

PlainTalk

NEWS FROM OUR COMMUNITY

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PLAINFIELD COMMUNITY HOMES AWARDED 4-YEAR ACCREDITATION

John Klassen - Executive Director



Receiving the news of our Accreditation

I am very pleased to announce that Plainfield Community Homes is the recipient of a 4-year Accreditation award and we join an elite group of only six agencies across Canada who have received this prestigious award from The Council on Quality and Leadership (CQL) Canada, using the 2005 Quality Measures.

Plainfield Community Homes has undergone major changes over the 58 years in which it has served this community, from operating a small hospital for children with complex physical and intellectual disabilities to now providing a whole range of unique and individualized supports for well over a hundred children, adults and their families. With an \$11 million annual budget and over 230 employees, we provide staffing support in 20 homes in the Belleville area.

We have been working for some years now at a holistic and integrated quality management plan. This organization-wide systems approach measures the organization's direct impact on the lives of people receiving services. And, in particular, in these times of limited funding and resources, we want to be sure that our resources are aligned around the children, the adults and their families.

Recently, an external review team from CQL

Canada spent a week at Plainfield Community Homes, analyzing a vast amount of data and documentation and conducting interviews and group meetings with people we support, family members, staff and community members. Following their on-site review, the team recommended a 4-year Accreditation award.

What is The Council on Quality and Leadership?

CQL has over 35 years of experience in defining, measuring and evaluating the quality of services in organizations and systems through the Accreditation process. Accreditation by CQL begins with defining quality from the person's perspective. The Personal Outcome Measures® remains at the heart of the Accreditation process. In addition, they connect the history of promoting the Basic Assurances® of health, safety and human security and values with the new vision for Community Life®. Emphasis is placed on the role of community supports in facilitating personal quality of life.

CQL Accreditation is grounded in core values of person-directed outcomes and provides organizations with the skills and tools necessary to measure direct impact on the lives of people supported. CQL Accreditation is an objective, external measurement of the quality of services the organization provides. CQL

Accreditation has set the standard and paved the way for creating person-directed solutions in human services. When the organization earns CQL Accreditation, it is identified as a leader – in the community and in the field – and will be recognized for its commitment to achieving the highest standards.

CQL's Quality Measures 2005® is a wide-ranging document with multiple uses in promoting an integrated quality management system. This set of broad-based quality indicators supports organizational quality improvement efforts. Quality Measures 2005® provides a quality design and feedback guide for organizations, support groups and communities. It offers the measures, indicators and measurement methodologies for the CQL Accreditation program.

The CQL Accreditation process includes measurement of each of the five sections of the Quality Measures 2005®:

- Shared Values
- Basic Assurances®
- Personal Outcome Measures®
- Responsive Services®
- Community Life®

The organization must meet specific criteria for Accreditation with CQL Canada. The organization will have demonstrated its commitment to the principles of person-centered services by:

- Integrating the values and practices of person-responsive and person-centered service delivery into all functions of the organization.
- Providing flexible and ever-changing supports and services based on people's priorities, while maintaining solid assurances of protecting their health, safety and human security. (continued on page 3)

A FOCUS ON QUALITY

Hilary Tugwood - Director of Accreditation & Child, Youth and Family Services

Plainfield Community Homes is very proud of our recent successful Accreditation Review by CQL Canada. I was recently asked what this process did for Plainfield Community Homes. The simple answer is that it validates the work that we do to ensure the people we support have meaningful lives that make sense for them. The bigger answer includes the personal and professional growth of staff and management, the deeper family relationships that have been built, a commitment to promoting and enhancing people's rights and personal freedoms, the relationships that have been built and enhanced with community partners, and the opportunities for people to experience and contribute to community life.

Preparing for an accreditation review with CQL Canada requires involvement from the entire organization, people we support, staff, family members, and community members. This is not a process that one or two people can do by filling out paper work and creating policies, although that is part of it. Plainfield Community Homes is required to demonstrate that services and supports provided are of such a quality that the people we support enjoy life as respected and contributing citizens who have family connections and relationships

with people outside of paid supports. We must demonstrate that we provide these person directed services, that we can maintain them and that we collect data to learn and to make improvements as necessary. We were successful in meeting the criteria set out by CQL Canada and received a four year accreditation.

This next year will see us working hard to meet the requirements and demonstrate that we have Responsive Services® and a commitment to Community Life® for the people we support. These components will be reviewed by the CQL Canada review team in November 2010. Each year for the next four years, we will be required to demonstrate to CQL Canada that we are maintaining our high standard of support through data collection, interviews with people we support and family members, and focus or discussion groups with our community partners. CQL Canada will validate our results to ensure that our Accreditation remains in good standing.

The commitment and dedication of our staff is something that we are very proud of and to celebrate we held a "Spirit in Quality" fun day for staff, hosted by senior management and Community Services Managers, one Saturday in September. The weather was beautiful and we had a great day of outdoor games, contests and lots of laughs. John Klassen and Jim Burgess cooked delicious BBQ sausages and burgers. There were lots of salads and fixings as well. Staff came in decorated t-shirts and some came in creative costumes. We had prizes galore and everyone came away with something to remember the day. Wait and see what we have planned for the next Spirit in Quality day celebration!



Spirit in Quality Day at Plainfield Community Homes

DAVID’S STORY

As told by David’s Mom, Elizabeth



Respectful, kind, compassionate, understanding, patient, concerned, knowledgeable, organized are just a few words to describe the personal outcomes workers and administrative staff at Plainfield Community Homes.

Members of the Accreditation Review Team, ladies and gentlemen, my name is Elizabeth and it gives me great pleasure this morning to address you and highlight some of the exceptional support my son David is receiving. He has been supported by Plainfield Community Homes since 2000 and resides in a spacious country home on Mitchell Rd.

He has achieved many remarkable accomplishments and continues to be challenged each day to always use the capabilities he has and to live as independently as possible.

David is a very happy, content and valued 28 year old young man and I want to tell you why.

Even from my first knock on the door it is evident I am entering a home that is demonstrating respect as one of the gentlemen opens the door, and greets me with a friendly hello. David is always there smiling and ready for our day together. The personal outcomes workers are friendly, share pertinent information with me and are always addressing the gentlemen with the highest respect. On many occasions I hear them asking a gentleman if he would like to do an activity such as play a card game, use the computer or if he would like more to eat or if they could enter his bedroom to help him find something. It is about letting these gentlemen make their own choices, that they are valued and that this is their home. As a parent this is the home environment for my David where respect, concern, care and compassion are highly valued attributes among the personal outcomes workers and the gentlemen. I am always welcomed into the home and just last week I went to the home and helped David and his friends carve a pumpkin, complete with spooky music, lots of smiles and picture taking.

We all need to be valued and needed and Plainfield Community Homes is ensuring that David is continually maintaining valued relationships with his own family members as well as developing relationships with people in the community. With support from a personal outcomes worker David and his brother Darryl exchange e-mails. A personal outcomes worker supported David as he spent two days in Toronto with his brother Darryl and his family. They continue to let David know that he is loved and a valued member of his family. David attended his grandmother’s 80th birthday party and brother’s wedding in Toronto with support from a personal outcomes worker so I too could enjoy all the festivities.

At times I think that David has more of a social life than I do as he is always on the go from shopping, banking, visiting and interacting with friends, participating in social activities at Millennium, going to a Belleville Bulls game, just to mention a few, encouraging David to recognize that he is both a contributing and participating member of society.



Having the van at the home certainly enables everyone to enjoy the outings. David and I look forward each summer to having his friends visit our cottage for lunch on the lawn and watch the boats sail by. The gentlemen and their families have become our extended family and what fun we have together at our Christmas parties, singing, eating and enjoying lots of laughter.

When I take David out into the community myself, he is so happy and appropriately greets everyone with a friendly hello and people reply with a cheerful greeting as well. Often walking in the mall people come up to David, greet him and they carry on a short conversation. I, then, proudly introduce myself as David’s mom. Everyone knows that David likes to be acknowledged!

David is valued as an educator at Loyalist College, shares coffee with the Loyalist students, assists with welcoming DSW students who are on placement at Plainfield Community Homes. And my list can continue.

From a small premature infant who was to be blind, deaf and never walk, David has jumped hurdles in his 28 years due to the love, compassion and concern he has received from both his family and caregivers over the years.

Plainfield Community Homes’ mission statement states: Plainfield Community Homes is committed to providing personal supports to individuals with disabilities so as to create a life style that promotes well being and encourages personal growth.

I have attempted this morning to highlight some ways that Plainfield Community Homes is enabling David to live such a life style.

David continues to surprise me all the time with the many things he has achieved and is still striving to achieve.

In conclusion my family joins with me in sincerely thanking Plainfield Community Homes for their support and dedication in ensuring that David lives his life with contentment, happiness and is both a valued and respected member of his community. I look forward to always seeing that smile on David’s face. Thank you to all the personal outcomes workers and administrative staff for the respect, kindness, compassion, understanding, patience and concern that you show to David each day enabling him to always wear a smile and be happy with his life. You have opened many doors for David.

I congratulate and celebrate with Plainfield Community Homes as they receive this prestigious Canadian Accreditation. I look forward to sharing with your continued successes.

On behalf of the Society, I would like to congratulate you, your Board and staff on the successful accreditation from the Council on Quality and Leadership Canada. You stand in rare company with this achievement. We wish to recognize the hard work and dedication that goes into achieving such a high standard of service. Our community is a much richer place because it is served by Plainfield Community Homes. Congratulations! - P. Len Kennedy, Hastings Children’s Aid Society

LARRY’S STORY

As told by Larry’s brother, Harold

My name is Harold and I am Larry’s brother. I would like to take this opportunity to thank Sue Valentine for asking me to say a few words about Larry and his home on Casey Road.

Before moving to Casey Road, Larry was at Rideau Centre in Smiths Falls, where he received good care from kind and loving people. As an institution, it was state of the art for its time. However, having seen Larry living these last three years in a home in the community, I have seen a remarkable change in him. When Larry first came to Casey Road, a big thing to Larry was his shoes and hat. It was imperative that he had these on when dressed for the day, but as time went on this became less important to him because there was so much else going on, and his adjustment became very easy.

At the Rideau Centre, Larry’s food was prepared with ease of swallowing in mind, and he was fed by hand. The staff at Casey Road took one look at him and decided he was perfectly able to feed himself, and boy, was he! He can shovel it in with the best of them – a virtual bottomless pit!

As Larry adjusted to his new home, he developed strong attachments to his caregivers and the other people living at Casey Road. He and Arthur would often “double-team” Cheryl with their wheelchairs to block her path – partners in crime!

His vocabulary consisted of a few words, but as time went on, he has developed more words such as “No!” and “Yeah” and even “I love you” and “I don’t want to” and “Harold”. As well, his non-verbal communication skills have improved, and the staff is left with no doubt as to whether Larry is happy, sad or frustrated!

The itinerary the staff plan with the people they support is varied and stimulating. Larry has been on boat cruises, to baseball games and dances, and of course the parties and barbeques at Millennium Parkway. The staff also support Larry to plan activities around his native culture, taking him to Tyendinaga Territory functions. His bedroom décor is a testimonial to his Mohawk roots.



For me, I have reaped the benefits of having Larry close by, to watch him grow in all ways and it has been inspirational and educational. My visits are the highlight of my week, to sit with him and kibitz and laugh.

Larry’s personal growth since coming to Casey Road is directly attributable to the skilled and caring staff and to the leadership provided by Plainfield Community Homes. If this is any indication of his progress, then Larry’s best is yet to come!!

Being awarded the highest possible standard of accreditation is a strong reinforcement for the quality service and support that you and your staff provide. - Maureen Piercy, Loyalist College

JENNIFER’S STORY

As told by Jennifer Wickett, Personal Outcomes Worker

I have been a part of Plainfield Community Homes for almost 20 years now. I will be honest; I found preparing for this presentation most difficult. When I speak about my job and the people I support, it comes naturally and freely but this is to focus on my association with Plainfield Community Homes. I don’t focus on myself, let alone speak on the subject. So here we go.

I have seen many changes throughout the years as have many of us here today. I remember closing the institution and the challenges we faced. But mostly, I remember the joy and the fun we had watching personalities evolve and grow into identities. It was amazing!

Six years ago, the Finch Drive home was built. The working structure of this home was again a new challenge for Plainfield Community Homes as only 3 people would live in this home. Support staff would work independently, assist the ladies with their personal finances, help a family in transition and learn creative ways to overcome the barriers that occur with single-support staff. I was eager to be a part of this new endeavour and have never looked back.

I have grown and learned many things from the experience and teamwork is one of the most important. With teamwork comes hard work, compromise, and accountability. I have learned to think outside the proverbial box, to find new ways to overcome barriers which the ladies I support encounter. I have learned to listen to what others are saying and find ways to encourage fellow team members to speak up and express their views and opinions, then to be able to work through the differences and compromise. This, in turn, makes us accountable for what we say and, ultimately, what we do. Follow through comes into play now to ensure the outcomes, goals and dreams that have been set for the people we support are obtained and maintained.

At Finch Drive accountability is extremely important. We are held accountable when assisting the ladies with their finances. We teach the ladies about responsible spending and whether the purchase is a necessity or a want. This has played a very big role in my personal life. I have not always been a budget conscious person, but 7 years ago I bought my first home and learned pretty quickly to become one! When Finch Drive started using ledger books to keep track of the ladies’ money, I thought the accountability aspect of doing so was a great idea! So I went and got myself one. This was an extremely effective way for me and my husband to know exactly where our money goes and I thank the ladies for getting me on track.



Family dynamics was an area I had very little experience with. I support two sisters who lived at home until they moved into Finch Drive. This was a difficult time for their parents. We as a team have been able to help the parents let go and deal with the empty nest syndrome. It is nice to see the bond that has been made with the family and Maggie. Maggie has become good friends with Tanis and Tara. It makes me feel rewarded when I see how Maggie has become part of their family. The

ladies saw Tanis and Tara’s parents every day and Tanis spoke with her mom by phone many times a day. Unfortunately, their mom passed away 6 months ago, so again we have helped the ladies and their father with the grieving process. We worked as a team to ensure the ladies understood what had happened to their mother and of course support their father. We also had to support each other, as the team has formed a close bond with this family. We felt like it was our own mother that had passed away.

Family dynamics is something else I have taken home. I have learned different ways to communicate with my own family. My youngest son and his family lived with us for 3 months. You want to talk about dynamics! I was able to effectively resolve conflicts that ultimately arose and be able to see both sides of a situation and come up with a compromise when necessary.

I am proud to be part of Plainfield Community Homes. I love my job and the rewards I receive. Management is great to say “hey, you did a great job!” or “that was a tough day!” We had a fun day in September where we played some games, ate some food, and caught up with some old friends and then of course some of us ate a “little egg”! The Tim’s card was great, because we all know how staff love Tim Horton’s coffee. As the holiday season approaches, I look forward to the gift card from the Board of Governors, as it helps buy that 30 pound turkey! I would like to thank the people I support past and present, all my fellow support staff and Plainfield Community Homes as a whole for helping me become the person I am today.

One last thought: With age comes wisdom. With knowledge comes growth and I continue to learn every day. However, with – shall I use the word - YOUTH - comes new ideas and new ways of doing things which keeps us older folks on our toes and always searching, learning, exploring with and for the people we support.

THERESA’S STORY

As told by Melissa Young, Personal Outcomes Worker



Theresa has given me permission today and would like me to share some of her experiences since moving to her home on Scuttlehole Rd. just over three years ago.

Since she has lived at her new home, Theresa and her support staff have worked together in understanding her communication. Through gestures, signs and other ways to express herself, she is better able to help people understand her feelings and needs.

Theresa’s family plays a very active and important role in her life through phone calls, e-mail and frequent visits to her home and theirs. She is included in all family celebrations and events now that she lives closer to her family.

Her brother Tom said, in a letter to Plainfield Community Homes, that he had made an “amazing re-discovery” of his sister. He said, “My sister, Theresa, lived in Smiths Falls for over thirty years...all of her adult life and half of her childhood. We lived in a small village with nobody to help my parents with Theresa’s needs. I was only able to see her five or six times a year. When the institution was closing in 2005, we visited a variety of community homes (for Theresa to move to).

Our favourite by far was the home near the village of Plainfield. The location by the river was perfect and the staff were wonderful... (The staff) opened me up to a whole new side of Theresa that I had no idea existed. They told me things about my sister that amazed me... how aware Theresa was of everything around her... Now I have had a whole new communication with her that I haven’t had since she left our home when she was 10 and I was 15.”

Tom lives in western Canada but keeps in touch with Theresa through frequent e-mails. Her other brother and sisters and her extended family spend time with her often. They constantly show their appreciation and support. Their pride in Theresa’s accomplishments shines through both their words and actions.

That brings us to a story Theresa wants to share with you today.

Theresa is a very social person and enjoys meeting new people. Theresa always had a smile and greeting for Rock and Sharon, owners of the local Esso station where her van gets filled up. One day, Rock inquired about possible ways he could contribute his time to Plainfield Community Homes. Because of Theresa’s outgoing personality, she offered to help in his Convenience Store instead.

She volunteers every Thursday and her duties include dusting shelves, straightening the candy bars and cleaning the Slushie machine. It is very important to Theresa that she completes these jobs with as little assistance as possible. She also greets customers and enjoys a coffee with Rock and Sharon who have learned and understand the way she expresses herself. They value her work and have become good friends.

When talking to Theresa’s brother, Tom, about her work at the store, he once again said he was amazed and at the same time proud of her accomplishments and her ability to contribute to the community in what has quickly become a valued role for Theresa, Rock and Sharon. Tom anticipates his next visit home and the opportunity to see her at work.

Theresa enjoys being with people, learning and working hard and is happy when people acknowledge her many contributions.

PLAINFIELD COMMUNITY HOMES AWARDED 4-YEAR ACCREDITATION

(continued from page 1)

- Continually adjusting organizational practices and procedures to best support the individual priorities of the people receiving services and demonstrating how learning impacts change and identifies the results of the change.
- Impacting the neighbourhoods, community, regions and/or provincial and building increased capacity outside the walls of the organization.

What were their findings:

The following is a summary of some of the work that was conducted during the first part of the Review that validated the results of our Shared Values, Basic Assurances® and Personal Outcome Measures®.

Personal Outcome Measures®:

The Personal Outcome Measures® are a powerful tool for evaluating the quality of life for people and the degree to which the organization individualizes supports to facilitate outcomes.

The criterion for Accreditation is that there is an average of 11 outcomes and 11 individualized supports present for the sample. Interviews were conducted with children, youth and adults who receive support from Plainfield Community Homes and the review team was very pleased to report the following findings:

- Children and Youth: 15 outcomes, 20 individual supports
- Adults: 16.25 outcomes, 18.5 individual supports

The results of the interviews indicate the overall average is well above the requirements. Of the 21 outcomes, 15 of the 21 were areas of strength for the agency.

Basic Assurances® and Shared Values:

The Basic Assurances® detail the essential, fundamental and non-negotiable requirements for all service and support providers. The Shared Values identify the values that shape the way we define, measure and elicit feedback about quality of life and quality of services.

The Basic Assurances® contain requirements for certain systems, policies and procedures and the effectiveness of the system or the policy as determined in practice person by person. Forty-six indicators are validated and it is determined if there is a system and practice present for each indicator. Through information-gathering activities, focus groups, targeted interviews, conversations with people and an organizational presentation, it was determined that 42 of the 46 indicators were present.

It is important to note that the areas that were 100% present in both system and practice include Natural Support Networks, Protection from Abuse and Neglect, Best Possible Health and Safety. The Review Team was particularly impressed with the processes available to people in the areas of Best Possible Health and Safety.

The Review Team was also very impressed with the way that staff determines the communication styles used by people supported.

The development of an Outcomes Binder for each person supported has resulted in the attainment of a high number of outcomes for people, and staff indicated they feel more accountable to the person.

The “Voices Have Meaning” group not only provides an opportunity for people supported to raise concerns, it has also assisted people to share information about needed services (i.e., wheelchair repair, hairdresser).

It was noted that Plainfield Community Homes strives to provide services in a meaningful way for each person. As was stated by a parent, “my child does not need to fit the organization, the organization changes to fit the child.” This is very powerful!

Plainfield Community Homes sees part of its job as educating the community and this is echoed by families and members of the community.

This Accreditation award is a major achievement for Plainfield Community Homes and I commend the Board of Governors, the management team and all the staff for all their hard work and contribution to this quality improvement journey.



SPIRIT IN QUALITY DAY

AT PLAINFIELD COMMUNITY HOMES



Congratulations! What an incredible moment in your organization history and commitment to the people you support.

- Paul. D. Melcher, Community Living Upper Ottawa Valley



Great news. Please pass along congratulations from Community Living Mississauga to your staff for the achievement of their efforts.

- Keith Tansley, Community Living Mississauga



Congratulations to you, your Board and your staff for this accomplishment. It takes strong visionary leadership and a belief that people can live extraordinary lives to achieve this status. All the best to your organization.

- John Policicchio, Community Living Algoma



This is an outstanding accomplishment! Congratulations to all involved in the success of this vast undertaking! Be proud!

- Janet Reansbury, Community Living Brant



Congratulations! Please extend our best wishes to everyone for a most prestigious award. All the very best from your friends in Hamilton.

- Bryan Shields, Community Living Hamilton



On behalf of myself and Community Living Peterborough I wish to extend congratulations to you and your staff team for this major accomplishment.

- Jack Gillan, Community Living Peterborough