

SPEAK OUT

A Newsletter for Our Community



FOCUS-Accredited Organization

A caring way

VOLUME 13, ISSUE 4 AUTUMN 2015

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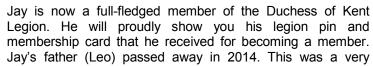
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Find us on Facebook



Making Dreams Come True!

Anyone who has ever met Jay knows that he is very passionate and proud of the family he comes from. For a long time, Jay has dreamed of becoming part of a legion, due to the fact that he is very proud that his father fought for our country in WWII. We explored many options as to how this dream could become reality for Jay, but for various reasons this was not something that was able to work out for him until now.





difficult time for him as he was very close to his father. After his father's passing, Jay received his father's war medals and all of the legion pins that he had collected from all over Canada, and this meant the world to Jay. He displays them on his wall and is proud to show them to anyone who visits.

In June, Jay visited the legion where his father once held membership. It was wonderful, yet overwhelming, to see the pride and joy on Jay's face when he entered the legion for the first time. He stopped and looked at everything that was





displayed on walls and in cabinets. He typed his father's name into his communicator so that he could proudly let everyone know that this was the legion where his father used to be a member. Jay stopped to look at a wall that was covered in gold plaques and engravings. He put his father's name in his communicator several times and pointed to the wall of plaques. I asked Jay if he wanted to have a plaque made in memory of his father and his immediate and excited response was a very clear "YES"!

We took the steps necessary to make this happen immediately for Jay. The plaque was made and Jay made sure to ask his mom (Betty) if she would join him at the legion to place the plaque on the wall. Betty joined us and assisted Jay in placing the plaque on the memorial wall. This was a very proud and momentous moment for Jay. His Mom was honored that Jay made her a part of this moment; they sat together and enjoyed a beer in memory of his father. Jay is looking forward to being a part of the legion and forming relationships with the other members.

Mission: Participation House supports individuals with developmental disabilities and/or complex physical needs to live in their own homes, participate in community and enjoy life with family and friends.

PAGE 2 SPEAK OUT



SHOUT OUT CORNER

"I'd like to give a shout out to **Victoria Devet** for taking the time and initiative to get the people she supports out in the community, and trying new things. I'd also like to shout out to **Nicole Moyer** for her exceptional efforts in ensuring the people she supports have healthy and well balanced diets."

"Shout out to the **team at Deveron** for going above and beyond, and doing an amazing job this past year!"

"It is with fondness that Jay remembers his dad! Jay would spend countless hours enjoying time with him and mulling life over with a beer at the local Legion. Since his passing, Jay has missed him terribly.

Something stuck with Jay as he continued to visit the Legion without his dad. He would spell out his father's name repeatedly and Ryan was curious. Why was he so persistent, and what did it mean?

Ryan did not forget about it and pursued it with Jay. Together they went through the application process to have a memorial plaque designed for the wall of the Legion for his family and others to enjoy!

A shout out goes to **Ryan**, who works with Jay at his home on Southdale Road. Jay's dream of honouring his dad may have not come true, if it weren't for Ryan's help!!

It is sometimes the little things we do that can turn into memories that will last someone a life time!! A big thank you goes to Ryan and just a small note to say "A job well done!" Keep up the amazing work Ryan, others admire that! "

"I'd like to acknowledge **Abbey Atsriku** for her amazing flexibility and going above and beyond to assist in covering shifts, and I am extremely grateful."

"Thank you Phyllis for all your computer wickedness! Phyllis, you rock!"

"Thank you to all of the **Board Members** of PHF & PHSS who consistently support all of the Agency's signature events, as well as 3rd party events." - Tina Jamieson

Do you know someone who deserves a Shout Out?

Is there someone in your life who has gone above and beyond? Do you want to Shout Out to someone for just being fabulous all the time?

LET ME KNOW!

Contact Amanda at amandab@participationhouse.com or 519-660-6635 x254!

Congratulations to Graham Porter!

Graham Porter was recently appointed Managing Partner and Chair of Lerners LLP London, a firm that has a long history of supporting Participation House Support Services. Graham has worked at Lerners for over 20 years as an associate lawyer and partner, among other positions. Please help us to congratulate him and wish him well in his new role.

Congratulations Graham!



A Donor of Distinction

Participation House would like to extend a special **Thank You** to the **Jack and Barbara Hay Foundation** for their generous support.

On behalf of those who benefit from your endless generosity, Thank you!

Browsealoud Gets an Upgrade!

Exciting news! We have a brand new browsealoud toolbar and Launchpad available on our website! The new toolbar includes all the functionality you enjoyed before, and now includes a brand new Help feature for anyone looking to get a brief introduction to the features!

Head on over to www.participationhouse.com to test it out!



PAGE 4 SPEAK OUT





A big thank you to the more than 100 people who joined us at the **14th Annual Leo Kirwin Golf Tournament** hosted once again by our friends at East Park Golf Gardens.

With the generous support of all participants, sponsors and donors, the tournament raised over **\$24,600** - the largest amount ever!



















The Golf Committee, on behalf of the people who call Participation House home, would like to thank every single person involved in the annual golf tournament: sponsoring, volunteering, attending and/or donating—you have our heartfelt thanks!

Further information about Foundation events is available on www.participationhouse.com.

Or contact amandab@participationhouse.com

Meet Virginia Rutledge

Participation House Support Services Board of Directors

How did you initially become involved with Participation House?

I was fortunate to work with Brian Dunne on the Special Needs Strategy-Coordinated Service Planning Table. As the co chair of the 4 ministry initiative, I was able to hear the perspectives of multiple agencies sitting at the table, all serving individuals with special needs. It was at that time that I gathered a better understanding of the philosophy of PH, so when he asked if I would consider a seat on the board of directors I was honoured to join the team.

Could you tell us a bit about your family and professional background?

My background is varied; my roots are in Nova Scotia where I was a day camp director with the Truro Boys and Girls Club during my time in Teacher's College. I headed to Northern Quebec where I taught ESL in the elementary and secondary panel, then worked in curriculum and evaluation at the board level. My interest in the social and mental health needs of the community led me to into the Educational Psychology Masters program at Mount St. Vincent University in Halifax. In 2002, I moved to London and took a position as the Clinical Supervisor at Merrymount Children's Centre, then joined the London District Catholic School Board in 2010 as a Supervisor in the Special Education Department. On October 2nd, 2015 I began working for the Ministry of as an Education Officer. responsibilities in special education.

What interests you about the non-profit sector?

In glancing back, I have such gratitude for the people I have worked with and supported. I have learned so much about life and living from those who struggle daily with physical, emotional and psychological challenges. I look forward to continuing the learning journey with Participation House.

What inspired you to serve on the Participation House Support Services Board of Directors?

I have worked in the field of Special Needs for many years and although we as a community/ society have come very far, there is still so much work that can be done in promoting the philosophy of inclusion. I found a kindred spirit in Participation House, particularly as my work in transitions for students leaving school showed the challenges that parents and young adults have in finding the right fit. The introductory visits I made to three of our homes showed me that participation in home and community is alive and well. I can already see ways that I can support the connection with the neighbourhoods and larger community. I see the work as reciprocal and hope that I will bring to the table as much as I will gain.



Make a Green Choice!

Sign up at **www.participationhouse.com** to receive our newsletter straight to your inbox.

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Rocking for Hope raises over \$7,500!!







What a fabulous night!!

Thank you to everyone who supported our fundraiser, Rocking for Hope 11!! It was great to see everyone come together to create such amazing event and raising \$7,630 for such a great cause. A special thank you to Johnathon and his staff from Norma Jeans for hosting, and to our amazing bands: Mud Creek, Counting Down the Hours, Five Oceans and Genevieve Fisher who donated their time and provided great entertainment!

We also had some special musical guests, Ricky Clark & Bryan Thompson. Thank you to our sponsors FBC, and Covent Garden Market for their generous donations to our fundraiser. We would also like to send a special thank you to all the families, friends, volunteers, staff, and businesses who contributed to this event, because without them this fundraiser would not be possible! It is because of YOU –our supporters– that this night was a HUGE success!

Finally, to our Project Hope team, thank you for your time and talents! Everyone worked so hard to help make the Rocking for Hope fundraiser such a success!!

Hope to see everyone next year !!!













Exploring the Big City



Katelynn went on an overnight trip to Toronto on August 25th and 26th. Her adventure started on the train, which she took there and back, checked into the hotel and set out to explore the big city! She went to Ripley's Aquarium, where she marvelled at all the fish swimming around her in Dangerous Lagoon. She also visited the CN tower and went on a boat cruise. She really enjoyed the trip and had a fantastic adventure!



Thank You to the Crochet Club of London



The Crochet Club of London frequently donates afghans to Participation House Support Services for the people we support. We'd like to take the opportunity to say THANK YOU to the Crochet

Club of London, for your generosity! We sincerely appreciate what you do. Because of you, so many people have beautiful, warm, cozy afghans! We look forward to being the recipient of more beautiful afghans in the future!!

Ryan (left) and Glen (right) cozy in their afghans!





Partners For Life

Participation House is a *Partner for Life!*If you donate blood please consider a one time registration under our Partnership Number—PART 013329

Help us give the gift of life!

PAGE 8 **SPEAK OUT**

GUESS WHAT?!

The PAR Report is now

COMPLETED! FINISHED! **CONCLUDED!**

Thank you to everyone who participated in the process—your input is very much appreciated!

Check out some of the results on our website: www.participationhouse.com

We will be implementing changes based on your feedback, and we want to **CELEBRATE!**

Stay tuned for more information about our KICK-OFF PARTY in the New Year!

Celebrate the holidays with friends & families of

Participation House Support Services

December 17, 2015

Hellenic Community Centre 133 Southdale Rd. W.

Doors open: 4:00 p.m. Cash bar: 4:30 p.m. Dinner: 5: 30 p.m. Dance starting at 7:30 p.m.

Tickets are \$20 DANCE ONLY tickets available for \$5 each



Canada's Wonderland Halloween Haunt



Since moving into Plane Tree, Rhiannon and Janet have developed a strong friendship over mutual interests such as Halloween movies and TV shows, as well as their silly and playful sense of humour.

Staff developed a plan to take both Janet and

October 25th.



When Janet and Rhiannon arrived, they were greeted by several monsters at the front entrance. Both ladies had big smiles and tried to shake all the monsters' hands. They laughed the entire way through two haunted houses and shared a rollercoaster ride.

Rhiannon went on a few upside-down rides, while Janet checked out more haunted houses. They met back up to take some pictures with the monsters. It was such a fun evening, that Janet and Rhiannon really want to bring some more friends with them next year.



"The men, women and children we support have very unique gifts and talents, but until you get to know them, you don't see those gifts. They can teach us so many things if we only take the time to listen. Ultimately, our goal is to make the community a better place by bringing them into it more fully. It's all about people valuing each other."

Brian Dunne, President & Chief Executive Officer Participation House Support Services

At Participation House we have developed a unique combination of residential living, home supports, day programs and recreation to meet the needs of people who have significant disabilities but also have much to offer our community – people who are good neighbours and great citizens.

To meet the ongoing and future requirements of the people we support and those who could benefit from our services, Participation House Foundation has identified four areas of need:

Equipment

For people meeting the challenge of multiple disabilities, up-to-date and well-maintained equipment is essential to maintain health and support independence and community involvement. PHSS spends more than \$100,000 each year on equipment, supplies and furnishings – and even so, much remains to be done. The items range from something as simple as a shower commode to sophisticated communications devices or a \$25,000 air bed that helps prevent pressure ulcers.

Housing and Accessibility

Participation House homes are very special places. From the outside they look like any other warm and comfortable family home. Inside, modifications are made to ensure they are ideal for the people we support. Each person has a private bedroom that is a reflection of his or her personality. There is nothing institutional about the furnishings or equipment yet they are able to accommodate even those with severe physical disabilities. These houses quickly become homes, much loved by those who live there. While government funding is available to assist with the acquisition, renovation or building it does not cover all cost. Participation House Support Services understands its responsibility as a good neighbour to properly maintain our homes, both inside and out, to ensure continuity in the neighbourhood. Private funding and/or gifts-in-kind are welcome to create new homes when operational funds are available from the government.

Transportation and Travel

Many of the people supported by Participation House face significant mobility challenges. Many are not able to get around without a wheelchair. When they want to leave their homes to participate in community activities, a van equipped with a wheelchair lift is essential.

Currently, there are just 23 vehicles to meet the transportation needs of 39 homes. This means many people have trouble getting to and from activities. The spontaneity of activity such as going to see a movie, window-shopping at the mall or grabbing a coffee with friends at Tim Horton's is not an option when Paratransit must be booked days in advance. An accessible van costs approximately \$58,000, with annual maintenance, gas and insurance costs of about \$15,000.

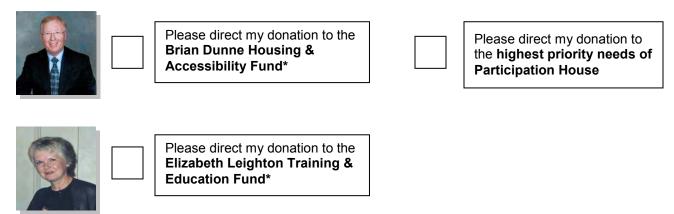
Like anyone else, the people we support sometimes need a chance to unwind, have new experiences, see the world and visit distant family and friends. But travel, whether for a holiday or to compete in a bocce ball tournament, is difficult because of the additional costs for a full-time attendant. Private funding would allow more people to take holidays – a pleasure most of us take for granted.

Education, Training and Therapy

Education, support and advocacy are ongoing needs for the people we support and their families. Additional funding would allow more people to participate in conferences and other educational activities.

Our staff members, too, have ongoing education needs to ensure they can provide the best possible care and support. Government funding covers basic required training in areas such as first aid and CPR. It is more difficult to find funds for leadership, values training or training in specialized computer skills.

Please help us meet our goal of independence for our neighbours and friends by making a financial contribution to Participation House Foundation – London.



*Note: The Board of Directors has restricted these funds so they will provide a lasting legacy of support. Donations are prudently invested and the income earned by these investments of the capital is used to support the work of Participation House Support Services as outlined by the fund terms of reference.

Donate Online through Canadahelps.org!

Simply visit our website at **www.participationhouse.com** and click on "Donate Now" You will be given the option to dedicate your donation to the fund of your choice.

Payments can be made by credit card, Interac or Paypal on CanadaHelps.org's secure online system. Online donations can also be designated in honour or memory.

Your donations help individuals with severe physical, developmental and/or multiple disabilities to achieve their full potential in the community.

On behalf of our neighbours and friends – we are grateful for your support.

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OR we welcome your cheques: Please make your cheque payable to: Participation House Foundation 620 Colborne Street, Suite 101 London, Ontario N6B 3R9 Name: Address: City: _____ Postal Code: _____ Telephone: () ______

Charitable receipt number **1015908-03**. Participation House Foundation – London respects your privacy. We protect your personal information and adhere to all legislative requirements to privacy. We do not rent, sell or trade our mailing lists. We use your personal information to provide services and keep you informed and up-to-date on the activities of Participation House Foundation – London and Participation House Support Services, including programs services, special events, funding needs, opportunities to volunteer or to give, open houses and more through periodic contacts from Participation House Foundation – London. If at any time you wish to be removed from any of these contacts, simply contact us by email at info@participationhouse.com and we will gladly accommodate your request.

Heart for Art



Nine aspiring artists with family or a friend turned out at the U.F.L. on Clarke Side Road on Wednesday, September 30th to show that they do indeed have the "Heart for Art".

After three hours of brushing, scraping, dabbing, and using pallet knives, nine canvases were finished, and they were beautiful!

The idea behind this event was to invite a family member or friend to explore and experience what goes on at a "Possibilities

in Paint" workshop. They were given a first-hand taste of what collaboration in a creative practice can feel like. Hand over hand, hand in hand, and separately they used their combined gifts and talents, followed some basic instructions and had lots of fun painting.

Everyone discovered new things about being in art together. Those who attended gave positive and glowing feedback. Mother, father, daughter, son, and friends shared in the creative process. How we see each other changes when we work and create together. We all bring our unique gifts.









Reap personal growth, feel good, and make a difference in the life of a person with a disability.

Many opportunities exist for individuals interested in volunteering with Participation House – London and Area. Volunteers provide support at all levels of the organization. Opportunities are available for those interested in providing support in group settings, as well as assisting with special events and fundraising.

For more information, visit our website: www.participationhouse.com



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Games Night



Fall is in the air and games night is up and running once again. Students from Western University London Bridges and Red Cross are coming out to participate in some games and to build relationships. Games Night has become a night where everyone can come regardless of their capabilities and enjoy a laidback time



of games. UNO has become the top choice that everyone has enjoyed participating in because it adds a little humour when a pick up 4 card gets played.

If you haven't had a chance to check us out and see what we're all about, come join us Thursday nights from 6:00 p.m.— 8:00 p.m.! Make sure to bring your competitive spirit and cards out of your sleeves.

They Did the Monster Mash!



As usual, people arrived in AMAZING and extremely creative costumes at this year's Halloween costume party! A bathtub, a garden, and a DJ were only a few of the amazing costumes that people put together. Held at the U.F.L., people enjoyed an evening of music, food, and dancing! A HUGE and well-deserved thank you to Wendy McBride for coordinating the Halloween Party and making chili for 100 people!

Country Club also sent in a picture of the pumpkin they carved to sit outside their house on Halloween! Great job on the pumpkin!!

People also dropped by the office to show off their costumes, and we even had a pair of ostriches running around!!







It's a Small World After All



Carrie with Danielle and Sam headed off to Walt Disney World from September 10th-15th. While there Carrie went to the Magic Kingdom, EPCOT, Universal Studios and Animal Kingdom.

One of her favourite attractions was the Figment of Your Imagination ride at EPCOT. The ride was so bright and stimulating with all the 4D animation, and Carrie had a blast with all the interaction games. During their stay, there was a severe thunderstorm which closed down the parks, but that was okay as the three of them headed back to



the hotel to have a pizza party.

Another fun day was spent riding the Jungle Cruise, the Haunted Mansion and, It's a Small World at the Magic Kingdom. Meeting Mickey Mouse, Tinkerbell, Ariel, and Pooh Bear and the gang was another highlight of the trip. While in Florida, Carrie ran into some friends from London, one of whom was Wendy McBride. Watching the fireworks and the nighttime Electric Parade were also highlights. The one thing that Carrie really seemed to enjoy was all the music; the bands, parades and the musical productions. Carrie's infectious smile and laughter brought a smile to countless people that she encountered on her trip. It was a great trip and Carrie, Danielle and Sam had a magical time!

Creating Connections



Students from Western University through Western Serves and 13 artists who participate in art at Possibilities in Paint connected, collaborated, and created unique art together on Saturday, September 19th.

Project Hope was buzzing with creativity and fun that day. Everyone learned new art techniques, shared ideas, and enjoyed getting to know each other. This is not the first time Participation House has collaborated with Western Serves, but it is the first



This event proved to be successful for students and aspiring artists. They had a rich and rewarding day messing with paint and turning chaos into form.

Truly creative!



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Notes from the Meaningful Moments Board



To add your posting, feel free to come into the office or fax it to (519) 660-1654.

Pictures of the New Build







HUGS

It's wondrous what a hug can do, A hug can cheer you when you're blue. A hug can say, 'I love you so,' Or, 'Gee! I hate to see you go.'

A hug is, 'Welcome back again!'
And 'Great to see you!' or
'Where've you been?'
A hug can soothe a small child's pain
And bring a rainbow after rain.

The hug! There's just no doubt about it, We scarcely could survive without it. A hug delights and warms and charms, It must be why God gave us arms.

Hugs are great for fathers and mothers, Sweet for sisters, swell for brothers, And chances are some favourite aunts Love them more than potted plants.

Kittens crave them. Puppies love them. Heads of state are not above them. A hug can break the language barrier, And make the dullest day seem merrier.

No need to fret about the store of 'em.
The more you give, the more there are of 'em.
So stretch those arms without delay
And give someone a hug today.

-Author Unknown



POWER TO THE PEOPLE!

It is time again for elections for Power to the People. We want to thank Charlie and Sandra for being Co-Presidents, Chris Boyce Boyer as Vice President,

Wendy Cane as Treasurer, Regena Kress as Secretary, Bryan Thompson as Host, and Tom Mahoney who filled in as host when needed. They did a great job for the past 3 years. On February 4, 2016 we will vote for the people to take the group forward into the next 3 years. The candidates:



Tom Mahoney – was the host in charge of snacks for the past 6 months. He lives on Southdale West, and wants to take Power to the People to the next step. Tom is running for President and would like to be considered for the position of Host as his second choice.



Chris Boyce Boyer – has been the Vice President for the past 3 years, lives in St. Thomas on Pol Court, and wants to help Power to the People get back on track. He wants to encourage people to bring their issues into the meetings. Chris is running for President and would also run for Vice President as his second choice.



Sandra Regalo – has been Co-President for the past 3 years. Sandra was involved in straightening out information about Pizza Hut. She went to City Hall to add the Power to the People voice when New Vision Advocates were asking about ParaTransit. Sandra lives on Belgrave Ave. Sandra's choice is for President and her second choice - Vice President



Wendy Cane – has been our treasurer for the past 3 years. She opened a bank account and makes sure everyone pays their dues. Wendy made a donation to the CNIB as a thank you for letting us use their gymnasium. Wendy lives on Millridge Court, and is running for Treasurer.



Ruth Ann Stephenson – Ruth Ann did not hold an office in the past 3 years, however she has never missed a general meeting. She would like to run for Treasurer as her first choice or Secretary as her second choice. She lives on Millridge Court.



Regena Kress – Regena has been the Secretary for the past 3 years, keeping track of the meetings and keeps minutes in a binder she brings to each meeting. Regena is running for Secretary and she lives on Belgrave.



Charlie Fleming – Charlie has been the Co-President for the past 3 years. He came to as many meetings as he could, except when he had to work at Popeye's in St Thomas. Charlie would like Power to the People to continue to learn about other people with disabilities, how they have achieved success in their life, as well as look into issues and deal with them. Charlie lives on Shawna Road. He is running for President and his second choice would be for Vice President.



Bryan Thompson – Bryan has been the Host in charge of drinks and made sure the drinks arrived even if he could not attend. Bryan was instrumental in getting two speakers to come in and talk with us: one brought a puppy that is going to be a seeing eye dog and the other was a sculptor and painter who has Parkinson's. Bryan would like to get more involved in the issues that arise, and would like to run for President while his second choice would be for Host again.



Ricky Clark – Ricky did not hold office but attended all of the meetings. Ricky would like to get more involved and wants to help people get their problems and issues resolved. He is running for President and his second choice would be Vice President.

We have had our last general meeting for 2015 and the meetings will resume next year, on January 7, 2016. Have a great Holiday Season and see you next year!

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Are you a highly skilled and dedicated person committed to providing a safe, caring and enriching environment?



Participation House Support Services – London and Area is currently recruiting **Part-time Developmental Services Workers.**

Successful candidates will be responsible for supporting persons with disabilities; assisting with planning; teaching life skills; supporting and creating community involvement and participation; recreation and leisure; maintaining and monitoring health care supports; assisting with financial matters; preparing reports; updating job knowledge; and enhancing department and organization reputation.

Visit www.participationhouse.com for more information and how to apply

PARTICIPATION HOUSE SUPPORT SERVICES WILL SPONSOR YOU!!

Developmental Services Worker (DSW) Apprenticeship programs are available!

Please contact shelleya@participationhouse.com for further details.



Health and Wellness Committee presents...

Eat Your Colours and Textures

This tip is one of the best. Here's why: It turns the self-denial part of losing weight on its head. A healthy diet is a celebration of colors, textures and types of food. Most unhealthy diets, the ones that keep people fat, are way too far into white (sugar, flour), smooth (processed) and oily (fat), which miss the real-food party. The acronym for this kind of diet is S.A.D. - Standard American Diet.

Now contrast the S.A.D diet with one full of color, texture and variety. That means lots of fruits and vegetables along with their many vitamins, minerals and antioxidants, as well as cholesterol-lowering, bowel-regulating and tummy-filling fiber. Keep in mind that fruits and vegetables are low calorie relative to the amount of nutrition they provide, and most are low calorie anyway. Eat lots, be healthy, lose weight. Whole grains and beans - nice brown and deeply colored foods with texture - should be frequenting your palette as well. Whole grains are nutritious, provide fiber and break down more slowly than refined grain foods, giving us sustained energy.

Make a Green Choice!

Sign up at **www.participationhouse.com** to receive our newsletter straight to your inbox.

Healthy Recipe Corner

Orange Thyme Roasted Brussels Sprouts and Sweet Potatoes

2 large uncooked sweet potatoes, peeled and diced

1 lb uncooked Brussels sprouts, washed and trimmed

2 tbsp. olive oil, extra-virgin, divided

2 tsp. kosher salt, divided

1/4 tsp. black pepper, divided

1 tbsp. fresh orange juice

1 tbsp. orange zest

2 tsp. fresh thyme, minced

Preheat oven to 450. **Line** two cookie sheets with parchment paper or foil sprayed with cooking spray. **Cut** Brussels sprouts



into even sized pieces (halved if small, quartered if large). **Toss** with 1 TB olive oil, 1 tsp salt, and 1/8 tsp pepper and spread across one cookie sheet. **Toss** sweet potatoes with remaining 1 TB olive oil, 1 tsp salt, and 1/8 tsp pepper and spread across 2nd cookie sheet. **Roast** in oven for 20-25 minutes, stirring and rotating pan positions half-way through until well browned. **Remove** from oven and toss together with orange juice, zest, and thyme just before serving.

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Participation House Support Services—London and Area is always searching for innovative ways to support people with developmental and/or complex physical needs to live in their own homes, participate in community and enjoy life with family and friends. We do our best, but we're not always perfect. We want to hear from you about our services and supports. "You" could be a parent, an advocate, a member, a person we support or a concerned citizen.

However, first you should try speaking with the person with whom you normally communicate. If you're not satisfied, contact the Chief Operational Officer, Carmell Tait.

If you feel your problem remains unsolved, contact the Executive Director. We will work to resolve your issue, and if need be, the President will raise it with the Board of Directors.

This procedure is intended to address issues that are within the power of Participation House Support Services—London and Area. Issues such as insufficient government funding for services cannot be rectified through this route.

We are confident that if we all work together we can come up with solutions which will benefit all of us. We would also like to hear from you if you are pleased with our programs and services, and we will make sure your comments reach the staff and volunteers involved.

Key Contacts:

Brian Dunne

Executive Director (519) 660-6635 ext. 227 briand@participationhouse.com

Carmell Tait

Chief Operational Officer (519) 660-6635 ext. 223 carmellt@participationhouse.com

Diversity Team Quiz!

How well do you know your languages?



Take this quiz to see if you can match the correct word to the correct language!



- 1) Jesen
- 2) Mùa thu
- 3) Autumn
- 4) Herbst
- 5) Fhómhair
- 6) Otoño
- 7) Efterår
- 8) Automne
- 9) Autunno
- 10) Sonbahar

German

Spanish

Vietnamese

Croatian

Turkish

_ .

French

English

Danish

Italian

Irish

Automne—French, 9. Autunno—Italian, 10. Sonbahar—Turkish

ANSWERS: 1. Jesen—Croatian, 2. Mùa thu—Vietnamese, 3. Autumn—English, 4. Herbat—German, 5. Fhómhair—Irish, 6. Otoño—Spanish, 7. Efterâr—Danish, 8.



A caring way

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