



# Momentum

December 2011

## OCL Coming On-Line

Ottawa Carleton Lifeskills will have computer access in all our Group Homes and Community Participation Supports, and have the first phase of a new client data base up and running by the end of January, 2012, thanks to a grant of \$80,000 from the Ontario Trillium Foundation (OTF).

"We are really excited about positive outcomes for clients, their families, and our employees," said Jocelyne Paul, Executive Director. "We will integrate computer technology at every level, to streamline work. The new technology will allow staff to dedicate more time to supporting clients, ensure better tracking of information and services and better communication

with outside professionals. Bringing OCL into the computerized era will facilitate access to programs and services to enhance the lives of those we serve."

Andrew Spink, under the direction of Steve Bent, is leading the project, which includes ShareVision Data Base, integration of client files, forms and program records, access to OCL manuals, and eventually, wider internet access and other functions, as our capability expands. With installation of computers and software completed, OCL is using this money to:

- dedicate more of Andrew's time and expertise, and the IT support to modify the software

to our needs,

- integrate it with what we already have,
- modify forms that will hyperlink with the new data base,
- train employees at every level,
- create the manuals and systems that will support OCL's tech program, into the future.

OCL clients, staff and families will benefit from the generosity of the Ontario Trillium Foundation, for many years to come!

The Ontario Trillium Foundation is an agency of the Government of Ontario.



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## CAE Designation

In September, both our Executive Director, Jocelyne Paul, and one of our Program Directors, Kimberley Gallant, were recognized for achieving their CAE designation. The CAE (Certified Association Executive) designation is built on 44 competencies that describe the skills essential for efficient and effective not-for-profit management. The CAE® Program is the only comprehensive not-for-profit educational program in Canada.

Learn more at: <http://www.csae.com/>



Kimberley Gallant (2<sup>nd</sup> from left) and Jocelyne Paul (4<sup>th</sup> from right)

# Tableworks Catering

*Social Enterprise* is a business operated by a non-profit, selling goods or services in the general marketplace for two purposes: generating income; and achieving social, cultural and/or environmental value. These businesses also often provide employment or supported employment for non-traditional employees.



In the Ottawa area, hundreds of adults with developmental disabilities wait for funded day supports and activities, creating hardship for themselves and their families, losing skills and self-esteem. OCL will soon be able to help to decrease the waiting list, through its first *Social Enterprise: Tableworks Catering*, a new development of the Community Participation Supports Program.

Tableworks Catering will provide meaningful employment for adults

with developmental disabilities, significantly improving their quality of life. By working, they will enjoy an improved sense of their own value, their ability to contribute to and belong in the community, pride in their expanded social roles. Currently, individuals who work in our catering receive an honorarium for their efforts. Our dream and our goal is that *Tableworks Catering* will become a self-sustaining business, paying marketplace wages to its employees.

We are not just dreamers—we have taken concrete steps to make the dream a reality. CPS staff and supervisor, over the last year, have worked closely with The Collaborative for Innovative Social Enterprise Development (CISED). They have attended several workshops about social enterprise: feasibility studies, marketing, and business planning. CISED has also provided OCL with a lunch n’ learn session on social enterprise, to bring other managers up to speed.

While learning more about social enterprise, *Tableworks Catering* has been getting its feet wet by

catering internal training and several external events. While the food has been extraordinary, the feedback has been even better! The requests from external sources have run ahead of our business plan by a full year. We are currently catering at least six events per month. Our primary project for November and December is baking for our Christmas Cookie boxes.

To find out more about catering for a meeting, party, or event, please contact Tammy Fortier at 613-254-9400 ext. 257 or email [tableworks@ocl.ca](mailto:tableworks@ocl.ca) for a menu.



**Picnic 2011**

Thanks to everyone from our fantastic organizer Rebecca Detchon to our clients and their families, our staff and their families for sharing in this wonderful event. See you next year!

# Sherry's Exhilarating Summer

When OCL developed the Home Share model, an important goal was to improve quality of life for those we serve, by making community participation easier to plan and support. Over the history of the program, we have seen that the smaller setting can be more conducive to everything from long-distance vacations to going out on an impulse, just because you feel like it!

Just take a look at Sherry's wonderful, fun-filled summer: Wherever there was fun to be had, Sherry was there! She enjoyed two trips to La Ronde, to Midway Magic, and one to Niagara Falls and Marineland. At Marineland, there was no rollercoaster too high, too fast, or too scary. If it went upside-down, backwards, and through water--that was even better. This thrill-seeker could-



n't get enough of the Drop Zone, rides that felt like they spun for days, and every roller coaster...twice. While all others were terrified and holding on for dear life, Sherry was captured in photos smiling, laughing

at us hysterically, or waving her arms and singing to the music. She loved the food, the games, and especially La Ronde's "Fast Forward Pass," given to folks with disabilities, so they can jump to the front of all lines--no waiting for the next thrill!

Sherry also attended a NKOTBSB concert, belting out the lyrics to Hanging Tough, Step by Step, Everybody, and Larger than Life. She is on the lookout for upcoming concerts that interest her; and she plans to purchase a Season Pass for La Ronde, in 2012. Thanks to the flexibility in the Home Share Program, Sherry is able to make all these exciting plans and have the support to make them happen! Congratulations to her staff, and to all the Home Share staff.

## Otterson back garden makeover ■■■

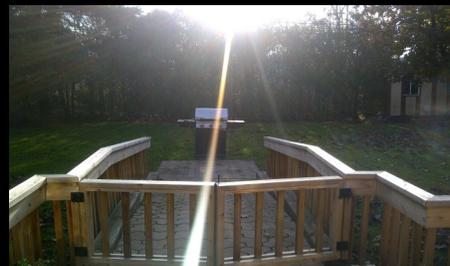
Quality of life at Otterson received a big boost over the past spring and summer, from quite a transformation of the backyard. When our first screened gazebo succumbed to age & wear and tear, the folks really missed the bug-free, outdoor environment. At the same time, the deck showed many areas that needed replacement.

With MCSS infrastructure dollars for the deck, and with ownership of the gazebo shared among the folks living at Otterson, work was begun in the Spring. After the dust settled, the transformation of the backyard was completed, just in time to celebrate Cindy Wilson's birthday--40 years young! Mark presided over the barbecue, and sources say that more than 50 people toasted Cindy.

The new gazebo and deck are only part of the story. The backyard is now graced by a lovely tree planted in memory of Michael Richardson. Staff also installed a wonderful vegetable

garden which has given everyone at Otterson tasty and healthful access to extra-fresh vegetables, all summer long. Perhaps there should be a garden challenge, next year?

Over the summer, clients and fami-



lies have enjoyed the transformed backyard, as well as picnics and long walks. The OCL picnic was a huge hit for all, especially with the picture-perfect weather.

We are preparing for a winter filled with Christmas spirit and lots of fun! We wish everyone a safe and happy upcoming holiday season.

## What's in a Name?

- **M** - Moving forward
- **O** - On a clear path
- **M** - Making changes
- **E** - Embracing the future
- **N** - Never stop dreaming
- **T** - Taking on new challenges
- **U** - Utilizing our talents
- **M** - Making memories to last a lifetime



# Richard McKinnon Can Now See!!

For those who may not know, Richard had cataract surgery this spring. Since then, Richard's world and quality of life, which had been shrinking, has once again opened up wide.

The day the bandages came off, Richard started to motor around

**"Thank You  
Dr. Mintsoulis"**

the house, up and down the ramp, and in and out of the van without any assistance. Every opportunity he has to get out, he

now takes advantage of it. Richard now participates in bowling, works on puzzles, pedals the exercise bike at home, goes for walks and visits to



K1 and dances like he is twenty again. He also attends Aktion Club, Thursday Night Rocks and visits with his father at The Glebe Centre.

Some big highlights have been going to Park Omega to feed and pet caribou, 67's games, wrestling, and movies. Richard really enjoyed Halloween and the OCL Annual Christmas party, and hopefully a hockey game or two through the winter.

If anyone wants to do anything with Richard, make sure you bring your running shoes. You will need them to keep up.

# Welcome to the Saturday Day Program



Saturday Day Program has been serving families in our community for many years, without a lot of fanfare. This is a daytime program, three Saturdays per month, for supported recreation and leisure activities. We serve adults with disabilities who want to meet friends, share interests and enjoy a relaxed environment to participate in activities, while giving families a few hours of weekend respite. It also puts to good use our program space at Brewer Hunt Way, which is a wonderful facility, underused on evenings and weekends!

We have ten participants, and the activities are designed to meet their interests and activity levels. They always look forward to cook

day the 3<sup>rd</sup> Saturday of each month, birthday celebrations and seasonal craft themes. Music and singing are a big hit with most, as well as puzzles and painting. One participant really enjoys choosing paint chip colours from a supply each week, and another person is a whiz with math puzzles! The interests are varied, and staff work hard to encourage socialization and meet the needs of everyone. Some clients have been attend-

**"...we are filling the need of both the family and the participants."**

ing faithfully since the program began at Glencoe years ago, indicating we are filling the need of both the family and the participants. We always hope to have everyone leave with a smile

at the end of the day!

For more information about this program, contact Kimberley Galant at (613) 254-9400 x 226



## In a word...

A big word of **THANKS!** to everyone who has contributed financially or through gifts to OCL for our Golf Tournament, Picnic, Christmas Party, Gift Basket donations for raffle, and Lifeskills Ottawa Fund.

Your generosity has a lasting impact on those we serve.

Laughlin's Custom Carpentry Ltd • Valera Anna Gay • Comvida Corporation • Pierre Moving & Storage • Josip Beric • Robert & Joan St-Louis • Bruno & Lucija Alberts • Alfred & Irene Wagner • John C. Drolet • Angela Houle • Ronald & Linda Rowat • Larocque Lock & Door Inc. • Jack Marsala • Ernie Potechin • Eileen MacMillan • Gordon McKechnie • Michel A. Lacroix • James & Annie Mar • Pierre Moving & Storage • Erna Krysiak • Maureen & Vernon Savoie • Lincoln Heights Ford • Georgia Peterson • Wayne E. Baker • Clarice & Stedman Sterling • Eric and Ruth Wood • Margaret Grover • Stephen O'Dea • Jean Perrin • Gertrude M. Brown • Richard Drolet • KPMG • Scotiabank Ottawa Regional Commercial Banking Centre • Speedy Messenger Service - Paul Lacroix • Ottawa 67's Hockey Club • Edmon Harnden Lawco Inc. • Bank of Montreal - 250 Greenbank • Bill Osborne Chevrolet • Natural Choice • Brite Nights • Robert Russell • CUPE Local 3826 • Vicki Bosse • Nancy Andrews • OCL Board of Directors • OCL Home Sharer's Employee Association • Ontario Medical Supply • Kim Caron • Pietersma Tinworks • John & Elly Caron • Laughlin's Custom Carpentry Ltd • Valera Anna Gay • Comvida Corporation • Pierre Moving & Storage • Josip Beric • Robert & Joan St-Louis • Bruno & Lucija Alberts • Alfred & Irene Wagner • John C. Drolet • Angela Houle • Ronald & Linda Rowat • Larocque Lock & Door Inc. • Jack Marsala • Ernie Potechin • Eileen MacMillan • Gordon McKechnie • Michel A. Lacroix • James & Annie Mar • Pierre Moving & Storage • Erna Krysiak • Maureen & Vernon Savoie • Lincoln Heights Ford • Georgia Peterson • Wayne E. Baker • Clarice & Stedman Sterling • Eric and Ruth Wood • Margaret Grover • Stephen O'Dea • Jean Perrin • Gertrude M. Brown • Richard Drolet • KPMG • Scotiabank Ottawa Regional Commercial Banking Centre • Speedy Messenger Service - Paul Lacroix • Ottawa 67's Hockey Club • Edmon Harnden Lawco Inc. • Bank of Montreal - 250 Greenbank • Bill Osborne Chevrolet • Natural Choice • Brite Nights • Robert Russell • CUPE Local 3826 • Vicki Bosse • Nancy Andrews • OCL Board of Directors • OCL Home Sharer's Employee Association • Ontario Medical Supply • Kim Caron • Pietersma Tinworks • John & Elly Caron • Laughlin's Custom Carpentry Ltd • Valera Anna Gay • Comvida Corporation • Pierre Moving & Storage • Josip Beric • Robert & Joan St-Louis • Bruno & Lucija Alberts • Alfred & Irene Wagner • John C. Drolet • Angela Houle • Ronald & Linda Rowat • Larocque Lock & Door Inc. • Jack Marsala • Ernie Potechin • Eileen MacMillan • Gordon McKechnie • Mi-

## New OCL Adult Evening Program



Starting in January, 2012, OCL will offer a centre-based adult evening program in Kanata, as a pilot project. This program will run on Wednesday evenings, from 4:00 to 9:00 p.m., at our CPS Location at 1 Brewer Hunt Way. Participants will have opportunities for arts & crafts, cooking (supper is included in the fee), games, music, movies, scrapbooking, hobbies, and other activities that they like, or would like to try. All suggestions and requests will be considered!

We are very excited about this pilot, and its potential to expand to more than one evening per week, if there is enough interest. While making use of a great facility

that is underused in evening hours, we can provide respite for families, while helping individuals try new experiences, and form new social circles around shared interests and activities.

The fee is \$56 per Wednesday, due at the beginning of each month. Participants must commit to a three-month session. If you are interested, please phone Kimberley Gallant at 613-254-9400 x 226, for an application form. And if you know someone who might be interested, please pass along this great news, and the contact information!

# SOCIAL ROLES POINT THE WAY

We have heard a lot about Social Roles and Social Role Valorization... but what is the meaning, for those we serve, and for we who support them?

On March 2<sup>nd</sup> and 3<sup>rd</sup>, a small group from OCL attended a two day "Citizenship and Inclusion Retreat" facilitated by Jack Pierpont and Lynda Khan—two highly inspirational speakers, presenters and motivators, dedicated to increasing Social Roles for people with disabilities. The OCL group was led by Cindy Wilson, a resident living at Otterson, with clear views to express about her life and the supports she wants. Sheri O-C. attended to support her; and Vicki B. and I were there to learn...and we did!

The two days focused on making differences in the lives of those we support by examining and changing the ways we support them, providing more opportunities for *socially valued roles* in settings both inside and especially *outside the boundaries of disability services*. These two days were a pivotal experience for me, bringing everything we do and why we do it back to the basics: How can we better support those who rely on us for assistance, to expand their presence and participation in the whole community?

John O'Brien, an authority on social role valorization, says "Roles are valued when they attract respect, fa-

cilitate contribution, engage and expand capacities, and hold the possibility of belonging." Ways to increase social roles may be as "big" as creating Social Enterprise (real businesses that fill a need in the community, run by/for those we serve), or as basic as ensuring that everyone has the information and support to exercise their right to vote, if so desired.

When I consider the many challenges coming our way, I want to ensure that the focus on Citizenship and Inclusion, supporting social roles, is strongly enshrined in our thinking. At times, this may seem difficult, as conflicting demands confront OCL: Changing needs and expectations of those we support and their families, new legislative requirements, increased accountability in a world of shrink-

"At times, this may seem difficult, as conflicting demands confront OCL..."

ing financial resources.

OCL has experienced many changes over 26 years. Change takes time, energy, teamwork and commitment. Outcomes may not be what we hoped for, or may not be seen immediately. At other times, outcomes far exceed what we even thought was possible. We

have seen both occurrences, and a range of results in between. We continue to return to the basics: what do we do and how do we do it; and how must we change to keep our momentum, creating services that bring those we support closer to their desired future? What are the new dreams? How can we facilitate their achievement? How will we help people to create life-long memories?

In late winter/early spring of 2012, our Board will consult with senior managers in a planning session. Before that time, I will be asking you for feedback, focusing on the future direction for OCL and how we will respond to new realities. You know the individuals we support, their hopes and aspirations. You know our community. You will be instrumental in surmounting the barriers that prevent those we serve from living fuller, more satisfying, and meaningful participation as citizens in their community. We need practical ideas and approaches that can be developed and applied to change our day-to-day practices, while we will continue to celebrate every day celebrations and milestone events.

I sincerely look forward to hearing from everyone.

Jocelyne Paul E.D.



## 2011 Milestones



### 20 Years of Service

Laura Scott

Kimberley Gallant

Angela Chan

### 10 Years of Service

Veneranda Bruni

Jessica Doyle

Jeff Irven

Merle Grant

Marcel Tousignant

Employee longevity is important everywhere, but especially in an agency like OCL. Experienced staff help provide a long term insight to our clients. In turn clients and families feel more secure, new employees benefit, and administration and management systems improve. We salute the hard work and dedication of all our employees. Unfortunately the list is too long, so we can't list individual years of service. Thank-you all for your dedication to those we serve.

## Registered Disability Savings Plans - a Parent's Perspective

Mr. Ted Norton, father of a young man who lives at Alma Court, wants to spread the word about how the Registered Disability Savings Plan is working to help secure his son's future, and how well it can work for many others. The Globe and Mail calls the RDSP the "best government program in Canada." Mr. Norton comments "*Think of it as a sort of Government funded RRSP for disabled people.*" Yet, only 10% of those who are eligible are enrolled. Mr. Norton gives three reasons for having an RDSP:

- To secure funds for the person's future
- To take advantage of the Government Grants: up to \$4,500 per year, per person
- To protect ODSP (Ontario Disability Support Program) benefits. Other savings can be considered as assets, with a possibility of having ODSP cut off if assets exceed \$5,000.

An RDSP can be set up through any bank. Once established, individuals and their families may contribute; but the really exciting fea-

ture is that all RDSPs are eligible for Government of Canada grants:

- \$1,000 annually to persons with income under \$24,183 (indexed to inflation)
- "Matching" grants of up to \$3 for every dollar contributed, for persons earning up to \$83,000:
- For the first \$500 contributed per year, 300% grant = up to \$1,500 For the next \$1,000 contributed per year, 200% grant = up to \$2,000

"OCL will host Mr. Norton at our offices ....., at 7:00 p.m. on January 17<sup>th</sup>, 2012."

There are some restrictions: total Government Grants are capped, but the lifetime maximum is a sizeable \$70,000!! Contributions have to stay in the account for minimum 10 years, but there it is, ensuring future comfort and security.

Mr. Norton said that over 4 years, he has contributed \$6,000 to his son's RDSP, and the total in the account is about \$25,000, mostly contributed by the Government! Mr. Norton says, "*Even if we had contributed*

*zero dollars, he could still have an RDSP worth \$4,000 based entirely on Government funding...minimum of \$1,000 per year for low income folks.*"

So, how do you set up an RDSP? Who can do it? What about people who don't have families? Who looks after it, when parents are gone? Mr. Norton would be happy to discuss his own experience with anyone who is interested. "*I would just like to see more people, who are eligible to take advantage of the RDSP, do so. So far, only about 10% of those who qualify actually have a RDSP and I think the large majority of the 90% who do not have an RDSP are losing out on an opportunity.*" He has offered an evening in January, to speak with others who have not taken advantage of this remarkable opportunity.

OCL will host Mr. Norton at our offices at Suite 9, 1 Brewer Hunt Way in Kanata, at 7:00 p.m. on January 17<sup>th</sup>, 2012. Please RSVP to Tricia Draicchio at (613) 254-9400 x 227, or email [tdraicchio@ocl.ca](mailto:tdraicchio@ocl.ca) by noon on January 16<sup>th</sup>, 2012.

## Management Training - Class of 2011!



After a 6 year hiatus, OCL's Management Training Program was reviewed, freshened, and offered to interested employees, this year. The program involves completing training modules under the mentorship of members of OCL Management and Administration. These modules cover all areas of a Supervisor's day-to-day responsibilities, as well as Human Resources, Finance and Scheduling, and the Executive Director.

In addition, each Trainee must choose one or two courses or semi-

nars outside of OCL, in areas related to Supervision and Management. Once the choices are approved, and upon successful completion of the courses, OCL reimburses the Trainees for the costs.

Over the years, successful Management Trainees have won many contract and permanent Supervisory positions in OCL. When interviewing OCL applicants against outside applicants, we have found that knowledge of the Agency, its sys-

tems and requirements, and the needs of those we serve, has often outweighed supervisory experience outside OCL.

This year, out of numerous applications and rigorous interviews, our successful Trainees are Crystal Thompson, Chris Kennedy and Mark Snedden. We wish them great success. Any employee who is interested in future Management Training should talk to their Supervisor to learn more about this great opportunity.

# S.I.L. Options Respond to Community Needs

OCL's Supported Independent Living program has helped persons living in their own apartments, for many years. For those who live well without daily assistance, but want help managing finances, nutrition, health, and social relationships, SIL staff can tailor supports individually, and provide services in the comfort of the client's own home. We help people stay safe at home and in public, connect with community services, set goals, and work with landlords and others in their lives, when needed.

In 2010, as part of Transformation of Developmental Services, the Ministry of Community and Social Services mandated that funded vacancies in Agencies must be offered to persons identified as "most in need," and that services should change to meet those needs. When a Home Share became vacant in 2010, the

spaces did not suit the needs and desires of the highest priority individuals. OCL requested and was given authorization to convert that funding to support four persons who had requested "Enhanced SIL." Our staff now see these four individuals virtually every day, for varying periods of time.

"Almost everyone in the program celebrates the holidays together."

Having one's own apartment is a great source of pride, but social isolation is an issue for some people. To improve social connections, a long-time SIL staff created a very successful Saturday Social Group. On any given Saturday, friends get together to enjoy a movie, lunch out, or any festival or

special event in Ottawa.

Almost everyone in the program celebrates the holidays together. We enjoyed dinner at the Lonestar for Easter, and Thanksgiving at Perkins. The biggest hit was Christmas dinner at Lonestar, which will be repeated this year. Friends also got together to celebrate Maurice's 50<sup>th</sup> birthday, and Barb and Jason enjoyed a bus tour to Montreal. Ildiko had a very exciting trip to New Zealand last year. And mark your calendars for the Special Olympics Canada Winter Games in February, 2010—Scott McEwan has been invited to compete, and will travel to St. Albert, Alberta, to do so!

For more information about the SIL Program, call Vicki Bosse at (613) 254-9400 x 224

## Pulford - A room to call my own



One morning last Spring, everyone at Pulford was packed and excited at the prospect of a two-week vacation at Algonquin Residence. The reason?—an exciting renovation to Pulford, that would complete some pend-

ing repairs, but also move a wall and build another, to provide a private bedroom for each of the folks at Pulford! Thanks to MCSS approval of an OCL capital request, the work was begun practically the moment everyone left the house.

the "new" digs. Everyone is happy with the improved quality of life—individual privacy, a personal haven, and a place for each to keep their personal treasures.



Like most construction projects, there were a few snags. But that just made the vacation longer. Taking advantage of great weather and the many activities available in and around Ottawa, staff had made wonderful plans for picnics, nature walks, movies, restaurant meals, and trips to the Toronto Zoo and Parc Omega.

At the end of it all, we returned to



## Killarney 2011

The residents of K1 have enjoyed a busy spring and summer. We've listened to lots of music! Patrick and Stephen attended the Blues Fest, and Patrick enjoyed Katy Perry and Rascal Flats concerts. We also took a couple of great trips. Patrick and Stephen loved the Gananoque boat cruise; and John, Stephen, and Meghan spent a weekend in Montreal for the Jazz Festival. John really enjoyed Montreal – smiling the whole trip! We've had pic-

“we have planted a tree in our garden, to keep his memory alive.”

nics at Andrew Haydon Park and Long Island Locks, and many barbeques on our deck, presided over by Orysia and Sharon--thanks for all the great food!. Pauline and friends planted our first garden, allowing us to enjoy fresh tomatoes and herbs throughout the summer. We also enjoyed sharing time with our friends from other homes – including Jason from K2 who has coffee with us, every Friday afternoon. Sadly, we lost our dearly-loved long time friend Brent, who had been ill for some time and passed away in September. A memorial service was held at K1 that allowed OCL residents and staff to share their memories of Brent,

and we have planted a tree in our garden, to keep his memory alive.



Brent 1965-2011

## Abuse Prevention Awareness Training - APA

OCL is pleased to announce the commencement of a new client-focused training. In early 2011, the new Ontario Regulation 299/10 and introduction of Quality Assurance Measures (QAM) stated that all clients must be offered training on abuse prevention.

OCL sent seven front-line staff and one Supervisor to the David Hingsburger training offered at OCAPDD. This training was also provided to other members of the Ottawa DS Sector, and has now been adopted by several Agencies. In addition, three more training dates were completed where trainers from all agencies were given the opportunity to practice the presentations on each other in front of a “live audience”. An additional OCL Supervisor was also given the training during this time.

OCL trainers for the APA are:

Claire Black  
Andre Demers  
Rebecca Detchon  
Tammy Fortier  
Brent Lafreniere  
Debbie Scott  
Mark Snedden  
Heather Tarte  
Chantale Turenne

“The training is a fun, interactive and high energy session that is sure to grasp the client audience...”

This November, training will begin for the clients who live in our residential programs, SIL, Home Share and attend the Community Participation Supports Program. Four sessions are scheduled be-

tween now and the Christmas holidays. OCL will then continue to offer the training again in the New Year, and annually once all clients have been trained. The training is a fun, interactive and high energy session that is sure to grasp the client audience and teach them the skills they need to prevent abuse.

OCL APA trainers have worked hard at practicing their technique for teaching, and ensuring the training is standardized across the agency. We are very excited to start this new endeavor.

For more information about Abuse Prevention Awareness Training please contact: Rebecca Detchon at 613-596-4674

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## 20 Years and Counting!

Angela Chan is a fine example of true caring and dedication, sustained over many years. Since 1991, Angela has worked in at least seven OCL homes and Day Program, supporting persons with many different needs. Her enjoyment of those we serve, and her determination to make a positive difference in their lives, has shown in everything she has done. Angela always searches for new opportunities for people to be involved in their community. She has found subsidies to assist with costs; she is a veteran shopper for personal needs, gifts, birthdays and Christmas. Anyone who has worked with or supervised Angela has received wonderful homemade treats, and Angela modified her recipes so that people with diabetes could enjoy treats, as well.

Angela has worked hard to improve her knowledge and skills, in order to provide better supports and to help other staff. She has completed Level 2 Sign Language, Levels 1 and 2 Positive Behavioural Supports, and workshops on Team Building, Client Rights, Bereavement, Burnout and



Stress, and Diabetic Training. Angela is extremely dependable. Her outstanding attendance record, maintained over 20 years, means that OCL, her co-workers, and especially the individuals who are happy to see her each day, can totally depend on her.

Angela is always alert to best choices for the health and happiness of individuals in our care, and she is a strong advocate for their needs. We are most fortunate to have her in OCL. We celebrate her, and hope she is with us for many more years!

## OCL Annual Golf Tournament thanks to our Sponsors!

Almost 100 people who golf had another terrific time at our 11<sup>th</sup> annual OCL-Bytown Rotary annual charity golf tournament at eQuinelle in Kemptville.

The weather was wonderful, some shots were great and we all had a terrific day capped off with a super dinner, prizes and auction.

A big thanks to all our sponsors and volunteers. Please plan on attending next year on June 11, 2012 same time, same place. See you there!!!

