak to Samantha Fleming at 613-735-0659 ext.220 or [sfleming@cluov.ca](mailto:sfleming@cluov.ca)



Raina Flexhaug (in red) and members of the Council on Community Living.

## Speakers Bureau Presents To Deep River Hospital

The Community Living Speaker's Bureau was invited to present last fall at a leadership training day at the Deep River & District Hospital. The speakers gave a well-received presentation on barriers of navigating the healthcare system that people with intellectual disabilities can often face. Some of the barriers included medical bias,

diagnostic overshadowing, lack of specialized medical training and communication. When faced with these kinds of barriers, they can often lead to experiences that result in poor health outcomes. Often, strong advocacy is needed to prevent the potential for these barriers. The hospital's healthcare team shared that they were shocked to

hear of these experiences and felt the Speaker's Bureau presentation was timely and matched their training focus which was person-centered planning.

**COMMUNITY LIVING**  
Upper Ottawa Valley



Ed Chow picks up his frozen meals order at our new fundraiser in November.



Raina, Jeff, Travis and Gayle are part of the Speakers Bureau for CLUOV.



## Operation Christmas Child 2019

One of the initiatives that staff and members of Community Living participate in each year is Operation Christmas Child. This is an international project where shoeboxes are filled with items for children. (An age range is provided.) Suggested items cover basic necessities such as hygiene products, school supplies and toys. The boxes are provided to less fortunate children around the world so they can have

something to open at Christmas.

For 2019, our agency goal was to fill 25 shoeboxes and we were pleased to have exceeded that goal!

During a busy time of year, we extend our thanks to the staff, board members, people supported by our agency and friends of CLUOV who helped make a child's Christmas that much more special this year.

## CLUOV Speaks At Baltimore Conference

Community Living was invited to speak at the Council on Quality and Leadership (CQL) annual conference in Baltimore, Maryland last fall. Presenters Tina Williams and Chris Grayson shared their work in encouraging more inclusive living spaces by working with new partners in the community.

The session, "Wine and Cheese and the Closure of Group Homes," was based on CLUOV's own wine and cheese event that invited developers, property managers and rental agents to hear about housing needs for the local agency. Williams and Grayson shared real life experiences, data and statistics to give weight to the initiative to engage housing managers. When dollars that agencies would otherwise allocate to roofs and furnaces can be funnelled to assist with finding affordable, accessible housing, it is a win-win.



Ashley Corbett (left) and Phillipa Obermuller (right) participated in the shoebox campaign.





Cormac Russell is a keynote speaker at From Presence to Citizenship for 2020.

## Conference Set For March 4-6, 2020

Building inclusive communities for people requires real effort and “presence.” From Presence to Citizenship is a conference that unites people involved in the developmental services sector to share thought leadership, best practices and success stories. This year's event will be held March 4-6, 2020 at the Holiday Inn International Airport in Toronto.

Over the past four years, some 300 executive directors, managers and leaders attend the annual learning exchange. These key people have an interest in using the community as a first resort for services and supports. CLUOV helped launch this event.

The conference features nationally and internationally-recognized speakers, thought-provoking breakout sessions and interactive panel discussions with champions of transformation. This year's conference has the theme “Community: Mine. Yours. Ours.” and focuses on community work. This includes building healthy living spaces and creating valuable connections and partnerships. Participants will explore ways to support a welcoming and inclusive society, learn how to bring powerful conversations to your region and shift the thinking about the nature of engagement. Further details can be found on our website at [www.cluov.ca](http://www.cluov.ca)

## Using Tech To Build Independence



Technology can help people live more independently and we're exploring how.

In the Winter 2020 edition of *Health Matters* magazine, we contributed an article on the benefits of technology when it comes to helping people live more independently. The feedback has been welcomed as the balance between safety, mental health and improvements continue. Here is a brief overview of some of the technological benefits that we mentioned:

### Using Your Phone

An app to “find my phone,” the Apple watch or a home monitoring system can offer peace of mind when monitoring loved ones from a distance. This may include ageing parents, youth who are just gaining confidence in spending time alone and, as is the case with our organization, people with disabilities.

### Complementing Regular Supports

We have also found that regular supports could be complemented by

technology. Examples include the ability to scan and visually monitor spaces, bed pads that shake, enhanced visuals (strobing lights) and sound alarms. Door monitors and medication dispensers with alerts and messages can also assist.

### Talking Apps

Google Mini, Alexa and other home systems can have light switches, reminders and thermostats controlled by voice and can assist with routines, often allowing people to retain more of their independence.

### Training Modules

Technology also allows for training modules and apps that can provide step-by-step guidance on everything from recipes to how to call for a taxi. These apps can provide a routine of reminder (ie: to turn off lights, lock the door, take out the garbage before leaving the apartment, etc.) Landlords and building owners can also investigate the benefits so that common areas and entrances could be monitored and issues noted in real-time.

### Focus on Safety, Privacy

At Community Living, we are excited about entering this next phase of seeing technology as a partner. Of course, there is an equal need to use caution to ensure privacy and personal preferences are respected. It will take us all working together to make this happen, and we look forward to it!



Aimee Fleury attends the French Language Services (FLS) event in Pembroke.

## Speakers Bureau Attends Training



Speakers Bureau attendees at the Speaking Out Conference in Port Elgin, Ontario.

Community Living's Speakers Bureau offers public speaking engagements at various clubs, classrooms, events and organizational meetings. The Bureau is comprised of local adults living with an intellectual disability who share personal experiences with barriers and successes. The presentations are an empowering message of inclusion that helps create awareness about the importance of inclusion.

To best prepare for speaking opportunities, the members of the Speakers Bureau participate in training initiatives. One such initiative was the Speaking Out conference, held last fall in Port Elgin, Ontario.

### Speaking Out Conference

Connie Edwards, a CLUOV staff member who manages the Speakers Bureau, travelled with Jeff Shand, Gayle Cayen, Travis Richards and Raina Flexhaug to the 2019 Speaking Out Conference. The conference took place over three days and two nights and was hosted by New Vision Advocates out of London, Ontario.

The conference was a great way for people with intellectual disabilities, their families and support professionals to network and learn about rights, community inclusion, effective advocacy and language.

Jeff, Gayle and Travis also presented at the sold-out conference about the benefits of employment. Their presentation was well-received by

attendees, leaving some feeling inspired to pursue paid employment. Highlights from the conference also included keynote speaker Michael Jacques, an author and motivational speaker, as well as nightly entertainment and great food! More information is available at [www.speakingoutconference.com](http://www.speakingoutconference.com)

### Book The Speakers Bureau

There is no cost to book the Speakers Bureau and the community is invited to consider including this dynamic group as part of their agenda. The members have speaking experience with groups of various sizes and target their presentation for both children and adults. Presentations can be tailored to suit the audience and time available.

For more information, contact Connie Edwards at [cedwards@cluov.ca](mailto:cedwards@cluov.ca) or by calling 613-735-0659.



Enjoying food and friends at the Speaking Out Conference - such a great experience.



Tina Williams has worked 25 years with Community Living and is now Interim ED.

## Williams Appointed Interim ED

On November 11, 2019, a change of leadership took place at Community Living Upper Ottawa Valley.

The board of directors appointed Tina Williams as their Interim Executive Director. Williams took over from Chris Grayson who held the position for just over six years.

Williams has been with Community Living for 25 years and has been a part of many of the exciting achievements of the organization. She has continued to grow her career with the agency and moves into the Interim Executive Director role after two years as the Director of Operations.

"I look forward to continuing the path we are on with innovative programs such as the independent housing initiative," says Williams. "I am very proud to work with people who are so focused on the outcomes of people living with an intellectual disability in our community."

Elaine Neigel, President of the board of directors explained that the board fully supports Williams' role.

"This is a truly impactful organization and with our commitments to quality assurance and leadership, it is important to us to make this transition the best way we can," says Neigel. "Our focus remains to support our staff and the people who depend on us for supports and service."



## Local Woman Elected VP For Provincial Council

Community Living is proud to announce that a local woman has been elected as vice president of the Council of Community Living Ontario.

Raina Flexhaug was first elected to the Council in 2018. After a year of participation, she was re-elected in 2019 as the Council's vice president. Raina is passionate about advocating for inclusion and has done so as a member of the Speakers' Bureau as well as other opportunities through Community Living. She was originally drawn to run for the Council to be a voice for herself and others and make a difference participating at a provincial level.

"Raina is an enthusiastic young woman who is very goal-oriented and passionate about the opportunity to advocate for her peers," says Tina Williams, Interim Executive Director. "Our region continues to have success stories shared across the province



Raina Flexhaug is the new vice president for the Council on Community Living.

through Raina's ideas and participation at a provincial-level council. We are very proud of her."

The Council of Community Living Ontario consists of 12 self-advocates from across the province who work to make a difference in the lives of people who have an intellectual disability by

making sure their voices are heard. They work with Community Living Ontario's board of directors to find solutions and share information on a variety of topics including poverty, safe and affordable housing, human rights, and barriers to quality health care. The Council of Community Living Ontario is an advisory committee to the board of Community Living Ontario.

The Council members are elected by their peers at Community Living Ontario's annual conference. Members of the Council consist of at least one representative from various geographical areas across Ontario.

Brief bios of all members are on the Community Living Ontario website: [www.communitylivingontario.ca/council](http://www.communitylivingontario.ca/council)

## New Website Offers Inside Look At Working Here

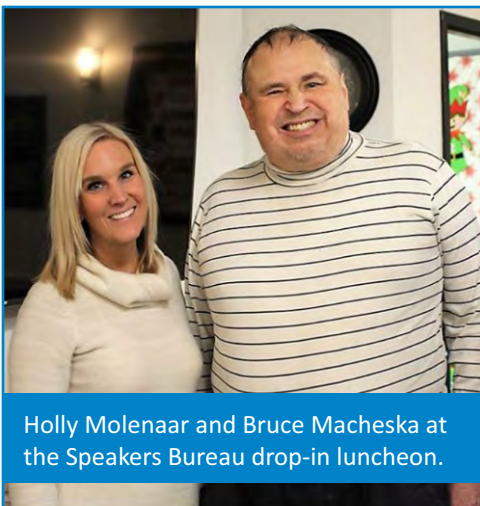
Community Living is very much a people-led agency. We employ nearly 150 staff members who work full-time, part-time and casually with our organization and that number is anticipated to grow in the future as the need for our services also grows. We invest heavily on our staff, not just in wages and benefits (we offer the OMERS pension plan), but in social activities, engagement, continuing

education and mentorship. You will spend much of your life at work and when you spend that time with us, we want you to know that it matters.

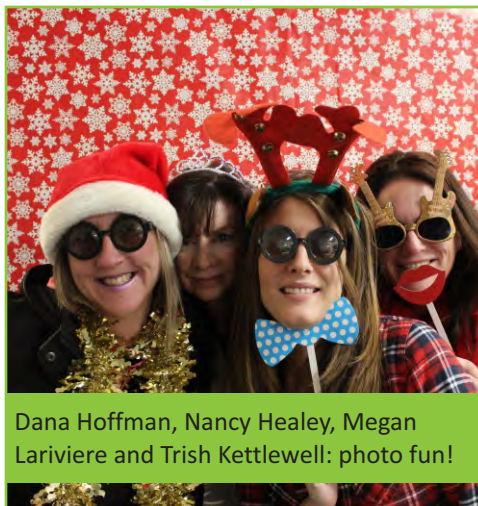
In an effort to convey what it is like to work here, we have created a website that explains our work experience: [www.iamcommunityliving.com](http://www.iamcommunityliving.com). On this site, we talk about the role of the agency, how we impact the community and the things that are important to us

when it comes to bringing people on board with our organization.

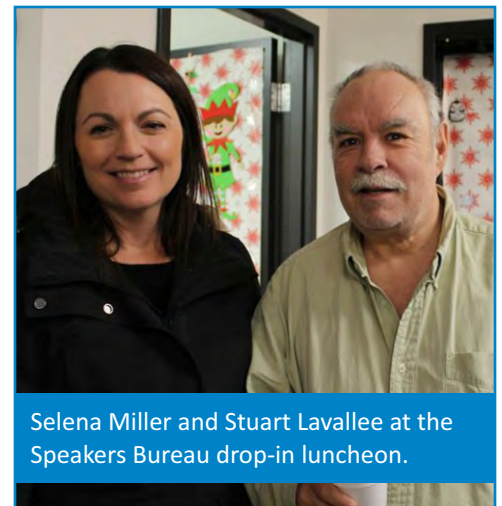
If you or someone you know is ready to work at a place that makes an impact every single day, maybe you should consider working with us. We invite you to check out or refer our new website and feel free to ask us any questions about our organization as we build for our future.



Holly Molenaar and Bruce Macheska at the Speakers Bureau drop-in luncheon.



Dana Hoffman, Nancy Healey, Megan Lariviere and Trish Kettlewell: photo fun!



Selena Miller and Stuart Lavalley at the Speakers Bureau drop-in luncheon.