

NEWS FROM  
OUR COMMUNITY

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VOLUME 1, ISSUE 10

# PlainTalk

SPRING / SUMMER 2012

## Change the World Youth Challenge

Change the World Youth Challenge is a province-wide initiative that Volunteer and Information Quinte has led in our community.

Volunteer centers across Ontario, together with the Ministry of Citizenship and Immigration, are challenging youth ages 13 to 18 to change the world through volunteerism. This year, Volunteer and Information Quinte challenged all area youth to engage in a minimum of 3 hours from April 14<sup>th</sup> to May 6<sup>th</sup>.

Community Living Belleville and Area truly embraces educating our youth. In supporting the Change the World Youth Challenge, we offered opportunities for youth to assist people with intellectual disabilities. An area of interest that people requested support with was to get their flower gardens ready for spring planting. Students turned the soil and added mulch to garden areas. In return, the students received a beverage and a big Thank You for their volunteer work.



Students from St. Theresa & Bayside Secondary Schools with Irma (top) and with Tim and David (bottom)

## From the Desk of John Klassen, E.D.

### Rotary at Work – It Works!

Did you know that 15.9% of Canadians live with a disability? In Ontario, there are approximately 1.88 million people with a disability and this is expected to grow to 1 in 5 people in Ontario by 2020. Sadly, 49% of people with a disability are unemployed while many of the unemployed are eager to break into the workforce.



These disturbing statistics prompted Rotary Clubs and Community Living Ontario to launch an exciting initiative in 2008 to help Ontarians with disabilities find employment. This Rotary at Work program has now been launched in communities all over Ontario and other parts of Canada and the US. Since the launch, more than 120 people have found jobs.

Employers who have hired people with disabilities are reporting that they demonstrate average or above average work performance and they see a decrease in turnover and better attendance. 97% of people with disabilities hired are rated as

*(Continued on page 4)*

## Meet Theresa Somerton, Lakeshore District Regional Director for Community Living Ontario



Theresa Somerton, recipient of the 2012  
James Montgomerie Honour Award

Theresa Somerton has earned the respect, admiration and friendship of everyone at Community Living Belleville and Area who has had the pleasure of getting to know her.

Theresa has come a long way in her 48 years. She has dealt on a personal level with deaf/blind issues and she helps others who are dealing with similar and other issues. Theresa's dream is to remove barriers for all people with disabilities, to let them be free and able to speak up for themselves. Theresa sits on the Board of Directors of Community Living Ontario, as the Regional Director for the Lakeshore District. As a "meeting mentor", she brings people together by organizing regional meetings in this district. In her role as Regional Director, Theresa is very good at keeping people and organizations in this area, including our organization, well informed of happenings at Community Living Ontario.

Theresa initiated a Self-Advocates group in Belleville, called Quinte Speaks Up. Rather than having the group's meetings "facilitated", Theresa instead helped and encouraged all of the self-advocates to learn about their rights so that they would be in a better position to speak up and advocate for themselves. The group holds meetings and social events.

Theresa has accomplished much that is noteworthy, including:

- ◆ Board of Directors, Community Living Ontario and Founder, Quinte Speaks Up.
- ◆ First Aid Certified.
- ◆ Presenter at many regional events in the Lakeshore District, including our Annual General Meeting.
- ◆ Theresa is very interested in Mental Health issues and she completed a 10-week "Family to Family" Course through the National Alliance on Mental Illness (NAMI). This taught her how to help people understand what their loved ones with mental illness are going through.
- ◆ Theresa supports someone with Fetal Alcohol Syndrome and she has attended workshops on FAS, where she learned how best to help this person in their daily life, using simple methods and plain communication.
- ◆ Theresa has completed a college level Portfolio Book which highlights her gifts and experiences.

For all of the reasons above, we at Community Living Belleville and Area felt it fitting recently to nominate Theresa for Community Living Ontario's James Montgomerie Honour Award, an award given annually to an individual to recognize their efforts in furthering the goals of community living for all people and who demonstrates leadership by:

- ◆ Promoting the equality of people.
- ◆ Speaking up publicly or helping others speak up.
- ◆ Acting in a way which teaches others about the abilities and strengths of individuals.
- ◆ Actively participating on committees and promoting the goals of inclusion and citizenship.

We are very pleased to announce that Theresa was selected as the 2012 recipient of the James Montgomerie Honour Award and was presented with the award at Community Living Ontario's Annual Conference.

We can't imagine anyone more deserving of the award—way to go, Theresa!

# RBC and RBC Foundation Donate to our Outcomes Support Fund



Left to right: Hilary Tugwood, Patti Gillman, Donna McKeown, Marilyn Hall and Lisa Thompson

In December 2011, Community Living Belleville and Area was approached by Lisa Thompson and Marilyn Hall about a donation to our organization through the RBC Foundation.

Lisa and Marilyn had learned of our organization and the great work we do as a result of a connection Marilyn has with Donna McKeown, a Community Services Manager at Community Living Belleville and Area.

Each year, donations from RBC Foundation are requested by Investment Advisors at RBC Dominion Securities on behalf of their clients.

The RBC Foundation is committed to supporting endeavours that empower organizations to make a difference and inspire others. Through funding from the RBC Foundation, donations are intended to create social and economic opportunities that strengthen the health and wellbeing of the communities where they do business.

The Lisa Thompson Group at RBC Wealth Management/RBC Dominion Securities facilitated an RBC Foundation and Employee Volunteer donation of \$2,000 to our organization by recognizing the value of Community Living Belleville and Area.

We are very excited about this donation. These funds will be used for Community Living Belleville and Area's Outcomes Support Fund. The Outcomes Support Fund was established this year by our Board of Governors to provide people supported by the organization with financial assistance to achieve their personal outcomes and realize their dreams and aspirations!

*The Outcomes Support Fund provides people supported with financial assistance to achieve their personal outcomes and realize their dreams and aspirations!*

## Quarter Century Club



On March 8, 2012 twenty-six people enjoyed Community Living Belleville and Area's very first Quarter Century Club Dinner at Swiss Chalet in Belleville. Employees who have achieved 25 years of service based on the eligible service formula become members of the Quarter Century Club. A beautiful silver pin depicting 25 years of service was presented to each member of the club.



Photos depict several of those in attendance at the Quarter Century Club dinner



## Abuse Prevention, Recognition and Reporting—Train the Trainer Workshop

This workshop was attended by Tina Forester, Kim Schamerhorn and Tim Parker in January 2012. Tina is a full-time staff whose work week involves supporting people to participate in community activities and events of their choosing. Kim is a full-time staff who also supports the Voices with Meaning committee as their organizer, event planner and go-to person. Tim is a part-time staff at one of the community homes and he is very interested in supporting people to exercise their rights and personal freedoms.

This workshop was a train the

trainer model and these staff spent the day learning each of the 10 modules and how to present them appropriately and effectively to people we support. These modules will be presented in various workshops starting in September 2012, and are intended to provide tools for empowering and educating the people we support about abuse and how to prevent it, recognize it and report it effectively.

The curriculum includes 10 lesson plans that can be taught altogether or in sections. These lessons are

designed to be delivered in a small group format, but are adaptable to larger group settings as well. All lessons have key messages as well as kinesthetic activities to support them. Visual, auditory and tactile opportunities for learning are incorporated into each of the lessons.

The first of these workshops will be presented at Voices with Meaning meetings beginning in September. We will incorporate the lessons onto the Community Participation Supports Calendar later in the fall, so stay tuned for more information.

(Continued from page 1) - From the Desk of John Klassen, E.D.

*“This is not charity. This makes good business sense and sends a strong message to all my staff that everyone will be respected for their contributions. It sends a strong message to the community and our customers.”*  
**Mark Wafer**  
**Tim Hortons**  
**Franchise Owner**

average to above average in terms of safety on the job. As a bonus, most employers report that the hiring of people with disabilities tends to boost employee morale. Toronto based Tim Hortons franchise owner, Mark Wafer, cites the average tenure of his many employees with a disability as seven years on the job compared to an average of one year and three months for his non-disabled employees.

Mark believes this has made his business stronger. “This is not charity. This makes good business sense and sends a strong message to all my staff that everyone will be respected for their contributions. It sends a strong message to the community and our customers.”

As a Rotarian and chair of our local Rotary at Work Committee, I am very pleased to report that the Rotary Club of Belleville is in full support of this initiative. The committee, comprised of service agency representatives and Rotarians, continues to promote the benefits of hiring people with disabilities.

The service agencies can help employers with:

- Locating potential candidates with a disability;
- Prescreening candidates;
- Providing on-the-job training and orientation;
- Assisting with workplace accommodations; and
- Providing information about government assistance and other helpful resources.

Rotarians are community leaders with many very helpful business connections and are in a unique position to talk with other employers about the benefits of hiring people with disabilities and thereby helping to gain entry into the labour market.

# A Fond Farewell to Joan Greenwood

On behalf of the Board of Governors, management, staff and people we support, I would like to extend our sincere appreciation to Joan Greenwood for her 28 years of service to this organization. Joan served tirelessly as the Director of Human Resources and formerly as the Director of Administrative Services.

Joan was active on several community Boards and for many years served the local Human Resources Professionals Association. As Community Living Belleville and Area grew

and diversified in the last three decades, so did Joan's scope and responsibilities in the area of human resources.

I know I speak for all when I express our best wishes to Joan on her retirement.

We thank Joan for her dedicated service to this organization and to the community of Belleville.

*John Klassen*



Management staff of Community Living Belleville and Area, at the retirement party of Joan Greenwood (seated, front and centre)

## A Warm Welcome to Katherine Potts



New Director of Human Resources, Katherine Potts

We are very pleased to welcome Katherine Potts as our new Director of Human Resources. Katherine comes to Community Living Belleville and Area with several years of experience in the field of Human Resources.

Most recently, Katherine worked as a Project Coordinator and Faculty Human Resources Manager at the Richard Ivey School of Business—University of Western Ontario. Prior to that, Katherine was employed at the Fairmont Palliser Hotel in Calgary. She worked there as the Human Resources Coordinator before being promoted to the position of Assistant Director, Human Resources.

Katherine graduated from Queen's University with a Bachelor of Arts, Honours and has earned the designation of Certified Human Resources Professional.

Katherine and her husband are formerly from this area and moved back to Belleville in late December upon Katherine's accepting the position of Director of Human Resources here at Community Living Belleville and Area.

# HR News

## A Sincere Thank you!

As the new Director of Human Resources, I would like to take this opportunity to thank everyone at Community Living Belleville and Area for their warm welcome. I have truly enjoyed getting to know the staff and the people we support. Everyone has been extremely welcoming. There are still many people I have not yet had the opportunity to meet and I hope to over the next couple of months. If you are in the main office, please stop in and say hello.



## Quarter Century Club

It was very clear upon beginning my role at Community Living Belleville and Area that we had many long service staff. It was not until I looked at the list of the quarter century recipients that I was able to truly appreciate the number of long service staff working here.

I was very happy to be able to join the group at the celebration dinner where we recognized our 25 year plus staff for their commitment, dedication and service excellence. The active and retired staff members recognized included (by length of service):

**Helen Monteith**  
**Susan Palmer**  
**Barb Gannon**  
**Dianne Beach**  
**Debbie Williams**  
**Mary Ellen Kleinsteuber**  
**Rosaline Love**  
**Barb Golden**  
**Jane Trumble**  
**Jim Burgess**  
**Irene Robbins**  
**Cheryl Jordan-Burns**  
**Chris Semark**  
**Joan Greenwood**  
**Lorna Demarsh**  
**Karen Van Norman**  
**Sandra Coates**  
**Heather Chapman**  
**Sharon Wright**  
**Janet Chouinard**  
**Bev Haight**  
**Janice Lynch**  
**Stephen Hughes**

Together, this group has put in over 780 years of service! They have witnessed the growth of the agency as well as the many changes that have taken place over the decades.

Having only had just over four months of service myself, I was inspired by the commitment this group of staff has to the agency and the people we support. I am very honoured to be working with such a wonderful group.



## MAYORS' CHALLENGE

### 2012 Charity Golf Tournament

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**Dinner**  **PETER SMITH**  
CHEVROLET CADILLAC LTD. Canada

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**Lunch & Pond Prize**  **uniongas**  
A Spectra Energy Company

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**Raffle** **Dave Deyman**  **CANADIAN TIRE**

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**Golfer Gifts**   

---

**Putting Contest**  **Medigas**  
Praxair Canada Inc.

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SOLUTIONS BUILT AROUND YOU™ McGraw Hill Construction

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**Special Thanks**

Warden Clemens   Mayor Mertens  
Mayor Ellis   Mayor Williams   Boyd Sullivan









We would also like to thank all of our Auction Donors for their generosity and support!

# Mayors' Challenge Golf Tournament

We could not have asked for finer weather on May 29, 2012, when we hosted our 29th Annual Mayors' Challenge Charity Golf Tournament at the beautiful Trillium Wood Golf Course.

This year, Mayor John Williams' foursome, from the City of Quinte West, took home the tournament trophy.

We would like to extend our sincerest thanks to everyone who came out to play and kudos to the Mayors of Belleville, Quinte West and Prince Edward County and the Warden of Hastings County for their enthusiastic participation. We would also like to thank Boyd Sullivan, who gave so generously of his time as tournament Master of Ceremonies and Auctioneer.

We are grateful to the dedicated people who comprise our Golf Tournament Committee, namely: Jim Blaind, Patti Gillman, Matt Hamilton, John Klassen, Larry Mussio, Karen Poste and Jody Smith.

And last, but not least, we extend heartfelt thanks to all of our special sponsors, hole sponsors and auction donors.

We couldn't have done it without you!

Stay tuned for information about our 30th Annual Mayors' Challenge Charity Golf Tournament.



Mayor John Williams and his winning foursome from the City of Quinte West



## A Perfect Fit!



Tiffany (right) and Lucia at Loyalist College

Tiffany, with the help of her support workers, discussed what she might enjoy doing during the day. Her love of being around new people sparked the idea of Tiffany possibly volunteering some time at Loyalist College—a place where she could mingle amongst other people and get to observe what college life is all about—a truly perfect fit!

Tiffany has now been volunteering in the cafeteria at Loyalist College every Monday for the last year and a half, where she assists in sanitizing the food trays.

While the position first posed some challenges for Tiffany, she quickly overcame them with the help of her support worker. Tiffany completes many daily tasks in her life with hand-over-hand support, and this was adapted into being able to perform her job as well. With some help from her support worker, Lucia, Tiffany was happily able to reach out and hold Lucia's right arm to clean the trays.

Tiffany enjoys every aspect of her Monday mornings—everything from the ride to Loyalist College and spending time with other volun-

teers, to taking in and observing the different events that are part of college life. Tiffany has made a new circle of friends and they thoroughly enjoy her company.

The people at Loyalist College have had a positive impact on Tiffany's life; she always looks forward to going to Loyalist and is proud to wear her uniform. The sense of camaraderie and support from the staff at Loyalist College is reflected every time they see Tiffany.

Every day that Tiffany goes to Loyalist is a meaningful one for her.

## Tanis and Tara's Florida Adventure



Tara (left) and Heather

Tanis and Tara began their five day adventure South with excitement. Their brother Travis and his family live in West Palm Beach, Florida. Their father Oakley was already visiting there and soaking up the sun.

They flew from Ottawa, transferred in New Jersey and finally arrived in Florida later that night. All of their family was there to greet them with open arms.

Nancy (sister-in law) had booked us adjoining rooms at the PGA National Spa and Resort. What a beautiful place! Thanks Nancy!

The weather was hot and sunny, perfect for relaxing and enjoying family time. The resort served great food and beverages—"Rum and Coke" as Tanis would say. We spent the day relaxing, and

then off to Travis' place for supper.

The next day we decided to do something other than relax in the sun. So off we went to West Palm Zoo. What a time we had! That evening Tanis and Tara wanted to spend time with their brother and dad, so Nancy took the staff (Heather and Jenn) shopping.

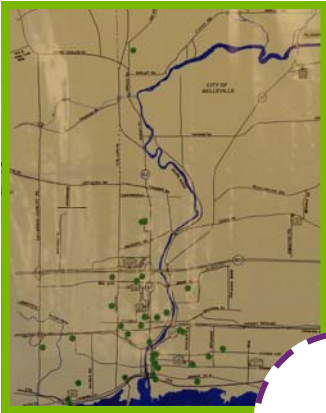
We also spent time at the club house where we swam, enjoyed the sun and some cocktails. Tara and Tanis' neice, Rebecca, played "hooky" from school all week to spend time with us.

Friday came too quickly! We had to be at the airport for 6 a.m. Everyone was there to send us off with hugs and kisses. Tanis and Tara had a fantastic time and would love to go again ... SOON!



Tanis (left) and Jenn





A map depicting our community connections

# We Connect!

Community Living Belleville and Area, along with people receiving services, would like to recognize our community partners. Our partnerships were recognized and several of them were considered as exemplary partnerships during our Community Life celebration held in 2011. People we support are involved as volunteers, employees and/or purchasers of services from many of the listed businesses. It is a pleasure to see that our community values all people as contributing members of society!

## Community Living Belleville and Area Community Connections

- Bay Wind Car Wash-Pathways to Independence
- Belleville Cancer Society
- Belleville General Hospital
- Belleville Humane Society
- Canadian Cancer Society
- Chisholm’s Lumber Mill
- College Hill United Church
- Community Committees
- Community Development Council
- Community Development Council Good Food Box Program
- Community Development Council Good Food Box-Diapers
- Counselling Services of Belleville and District
- Crown Ridge Long Term Care
- Deseronto Library
- Dreams Stable
- Eastminster United Church
- First Adventure Day Care
- Fixed Fur Life
- Gleaners Food Bank
- Habitat to Humanity
- Harmony Public School
- Harry J Clark School
- Hastings Manor
- Heart and Stroke Society
- Highland Shores Children’s Aid
- Loyalist College
- Loyalist Veterinarian Hospital
- Mac’s Milk
- Marc’s No Frills
- Motion Specialties
- Operation Red Nose
- Our Lady of Fatima
- Pregnancy Crisis Center
- Prince Charles Public School
- Prince of Wales
- Quinte Bowl
- Quinte Bowling Alley
- Quinte Secondary School
- Reid’s Dairy
- Roslin Church
- Salvation Army
- Sears – Quinte Mall
- Self Advocate
- Sir McKenzie Bowell School
- St. Theresa Secondary School
- Stirling Buffalo Farm
- Stirling Veterinarian
- Thurlow Woodcrafters
- Trenton High School
- Tweed Hungerford Public School
- Tweed SH Connor Junior School
- Tyendinaga Public Library
- Tyendinaga Public School
- Volunteer and Information Quinte
- Wesley United Church
- YMCA



Judi Gilbert, Executive Director of United Way of Quinte (right) and John Klassen (left)

## United Way of Quinte Recognizes Community Living Belleville and Area

Community Living Belleville and Area was one of the workplaces recognized by the United Way of Quinte at the January Achievement Celebration for our outstanding com-

mitment to United Way of Quinte. This spirit of United Way "ism" is a way for our employees to give back to our community. The success of our workplace campaign took immense effort and energy on the part of many

individuals.

We would like to thank Donna McKeown, Ramon Green and Ethel White for their dedication to this great cause!

## Guiding Principles Workshop

This workshop, in November 2011, was a Continuous Quality Improvement activity that was held with staff representing a number of locations of Community Living Belleville and Area. We spent the day together discussing the organization's Guiding Principles and our philosophical approach to support. We discussed strengths and areas of challenges that we experience as an organization that supports people with intellectual disabilities.

The group explored the organization's Mission and Vision Statements as well as principles of services including:

- Rights Protection and Promotion;
- Natural Supports Networks;
- Dignity and Respect;
- Protection from Abuse, Neglect, Exploitation and Mistreatment;
- Best Possible Health;
- Safe Environments;
- Staff Resources and Supports;
- Positive Services and Supports;
- Continuity and Personal Security; and
- Person Directed Planning.

We worked together in small groups to review each area and then reported back to the larger group.

We used a power point presentation which included several key messages and questions to help guide us throughout the day.

The purpose of this workshop was to engage staff who will support their coworkers for a common purpose and assist the organization to move forward. This group of employees, along with their coworkers, will incorporate recommendations that will ensure this organization continues to provide quality services to people with intellectual disabilities.

All of the information gathered from the day was put together in written form and presented to the Senior Management and Management teams. Managers then presented the information at team meetings.

This group of employees has agreed to meet again to continue to review where we are and where we need to go.

## Freedom on the Slopes



Sit Skiing has made people feel empowered; they are no longer dependent on their wheelchairs ...

The HELMS (Healthy Energy Learning Motivation thru Sports) Steering Committee is pleased to assist people with intellectual disabilities to achieve their goals and dreams through healthy living.

For people who are supported in a wheelchair, having an opportunity to ski becomes an experience of feeling free, a feeling of movement with their body that is unlike so many other situations in which they find themselves.



... even if just for a few minutes

## A Placement Student's Perspective

Community Living Belleville and Area has been a field placement host for placement students for over 30 years. We take great pride in sharing the responsibilities of educating students on how to provide best practices and supports for people with an intellectual disability.

As a part of ensuring that students have an opportunity to provide feedback related to their placement, we offer an exit interview. We are pleased to share with you one student's perspective about Community Living Belleville and Area:

*My placement opportunity at Community Living Belleville and Area has been one of the best learning experiences in my post-secondary education. My decision to be a part of Community Living Belleville and Area was based on the orientation I was a part of. I was given a detailed history of the agency along with communication plans and an idea of their Vision and Mission statement. Their vision of a community where everyone belongs and all people are valued and respected as participating and contributing members to society confirmed that I wanted to do my final placement with the agency. I was able to learn and work with many individuals who have the same values and principals. As a result of my placement supervisor's helpful and detailed feedback, I was capable of reaching my educational and professional goals.*

*Throughout my placement I have noted the high level of professionalism and standards compared to other organizations and placements. The communication from the main office to each location is exceptional and there is a system in place to provide the best level of care to each person they work with. They provided me with an exit interview, asking me questions about my placement, if my educational goals were met and if not what could be done to make that happen. We gathered that knowledge and used it to progress, with hopes of a positive experience for other placement students.*

*Community Living Belleville and Area are driven to continually improve the level of care they offer to the people they work with. I am so thankful for the opportunity to finish off my final year with such a valuable and inspiring placement.*

*Katie Whitehurst, Flesherton, Ontario*





belonging

**Our Vision**

Community Living Belleville and Area envisions a community where everyone belongs and all people are valued and respected as participating and contributing members.

inclusion

**Our Mission**

Community Living Belleville and Area exists to provide quality supports to people with intellectual disabilities and to facilitate their full inclusion in community life. Community Living Belleville and Area is also mandated to educate the larger community and to advocate wherever necessary on behalf of people with intellectual disabilities and their families.

independence

dignity

respect

valued

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John Klassen

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