

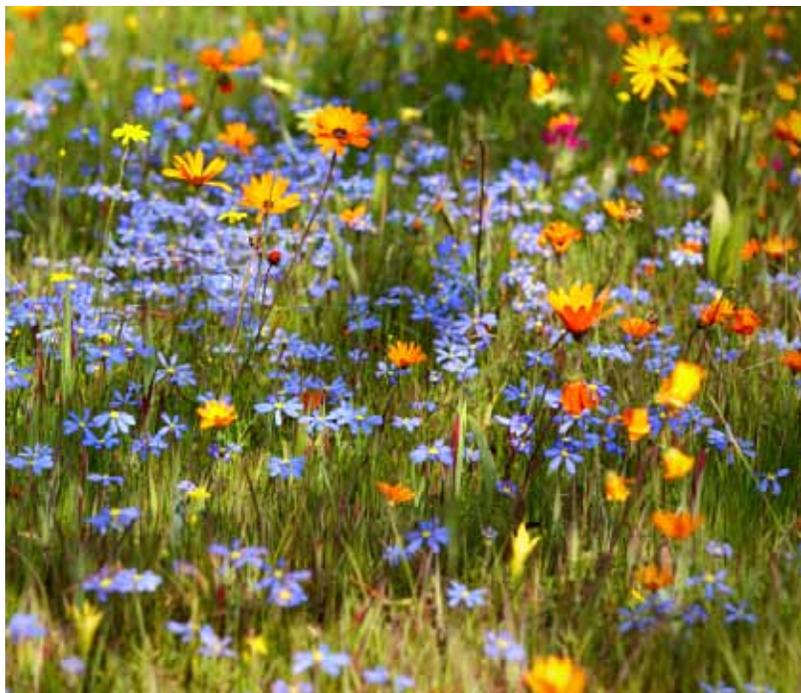
# New Directions

## Spring 2018

GUELPH  
Independent LIVING

Quarterly Agency Newsletter

[www.guelphindependentliving.org](http://www.guelphindependentliving.org)



## Inside:

- Executive Director's Message & Board Highlights (pg 2-3)
- Endowment & Transportation Funds (pg 3)
- Client Memorial (pg 4)
- Meet the Board (pg 4)
- Admin Office Updates (pg 5)
- Ceiling Lift Inspection (pg 5)
- Employee Training (pg 6-7)
- Safe Oxygen Handling (pg 8)
- StopGap Ramps (pg 9)
- Paint Night (pg 10)
- New Emojis highlight Disabilities (pg 11)
- Advanced Care Planning (pg 12)
- 2018 Leisure Events (pg 15)

## Mark it in Your Calendar!

**Thursday June 21**

**GIL Annual General Meeting**

Elliott Community Centre, Guelph

**Thursday July 5**

**GIL Superhero Picnic**

Riverside Park Large Shelter, Guelph

**Monday July 30**

**Grand River Raceway**

Elora

## FROM THE EXECUTIVE DIRECTOR'S DESK . . . .

Welcome SPRING ... hopefully the wind, ice and cold temperatures of the past few months are over!

Spring for Guelph Independent Living's leadership team means the completion of our year-end reporting obligations to the Waterloo Wellington Local Health Integration Network (WWLHIN). In addition to financial and client program statistics, all Health Service Providers within the WWLHIN are required to submit French Language Services (FLS) and Health Equity reports.

Data collected through the FLS reports provide the province's 14 LHINs with information about the health needs and priorities of Francophone communities both locally and provincially. This information then guides strategy development to improve access to, accessibility of, and integration of French language health services in the health system.

The second report, Health Equity, gathers information on processes and steps each Service Provider has undertaken to realize equity for its individual client group. Areas where information is collected include organizational culture, employee education and training, client engagement and service provision. This data is collated and used to identify gaps in service and to highlight key initiatives which have effectively improved health equity of residents.

The WWLHIN utilizes these tools in development of their Annual Business Plan which outlines the current strategic directions for Waterloo Wellington, specifically:

- Starting with the patient experience;
- Igniting innovation and creativity;
- Empowering through clinical leadership;
- Driving through community leadership; and,
- Creating a great place to work.

The 2018-19 plan can be found at: [http://www.wwlhin.on.ca/goalsandachievements/2018-19\\_strategicpriorities.aspx](http://www.wwlhin.on.ca/goalsandachievements/2018-19_strategicpriorities.aspx)

One method of engaging community leadership is through the Guelph-Puslinch Sub-Region Leadership group. This group, of which GIL is a member, brings providers together to plan, integrate and improve the performance of local health services for residents.

Another area of provincial improvement work involves the ongoing concerns about the capacity of PSWs and related front-line workers (including Attendants). Locally, the WWLHIN has been working with Service Providers and consulting firm, KPMG, to understand recruitment and retention challenges, and then implement strategies to reduce any negative impact on clients. Here at GIL, we continue to look at ways of demonstrating the value of this profession with our employees to ensure we deliver client services as promised without disruption. Appreciation draws, training opportunities and years of service awards are all ways GIL recognizes our fantastic employees.

I would also like to take the opportunity to recognize GIL's Board of Directors for their time, skill and dedication in governing our organization. They give tirelessly of themselves to the mission and vision of GIL and, on April 22nd, were formally recognized by the Rotary Club of Guelph South at their Annual Volunteer Appreciation Brunch.

To celebrate the accomplishments of our agency, employees and Board of Directors please join us at our Annual General Meeting and Employee Awards night. And on July 5th, come dressed as your favourite Super Hero during our annual agency picnic. Additional details in the newsletter.

*Janet*

## GIL BOARD MEETING HIGHLIGHTS

The GIL Board of Directors met on March 27 and May 22, 2018; highlights include:

- Tour of 238 Willow Road building;
- Planning for Property Management contract for November 1, 2018 – October 31, 2021;
- Discussion about the Energy Audit, Annual Unit Inspection report, Green ON Social Housing funding and Maintenance Operations Audit for 238 Willow;
- Presentation and approval of the draft 2017-18 Audited statements for both Health and Housing portfolios;
- Fiscal activity for GIL's Endowment and Transportation funds;
- Updates from the Board Governance and Performance committees;
- Planning for the Annual General Meeting including confirmation of the slate of Directors for 2018-2019; and
- Executive Director's report with updates on year-end reporting, OAILSP board work and conference, union negotiations, IDEAS Quality project and Admin staffing changes.

## ENDOWMENT & TRANSPORTATION FUNDS:

In 2017-2018, GIL allocated \$17,200 from the agency's Endowment fund to assist twelve clients in purchasing accessibility equipment including wheelchairs, ceiling lifts and seating needs.

Within the Transportation Program, \$400 was accessed by three clients to support their travels outside of Guelph to visit family or attend medical

appointments.

Additional funds are available starting April 1, 2018. If you require financial support with equipment and/or travel plans, please speak to your Program Supervisor for details. Approvals are dependent on fund allocations and volume of applications each year.

### GUELPH INDEPENDENT LIVING ANNUAL GENERAL MEETING & AWARDS NIGHT

**Date:** June 21, 2018

**Time:** 6:00 – 8:00 PM

**Place:** The Elliott Community,  
Hillside Festival Room  
170 Metcalfe Street

Please join us before the meeting for food & refreshments at 5:30pm.

Please **RSVP** by Friday, June 15 to Carla at [carla@guelphindependentliving.org](mailto:carla@guelphindependentliving.org) or phone (519) 836-1812, ext. 233.

## CLIENT MEMORIAL



**John Westerby** was a client of the Guelph Independent Living for over 20 years (both in Outreach and Supportive Housing); he passed away on April 8, 2018 at the age of 54.

John loved the outdoors; especially hot, sunny weather. He will be remembered for visiting with tenants and friends at the Willow building; enjoying the comradery while soaking up some rays. He was also a huge fan of the Toronto Blue Jays and Toronto Maple Leafs.

The inspirational quote on his memorial card read: *“STRENGTH doesn’t come from what you can do. It comes from OVERCOMING the things you once thought you couldn’t”*. Thank you to John for sharing his strength and love of life with all who knew him.

## Meet the Board - Cindy Kinnon

Cindy chose to join the GIL Board of Directors because she wanted to contribute to something she believes in. Her entire career has focused on advocating for the Independent Living movement, so GIL was a good fit. Cindy has been fortunate to work for agencies that have given her the opportunity to build an understanding of the health and social systems in Ontario. As a senior executive, Cindy has expertise in strategic planning, business operations and development, finance, continuous improvement and program planning/design.

Cindy believes her greatest accomplishment is her wonderful, supportive family who keeps her honest and grounded. She is celebrating her 35th wedding anniversary with her husband this year. They have three children: Alex (age 29) getting married in July;



Meaghan (age 26) working in Guelph; and Brendan (age 24) living in Toronto as an actor.

Outside of work, Cindy enjoys sewing and art, and has combined her two passions to create FibreArt. She belongs to the Royal City Quilt Guild, where she is often inspired by fellow quilters and fiber artists, and she is a member of an international organization called Studio Art Quilt Association. Cindy also enjoys

gardening, reading and playing golf.

When asked about the one thing she would like GIL employees, clients and community partners to know about her, Cindy told us that her first job after graduating from the University of Guelph was as an attendant for Guelph Services for the Physically Disabled (now Guelph Independent Living) – she declined to tell us how long ago that was!

## COMINGS AND GOINGS FROM THE ADMINISTRATION OFFICE



On Friday March 9, 2018 we said farewell to Pamela Polfuss-Schmidt, Manager Human Resources. After working for the agency for almost 20 years, Pam will be greatly missed by both employees and clients alike. We wish her success in all her future endeavours.

The recruitment process for a new Manager was initiated; and we are pleased to announce the hiring of Amanda Dale who joined GIL on Tuesday April 3, 2018. With a background in manufacturing, Amanda has always wanted to work for a non-profit organization, because giving back to the community is important to her. During the recruitment process, her interest in working at GIL grew, and she is keen to be part of our team. Amanda brings a broad range of Human Resources experience including performance management, succession planning, and employee talent. For her, this encompasses everything from the beginning of an employment relationship to the end, and all the in-betweens.



And, with regret, we also said good-bye to Doreen Rye as our Home Help Administration Support contract; her last day was Thursday, March 28, 2018. Doreen had been with GIL for over three years, as an integral member to the Home Help program and we will all miss her.

## ANNUAL GIL CEILING LIFT INSPECTION

As part of GIL's commitment to the safety of clients and workers, the annual inspection of all GIL-owned ceiling lifts was conducted in January 2018 by Silver Cross. The technician's inspection involved a thorough evaluation of the condition of the: strap, sling hooks, strap carabiner, casing, hand pendant (including wiring) and operation of the emergency stop button. The technician also conducted a load

test using 440 pounds to ensure the battery and tracking could safely lift this weight.

The inspection report confirmed the safe, operating condition of all GIL lifts. Any minor repairs identified as requiring attention have been completed.

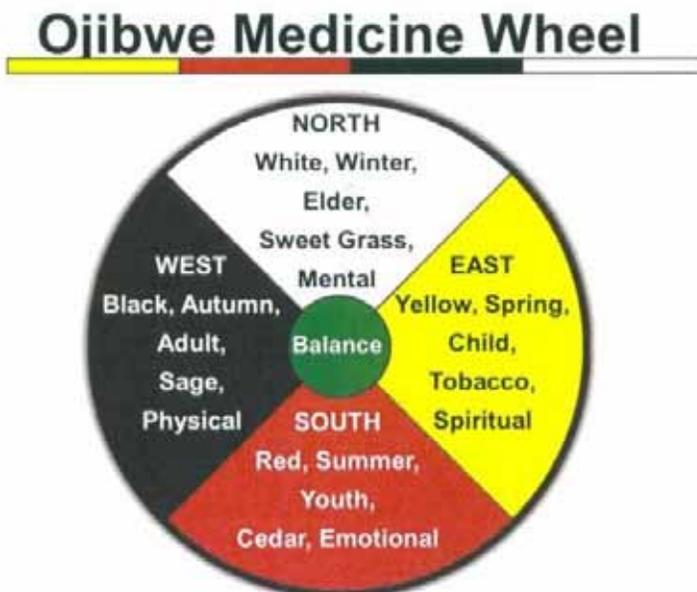
If clients own their ceiling lift, a similar inspection is recommended to ensure safe equipment use.

## INDIGENOUS CULTURAL SAFETY TRAINING

GIL employees participated in an “Indigenous Cultural Safety” education session on March 7, 2018 conducted by Mary Anne Caibaiosai. Mary Anne is an Anishnaabe woman and knowledge keeper from the Wiilwemkoong Unceded Territory on Manitoulin Island. She recently graduated from the Masters of Social Work program at Laurier University.

The workshop was designed to educate GIL on Indigenous history, teachings and ways of being. The day began with a smudging ceremony where everyone was invited to use the smoke to cleanse our hearts, mouths, eyes and minds, replacing energies with positivity, willingness to learn and forgiveness. Having the group sit in a large circle encouraged everyone to observe and participate equally in learning. Mary Anne shared many traditions of the Indigenous culture, explaining their origin and meaning; most of which relate to Mother Earth.

The focus of her teachings was on the Medicine Wheel (image below) which describes the four stages of life:



The first stage is in the East, it is spiritual and involves infants/children. Life begins with contact with one’s parents and immediate family; children learn the importance of love, respect and safety. A naming ceremony for the child is conducted; a name is chosen based on what was happening the day of their birth. Perhaps it rained or the elder doing the naming was near a lake or river.

Moving into stage two in the South, it is emotional and involves youth development. Challenges of the world start to become known; children move beyond the family into the school system. For the Indigenous culture, these challenges have been very difficult at times (i.e. residential school system, drugs, alcohol, single parent families). Elders continue to teach their young men and women about responsibility, respect and honour; specifically to have respect for themselves.

The third stage in life, moving to the West, is focused on physical growth and adulthood. There is free will and if the basic teachings in the first two stages are not positive and well solidified, there may be many temptations and disconnections.

The fourth stage is the North, and concentrates on mental development of the Elders. Elders are the teachers within the Indigenous culture; sharing their learnings with others. For persons in hardship, it is good to know that there is someone to go to for advice, for help.

We ended our training day by going around the circle to share what we had enjoyed most and learned during our time with Mary Anne, from each other, and how to continue to improve service delivery to clients.

# NON-VIOLENT CRISIS INTERVENTION TRAINING

Guelph Independent Living was approved in December to receive funds through the Ministry of Health's PSW Training Fund to train employees in Non-Violent Crisis Intervention (NVC). With the focus on prevention, NVC training equips employees with information about how behaviours can escalate and how to respond appropriately during moments of chaos.

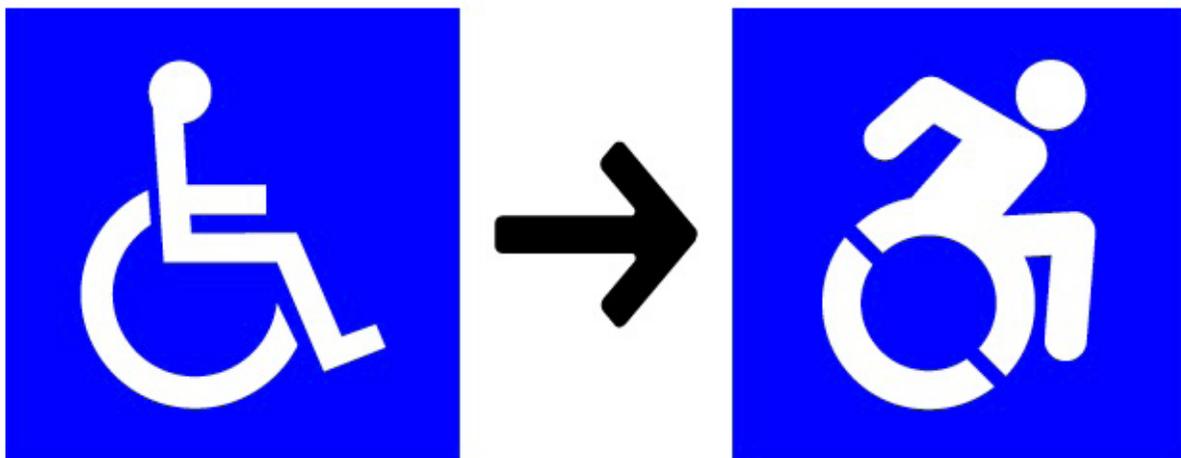
Catharine Maxwell (Outreach Coordinator) attended the four-day Instructor Certification Program to become GIL's in-house trainer. Catharine then lead approximately 35-40 employees through various one-day sessions designed to emphasize early intervention and nonphysical methods for preventing or managing disruptive behaviour.

Overall the feedback from this training was very positive. The majority of people who attended either agreed or strongly agreed on the effectiveness of the program objectives and content. Feedback on the instructor, Catharine Maxwell, was equally positive. Attendees expressed that they feel better equipped to deal with potentially violent behaviours and prevent situations from escalating in the future.

The benefits to both employees and clients include:

- A safe and respectful work environment;
- Employees trained to manage difficult situations;
- Guidance to make positive behaviour choices; and
- Service delivery that is empathic, compassionate and respectful.

## PROMOTING PHYSICAL & SOCIAL INCLUSION FOR PEOPLE OF ALL ABILITIES



**TheForwardMovement.ca**

## SAFE HANDLING OF OXYGEN IN THE HOME

To heighten awareness of the potential hazards associated with oxygen use and smoking; certain precautions must be followed to create a safe environment.

GIL is committed to the safety of our clients, workers and the environment where they live and work. Clients should notify their GIL Program Coordinator as soon as possible when oxygen use has been ordered by their physician; especially if assistance from workers will be required. Once notified, a training session on the safe use of the new equipment in the home with a Respiratory Therapist will be held for workers. A sign indicating “Oxygen in use - No Smoking” provided by the client’s Respiratory Therapist/vendor must be posted on the door to the home.

Clients are encouraged to follow all guidelines from their oxygen use provider and their physician’s orders to maximize their health potential. Any problems with the equipment should be reported to the provider immediately.

Although oxygen itself does not burn, it will support combustion. Any material that burns in the air will ignite more readily and burn more vigorously in an oxygen-enriched atmosphere. It is very important that oxygen equipment is not used close to an open flame.

### The following are standard guidelines:

- Do not use products with petroleum on one’s face (Vaseline, Vicks, lip balms); these can cause burns;
- Never use oil, grease, or alcohol-based products on equipment;
- Call the service number on the machine to report equipment problems;
- Do not use extension cords or multi-outlet adapters.

### Fire Safety:

- Always use oxygen in a well ventilated area to avoid high concentrations of oxygen that encourage things to burn;
- Do not use or store oxygen in a confined space or closet;
- Do not drape clothing over the oxygen system;
- Keep oxygen system components at least 15 feet away from heat and flames;
- Do not smoke within 15 feet of an oxygen source;
- All forms of ignition should be removed from the room where oxygen is stored or in use (matches/lighters, candles, fireplaces, furnaces, heaters, stoves or other forms of igniters);
- Avoid using items that create sparks (electric heater, razor, hair dryer);
- Have a working smoke detector and fire extinguisher in the home.

### Storage Safety:

- Store tanks in an open area (not in closets, cabinets or other confined spaces);
- Place tanks in a stand or cart to prevent them from falling over;
- Store extra tanks flat on the floor.

Following these simple precautions will keep everyone healthy and safe, including the client, family, neighbours and GIL attendants.



# STOPGAP — INCREASING ACCESSIBILITY, ONE PORTABLE RAMP AT A TIME

The founder and Executive Director of StopGap, Luke Anderson, recently spoke to a captive audience about the development of his company designed to increase accessibility. The vision of the StopGap Foundation is to “create a world where every person can access every space. A world free of barriers would help give everyone the opportunity to live a life full of independence, spontaneity, and ultimate fulfillment.” <http://stopgap.ca/>

In 2002, Luke, a recent University of Waterloo Engineering graduate, moved to British Columbia to start his career and partake in extreme mountain biking. On a beautiful autumn day, Luke and his good friend Johnny set out to conquer a tricky trail with a 25-foot gap jump. Johnny went first and cleared it. Luke followed, gripping his handlebars tightly and pushing down hard on the pedals; he left the takeoff platform... and left his life as he knew it.

Luke didn't clear the jump, sustaining a high-level spinal cord injury and instantly found himself living in a world poorly designed for someone using a wheelchair - where a single step is as large of a barrier as a flight of stairs.

Back in Toronto, Luke's StopGap Ramp story began on a blustery November day in 2006, when he encountered inaccessibility at a very inopportune time. Luke arrived for a job interview but three steps stood between him and the elevator. He entered the building through the loading dock and, despite being 45 minutes late, was hired on the spot. His employers purchased a collapsible ramp, but having to set it up every day was less than ideal. “It was a logistical nightmare and a real infringement on spontaneity,” he says.

By this time, Luke had become familiar with the

numerous Toronto businesses with steps at their entrances. As his frustration grew, he knew he had to do something.

Unfortunately,

Canadian businesses are not required to ensure access unless they undergo a significant renovation.

After much consideration, Luke decided the best way to bridge the accessibility gap was to offer businesses free ramps. Hence the StopGap Initiative was launched, holding its inaugural community ramp build in 2011. During the event, volunteers built custom ramps from supplies donated by Home Depot and painted them in a variety of vibrant colours. The colour choices were deliberate because Luke wanted the ramps to draw attention and make people curious. By the end of the day, both volunteers and business owners saw the importance of StopGap's mission. “It taught people that a simple device like a ramp could really make life easier for everyone.”

Today, the StopGap campaign continues to hold events and is spreading across Canada. For Luke, the greatest reward is seeing a change in attitudes. “Some businesses have genuinely realized the value of having that ramp outside their storefront; it has changed people's perception of accessibility.”

For details about local initiatives to implement StopGap ramps in our own community, check out the Guelph Accessibility Project at:

<https://stopgapguelph.com/>



# ONTARIO IMPROVING ACCESS TO SERVICES FOR CHILDREN & YOUTH WITH SPECIAL NEEDS

Ontario is improving access to services for children and youth with special needs in the Guelph area.

Liz Sandals, MPP for Guelph, made the announcement on March 22, 2018 on behalf of Michael Coteau, Minister of Children and Youth Services.

The province is providing funding to KidsAbility to help families get the support they need under one roof by bringing services together through the creation of a new hub in Guelph. This will give families more opportunities to consult with experts and access a wide variety of coordinated services to help address their individual needs. Centralizing services will also help ensure well-informed, responsive treatment and case management plans for children and youth.

Supporting children and youth with special needs and helping them reach their full potential is part of Ontario's plan to create fairness and opportunity during this period of rapid economic change. The

plan includes a higher minimum wage and better working conditions, free tuition for hundreds of thousands of students, easier access to affordable child care, and free prescription drugs for everyone under 25 through the biggest expansion of medicare in a generation.

### Quick Facts

Ontario is investing \$201,500 in KidsAbility to bring services together into a new hub in Guelph

Last year, KidsAbility served over 600 children and youth in Guelph.

In 2016-17, the province invested more than \$500 million in programs and services for children and youth with special needs and their families.

Ontario's Special Needs Strategy is helping children and youth with special needs get the services they need at home, at school, in the community and as they transition to adulthood.

<http://www.ontario.ca/children>

## PAINT NIGHT AT DUBLIN & GRANGE

*Residents of Dublin and Grange show off their artwork after taking a painting class with Kirsten.*



## APPLE PROPOSES NEW EMOJIS REPRESENTING USERS WITH DISABILITIES

At some point over the past five years, emojis evolved from a niche into an important form of communication — a point that hasn't been lost on Apple. Having previously suggested new professions and diversity icons, the company today pitched the Unicode Consortium on a collection of 13 new emojis “to better represent individuals with disabilities,” which it deems “an initial starting point” towards more comprehensively depicting disabilities.

As noted by Emojipedia, Apple developed the new emojis in conjunction with the American Council of the Blind, the Cerebral Palsy Foundation, and the National Association of the Deaf. The collection includes:

- Guide Dog With Harness
- Service Dog With Vest and Leash
- Person With White Cane (Male and Female)
- Ear With Hearing Aid
- Deaf Sign (Male and Female)
- Person in Mechanized Wheelchair (Male and Female)
- Person in Manual Wheelchair (Male and Female)
- Mechanical or Prosthetic Arm and Leg



The human versions are each suggested to come in multiple skin tones, while the canine companions are differentiated based on the differing purposes of guide and service dogs. In total, 45 emoji variations have been proposed.

Unicode's Technical Committee will meet next month in San Jose to discuss these and other emoji submissions. If approved, the earliest they would be likely to appear would be the second half of 2019, when Emoji 12.0 is released.

Apple generally adds new emojis annually to iOS, including foods, animals, objects, and people that Unicode deems worthy of graphical representation. The company also added Animoji — 3D augmented reality versions of animal emojis — to the iPhone X last year. Emojipedia notes that the 2018 Emoji 11.0 list was finalized in February and will appear on devices in the second half of this year.

<https://venturebeat.com/2018/03/23/apple-proposes-13-new-emoji-representing-users-with-disabilities/>

# ADVANCED CARE PLANNING - WHO IS YOUR SUBSTITUTE DECISION MAKER?

*Imagine you are sick and in the hospital, too ill or hurt to speak for yourself? Do you know who would make health care decisions for you?*

*Imagine your spouse or parent has had a stroke and is unable to communicate with the doctors. Would you know what health care they would want or not want?*

In Ontario everyone has an automatic Substitute Decision Maker (SDM); but is this the person you want making health care decisions for you if you are unable to? Choosing your SDM is at the core of Advanced Care Planning as well as communicating your values and wishes about future health care.

It is very important to think about who you would want to make your decisions based on your values, morals and needs. It should be someone with whom you can have honest and sometimes tough conversations. Someone you can trust to make those decisions based on your wishes.

Choosing the right person can be a difficult decision; here are a few questions to keep in mind when making your choice:

- Are they willing to talk with you in advance to understand your wishes, values and beliefs?
- Are they open to make decisions on your behalf even if their ideas are different from you?
- Are they able to make difficult decisions in stressful situations?
- Would they make decisions on your behalf if you are unable to do so?
- Are they willing to interpret, honour and follow your wishes as much as possible?
- Are they willing to be available to the healthcare team?
- Are they able to ask questions and talk to your healthcare team?

You can legally appoint a Power of Attorney for Personal Care (POA) who would act on your behalf as SDM; however, if that person is unavailable at the time of your crisis, who would be the next person you would want to speak for you? Without one, healthcare professionals will seek out the opinion of your automatic SDM under the law (spouse or partner, parents or siblings, any other relative). If none of these individuals are available, the Public Guardian and Trustee would be consulted for direction on your case and they will not know your wishes. So consider naming an alternative within your POA document.

Your SDM must meet these requirements:

- Be available when decision is needed
- Be capable of giving consent
- Be willing to accept the role
- Be 16 years of age or older

Make sure your SDM becomes an expert about you: understanding what is important to you, what your spiritual beliefs are, what brings you quality of life and what kind of care you want.

By: Cheryl Marett, GIL lead for Advance Care Planning.

Additional information is available at: <http://acpww.ca/>

# GIL COMMUNITY CORNER

GIL would like to take this opportunity to share the accomplishments of a few members of our GIL community.

*Nellie (Seniors Program) received recognition from the Evergreen Centre for 30 years of volunteer service - Congratulations Nellie on this wonderful achievement!*



*Mike Greer (GIL Board) had the honour of representing The Rick Hansen Foundation at Guelph's flag ceremony on May 28, 2018 in celebration of National AccessAbility week.*



# SUPERHERO

Run for KidsAbility

TITLE SPONSOR  
Meridian™

**June 17, 2018**  
**Exhibition Park, Guelph**

1K fun run/walk and  
5K timed run/wheelchair

**REGISTER TODAY:**  
[superherorun.kintera.org/2018](http://superherorun.kintera.org/2018)

Food Sponsors



For more information contact [tnandor@kidsability.ca](mailto:tnandor@kidsability.ca).

21 Imperial Rd. S., Guelph, ON N1K 1X3 | 340 Woodlawn Rd. W., Guelph, ON N1H 7K6

# UPCOMING 2018 LEISURE EVENTS

DATE	EVENT
Saturday, June 16	<b>Sound of Music Festival</b> Burlington Downtown and Waterfront
Thursday, July 5	<b>Agency Picnic - Super Heros Theme</b> Riverside Park Large Shelter, Guelph
Monday, July 30	<b>Grand River Raceway</b> Elora
Wednesday, August 22	<b>Toronto Blue Jays vs Oakland Athletics</b> Rogers Centre, Toronto
Thursday, September 13	<b>St. Jacob's Market</b>

Please contact Kathleen at **519-836-1812 ext 220** with any questions or to pre-register for an event.

## GIL's Annual Picnic

**Thursday July 5, 2018 (1-4pm)**

**Riverside Park Large Shelter**

Join us for an afternoon of celebrating summer and the super heroes of GIL, with a BBQ served by us.

**Dress as your favourite super hero for a chance to win prizes!**

There will be lots of games and activities to enjoy.

If you plan on attending, please contact Kathleen at **519-836-1812 ext 220** to RSVP by June 28, 2018.