

BREAKOUT DISCUSSION GROUP REPORTS
OPEN SPACE FOR SUPPORTIVE HOUSING
JUNE 21, 2004

Session Title: ATTENDANT TRAINING
Convener: Wanda Participants: Sharon, Sharron, Cindy, Peter, Harvey, Christina, Kristen, Helen, Jay, Maria
<p>Discussion Highlights: - training on specific disabilities, i.e. progressive, symptoms and signs of change, etc.</p> <ul style="list-style-type: none"> - group training for each consumers (only do once/twice) - management/consumer steering committee as venue to look at training changes - orientation for new consumers project-specific - training really needs to be consumer directed - listening skills for attendants
<p>Recommended Actions: - consumer mentoring/assistive training for new consumers in each project (by other consumers)</p> <ul style="list-style-type: none"> - open forum discussion for consumers and staff on a regular basis - project specific training for attendants

Session Title: SOCIAL\FUN
Convener: Liz Participants: Liz, Brenda, Sandy (peer resource)
<p>Discussion Highlights: Sandy informed us of seminars/workshops, get togethers. She sent out flyers. Now we know who she is and what she does – more meaningful.</p>
<p>Recommended Actions: - computer training for idiots/brainy people</p> <ul style="list-style-type: none"> - newsletter from Sandy outlining who she is/what she does - more in Cambridge - Zehrs cooking course - questionnaire re needs? Different projects different needs - health initiative - weight room exercise/modified machine

Session Title: PASSION AND DEDICATION												
Convener: Maria Participants: Maria, Fred, Cindy, Sandy, Peter, Sharron, Fred K.												
<p>Discussion Highlights:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">- needed to do this kind of work</td> <td style="width: 33%;">- environment</td> <td style="width: 33%;">- positive stories</td> </tr> <tr> <td>- having it and rekindling it</td> <td>- team effort</td> <td>- respect</td> </tr> <tr> <td>- recognition</td> <td>- the norm</td> <td>- work ethic</td> </tr> <tr> <td></td> <td>- can't learn but might absorb</td> <td>- video?</td> </tr> </table>	- needed to do this kind of work	- environment	- positive stories	- having it and rekindling it	- team effort	- respect	- recognition	- the norm	- work ethic		- can't learn but might absorb	- video?
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<p>Recommended Actions: - make a video titled "Getting It". Interviews with consumers explaining how attendants impact in a positive and important way. Interview with staff about how being an attendant is important and rewarding. Make it available to all projects and is part of orientation.</p>												

Session Title: EXPANDING SERVICE TO CHILDREN AND FAMILIES

Convener: Glen L **Participants:** Glen L, Jim H, Sue

Discussion Highlights: - the role of primary caregiver
- who does directing
- families as well as consumer need support
- there is need in community
- can not families do more?

Recommended Actions: - included family care if funding available
- the need for guidelines, boundaries

Session Title: CONFIDENTIALITY AND RESPECT

Convener: James Downham **Participants:** Dasha, Deanna, Ali, Dave, Joan, Ruth Ann, Sandy

Discussion Highlights: - all about respect; close knit group; friendly; sharing atmosphere
- identify all sources of gossip
- professionalism
- venting → “listening” encourages breaks in confidentiality
- four way road
 - staff to staff; consumer to consumer; staff to consumer; consumer to staff
- common sense thing

Recommended Actions: - better access to supports re venting (Paula, Sandy, EAP)
- training new staff
- reminders
- knowing the differences (appropriate or inappropriate)

Session Title: FAVOURTISM

Convener: Bourilak **Participants:** Diane, Fred, Sandy S.

Discussion Highlights: - more communication
- consumers miss connections they have had with other attendants
- broader tolerance level
- suppose to support independent living to a consumer; can't pick and choose to give them care
- consumers like people of same personality

Recommended Actions: - just easier to go for favourtism
- there will always be a better ??? between two or three people, or more
- takes time that's all, talk to supervisor
- not take it personally
- with experience and time maybe the ??? would grow better
- seek support fro reverse affect of favourtism

Session Title: FUND LOBBY GOVERNMENT
Convener: Glen Participants: Fred., Glen, Kevin, Sue, Elisa
Discussion Highlights: - last five years, no increase - board writing a letter to ministry and MPs - who to talk to where to lobby ODSP - individual consumers need to lobby
Recommended Actions: forum for lobbying

Session Title: CLOSING COMMUNICATION GAPS
Convener: Dasha Participants: Dasha, Elisa, Al, Sandy, B, Deanna, Ali, (James, Sue)
Discussion Highlights: - larger HQ involvement with SHPs - we need “whole” ILC meetings - communication between projects, consumers, staff, HQ - input from staff and consumers, consistency - internal communication in projects - finding out consumer’s needs for greater response to events - communicate status of issue resolution while maintaining confidentiality - ??? as this can create apathy - feels like this is one of the most important issue in ILC - referring to stats of 12% consumers raise issues “all the time” with staff - comfort levels of communicating issues - training checklists for better communication - develop a culture of trust
Recommended Actions: - suggestion box (anonymous) to assist people in speaking their minds - create a project newsletter (maintaining confidentiality); forward to HQ, perhaps other projects - social activities with staff and consumers

Session Title: NO LESS THAN TWO OVERNIGHT
Convener: Jay Participants: David, Kevin, Liz, Brenda, Sue, Paula, Kristen
Discussion Highlights: - safety for someone if they get stuck in elevator - emergency calls delayed - staff sick or injured/public in basement - sleep shift - larger consumers needs 2 people assist
Recommended Actions: - funding \$ - h & s committee do a detailed survey on possible risk - consumers who don’t use overnight services - why?

Session Title: MENTAL HEALTH
Convener: Glen Lindsay Participants: Kristen, Glenn, Diane, Ruth Ann, Gloen L., Christina, James H, Joan (Sue)
Discussion Highlights: - staff recognize their boundaries and issues - what attendant brings into a consumer's home can elevate someone or bring them down - use ILCWR resources to support them through processes/paperwork - aging and progressive disabilities increase possibility of mental illness - consumer also has to take responsibility for their own health - communication is the best tool
Recommended Actions: - educate attendants to recognize mental illness issues and provide resources - "first aid" for consumers who are suicidal - list of what <i>not</i> to do - offer workshop to educate consumers and attendants - culture of acceptance

Session Title: RN 24 ON CALL
Convener: Harvey Participants: Wanda, Helen, Sharron, James
Discussion Highlights: - nurse may recognize sooner need for change in care or med assistance - RPN - less money - diabetics - pressure sores - prohibitive cost - stopping that last step before nursing home - continuing - constant care re: meds and care
Recommended Actions: - possible one project for more heavy care - nurse for training staff for new care - one nursing company with one or two nurses that were the same most of the time - nurse - Monday, Wednesday, Friday in - consumer makes appointment

Session Title: CONSUMRE INPUT INTO THE SURVEY - VERY LOW
Convener: Liz Participants: Brenda, Sue, Liz, Paula
Discussion Highlights: - fear of repercussions - would know who sent it in - not enough time - too many surveys going around - apathy - part-time staff may have missed it - was it mailed? was it on-line? - some feel that they won't be listened to anyways

Recommended Actions: - longer time to respond

- hold smaller group meeting (separate for consumers and attendants, lead by a non-ILC person)