

THE FORUM

“Together, Freedom Through Access and Choice.”



Welcome to the Forum column from the ILCWR Board! It has been a busy few months for Board members. As you know, these are times of significant change in the province’s health care sector. Like

Taposhi Batabyal, Board President service providers the Independent Living Centre of Waterloo Region is ready to embark on the first year of its 3-year Multi-sector Service Accountability Agreement (M-SAA) with the Waterloo-Wellington Local Health Integration Network (WWLHIN). There was much to learn about performance targets and sector-specific provisions agreed upon with the LHIN, but I am proud to say that the Board quickly came to grips with the new document. Bil and I have also been involved in an education session with the LHIN to clarify the effects that various provincial acts and laws have

had upon the agreement.

Among the major changes is a new biannual certificate of compliance from the Board, and a new performance agreement with the Executive Director. The first is an undertaking that ILCWR has complied with the requirements under the M-SAA, and the latter involves tracking the goals set out in the document. There are also code of conduct and conflict of interest guidelines, but the Board has always been mindful of these, and they do not present an onerous responsibility.

There is also the matter of community engagement, which for ILCWR is easily accomplished. Not only is ILCWR well-recognized for the services it offers, it is a leader and pioneer in Waterloo Region in supporting persons with disabilities.

Although these are stressful times for budgets (and ours is no exception), the M-SAA agreement seeks to establish increased transparency, integrity, and accountability – a very worthwhile goal.

Even though the next few years will bring challenges, we are excited to be part of a mission and values-driven, dynamic, consumer-focused organization, and of a policy governance board that will steer it into the future. And where there is challenge, there is also opportunity.

As always, we welcome your input and participation. Stay tuned as we keep you updated here at the Forum. Enjoy the return of warm weather and the first flowers of spring!

Taposhi Batabyal
President, ILCWR Board of Directors

INDEPENDENT LIVING CENTRE
OF WATERLOO REGION



Upcoming Events

Cinco De Mayo Fundraiser Dinner
Thursday, May 5, 2011

Tournament of Hope Golf Classic
Wednesday, June 8, 2011

Spring Tea Fashion Show
Wednesday, May 18, 2011

A Message From The Executive Director



**Bil Smith,
Executive
Director**

Each newsletter presents an opportunity to take a step back and reflect on where we have come from and where we are going, and to celebrate our accomplishments along the way. In this newsletter you will read about the impact that our dedicated employees and volunteers have on the day to day lives of people with

disabilities as we strive to help them achieve independence. The themes that emerge are transparency, partnerships, and removing barriers.

With funding and support from the Waterloo Wellington Local Health Integration Network, and in partnership with Guelph Independent Living, we have been able to bring almost 40 new people onto Attendant Service programs this year. Prior to receiving these services, many of these people were struggling at home with inadequate supports or living in long term care facilities or hospitals. Now, they are able to live with independence and dignity in their own homes. In describing how moving into one of our Assisted Living Projects from a retirement home had impacted her life, one consumer recently said "It's such a thrill. It's not as controlled—I can come and go as I please, I can have quiet time, I can have people over. I love it here." We take great pride in contributing to the independence of those we serve, and in this issue of The Forum, you will hear one consumer's story.

This past February, we hosted the inaugural meeting of our Employee Relations Councils. The Councils were created in an effort to make the operations of head office

more transparent to the attendant staff. Using the existing model of consumer steering committees, we established four councils—one for each of the Assisted Living Projects, and one for Outreach—in order to create an avenue of communication between attendants and head office staff. This first meeting focused primarily on sharing information with Attendants about the impact of frozen budgets and rising costs, and to seek input into topics for future discussion. We received very positive feedback from this first meeting and we look forward to examining the issues facing our staff in the field while moving forward together toward positive solutions.

A significant tool in addressing the barriers that hinder full community participation for persons with disabilities is to raise the profile of the issues and educate the public at large. In this newsletter, you will learn about the efforts of our staff and volunteers as they have delivered training sessions, written editorials, participated in media interviews, and appeared on TV. Through a planned approach, ILCWR is striving to get the word out and make our community more accessible for all.

In the upcoming months, our Centre will be rolling out new tools for informing and educating the community and our consumers and staff. We will examine a model of assessing the impact of the United Nations Convention on the Rights of Persons with Disabilities through story telling. We will continue to act as a strategic partner in an integrated health care system and, with your continued support and assistance, we will make our community a better place.

Bil Smith
Executive Director, ILCWR

Community News: CNIB

The Independent Living Centre of Waterloo Region would not be where it is today without its valuable partnerships with other community agencies. There are endless benefits to finding points of collaboration with other organizations doing similar work in the community, but most importantly they enable us to provide better overall service to our consumers.

As with any relationship, ILCWR and its community partners count on each other's support for new and innovative projects and initiatives. That's why we are excited to announce that the Canadian National Institute for the Blind (CNIB) is introducing an exciting new service for its clients.

The CNIB Library has officially launched its **Partners Program** in Alberta, Ontario, New Brunswick and Prince Edward Island.

Now, any public libraries in these provinces that provide funding to the CNIB Library will have unfettered access to CNIB's collection of alternative format books and online resources. This is a great new program for patrons who have difficulty reading print due to a visual, physical or learning disability.

Participating public libraries are also able to borrow books and other materials from

the CNIB Library, and assist their patrons with registering for the CNIB Digital Library.

This announcement is certainly exciting for many of ILCWR's consumers, but it is also very likely to be of interest to some of our partner agencies as well.

If you would like more information on the Partners Program, contact CNIB by phone or e-mail, or visit them online at:

www.cnib.ca/librarypartners
1-800-563-2642, ext. 7055
PartnersProgram@cnib.ca



"The Comment Box"

"Thank you so much for your support during the past seven weeks of my injury. I was truly blessed to have received wonderful care from the attendants of ILC. You and your staff made such a difference; I really appreciate it! Thanks again!"

-ILCWR Consumer



SPRING TEA

With

Izzy Camilleri

Presenting her adaptive clothing line for wheelchair users

Date: Wednesday, May 18th, 2011

Time: 3:00 - 5:00pm

Place: Trinity Village

In The Gathering Place

2727 Kingsway Drive, Kitchener

R.S.V.P. by May 13th
Please call Lorene at 519-571-6788 Ext 7479

FREE ADMISSION



Independent Living Centre
of WATERLOO REGION

ILCWR Christmas Open House

ILCWR's 2010 Christmas Open House was a rousing success!



It was a chance to catch up with old friends, and to recognize current staff and volunteers for their invaluable contributions to the organization.



We even celebrated ILCWR's first 25-Year Employee Anniversary with Recipient Darlene O'Brien!



Thanks to everyone who attended, and we can't wait to see you next Christmas!

Coming Events...



Presents...

El Cinco De Mayo Taco Fiesta!

- All-You-Can-Eat Taco Buffet!
- Ice Cream Sundae Bar!
- Piñata Activities!
- Silent Auction!



Sponsored By:
WATERLOO REGION
RECORD



Thursday, May 5th
5pm-8pm
Kitchener
Gospel Temple
(9 Conway Drive)
\$10

For Tickets, Call
(519)571-6788

Bring Your Amigos And Support A Great Cause!



Independent Living Centre
of WATERLOO REGION

Proudly presents the

14th Annual Tournament of HOPE Golf Classic

Sponsored by:



Wednesday, June 8, 2011
GRAND VALLEY GOLF & COUNTRY CLUB

The Tournament of Hope is a fun event dedicated to raising funds for compassionate causes.

Now 14 years into the Tournament, we are proud to have helped 108 individuals directly in Waterloo Region by raising over \$257,000!

Cost \$135 (18 holes + cart/lunch/dinner)
Prize Table & Silent Auction
Sponsorship opportunities available

www.tournamentofhope.ca

For information contact: James Downham (519) 571-6788 x.7490, james@ilcwr.org

ILCWR In The News

Since the Winter 2010 issue of The Forum, members of ILCWR's staff and Board have been popping up in newspaper headlines and television airwaves, spreading the word about the organization and

educating the public on important issues related to disability and accessibility. Here are some highlights of ILCWR's presence in the press over the last few months.

ILCWR Goes Province-Wide!

Last year, Public Awareness and Education Coordinator Andrena Lockley-Brown appeared on CTV's award-winning program, ProvinceWide with Daiene Vernile. Her segment, which aired originally last June, appeared again in December as part of the program's retrospective on the highlights of 2010.

Andrena discussed barriers

for persons with disabilities in Ontario's communities, and featured photographic examples of real establishments around Waterloo Region which have glaring barriers to accessibility. Overall, her interview emphasized the need for thoughtful planning in order to build a community that is accessible for all.



Roger That!



Shortly after the first big snowfall in December, ILCWR Board President Taposhi Batabyal appeared on Rogers Television's Talk Local with Helen Kaluzny.

Taposhi eloquently discussed the need for conscientious snow removal both by local government

and private citizens of this region in order to minimize the impact of winter weather on individuals who use mobility devices.

A DVD copy of Taposhi's interview is available in the Information & Referral Library at ILCWR's Head Office.

For The Record...

On March 4, 2011, Andrew Posen, ILCWR's Executive Assistant and Community Relations Coordinator, wrote a column on the promotion of accessibility with dignity in Waterloo Region's business community.

Andrew, who is on the Waterloo Region Record's Community Editorial Board for

2011, will be writing six columns on a variety of topics throughout the year.

The article was featured both in print and online, and garnered a positive response from readers. It will also appear in a future issue of IL Canada's Connections Newsletter. His next column will be published in May.



Keep an eye on your local media for more appearances by affiliates of ILCWR as we spread the word about the rights of persons with disabilities in Waterloo Region and beyond!

Spotlight On...Nicholas Wendler



As a young man in his mid-20's, a graduate student and a consumer of services provided by the Independent Living Centre of Waterloo Region, Nicholas has a long and exciting road ahead.

Currently making his way through a Masters of Arts degree with a focus on Spiritual Care and Counselling at Wilfrid Laurier University, Nicholas has already led an eventful life. A native of Goderich, Ontario, Nicholas moved to Kitchener-Waterloo in 2004 to pursue an undergraduate degree in Social Development Studies from Renison College on the University of Waterloo campus. He enjoyed the small community atmosphere offered by Renison, but also valued the relationships he formed with the ILCWR attendants who provided outreach services during his four years at school.

"It was nice having attendants who were at the same age and the same level," Nicholas recalled. "It was just another way to develop relationships with other students on campus."

Having heard about the Independent Living Centre of Waterloo Region from the University of Waterloo's Office for Persons with Disabilities, Nicholas found that ILCWR's services offered the same level of self-directed care that he was used to back home. When asked to elaborate on what makes our support services different from what he was used to, he chuckled, mentioning that while self-direction is at the heart of all of the services that ILCWR provides, the organization also has an endearing tendency to remind consumers of this philosophy.

"You definitely throw the word out there more," he said light-heartedly.

When asked how living independently has affected him personally, Nicholas thoughtfully cited the freedom to make his own choices, pursue his own goals,

and ultimately live the way he wants as independent living's most profound gift. Currently, his goals centre around his ambition to complete his Masters degree and start providing counselling to young adults.

"I've received a fair bit of help over the years, and [counselling] is a great way for me to give back," he said.

At the moment, Nicholas is living at one of ILCWR's Assisted Living projects, one of three apartment complexes run by the organization, all of which provide 24-hour attendant support to their residents. Here, he enjoys the presence of new students from local Personal Support Work programs, to whom ILCWR offers placement opportunities for course credit. Since Nicholas is currently doing his own placement at KW Counselling Services, he appreciates the value of practical experience, but also likes the energy that these students bring to the environment.

As far as having different abilities is concerned, Nicholas has an unshakably positive attitude. "I sometimes think of my situation with different abilities as comparable to the celebrity," he said, citing the parallels between the presence of an attendant and the presence of an entourage, the use of back entrances and the use of VIP entrances, and the red-carpet feel of retractable ramps on public transit. "I find it puts a positive spin on things," he added modestly.

Overall, Nicholas is a man of boundless ambition and laudable achievements. While the Independent Living Centre of Waterloo Region may provide him with some day-to-day services, he is the one who uses those days to their full potential.

The Independent Living Centre of Waterloo Region provides services to well over two hundred fifty persons with disabilities in Kitchener, Waterloo, Cambridge and the Townships. Every one of them has a story. This is Nicholas'.

Andrew Posen

YES!

I would like to contribute to...



Independent Living Centre of WATERLOO REGION



I'd like to donate: \$ _____



Name: _____

E-Mail: _____

Address: _____

City and Province: _____ Postal Code: _____

Phone: () _____ - _____

Cheque (To: Independent Living Centre of Waterloo Region) Visa Mastercard

Name on Card: _____ Expiry Date: ____ / ____
MM YYYY

Card Number: _____

I would like to make a donation to...

General Donation to ILCWR (to be allocated where it is needed most)

Access Fund Kids on the Block Community Support Services

Please detach and mail to:
Independent Living Centre of Waterloo Region
201-127 Victoria St. S., Kitchener, ON, N2G 2B4



ILCWR PROGRAMS AND STAFF

MAIN OFFICE - (519) 571-6788

Independent Living Centre of WATERLOO REGION

127 Victoria St. South
Suite 201
Kitchener, ON
N2G 2B4

Phone: 519-571-6788

Fax: 519-571-6388

TDD: 519-571-7590

Web: www.ilcwr.org

Executive Director - Bil Smith
Human Resources & Finance Director - Angela Korn
Employee Health Coordinator - Christina Churchill
Human Resource Coordinator - Doug Boucher
Finance Coordinator - Tracy Spencer
Administrative Assistant - Joyce Nieuwesteeg
Executive Assistant/Community Relations - Andrew Posen
Receptionist - Jim Ducharme

Community Support Services Director - Paula Saunders
Public Awareness &
Education Coordinator- Andrena Lockley-Brown
Peer Resource & Advocacy Coordinator - Dan Lajoie
Direct Funding Coordinator - Lorene Collingwood
Peer Nutrition Coordinator - Wolfgang Stutz

Attendant Services Director - Daryl Nancekivell
Outreach & In-Home Respite Supervisor - Cindy Guy
Outreach Supervisor - James Downham
Outreach Supervisor - Karen Mahovlich
Program Support - Leanne Schade
Program Support - Heather Marsh

SHAMROCK - WATERLOO - (519) 746-1312
Sandy Stauffer - Project Supervisor

MOOREGATE - KITCHENER - (519) 745-5949
Allan Russell - Project Supervisor

KIWANIS VILLAGE CAMBRIDGE - (519) 650-0843
RuthAnn Wassing - Project Supervisor

MAJOR FUNDERS



MEMBER INFORMATION—Stay in Touch! Become a Member.

INDIVIDUALS - \$5/year - \$10/3 yrs
ORGANIZATIONS - \$10/year - \$25/3yrs

FOR MEMBERSHIP INFORMATION
Contact ILCWR at (519) 571-6788 // info@ilcwr.org

Charitable # 10750-5356-RR0001