



Independent Living Centre
of WATERLOO REGION

THE FORUM

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Upcoming Events...

ILCWR's 24th Annual General Meeting

September 15, 2011

Cambridge City Hall
50 Dickson St.
5:00pm - 7:30pm

RSVP: (519)571-6788
reception@ilcwr.org

Welcome New Members!

Greetings to ILCWR members new and old! We are pleased to present the NEW look of **The Forum** newsletter, and we are excited to be presenting it to some new recipients!



If this is your first time receiving **The Forum**, we welcome you! The Independent Living Centre of Waterloo Region recently amended our membership structure to make it more inclusive of our supporters.

We have also eliminated the fee for membership, which means that members can now enjoy the Spring, Summer and Winter editions of **The Forum**, as well as eligibility for the Board of Directors and voting privileges at the Annual General Meeting free of charge!

Whether you are a supporter or a recipient of our services, we thank you for being involved with ILCWR. We hope you will join us at our **24th Annual General Meeting** on **September 15th** at Cambridge City Hall from 5:00-7:30pm. RSVP by phone at (519)571-6788 or by e-mail at reception@ilcwr.org.

As of June 1st, 2011, ILCWR members are considered to be:

- **Consumers of ILCWR's Attendant Services or Community Support Services.**
- **Organizations whose mission, vision and/or values are closely aligned with those of ILCWR.**
- **Individuals who have supported the Centre by making a donation in the past 18 months.**

Greetings from the ILCWR Board!



**Taposhi Batabyal,
President**

Welcome to The Forum column from the ILCWR Board!

I find that a lot of people get confused when they hear about policy governance at ILCWR and how it applies to the Board.

Very simply, policy governance is a way for the Board to define clearly, on behalf of its moral owners and stakeholders, what human needs are to be met, for whom, and at what cost. This is the concept of governance “ends.”

While ends can be called by other names, the principle is always the same. Ends are the differences we want to make in people’s lives, and the term gets right to the heart of why ILCWR exists. Means, on the other hand, are the methods, practices and activities undertaken to meet these ends.

There is also clarity in role delineation between management (that is, the Executive Director) and the Board. Rather than meddling in the day-to-day administration of the organization, we leave the Executive Director free to act as he or she wishes in executing our goals or ends, provided that it falls within the ethical and fiscal boundaries set by the Board.

There is, as well, a carefully structured process of monitoring by which the board imposes upon itself the discipline needed to govern with excellence. The

Carver model (a proprietary model of governance developed by John Carver, and used by the ILCWR Board) calls for three types of monitoring. They are:

- Internal Reporting
- External Reporting
- Direct Inspection

Should the Board ever be questioned about whether the ends and executive limitations we set are being met, we can, in these ways, fulfill our duty of care to the owners of the organization, to whom we are accountable.

Of course, there is much more to say, and it could take this entire newsletter to examine each of our means, ends and policies – but we’ll defer that to another column, lest you start to feel more than a little sleepy!

As part of the ownership of the organization, however, it is important for consumers and stakeholders to understand a bit about what the Board, in its role as servant-leader, is called upon to do. This, then, is the general structure within which the board does its work.

Enjoy the rest of the summer (it has definitely been warm!) and as we end another year at the Annual General Meeting in September, we look forward to sharing with you all that we have accomplished to date, and the generative and strategic vision that we continue to develop into the future.

Yours sincerely,

Taposhi Batabyal, President,
ILCWR Board of Directors

A Message from the Executive Director



**Bil Smith,
Executive Director**

In their report they stated, "this current evaluation revealed that the Centre continues to strive for excellence in all that it undertakes and continues its commitment to IL principles and values. We are proud to have the Centre as a valued member of our national network." A copy of our Accreditation Report will be made available on our website in the near future.

IL Canada was particularly impressed with our inclusive and empowering approach of incorporating IL philosophy into our staff training and the expansion of our KOB puppet troupe to include 'people' with invisible disabilities.

On another note, IL Canada has appointed Steve Carroll as Interim National Director. Steve was a staff member at IL Canada a number of years ago and has considerable experience working with national organizations at a senior level. He is also a registered lobbyist and has a significant track record of dealing with

The Forum has always been a valuable place for us at the Independent Living Centre of Waterloo Region to share our good news with the people who matter to us most. In this issue, it is my great pleasure to announce that ILCWR has been accredited by IL Canada.

senior government officials. We feel this is a very positive step and offer Steve our full support as he leads the IL movement forward.

Over the spring and early summer we have been working to build and strengthen our partnerships in the community. One highlight included exploring a new relationship with the Waterloo Public Interest Research Group (WPIRG) as they develop their first DisAbility Justice Strategy. We also sponsored a Diversity training workshop in conjunction with employees from RIM as we seek to more fully express our value of being a welcoming Centre.

And, on another exciting front, we have been in discussion with the Community Care Access Centre to explore a closer partnership as we seek to implement a new shared care model of support. I expect to have more news on this expanded program in the months to come.

As always, I am pleased to hear your comments and feedback so that we can continue to improve our programs and services. Please keep in touch and enjoy the remainder of this beautiful summer.

Sincerely,

A handwritten signature in blue ink that reads "Bil Smith".

Bil Smith, Executive Director
Independent Living Centre of
Waterloo Region

The 14th Annual Tournament of Hope!



This year's **Tournament of Hope Golf Classic** was held on June 8, 2011, and what a tremendous success it was! The Tournament, now in its 14th year, brought together **119** enthusiastic golfers to brave both the hot sun and the challenging course at the **Grand Valley Golf & Country Club** in Cambridge.

We are pleased to announce that this year's event raised a stunning **\$31,406.50**, all of which was approved for use toward the purchase of assistive devices for **14** fortunate individuals with disabilities.

ILCWR has been involved with the Tournament for almost a decade, but for the first time this year took a lead role in presenting it as our own.

Many thanks to our golfers and volunteers, and to the Tournament of Hope Committee, whose tireless efforts made the day possible! We hope to see you all again next year!



The ILCWR Family BBQ!



Thanks to all of our consumers, staff members and their families who attended the **ILCWR Family BBQ** on July 20th at Victoria Park in Kitchener! We had great weather, delicious food and wonderful company! See you next summer!



Save The Date!



ACCESS 2012 - Your Key to Independence

Friday, September 21, 2012
Saturday, September 22, 2012
The Kitchener Memorial Auditorium

After the immense success of **Access 2010**, ILCWR is proud to announce **Access 2012**, a two-day show highlighting products and services for people with disabilities. For vendor information, call **(519)571-6788**.

Our Success Stories!

Rosie isn't planning to grow old anytime soon. As a consumer of services provided by the Independent Living Centre of Waterloo Region since August, 2010, Rosie is rediscovering her livelihood after making a move from a retirement home to her own apartment in one of ILCWR's Assisted Living Projects.

"It's such a thrill," she explained, referring to the style of living at the Project in relation to life at the retirement home. "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."

Having been diagnosed with progressive MS, Rosie found herself in a home for the elderly long before her own golden years. For two years, she shared a single room with another resident, and waited for a vacancy in ILCWR's Assisted Living program.

Rosie was truly overjoyed when ILCWR called to inform her that a one-bedroom apartment had become available at one of its Assisted Living Projects. With one of her three grown children living just down the street, the opportunity seemed too good to be true.

"The staff here were wonderful about getting me in and settled and making me comfortable," Rosie recalled. "No other services in this area would be able to provide the support care that you do."

These days, Rosie finds herself keeping very busy. Her family members visit often, and as an avid reader, she enjoys the fact that volunteers from the public library drop by monthly with titles she requests, as well as their own recommendations. She also volunteers twice a week at Fiddlesticks Community Centre, where she enjoys the interaction with both young and elderly patrons.

Rosie is also enjoying her newly found culinary freedom, since she can now decide what she wants to eat and



"No other services in this area would be able to provide the support care that you do."

when—a luxury that was unavailable in the retirement community. At her new home, she does her own shopping and receives cooking assistance from the ILCWR attendants in the complex.

When asked how living independently has affected her personally, Rosie used an impressive metaphor. She said, "if I could write a book about my experiences, it would be titled, *When I Had Grass*. I used to have a home with a yard, a garden, and grass—when I moved to the retirement home, that all disappeared. Living independently is like having grass again."

And on a literal note, it's only appropriate to mention that at her new apartment, Rosie now has her own balcony. It looks out upon the lawn.

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 Rosie's.

The "Our Success Stories" series features interviews and true stories from the people that we serve every day in Waterloo Region. Look for more stories in September's Annual Report!

AODA Integrated Standard

On July 1st, 2011, the second of three standards in the Accessibility for Ontarians with Disabilities Act was passed into law, following the invitation of public feedback on its content. The new legislation integrates what were previously three independent standards: Information & Communication, Employment and Transportation. Compliance dates for each of these three areas of focus are staggered over the next ten years, making the required changes more manageable for affected organizations and businesses.

The Integrated Standard aims to improve the overall experience of Ontario's public- and private-sector businesses, services, workplaces and transportation systems for individuals with disabilities by ensuring that accessibility features are incorporated into their daily operations. For more information on the Integrated Standard, visit the Ministry of Community and Social Services website at www.mcscs.gov.on.ca and click "Making Ontario Accessible."

Coming Soon: The NEW www.ilcwr.org

The Independent Living Centre of Waterloo Region is excited to announce that the construction of our new website is nearing completion, and will be officially launched on the date of our Annual General Meeting on **September 15th, 2011**.

The website will feature in-depth descriptions of our programs and services, and also boasts a number of exciting new features including:

- A News Blog with links to articles and videos related to ILCWR or to disability issues at large.

In response, ILCWR has announced its Information & Communication policy, which will take effect on September 30th, 2011. The policy ensures that all of our internal and external communications are created and distributed in accessible formats, and that existing materials are adjusted to enhance accessibility. All documents are also available in alternate formats upon request.

In other accessibility news, the provincial government has made a landmark decision to include mandatory accessibility requirements in its 10-Year Infrastructure Plan for Ontario. The Plan explicitly requires "all entities seeking provincial infrastructure funding for new buildings or major expansions/renovations to demonstrate how the funding will prevent or remove barriers and improve the level of accessibility where feasible." With billions of dollars going into the province's infrastructure over the next 10 years, this is truly a victory for accessibility in Ontario, and we look forward to seeing its impact here in Waterloo Region!

- An Events calendar featuring both agency and community happenings.
- Current ILCWR publications and archived issues of our newsletters and Annual Reports.
- The "Our Success Stories" online series documenting the real impact of our programs and services.



The new website is fully compliant with the AODA Information & Communication standard, and will be available at the same web address: www.ilcwr.org.

We look forward to your visit this fall!

To use this printable donation form, go to **File**→**Print** in your PDF Reader, and select **Pages 8-8**.

YES! I would like to invest in...



Independent Living Centre of WATERLOO REGION

ILCWR offers donor-funded Community Support Services to help people with disabilities develop essential skills and create fulfilling independent lives.



Please consider making an investment in these valuable programs, and help us to break down barriers in our community!

I'd like to donate: \$ _____

Name: _____ E-Mail: _____

Address: _____

City and Province: _____ Postal Code: _____

Phone: () _____ - _____

- Cash
- Cheque (Made Out To ILCWR)
- 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

To Donate By Phone, Call ILCWR Reception at (519)571-6788 and Have All Credit Card Information Ready



ILCWR PROGRAMS AND STAFF

Special Thanks To Our Major Fundors



Canada
Voir au-delà du handicap
Promoting a new perspective on disability



Region of Waterloo

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

Community Support Services Director - Paula Saunders
Beyond Barriers Coordinator - Vanessa Henrichs
Kids on the Block Coordinator - Angelika Werner
Youth in Transition Coordinator - Bonnie Taylor
Peer Resource & Advocacy Coordinator - Dan Lajoie
Direct Funding Coordinator - Lorene Collingwood

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
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