



PlainTalk

Fall/Winter 2015

A FOND FAREWELL TO OUR EXECUTIVE DIRECTOR

On January 2, 2016, it will have been 15 years that John Klassen has been with Community Living Belleville and Area as Executive Director. And so, it is with mixed emotions that John has decided to step down effective January 2, 2016.

For this edition of PlainTalk, we asked John to reflect on his time at Community Living Belleville and Area and his hopes for the future.



John Klassen, Executive Director from 2001-2016

What was your most important achievement at Community Living Belleville and Area?

There are so many important achievements that I could mention. If I was to pick one out of the lot, it would have to be the closure of our 2 day programs at 121 Front Street and in Plainfield. Instead of busing people to these day programs to spend their days in a segregated setting, we undertook to offer people individual opportunities in the community based on their preferences, interests and desires. People have the opportunities to become involved in various business settings, community activities, volunteer opportunities and employment enjoying new acquaintances, connections and relationships in the community and experiencing meaningful days and a good life.

What is your proudest moment at Community Living Belleville and Area?

Again, there are so many proud moments. We have accomplished so much and I say WE because it has been a collective effort and a team accomplishment. One proud moment that stands out is when we were awarded a 4 year accreditation by the Council on Quality and Leadership. The hard work and focus on Person Centred Excellence on the part of the Board, management, staff, people we support and families resulted in an accreditation award demonstrating proficiency in the following areas:

** Basic Assurances (ensuring fundamental safeguards related to health, safety and human security);*

** Personal Outcome Measures® (supporting and empowering people to achieve their goals and dreams);*

** Person-Centered Excellence (demonstrating organizational commitment to continued enhancement of systems directly related to person-centered services).*

What have you personally gained from working at Community Living Belleville and Area?

I have come to appreciate more than ever that all people, including people with very complex support needs, can live with dignity and enjoy all that our community has to offer.

I have learned that people, businesses and organizations in the Belleville area are generous and always eager to support the work of Community Living Belleville and Area. I have been amazed at the outpouring of generosity over the years, and I have always been able to reach out to people in this wonderful community knowing that they are always willing to give of their time and resources.

I have been reminded that we cannot please everyone and to try to do so will lead to frustration and disappointment. Especially in a leadership role, I need to do what's right for the people we are here to serve and not be concerned that there will be people who disagree. The naysayers will always be there to criticize, resist or challenge. "Woe to you when everyone speaks well of you..." Luke 6:26

Is there anything you feel you have left undone?

There are always things left undone. We can be very proud of our accomplishments, but the world is changing quickly and this sector has seen so many changes in the last few decades and is changing as we speak. We will want to examine how we continue to assist and support people with intellectual disabilities and their families to have a voice in what they want and need and the manner in which they want our support and assistance.

Did you find the decision to retire difficult?

Yes, to leave a great agency and the many people I have enjoyed working with and for is a decision that did not come easily. I can honestly say that I have enjoyed going to work for as long as I have been here. The difficulty with this decision, then, is whether I feel it is time to leave what I enjoy. And once I had made the decision to leave, I knew it was a right decision made at the right time. It is nice to know that the agency is strong, progressive and people focused. We have great direct support professionals, management and administrative support staff and I know Chris Semark will provide good executive leadership building on our successes.

What will you do with your time?

I hear from friends who have recently retired that they became busier once they left their paid jobs. I can understand how that could happen. There is so much I want to do. I will continue to do the odd consulting contract but want to take more time to spend with my grandchildren, my family and my 94 year old mother. I look forward to finishing projects around the house and I love gardening. I will have more time for running and fitness and definitely want to continue volunteering for some favourite charities. I will need to remind myself that "no" is part of my vocabulary.

What is your goal now?

I have many goals and much that I want to work on. As for a single goal, I want to use the time that I have available for those things that matter most and all that I cherish.

What's on your bucket list?

I don't have a bucket list. I believe we are constantly afforded opportunities to make a difference when it comes to people we encounter, our own families, ways that we can serve the community and other interests that we might want to pursue. And so, if there is anything on my bucket list, it is to seize every day and look at those opportunities before me.

If Hollywood made a movie about your life, what would it be called and who would you like to see cast as you?

This was a tough one and so I had to consult with my movie buff friends. It would be Rebel "With" a Cause and Liam Neeson would be cast as me. He would need to shed his British accent for the part.

What are three words you'd use to describe Community Living Belleville and Area?

People focused, progressive, principled.

How has Community Living Belleville and Area changed since you took on the role of Executive Director?

How has it not changed? :) There have been so many changes - and I would hope changes for the better - but this is probably best answered by people we support, families, staff, the Board and members of our community.

How do you envision the future of Community Living Belleville and Area?

I am confident that Community Living Belleville and Area will continue to examine ways and means to improve in the way we support people to live a good and inclusive life in the community. The leadership of this organization will continue to be driven by and will make decisions guided by our values, Vision and beliefs. People with intellectual disabilities and families will recognize Community Living Belleville and Area as an Association that they trust to be there for them...to support and not supplant people and their families.

What would you like your legacy to be?

I would hope to be remembered as someone who always put people with intellectual disabilities and their families front and centre and who did not hesitate to do what's right.

Everyone at Community Living Belleville and Area extends sincerest thanks to John for his excellent leadership of the organization over the past 15 years and very best wishes and much happiness for the future!

AND A WARM WELCOME TO OUR NEW EXECUTIVE DIRECTOR

Effective January 2, 2016, Chris Semark will assume the position of Executive Director of Community Living Belleville and Area.

Chris has been with the organization since 1982.



Chris Semark will assume the role of Executive Director on January 2, 2016

She worked in a direct support role before she was promoted to Community Services Manager in 1986. Four years later, in 1990, Chris assumed the position of Director of Services.

During her 25 years as Director of Services, Chris has led key projects, which has given her the opportunity to gain valuable experience and to grow in leadership competencies and skills.

Chris also completed the Executive Leadership Program at Queen's University and our Board of Governors is confident that Chris is well prepared to assume the Executive Director position.

Please join us in extending very best wishes to Chris for much success in her new role!

VOLUNTEER OF THE YEAR 2015

Kevin met Ed through a friend at Maranatha Church's Friendship Circle and from there they discovered they had the same interest in hockey.

Kevin decided to take their mutual interest to the next level and offered to take Ed to the Belleville Bulls games every Wednesday. Kevin is very much a family man, but he always took the time to hang out with Ed and enjoy a good old hockey game!

Kevin has been very dedicated to his volunteer role and even offered to accompany Ed to playoff games. Even though the Belleville Bulls are no longer here, Kevin agreed to consider accompanying Ed to other local hockey games.

Ed and Community Living Belleville and Area would like to thank Kevin for his volunteerism!



Kevin (left) and Ed

HERE'S TO THE GOOD LIFE and LIFE AFTER HIGH SCHOOL!

On October 1st and 2nd,



From Left to Right: Tala, Amanda, Tatum, Christina and Ryan

Community Living Belleville and Area hosted "The Good Life", a two-day workshop sponsored by the Student Links Initiative of Community Living Ontario. This workshop gave students a chance to be inspired by others and provided time for them to think about what they may want to do in the areas of work, volunteer and leisure. Students learned from other people's experiences and thought about their own interests and talents. They were encouraged to think about a variety of possibilities for

opportunities for their futures.

On October 3rd, we hosted a one-day workshop entitled "Life After High School - Building Inclusive Futures Based on Talents, Gifts and Capacity." This workshop gave young adults and their families an opportunity to think about typical pathways that are available to high school graduates; offer ideas on how to develop a vision of a big and exciting young adult life; share experience that others have in pursuing a life of possibility after graduation; and discuss practical ways of making a vision a reality.

Both of these workshops were facilitated by Darcy Elks. Darcy has been working, and sharing her life, with persons who are societally devalued for more than 30 years. She has been invited to share her insights and experiences throughout the United States, Canada, England and Australia. She has worked in a variety of human services, conducted many training events, evaluated services, and has been a consultant to programs that are striving for quality. As well, Darcy has been an advocate for persons with disabilities. She is the mother of three children, one of whom has Down Syndrome.



One of the posters created by the students to portray The Good Canadian Life!

COMMUNITY LIVING BELLEVILLE AND AREA IN THE NEWS

In late October, Shawna Petersen, a second-year student in Loyalist College's Photojournalism Program, arranged to interview our long-time staff member, Cheryl Jordan-Burns, and Irma Chambers, a great lady whom we support. Shawna's article was published in the Photojournalism Program Edition of The Pioneer on Thursday, November 5th. To view the article online, click here: [The Pioneer November 5, 2015](#)

Assistance offered to help with a satisfying life

By Shawna Petersen

People with intellectual disabilities are getting support to help them become productive members of the community.

Community Living Belleville and Area is an agency that supports them, whether they choose to live in the community, in a supported community home, or an independent living setting. The organization supports people in 30 different locations in the Belleville area.

The workers and volunteers at Community Living Belleville and Area strive to fulfill the wishes of the people that they support. They help them achieve their goals, and have a typical life just like anybody else.

Cheryl Jordan-Burns, an employee of Community Living Belleville and Area, supports a woman named Irma Chambers.

"I was always drawn to helping people, and what better way... what a gift of a job to help somebody's dreams come true, to help somebody have a better life," said Jordan-Burns.

Chambers stays active by volunteering at Loyalist College, the Salvation Army and the Open Door Café.

Some of Chambers' work includes wiping down the tables in the cafeteria at Loyalist, and volunteering in the Warm Room from November until March with the Salvation Army she volunteers in the Warm Room from November till March. The Warm Room provides the community with a warm place to stay and grab a bite to eat.

Chambers also took on another position with The Salvation Army as well where she works in the food bank. And



Irma Chambers (left) volunteers at Loyalist College, The Salvation Army, and the Open Door Café. Helping her is Community Living Belleville and Area worker Cheryl Jordan-Burns.

Chambers also helps out at the Open Door Café at Eastminster United Church where she serves hot lunches to people in need and helps clean up afterwards. Jordan-Burns said the people she supports on a daily basis are fearless.

"When they go out into the community, they don't have any preconceived notions about how we should do something, so they go into something with a whole

heart and lots of enthusiasm and we can all learn a lesson from that.

"They don't see the barriers, they just see there's something that they would like to do, so let's do it! I learn from that every day."

Jordan-Burns is a developmental service worker at Community Living and has worked there for over 30 years.

"We really strive to get to the bottom of what somebody really wants, and what

would help them have the best life possible and then we really try to make that happen," said Jordan-Burns.

Community Living Belleville and Area originally started out as Outcast Home for Mentally Retarded Infants. Over the years, it evolved into Plainfield Children's Home, Plainfield Community Homes and then finally, Community Living Belleville and Area in 2011.

"We did the name change because we weren't just in Plainfield, Ont. Anymore. We wanted to be associated with the community and community living is a wonderful thing to be associated with," said Jordan-Burns.

Jordan-Burns studied developmental services worker at Loyalist College. She said it is extremely important to continue your education as you go along like having all of the extras which include, CPR, CPT, first aid, defensive driving, etc.

"You don't ever want to be stale. You always want to know what's out there and to always keep yourself informed about what's going on."

There are a vast number of volunteers who help out and who vary in age groups. Some people who have worked at Community Living Belleville and Area who have retired come back after their retirement to volunteer, she explained.

"My favourite part about working here is definitely the people that I support. Everyday is rewarding and this sounds kind of boring, but it feeds my soul. I don't work in a factory, I don't work on a line, I actually have the privilege of helping somebody achieve their goals and dreams in life," said Jordan-Burns.

Jordan-Burns looks at the people she supports as friends. She invites them into her home, and takes them out to events.

"This is not just a job to her."

"Community Living Belleville and Area is an amazing place to work. It really strives to give people the tools they need to do the things that people might not have thought that they were capable of doing, but we don't see it like that. The way we see it is... what do we need to do to make it happen," said Jordan-Burns.

UPDATE ON THE FAMILY ACTION COMMITTEE

Community Living Belleville and Area continues to work collaboratively with the local Family Action Committee. Together we work to provide community families with opportunities to come together and gain insight into various areas of interest/need and to sustain the successful Transition to A Home of Our Own Service.

In 2015 we celebrated the first four participants who engaged in the Transition to a Home of Our Own service to which two participants successfully transitioned into their own apartments. There are currently four additional participants rounding out their stay and looking forward to furthering their independence and exercising the enhanced skills they have gained. The participants have become more confident on a daily basis and feel empowered as they can be more vocal about their preferred choices. Being part of this supportive model will also provide the participants with ongoing outreach services and ongoing respite opportunities for their families.

The Family Action Committee also hosts monthly educational events that are delivered to community families in a relaxed atmosphere at Community Living Belleville and Area. These events offer educational in services on such things as supported independent living, crisis prevention and intervention and healthy relationships. Guest speakers are invited to some of the events while others are geared to engaging families to participate in identifying community needs that the Family Action Committee can assist in developing an action plan to address. Great gains have been made in the Belleville Area with community families working together to address the gaps in supports and services that they identify.

Community Living Belleville and Area is very pleased with the work that has been accomplished by partnering with the Family Action Committee and we look forward to fostering this partnership to continue for the long term. All community families and their loved ones living with an intellectual disability are welcome to attend the monthly meetings and the educational events. We invite new members to join the group and work together to strengthen family presence, promote change and work with us to create a fully inclusive and fully accessible community.

BUSINESS PARTNERS AND JOB READINESS

Our Job Readiness program was very successful and a part of its success was having local businesses as key educators.

During our one year of funding, through the Ministry of Community and Social Services' DS Employment and Modernization Fund, we created opportunities for people to tour various businesses and to participate in mock interviews with feedback from business partners involved.

The businesses involved did not hesitate to offer their expertise and time. They were truly thoughtful, respectful, skill driven and eager to empower participants.

People have now become stronger candidates for employment. This year we celebrated our Business Partners by acknowledging them as our Business Partners of the Year.



Dave Allen, Belleville Branch YMCA of East Ontario (left) and Tracey Newton, City of Belleville Recreation Department



Graduating Class of 2014/15



Job Readiness grads Kevin (left) and John

VOICES WITH MEANING

At the October meeting, the members of Voices with Meaning welcomed guest speaker Kelly Limin.

Kelly was invited to talk to the group about friendships - how to develop, maintain and enhance them. The members listened to a presentation and then broke into small groups for further discussions.

Members of Voices with Meaning then agreed that the topic of friendship would be the focus of their meetings for the rest of their 2015/16 meeting schedule.

At each meeting, a couple of members will provide a presentation related to friendships. Many people who attended, along with their staff, were excited and pleased that they would be able to contribute to the learning that would be happening at future meetings. Staff members were eager to share this information with their coworkers.

The number of attendees at this meeting was larger than it has been in the past and it is hoped that those who were new in October will continue to attend meetings regularly.

UPDATE ON DONALD STREET



World leaders recently attended a United Nations Climate Change Conference in Paris, to discuss a universal agreement on solving climate related issues. On Donald Street in Belleville, we have been celebrating the unusually mild weather, and as you can see in the accompanying photograph, work is progressing as if it were late spring! It appears likely that before the snow arrives, we will be paving the driveway. This is almost unheard of in the middle of December in Belleville, Ontario!

The roof is on, the windows have been installed, the plumbing and electrical is being roughed in and concrete walkways are being poured. Installation of siding is about two weeks away and the contractor is even talking about doing the brickwork at this point. The project is still on target for a spring completion and occupancy!

As many of our readers know, our Board of Governors approved the purchase of this vacant lot at 96 Donald Street three years ago as part of our further commitment to expanding housing options for people supported and people on wait lists.

We subsequently applied to Foundations for funding and we are very pleased to announce that we received three very generous grants: one from the **John M. & Bernice Parrott Foundation**, one from the **Harold E. Ballard Foundation** and a third grant from the **Ontario REALTORS Care**

Foundation. These grants have significantly reduced our need for additional financing for this home!

This is a very exciting project and one which has been a long time in the making. We know that the people who will be moving into this new home will be delighted to call it their own, with all the amenities that both the home and the surrounding community will have to offer.

SAVE THE DATE!! PASSPORT FUNDING WORKSHOP PRESENTED BY MICHAEL KENDRICK

Passport is a Ministry of Community and Social Services program that helps adults 18 years or older with a developmental disability to participate in their communities. It also helps caregivers of an adult with a developmental disability take a break from their caregiving responsibilities.



Michael Kendrick has worked with families using individual funding in many countries and will bring a long track record of experience with the full variety of challenges and opportunities available to families. He teaches regularly on these topics and has published extensively on the subject

With thanks to the Ministry of Community and Social Services'

Building Capacity for Passport Services funding, the Passport Community Development Team, consisting of the ten DS agencies in Hastings-Prince Edward, will be hosting a one-day workshop for families, people with intellectual disabilities and their support staff. This workshop will be held on March 5, 2016 from 9:00 a.m. to 4:00 p.m. at a location to be announced.

Increasingly in Ontario and Canada, families have found that they have had to begin to use and make the most of new forms of individual funding, like Ontario's Passport funding. Initially, this will mean families becoming familiar with how the Ontario Passport funding system currently operates. However, both before funding is secured and after it is in hand, the more ongoing challenge for families will essentially revolve around how best to use individual funding to find ways to enrich the life of their family member.

This session will share what has been learned from the experience of other families, including:

- How to use funding creatively;
- How to learn more about what innovative families have been able to achieve;
- What are the challenges involved in designing and self directing an individual support arrangement;
- How to seek out and get support when problems and difficulties are encountered;
- How to continue to evolve and renew one's thinking;
- Finding ways to minimize and manage bureaucratic demands;
- How to blend individual funding with community resources including "natural supports";
- How to get beyond custodial care to efforts to expand the life potentials and growth of one's family member; and
- Other questions related to the person's quality of life.

SAVE THE DATE!**PAN AM TORCH RELAY**

The City of Belleville and the Governments of Ontario and Canada played key roles in making Belleville Pan Am and Para Pan Am Torch Relay celebrations possible. We were very excited to learn that the volunteer selection team chose a young man we support named Alvin to act as one of the torch bearers. This was a once-in-a-lifetime opportunity and Alvin enjoyed every moment. Alvin collected many photographs of himself carrying the torch and he was very proud to share his excitement with others.

Sadly, Alvin became ill in mid-October this year and, after a long battle, he passed away peacefully on November 26, 2015. Alvin will be missed by his family, his friends and his community.



Alvin (right) with Belleville's
John Cairns



Alvin bears the Pan Am
torch!

ACCREDITATION WITH THE COUNCIL ON QUALITY AND LEADERSHIP (CQL)

Community Living Belleville participated in an 18 month check in with CQL regarding our 4 year Person Centred Excellence Accreditation. The purpose of the 18 month check in is for CQL to be able to:

- Confirm the continued presence of our Basic Assurances systems (what we have in place to ensure people's health, safety and general well-being);

- Review and discuss our data and our use of Personal Outcome Measures (a quality enhancement tool that measures people's quality of life as well as the quality of supports provided); and
- Review and discuss our data and progress with our Person Centred Excellence Plan.



We were successful in demonstrating that we continue to meet the requirements set out by CQL to remain in good standing with our 4 year Accreditation.

Congratulations and thank you to everyone for all your efforts in ensuring the Basic Assurances remain in place and for supporting people with their Personal Outcome Measures.

HR NEWS

Employee Recognition - Service Milestone Awards 2015

Each year a group of employees achieving 5, 10, 20, 25, 30 and 35 years of service are recognized for their service milestone and receive a small token of our appreciation. It is through the hard work and dedication of our staff that make Community Living Belleville and Area such a wonderful organization. A sincere thank you to all of our staff for the many years of dedicated service.

30 Years

Heather Chapman
Sharon Wright

25 Years

Sue Valentine
Donna McKeown
Karl Boehme
Lori Doyle
Stephen Ollerenshaw
Kim Schamerhorn
Kathy Nugent

20 Years

Carey Johnston
Dianna Dafoe

10 Years

Lucia Molina
Michelle Durant
Tammey O'Toole
Rhonda Clancy
Bria Sherwin
Michelle Cunningham

5 Years

Katie Kimball
Melissa Wright
Vicky Empey
Nick Devries

Focus on Core Competencies - Creative Problem Solving & Decision Making

What is it? Creative Problem Solving & Decision Making is the demonstration of behaviours that enable one to identify and solve problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances. It involves the willingness to and demonstration of behaviours associated with taking a creative approach to problems or issues. It includes "thinking outside of the box" to go beyond the conventional, and to explore creative uses of resources.

What DOES this mean?

- Thinking through a problem before offering a solution.
- Waiting for all the information before evaluating options.

What DOESN'T this mean?

- Jumping to conclusion without thinking through the facts.
- Addressing only the surface issue, ignoring other possible deeper causes.

Thinking about Creative Problem Solving & Decision Making

When faced with an issue or problem, break the problem down into manageable parts. Ask questions to increase your understanding of the events that have led to the current situation, then think of the various ways the situation could be resolved.

- Resist the urge to make quick decisions about how a problem should be solved without fully exploring your options.
- Watch the movie Good Will Hunting. Will, a janitor at MIT, has a gift for mathematics which is discovered by one of the professors. However, Will's choices and direction have led him away from success in life and so a psychologist tries to help him with his gift and his life. Consider how Will and the psychologist resolve obstacles through careful problem solving.

Fostering Independence in Others

What is it? "Fostering Independence in Others" is about enabling others to be self-sufficient and to nurture self-determination. It is also the sharing of responsibility with individuals and groups so that they have a deep sense of commitment and ownership.

What DOES this mean?	What DOESN'T this mean?
<ul style="list-style-type: none"> • Providing practical support to instruct, guide and support others in a helpful manner. • Making the time to establish clear communication and expectations of those people you work with and support. 	<ul style="list-style-type: none"> • Giving only negative feedback and/or criticizing personal traits. • Thinking that everyone will automatically understand what you mean and what is expected of them.

Thinking about Fostering Independence in Others

- Do you create a work environment that supports delegation?
- Work with people who receive support to identify the strengths and development needs that they will need to work on over the next year.
- Watch the movies "The Karate Kid" - this is the story of an adolescent who learns how to fight and how not to fight. There is a good depiction of empowerment along with development.

Source: Core Competencies Development Resource Guide

GRADUATION AWARD WINNER

Community Living Belleville and Area, in partnership with McDougall Insurance & Financial, presented a student bursary award to Kelly Rashotte after she successfully completed her first year in



Kelly Rashotte, in November 2015, received a student bursary award from Community Living Belleville and Area, in partnership with McDougall Insurance and Financial

the DSW Program at Loyalist College, including a placement, and returned for the second year.

Congratulations, Kelly! We wish you every success.

COMMUNITY LIVING MONTH

In May, we celebrated Community Living Month. People we support recognized neighbours and community partners by dropping off a gift of treats with a message of supporting inclusive thinking.



Irma (left) visited Doug at Floor Trends



Irma (left) stopped in to visit Connie at Investors Group

SMALL BUSINESS AND AODA



Guest speaker, Bob Vansinkle



CNIB Dog

As part of Small Business Week in Quinte, presented by our local Chambers of Commerce, we invited guest speaker Bob Vansinkle to present information on AODA regulations with an emphasis on supports for people with intellectual disabilities.

2nd ANNUAL TRIPLE P ONTARIO CONFERENCE



Triple P founder, Professor Matt Sanders (left) and Triple P Stepping Stones practitioner Michele Macfarlane, Community Living Belleville and Area

Michele Macfarlane, Triple P Stepping Stones practitioner at Community Living Belleville, had an opportunity to attend the 2nd Annual Triple P Ontario Conference, held in Sault St. Marie in May 2015.

Matt Sanders is a Professor of Clinical Psychology and the founder of the Triple P - Positive Parenting Program. His home base is in Brisbane, Australia, where he is Director of the Parenting and Family Support Centre.

For over four decades, Professor Sanders has built a highly regarded international reputation for conducting outstanding research and translating it into practical programs which address childhood behaviour problems and promote stronger families.

Professor Sanders' Triple P parenting system has now helped approximately 4 million children and their families. It is used in 25 countries and has been translated into 19 languages other than English. More than 55,000 practitioners have been trained in its delivery.

Triple P is the Positive Parenting Program, "Because we all could use help with parenting". It is free, flexible and family focused. For more information or to register for Triple P training, please call the local office (613) 968-1144.

UNITED WAY OF QUINTE "FOOD TRUCKS UNITED"



Ed and his support staff Rob enjoyed a day of volunteering at the United Way of Quinte's fundraiser "Food Trucks United" in September 2015 at Centennial Park in Quinte West.

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