

Implementation Committee Meeting

June 22,2010

Present: Mary F, Jen G, Michelle D, Sandy L, Sandy M, Bob J, Maureen B, Carrie C

Meeting called to order and all welcomed by Maureen at 3:00 pm

Minutes from last meeting were approved moved by Sandy L; seconded by Jen G

Updates from the last meeting;

- 1) Nikki's suggestion- we will be hosting a day for families to hear speaker Al Condiluci who will speak on the benefits of inclusion in September.
- 2) On June 29 we have 11 people attending the Self advocacy meeting in Welland at their AGM to hear Korey Earle the president of people first of Ontario speak.

Updates on Community Supports transition plan: Attached sheet was circulated and reviewed by all.

Updates on Residential plan: Attached sheet was circulated and reviewed by all.

Issues or Concerns:

Concerns brought up over the independent use of the fax machine by others, other than staff. Maureen will be looking into this.

Carrie brought up that it would be a good idea to have a testimonial from a family member of an adult as they have shown more resistance.

Next meeting dates; September 28, 2010-2pm

October 26, 2010- 2pm

November 23, 2010

Meeting adjourned

PHASE TWO: TRANSITION TO COMMUNITY SUPPORTS

a) Dealing with Family Resistance

-We will seek family testimonials from those who have experienced success as a result of the changes that have been made.

-the July 2010 Newsletter included a testimonial from a family member:

“The Idea of belonging and membership, being part of a community, is a basic human need. It’s one of the principles of our democratic society. We all have the same needs, we want to be loved, we want to have friends, we want to feel that we are making a contribution in our families, in our communities...We learn about understanding what someone’s interests and point of view are by interacting with them. To include everyone is to open up those possibilities for learning and appreciating our humanity”

My name is Christine Ashcroft and I am a parent who advocates for these basic human needs for my daughter Ksaila everyday. I feel Ksaila deserves the same opportunities that are afforded to all children. I believe that my daughter should attend a community camp, make friends and be included just as much as any other child. Community Living Fort Erie provides the support to ensure Ksaila is included in her local community camp. Attending an inclusive camp has helped to fulfill these basic human needs for Ksaila that Dr. Joseph Petner refers to in the opening quote. Inclusion is the perfect opportunity to allow people to experience success, build skills, foster self esteem and to experience values that are demonstrated through diversity, interdependence and respect for self, others and the environment. Ksaila has a better chance of succeeding when necessary support is provided by her peers. The greatest benefit to Ksaila is developing new friendships and connections in her community which will lead to increased opportunities.

Ksaila loves to go to camp. She waits patiently for the bus and patient is not usually a word that would describe her. She has made more friends than I can count. When we are out in town there is always someone that comes up to say hello to her that I haven’t even met. It is very rewarding to see the positive impact that my daughter has had on her peers. Remember, “when we include everybody, everyone benefits”

-Internally the Team will develop a set of guidelines for all staff to consider when working with a difficult family member.

The Community Support Team will try to have available on their person a copy of the Complaint Policy and Procedure.

If a staff is encountering significant resistance from a family member the procedure will be:

-staff will remain professional throughout the encounter and will not become engaged in a conversation with the family member regarding their resistance other than to say "I have heard what you have said".

-staff will respond in a polite and courteous manner by providing the family member with a copy of the Complaint Policy and Procedure-asking the family member to read it and follow the detailed steps in the procedure if they are not satisfied with services.

-if the staff does not have a copy of the Complaint Policy and Procedure on their person, they will offer to email, mail or have the family member pick up a copy at the office.

-the staff will immediately communicate this encounter to the Community Support Team, Program Manager and Executive Director.

-We will bring in an external speaker who can talk to families and be recognized not only as an expert but as a witness for change.

-We have secured Al Condoluci who is a motivational speaker who will talk to the benefits of inclusion. There will be a session for families on September 29th and a session for staff on September 30

b) Reducing Dependency of People Supported on Staff and CLFE.

We must describe our services clearly in terms of roles, what we will do and not do.

We would like to provide clarification on some of the roles of a Community Inclusion Facilitator (What we will do and what we do not do). This list does not include everything. If you would like a more detailed description please view our website at www.clfe.ca to see the Community Inclusion Facilitator Job Description.

Everything listed below must be in line with our Vision and Mission.

Vision: An inclusive community that only sees abilities.

Mission: Community Living Fort Erie exists to promote inclusion and to ensure people with intellectual challenges have their rights and privileges upheld.

WHAT WE WILL DO

-facilitate person centered plans which refers to a process whereby the person and his/her support network lead the planning.

PLAIN LANGUAGE-We will do your plan at least once a year where you tell us what you want/need.

-facilitate the development of a natural support network (non paid people, such as family, friends, neighbors, employers, peers, etc.) that will support the person centered plan.

PLAIN LANGUAGE-We will help you find as many people as possible to support you other than staff.

-help remove barriers to participation in the community such as transportation, by assisting the person to apply for and set up F.A.S.T. , provide transit training, assisting people supported and their families to network with other families, friends or other support networks to find transportation.

PLAIN LANGUAGE-We will help you find transportation from your community.

-we will assist to facilitate person directed community based opportunities for people supported to enjoy, develop friendships and build connections, e.g., the person supported wants to volunteer with animals-the community inclusion facilitator will assist the person to find this opportunity in the community and will find the necessary supports to help ensure success.

PLAIN LANGUAGE-We will help you find things that you want to do in your community and the supports to make it happen.

-provide information on Self Advocacy and Rights training so the person can make an informed decision on whether or not he/she would like to participate in either of these opportunities.

PLAIN LANGUAGE-We will help you learn about your rights and how to speak up for yourself respectfully.

-we will offer suggestions to help find solutions to transportation in cases where we do not provide transportation, such as utilizing an SSAH or respite worker, helping to network with other families, friends etc, provide transit training, setting up F.A.S.T.

PLAIN LANGUAGE-When we are not available or do not provide a ride we will tell you other ways that you may be able to get there.

WHAT WE WILL NOT DO

-staff will not accept calls from people supported and family members on personal cell phones or home phones.

PLAIN LANGUAGE-Do not call staff at home or on their cell phones.

-staff will not discuss work related concerns or any issues pertaining to the person supported during off duty hours anywhere or during work hours WHILE IN THE COMMUNITY. To discuss or set up an appointment regarding any work related or personal issues, please contact your staff during work hours at the office.

PLAIN LANGUAGE-Staff will not talk about private issues while in public. Set up a meeting with staff.

c) Team Development and Role Clarity

-A new description for a Community Inclusion Facilitator will be drafted by the Team at a team meeting. It will be reviewed by people supported and families as well as by management of the agency.

Community Support is now drafting a new job description. When finalized it will be on the web site for all to view. When we send out Role Clarity (What we will do and what we will not do) we will inform families, people

supported that if they would like more detail our job description will be posted on our website.

-We will develop a set of “norms” for our team that include our expectations of each other in terms of behavior, contribution, commitment, conflict resolution and problem solving.

TEAM NORMS

- always interact with team members in a respectful manner.
- always direct communication/concerns about a team member directly to the team member, one on one, in a private setting.
- with respecting team members competing priorities, try to be available to support and cover one another off.
- team members will use the expertise of all members of the team to ensure the success of this plan.
- team members recognize the level of commitment and take equal accountability for implementation and success of this plan.
- committed to creating flexible service expectations in terms of hours of work.
- no cell phone use during staff meetings.

d) Building Community Partnerships

-The team recommends that partnerships be strengthened specifically in the area of community employment centres and via the Job Development program at Community Living Welland.

-Set up initial interviews for 2 people supported with the Job Development Program

-Other priorities include public health, Canadian Mental Health, Bridges, BIA and the District School Board

From our Planning day each staff took the lead on 2 community based opportunities in the hopes of developing connections, friendships and opportunities.

LEAD STAFF

Heather

Linda

Sanctuary

Kris

JoAnne

Andria

Paula

INCLUSIVE OPPORTUNITY

Car Shows and Canal Days

Volunteer opportunities at ZOOZ and Pet

Kinettes and Lummaquer

Race Track, volunteering for Lighthouse Restoration project

Volunteers for Good Food Box and Friendship Festival through EKO Camp

Dog Walking

Residential Work Plan Update

A) Pursue Accreditation – Outcome measures for people with more challenging needs are being accessed.

They are actively being worked on with the assistance of volunteers, leisure buddies and family members. They are also able to meet these needs by utilizing the extra support from the Respite program and periodically community supports.

B) Strengthen Human Resources- Group homes have started their own personal recognition and reward strategy.

CLFE has implemented Employee recognition luncheon for years worked and there has been positive feedback.

C) Risk Management- New risk management protocol has been done up for a person supported at Catherine St. Managers are in the process of developing a policy and procedure and assessment form regarding risk management. Continue to be discussed at team meetings.

D) Promote Agency Inclusion- The interests have been prioritized of the people supported. -In the process of looking into becoming a member of a local community organization for 1 person supported.

-Job search has been completed for 2 people supported- waiting to hear back in regards to these searches.

-Volunteer positions have been secured for 3 people supported at the friendship festival

-Investigating possibility of 1 person supported volunteering at Bridges and has made first initial steps

- Hours and responsibilities have increased for a volunteer at intercede

-1 person has resumed tennis lessons in the community.

A natural network has been developed as his instructor is providing all transportation and doing social activities as well

-People supported are now utilizing different and new community events such as; local car shows, sporting events, arcades, local attractions such as ZOOZ, Botanical Gardens etc.

- Two people supported went for a weekend trip to Orillia for a concert

-Three people supported have obtained YMCA memberships and are utilizing the facilities

-One new leisure buddy is starting this week with a person supported

- Requests have been sent in for new volunteers

E) On going

F) N/A

G) All group homes now have an e-mail account for the house. All is working well. Communication through e-mail is agency wide. Internet is in all homes and being utilized by all