

From Presence to Citizenship

February 2017

Putting Person-Centred Thinking into Practice A Knowledge Exchange Project

A two-year Ministry of Community and Social Services sponsored initiative to share best practices and success stories in the Developmental Services (DS) sector led by Community Living Atikokan.

Our Objectives:

1. To support DS organizations who are prepared to make the shift, by providing them with best practices, success stories and practical tools to accelerate the transition.
2. To develop a permanent learning community where DS agencies can continue to share best practices and success stories so that we all continue to learn and improve our person-centred practices.



Thank you for joining us!

On the journey to inclusive society, people with intellectual and developmental disabilities are now present in all aspects of communities. This Learning Exchange will explore...what's next? We will challenge restrictive assumptions and practices, and explore successful strategies for seizing opportunities and building new relationships with other people and places in our community to facilitate social change and full citizenship.

The **From Presence to Citizenship project does not end at this conference**, please join our new online community at <http://ontariocit.tlcpcp.com>. Created in association with The Learning Community for Person Centred Practices, this will be a place for ongoing discussions and sharing of news and resources targeted to the needs of agencies in Ontario.



Rinelle dancing in her regalia, Fancy Shawl Dress, in her home community of Asubpeeschoseewagong [Grassy Narrows First Nation].

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WELCOMING COMMUNITIES

SOUTH-EAST GREY SUPPORT SERVICES

Our agency started like most Community Living organizations from a grass roots movement by family members and community minded people that wanted to make things better for individuals with a developmental disability. In 1967, members of our Association travelled to Ottawa to participate in a parade that encouraged bringing people with developmental disabilities into full citizenship. As a follow-up to this, on December 20, 1971 their 'Declaration of Rights' was affirmed, giving people with developmental disabilities equal rights.

In 1974 a building was purchased locally and an Adult Rehabilitation Centre was opened and some group living homes were established. After an extensive review in 1985 by some of the leading thinkers in Developmental Services at the time, they recommended developing a new philosophy that was based on individualized planning and focused on helping individuals gain control over their own lives by them making more decisions about where they live, who they live with, who supports them, and how they are involved in their communities. The supervised group home was closed! In 1993, the Adult Rehabilitation Workshop was closed and the Alternate Learning Program was introduced in partnership with the local Board of Education. Just a year later, provincial facilities built mainly for individuals with developmental disabilities started to close and long term residents of institutions were placed in the care of community service providers like South-East Grey Support Services. South-East Grey developed a reputation and expertise in developing creative options for individuals to live as independently as possible, including a successful monitoring model of support that was based on a friendly neighbour model for overnight supports as an alternative to staffing. We currently have 18 individuals supported in monitoring homes and support approximately 80 individuals overall in a range of individualized supports – some independently and some living with their families or associate families.

In 1995, South-East Grey Support Services was the recipient of the James Montgomerie Community Award and the CMCS Award of Merit for excellence in supporting people with developmental disabilities to become contributing members of their communities. South-East Grey Support Services was also awarded 'Innovation' funding from the MCSS to document how their philosophy and individualized supports benefited individuals by increasing choice and decision making in their lives. In 2013 an external Transportation Review recommended aligning our agency transportation with our individualized supports and the weekday transportation runs were replaced with a range of creative options.

We have come to appreciate the tremendous benefits and value of an unencumbered facilitator and what they can bring to people's lives who receive support from our agency. The sheer wonderment of beginning with a blank canvas and starting where the person is rather than dusting off last year's annual plan is liberating, creative and full of potential!

Through a dedicated Board of Directors and staff committed to the philosophy, SEGSS has continued to be a leader in providing high quality supports in the field of Developmental Services.

~Being creative, embracing change, valuing diversity and inclusion~

Respectfully submitted,

Maurice Voisin, Executive Director www.southeastgreysupportservices.com

Photos on next page: Jim Turner says, "She was on a wait list for over 20 years waiting for an organization who could provide support. Working with David Pitonyak changed her life and ours so quickly. She spent that day this summer on the lake with my sons and me. Out-fished the two boys but still has a long way to go before she can beat me!"



COMMUNITY LIVING ATIKOKAN

Transformation of the support services at Community Living Atikokan began the moment we realized that what we perceived as challenging behaviours were likely individuals (Members) attempting to tell us they weren't happy. In fact, the way we were supporting Members could actually be the cause of the behaviours.

We went back into the files and pulled the incident reports from the previous two years and began to compile statistics. We were surprised at the trends that emerged. Members had numerous incidents with some staff and none with other staff. Did they like being with certain staff more than others?

Transformation within the organization began with changing our culture. Then there was planning and training where all levels of staff and management were involved. Realizing the program-based supports we were offering were the problem, we began to look for solutions. We reached out to other organizations in the sector who had successfully transformed their support services. We learned about utilizing person centred/person directed supports and practices, supporting a person's goals and their right to choose (and to say 'no') changed our role. We began 'matching' Members and certain staff with the Member's input. There was an almost immediate decrease in incident reports. The entire process took three years.

Check out the staff satisfaction survey results. That sums it up nicely.

Respectfully submitted,
 Jim Turner, Executive Director www.cl-atikokan.ca

STAFF SATISFACTION SURVEY RESULTS!

1. IT HAS BEEN A YEAR SINCE CLA TRANSFORMED THE ORGANIZATION'S SUPPORT SERVICES. AS A RESULT, THE MEMBERS OVERALL QUALITY OF LIFE IS?

EXTREMELY IMPROVED - 16%

MUCH IMPROVED - 53%

SOMEWHAT IMPROVED - 31%

NOT IMPROVED - 0.00%

WORSE - 0.00%

2. IT HAS BEEN A YEAR SINCE CLA TRANSFORMED THE ORGANIZATION'S SUPPORT SERVICES. AS A RESULT, WORK FOR YOU IS?

EXTREMELY IMPROVED - 16%

MUCH IMPROVED - 42%

SOMEWHAT IMPROVED - 31%

NOT IMPROVED - 11%

WORSE - 0.00%



COMMUNITY LIVING THUNDER BAY

Community Living Thunder Bay has a number of initiatives underway in our efforts to shift toward more individualized and creative supports for people. The two priorities we would like to talk about in this newsletter are our Creative Supports Initiative and our Summer Employment Experience (SEE) for high school students.

Creative Supports Initiative

CLTB has a long history in using Personal Outcome Measures to monitor the quality of service delivery. It is a tool that measures quality of supports from the person's perspective. Each year we are committed to completing at least one self-assessment using this tool. Last October we held a self-assessment and interviewed 12 people receiving services. Of those 12 we learned that 8 people were not living full rich lives for various reasons.

The top requests from these people from the self-assessment workshop:

- To live closer to family.
- To spend more time with family.
- To live in an environment that makes sense for them, either to live in their own place or with people that they choose to live with.
- Having friends and spending time with friends.
- To be more involved in the life of the community.
- Being connected to family without barriers which in some cases included more autonomy in decision making.
- More effective supports around all aspects of mental health.

We have been engaged in deeper planning with these 12 people to help them obtain support arrangements that better match what they want in their lives. So far some we have been successful in planning for the following:

- To support one young man to move from Thunder Bay to Southern Ontario to live in the same city and have regular connection with his mom. His support model will be changing from a 24 hour approach to daily support around key times that make sense for him (Supported Independent Living). Over this past summer he enjoyed an extended stay in an apartment, got to spend time with his mom and met the new agency and support staff that will be available to him when he moves later this year.
- Several people are seeking shared living arrangements and are actively exploring the family home model.
- Supporting one man with complex needs to move out of a group home and into his own house with staff support.

One of the highlights so far in this initiative has been Doug's story. For many years Doug has lived in institutions and group living arrangements even though it was apparent he struggled. Rights restrictions and prn protocols were established over the years to help him as he struggled. As his support team spent time reflecting on his needs, interests and what was important to him they anticipated that he might try living in his own home. On September 1st he moved into his very first apartment. Since moving into his own place he has had no need for rights restrictions or prn medications. He is very happy to be shopping for himself, preparing meals and exploring new interests.



LISTENING DEEPLY

This deeper listening and planning has made us more aware of the need to think in a person-centred way and not in a service system way. We need to spend more time with people to develop a clear understanding of how each person wants to be supported.

We have realized in looking at the specifics of each person's wants and needs that in order for them to be supported and fulfilled, we need to be mindful and embrace their choices fully and completely.



CLTB SUMMER EMPLOYMENT EXPERIENCE

We are really proud of our Summer Employment Experience (SEE). Summer 2015 marked the first year that the Supported Employment Team connected with local high schools to help students with intellectual disabilities find meaningful work within their community. Because it was a pilot project, we had planned to start out small and take on five students to be a part of the first ever Summer Employment Experience – SEE – program. The response was so great that we ended up taking on nearly double that amount! Nine students in total. We began the summer with a full day orientation and job readiness training. Job readiness training gave each student a better understanding of proper work attire, hygiene, WHMIS and an overall idea of what an employer expects from them. This also gave the students and Job Coaches a chance to interact with one another.

Through the application process we were able to come up with a good idea of the types of jobs that were most suitable and most interesting to each student. Some of the students were lucky enough to get a job that they picked as their first choice.

Summer 2016 has even been better. We applied for and received a Canada Student Employment Grant to hire four College/University students to work as mentors/job coaches with the high school

students. This summer the team helped 28 high school students find summer jobs. Eleven students have kept their jobs and are continuing to work throughout the year.

Respectfully submitted,
Lisa Foster, Executive Director

www.clbt.ca



COMMUNITY LIVING BRANT

EMPLOYMENT FOR ALL!

Community Living Brant is committed to building community with people! In the business of supporting people with developmental disabilities for over 60 years, we are continually evaluating and shifting our services to meet the expectations of those receiving services. For CL Brant, using the Council on Quality and Leadership's Personal Outcome Measures was the pivotal point in realizing services needed to be different. It taught us what mattered most to people which was; choosing where and with whom you live, work, family, friends and valued social roles. People we support have been clear they want to have good lives with homes of their own, paid employment, meaningful relationships, a sense of belonging and opportunities to make contributions in their community. This has meant a commitment to people we support to make this shift.

In working with people to find and maintain competitive employment, we have truly embraced the values and beliefs of "Employment for All." We have been a provider of Employment Supports for over 20 years. However, the "all" that we had often struggled with in the past included people with many challenges and barriers that made finding community employment sometimes difficult. Now with a strong commitment and belief that all people can work and that valued work contributes greatly to having a good life, we have seen such change. Some of our strategies that have really helped people in finding and maintaining competitive employment are: starting with a plan for independence or "plan to fade", a discovery process that seeks to uncover a person's skills and gifts, mapping from the person's neighborhood in hopes of finding connections that are close to their home, using sensory and environmental analysis for those requiring more intensive support, strong use of technology and mindful self-reflection by staff to maximize our customers' social role in the community settings they work in, while seeking to minimize our presence.

What has this meant for people we support in terms of their success in employment? While using person centred employment plans with these strategies, we have seen such huge successes for people! We have seen over a 30% increase in the number of people in competitive employment in the past 18 months with many of these jobs being acquired by young people who experience autism. There has been much transition for all involved. There are new questions being asked as we move to discover the passions and gifts of everyone. This is becoming the cornerstone of conversations and experiences in community. We look forward to building on people's successes!

Respectfully submitted,

Janet Reansbury, Executive Director www.clbrant.com



Jason Richardson is currently employed at Chatterson Fabrication and completes many industrial duties at the plant. Sandblasting is one of his favorite jobs!

COMMUNITY LIVING UPPER OTTAWA VALLEY

It became undeniably clear, during Community Living Upper Ottawa Valley's transformation to person-centered approaches that you can't be person-centered when you run programs. Programs and group living success depends on compromises and compliance. We realized that until we stopped expecting people to make compromises and stop expecting compliance, could we really be person centered. Nobody in shared settings gets their own way all of the time. We realized that for most part, adults in Canada, when they do not want to be compliant or to compromise could just leave the situation (we can even leave our jobs, our marriages and our communities when we no longer want to take part in the democracy of these).

So we focused on helping people understand autonomy, decision making, risk taking, being able to try something and fail or succeed, being able to try something and quit. We started exposing people to lots of experiences and people started to let us know which of these experiences they wanted to stick with and which they didn't. We tried to not only match skills to potential opportunities but potential for success. If someone likes to swear like a trooper, where could they spend time where others might not find this offensive? The woman they had been sitting beside at the workshop, however, who did find it offensive, no longer had to listen to it, and instead started volunteering at a church.

When you choose to purchase a service, you generally purchase a standardized product or you create the expectations of the service. We were setting all the expectations on the service recipient instead of focusing on providing excellent service. Imagine your hairdresser telling you that you need to conform to her preferences and that if you weren't compliant, she would still get paid, but she would tell your family and you would not be able to go out for supper with them. That is essentially developmental services in the 80s.

We helped people move from institutions during the years we were looking to close the workshop and day programs. So when they moved to our community they didn't take part in these segregated programs. Instead meet John, he was most successful when he cut his Dad's lawn, went Sundays for dinner and spent his week shared between 2 family home settings. Everyone wanted him to have success, but no one had the ability or stamina to spend all their time with him. He spent several hours each week with a Community Living worker, Sundays with his Dad and the rest of the week between a home with several children and another home with 2 small children. He had routines, preferences and the support he needed to contribute to each family unit. This success didn't happen overnight. He first moved into a group living situation with other men who were also dealing with years of institutional experiences, had a tendency to use aggression as communication and who didn't particularly like each other. We eventually engaged experts to tell us what we already knew. Good relationships will make his life better and he doesn't want to live with these guys or your rules.

Our most recent efforts focus areas are outlined in our strategic plan . Our goal to sell all of our remaining four-person group living homes is a key step in personalizing all our residential support options. Development of strong community partners and entrepreneurs is well underway.

At times the drive and culture shift for these efforts die when new leadership arrives. To avoid this, we are developing succession planning of the very core principles of Personal Outcome Measures and have several new leaders in the development stages to sustain the culture of person-centred practice. In our opinion, having third party measurement is critical to state and validate that you're on the right road. Our recent Person-Centred Excellence with Distinction <https://www.youtube.com/watch?v=8y4f8IVkurY>

Respectfully submitted,
Chris Grayson, Executive Director www.communitylivingupperottawavalley.ca

COMMUNITY LIVING ST. MARYS AND AREA

Our 'Signature Gift' ... "We have a long history of being innovative, engaged in community and committed to people."

Like many Community Living organizations, our association was started in the 50s by families looking for somewhere their young adult children could contribute and belong. Through the years, the association has grown but kept its strong roots tied to families and our community.

Throughout the '60s and '70s, the focus was education, training and sheltered work. In 1978, St. Marys Kinsmen helped finance a new workshop on land donated by the town. In the late 1970s, the association began to support people in their own homes.

Early in the 1980s, the association welcomed and facilitated the return of many people home from institutions. A separate housing corporation was developed since accessible and affordable housing was almost non-existent in our community. The Board made major decisions including the decision to not create group homes.

In 1983, the association began a process of reshaping itself into an organization that delivered supports that put the person in the 'driver seat'. We invested in learning by bringing disability leaders to our small community. We learned about People First, self-determination, empowerment, individualization, choice, quality, planning and about the power and capacity of our community. All of this learning and an important organizational planning retreat that involved people using services, their families, volunteers, staff and community members, led to a decision to re-structure the organization. Their vision for change was big and bold.

Employees would no longer work for programs but instead, would work for people. In 1990, the association stopped delivering segregated services. We re-organized into two main areas –Community Development (Facilitation and Planning) and Community Involvement (Support Services). All employees were laid off and hired back on teams to support a person.

Essentially, twenty-six years later, this continues to be our organizational structure. We have a strong set of principles framed by simple but challenging vision and mission statements.

Today's big questions... how do we continue to move toward our vision of a community where everyone belongs? How do we sustain our person-centred approaches when resistance is present and obstacles are on the path?

- * We go back to our principles beginning with principle # 1 – "Everything starts with the person."
- * We cultivate and nurture relationships
- * We work in neighbourhoods and learn more about people, their interests and gifts, the ways they contribute to community life
- * We ask who can you bring to the conversation/table/gathering/etc.
- * We share stories about people in our community, building hope
- * We keep sacred what we hold dear, building rituals and ceremony
- * We invest in values-based training and learning
- * We are intentional in our actions. We focus on doing the 'right work'
- * As much as possible, we keep separate and not entwine services of people
- * We recognize 'disability lens' and how it may impact the way services are designed
- * We deepen our understanding of core gifts and the ways that people can give their gift...

Respectfully submitted,

Marg McLean, Executive Director www.communitylivingstmarys.ca

The purpose of life is to discover your gift.

The meaning is to give your gift away.

David Viscott

"Innovation requires a willingness to create new ways of doing things and letting go of old ways."

LIVEWORKPLAY

Ten years ago the transformation of LiveWorkPlay to an assets-based, person centred, and community-focused organization began in earnest with a radical shifting of our assumptions about individuals with intellectual disabilities and the Ottawa community.

We came to understand that most of our resources were addressing perceived deficits in the individuals we support. The idea (lived out through day programs and other sheltered arrangements) was that we could help to change or improve the people we were supporting in various ways that would make them more acceptable to their own community, and in this way they would become more included in neighbourhoods, workplaces and social venues.



Phil has a home of his own, a job he loves, and friends that he enjoys. Find out more from the link below.

The facts told us that this was not working. Few people were moving to homes of their own or getting a real job, and fewer still were expanding their social relationships.

This medical model of disability (micro thinking) was replaced in 2006 with a social model (macro thinking) whereby we turned our focus to the community. Through research and learning from other organizations and movements, we came to understand that we could support inclusive outcomes by eliminating any of our own practices that reinforced difference, and focusing instead on building relationships between the people we support and other citizens.

In 2011 we adopted a new mission, vision, and values, and in 2013 developed a theory of change to formalize our intended outcomes and impact (see links below). Although the work is complex and challenging, understanding what we are trying to do is less difficult.

Most people want a home, a job, and friends, and we know that we are now making a huge difference in facilitating a better quality of life for the people we support. ~ Keenan Wellar, Co-Leader, LiveWorkPlay.ca

As just one example, although the unemployment rate for the population is 70% or higher, we have managed to flip that upside down for our members, with about 70% of them enjoying real work for real pay. There has been no magic formula, other than learning to speak effectively to employers and emphasize the merits and benefits of hiring people with intellectual disabilities.

Of great importance, this is not a model that only works for certain individuals. It works for everyone, including those with "severe" labels such as Phil Landreville. His family was told Phil could never live in a home of his own and would never have a paid job. Guess again!

Check out Phil's story on YouTube: <http://bzbz.ca/PHIL-VIDEO>

LiveWorkPlay guiding statements: <http://liveworkplay.ca/visionmissionvalues/>

LiveWorkPlay Theory of Change: <http://liveworkplay.ca/socialchange/>

Respectfully submitted,
Keenan Wellar, Co-Leader and Director of Communications www.liveworkplay.ca

COMMUNITY LIVING ALGOMA (1954 TO TODAY)

Like other community living agencies, families were the early pioneers who were looking for places within the community for their sons and daughters to go to and to do things during the day. Many families fulfilled these roles as family members and volunteers for the longest time. Given the level of interest by many families who had decided to not send their children to provincial institutions, families gathered and decided to form an “Association.” This “Association” later became a legal entity with a name, obtained provincial government funding and commenced hiring and paying support workers to support people in program settings. In our community, this took place in 1954. We express our sincere appreciation and gratitude to those families who taught us about passion, commitment and love.

What has Community Living Algoma been doing for the last 62 years?

For the past 62 years there has been a lot of listening, learning, new opportunities and new experiences. There has been an evolution from programs (i.e. day programs, sheltered workshops) to community-based supports where people are working, playing or living in their community. There has been a shift from programs to person-centred and individualized supports. There has been the championing of a new mission statement and a new vision for children, youth and adults with a developmental disability which is all about an enriched and enhanced quality of life while participating in community. There has been tremendous growth, development, investment in passionate experts for us to learn, explore, open our minds, dream and accomplish. There has been a commitment to Personal Outcome Measures and an accountability framework to ensure that we support people to dream and achieve their personal goals, like you and I. There has been a tremendous amount of commitment and courage exhibited by leadership along the journey from segregation to inclusion; from coverage to relationships; from programs to individualized approaches and from system thinking to person-centred thinking. Below is a brief overview of Community Living Algoma’s leadership within developmental services:

Community Living Algoma’s Leadership in Developmental Services

- Amalgamation of developmental services in Sault Ste. Marie and the District of Algoma in 1993/94 from six service providers to one service provider
- Transition from traditional, intrusive behavioural supports to positive approaches and bringing joy, happiness, purpose and meaning to people’s lives – learning opportunities through David Pitonyak and Dr. Al Vecchione
- Children and youth framework developed and implemented in 2009 to empower and strengthen family (currently supporting approximately four times more children and families with approximately same level of funding)
- Sharing Success Day – staff, families and people share their success stories to inspire and motivate and celebrate successes
- Committed members of the Board of Directors and Committee members that have stayed true to ensuring that we enrich and enhance people’s quality of life
- We have exhibited courageous leadership by making the necessary decisions to transform services towards person-centred and individualized supports
- Realigning group living support funding to other residential options – since 2006 we have reduced group living supports from 105 individuals to 63 individuals
- Shared roommate residential support model implemented for young man described as the “million dollar child”

MORE FROM CL ALGOMA

- Implemented a specialized supports and outreach model for individuals who experience challenging behaviours – we demonstrate that supports can be decreased over time with individuals identified as “challenging”
- Summer employment for youth with a developmental disability – from 3 youth during the summer of 2015 to 19 youth during the summer of 2016
- Redesigning employment services with a vision to becoming the leading employment service provider in the Algoma District for all people with disabilities
- Four vacancies in group living in fiscal 2015/16 resulted in the closure of a group home and the realignment of \$520,000 of annualized funding to priorities identified on the North Region DSO Algoma wait list – the realignment resulted in nine individuals, deemed priorities for service having access to individualized and person-centred supports
- Achieved four-year accreditation status with The Council on Quality and Leadership (2008 to 2012)
- Accountability with Personal Outcome Measures – tool we have adopted through the Council on Quality and Leadership – we conduct Personal Outcome Measure interviews and set targets to ensure we are continually supporting people to reach their goals and enhance their quality of life
- We continue to demonstrate that more individuals can be supported by realigning existing base funding towards person-directed and individualized approaches
- Resource Allocation Funding (individualized funding model was implemented in 1995) whereby we were flowing funds directly to families and individuals to direct and purchase their supports using a similar model to the former SSAH program
- Community engagement and community participation – i.e. volunteer opportunities have really changed community perception of people with disabilities – from “taking” to “contributing”
- Micro change vs. MACRO change – learning opportunities through Dr. Al Condeluci – how do we change community/society rather than just change what we do as an agency – changing community is MACRO change and has become a focus for the work we do
- WE CONSIDER OURSELVES A “WORK-IN-PROGRESS”; we are confident we are heading in the right direction – the direction being enhanced quality of life for persons with a developmental disability by ensuring they are connected, participating and contributing to their community

We take this opportunity to thank the many service providers from throughout Ontario that have been supportive and have taught us many valuable lessons. Working together as a sector can result in tremendous outcomes and individualized supports for people. Community Living Algoma offers our knowledge, experiences and successes to others who need support and assistance.

We would like to share our successes through our two most recent videos.

The first video is about the success youth with a developmental disability experienced this past summer with employment in the community at competitive wages.

<https://www.youtube.com/watch?v=bPi7Vs-hOms>

The second video is about the success that people with a developmental disability who used to be supported at the sheltered workshop are experiencing today since their transition to valued and meaningful roles in the community.

https://youtu.be/TEYl5ycB_dI

Respectfully submitted,

John Policicchio, Executive Director www.communitylivingalgoma.org

KENORA ASSOCIATION FOR COMMUNITY LIVING

Since being involved in the Presence to Citizenship Project, I have been reflecting on the conditions that exist within the Kenora Association for Community Living and that have contributed to a culture of experimentation and exploration of new ideas. In the 33 years I have worked here, it is my experience that this has always been an organization that pursued support structures that liberated people rather than limited their dreams, desires and aspirations. I am profoundly grateful for the lessons learned in an organization that sees adaption to new conditions as normal, necessary and nothing to resist or fear.

I don't have a model or a series of planned steps that drove our changes to share. Back to our aggressive advocacy beginning in 1985, to free people from institutions to be welcomed back to our community; to closing the group homes in 1987 and the sheltered workshop in 1991, KACL has been committed to ensuring all those served have the opportunity for a meaningful and satisfying life.

While KACL is a mature organization with a deep understanding of its values, mission and service delivery principles, we still have much to do to truly be of service to those who look to us for support. These are some of the conditions that we believe have contributed to the changes we have made since 1985, when the changes toward inclusion began.

In 1985 we put an ad in our local paper advertising an opening in a 2 hour per day nursery school program that had 8 children with disabilities attending – an opening for one, child care hungry family, who might not care that everyone else in the room had a disability. We didn't focus on the fact that only children with disabilities were actually able to attend, and decided instead to beg forgiveness, if it proved necessary. With that, the first inclusive child care setting in Kenora was created. Then, in March 1986, following presentations from self-advocates who made it clear the name taken by the organization in 1961 was offensive, our name changed to be in alignment with CACL's.

Our first lessons: Listen to the voices of those served; see and seize opportunities that emerge, and be just a wee bit subversive.



*Rodney with his family at NW
Angle#33 PowWow, 1994*

Other lessons learned:

- Focus on doing what matters, based on values – shared humanity, respect of individuals, rights to citizenship, and normal rhythms of life. Consider them from your own lived perspective.
- Do not underestimate the role of a compelling positive vision of the future, and the importance of inspiring leadership. Form relationships with those who inform or support that positive vision, and be allies with each other.
- Identity matters. Who we are as a movement, what we have been part of, and why we have our commitments, are the stories we tell each other that create meaning and inspire creativity.
- Commit to learning, personally and organizationally, from thought leaders inside the sector, and from beyond.
- Do what's right. Be brave and take smart risks. Commit to an action research cycle. See what's emerging, learn about it, try something different, look at it, learn from it, and apply your new knowledge.

KACL's evolution can be captured through the stories of Rodney and Rinelle.

When Rodney came into care we knew we had to give him opportunities to experience his culture as an aboriginal man. He came out of a southern institution into a group home and then into Lifesharing. We made sure he got to every PowWow we were aware of. Good enough in its time, but today we know, it's not enough.

We now know that citizenship for Rinelle means that she needs to work with Elders in her community to reclaim her identity as an Anishinabe woman. Our work is not merely to give her the opportunity to be “in community,” but to be “of” her community. To help build relationships between Rinelle and Elders so that through cultural and spiritual practices they share with her, she is able to learn about and claim her Anishinabe name; remember her dreams of dancing in order to design and make her own regalia so that she can dance at PowWows and competitions, and to help her reconnect with her land, language, cultural traditions and spiritual practices as part of the integrated support and clinical service she receives from KACL.

Beyond our work directly with RR and Rinelle, KACL's work must also be of reconciliation between the Indigenous and non-Indigenous people of our community, because neither Rodney nor Rinelle, not you or me, nor this community, will truly be able to thrive until the wounds of our history together are healed, and we create communities where we all belong.

Respectfully submitted,

Deborah L. Everley, Executive Director www.kacl.ca/

MILLS COMMUNITY SUPPORT

“We build healthy, age-friendly and welcoming communities through asset-based community development, strong partnerships and person-directed services”.

Mills Community Support celebrated our 40th anniversary in 2015. We are a multi-service agency supporting over 1000 people in Lanark County.

- Support adults with complex needs
- Provide seniors services and programs through home support, assisted living and respite care
- Provide affordable housing to seniors and families
- Undertake community development initiatives
- 220 volunteers and 145 employees

We continue to reflect on the impact of over 40 years as a good neighbour and community builder, and on 7 years of using Person-Centred Thinking in how we provide support. Our successes on this journey of “Presence to Citizenship” have been about both people and community, and how we can build a welcoming community together. We work to support people to have real relationships with family, friends and neighbours who are important to them, and to build new relationships, always looking for opportunities to contribute and realize potential. We have learned that when we really listen, beyond words, and pay attention to each person’s gifts, we all have something to contribute. In the summer of 2016, Brenda’s best qualities were thoughtfully considered as Brenda, her family and direct support staff all wondered how she could contribute her time and talents to her community. Her warm smile and the way she called hello, one of just a few words, together with how happy she was when seeing theatre, music and people, led to a successful 3-day volunteer role as a greeter during Puppets Up, an international puppet festival. In previous years Brenda had been “present” as she watched the puppet parade go down the street, but this year she had the opportunity to contribute fully to a successful community festival, and by all accounts really enjoyed herself and is looking forward to next year’s event.

Our community is also known as “the birthplace of basketball”, as home to the games inventor, Dr. James Naismith. In the fall of 2015, we had the opportunity to partner with Sarah, who wanted a safe place to play basketball in her neighbourhood, along with NBA Canada, Bell, Friends of Augusta Street Park, our municipality (Mississippi Mills) and neighbours to celebrate the 125th anniversary of basketball. Here is the short version of that story:

http://cloudintheskystudios.com/portfolio_page/nba-almonte-and-basketball/



This journey in person-centred thinking and approaches began formally when we partnered with HSA Canada (Helen Sanderson & Associates) over 7 years ago. We wanted to do more than learn how to write person-directed plans; we wanted to become a person-centred organization, supporting choice and a positive change in people's lives, while building connections. We started at all levels of the organization, sharing our "good news stories" (best practices) as we went along. We quickly learned how valuable the stories are of people receiving our services, and the personal anecdotes of our staff as they saw how lives can change through their work, creating new habits. When shared respectfully, staff also realized how much they could learn from hearing about another team's struggles and successes. We still have our struggles, but we have learned to reach out and develop partnerships, finding support when we make the right connection.

Respectfully submitted,

Amy MacKenzie, Person-Centred Planning Coordinator www.themills.on.ca



From Presence to Citizenship

Please join our new online community at

<http://ontariocit.tlccpcp.com>

There are exciting initiatives in all areas of our province!

Check out Community Living Huntsville's "Celebrating Inclusion Tours"

What is this? It is a one hour free community presentation – not a fundraiser- it is an event where people share their stories and we highlight the work of Community Living Huntsville. The goal is that through stories, we can connect and develop new relationships, opportunities and create an inclusive community."

You are welcome to bring your friends, colleagues or family to our Inclusion Tours. For more information please visit our Facebook Page or Website, or Please contact Michelle Ainsworth at 705. 789. 4543 Ex. 241 or email michelle.ainsworth@clhuntsville.ca

Check out Community Living Essex and their REAL Change initiative



Community Living Essex County has embarked on a comprehensive planning process called REAL Change. REAL Change is a robust undertaking to transform the agency's business and service delivery models in order to offer modern, relevant supports within a sustainable and innovative infrastructure. REAL Change has the potential to be a demonstration project for other service providers within Ontario's Developmental Service Sector.

FROM PRESENCE TO CITIZENSHIP

"Our dedication to an asset-based and person-centred approach, can support a life full of opportunity, realized dreams, relationships and roles available to all citizens"

For more information call Jim Turner at Community Living Atikokan or any one of the project partners.

OUR COMMITMENT

We will hold ourselves accountable for 50 developmental service agencies making a commitment to change, and demonstrating tangible change in at least one of the following ways that touches the life of a person they support:

- * From segregation to inclusion
 - * From building programs to building relationships
 - * From operating congregate care to supporting individual choice*
 - * From program based services to providing choice*
 - * From sheltered workshops to community employment, volunteering or other options
 - * From program funding to individualized budgets
 - * From crisis response to investment in people and community
- Choice does not mean choice of DS programs or services. It means choice from within a range of what all citizens experience.

Who we are



... continuing to support our community
Box 12 Flesherton, ON N0C 1E0 Tel: (519) 924-3339 Fax: (519) 924-3575

