



Creating Community

VOLUME 15, ISSUE 2

SPRING 2017

In This Issue:

Shout Out Corner
London Knights Charity Golf
Tournament
VIA Rail Accessibility
Power to the People
PAR: Re-energized!
Quality Improvement
Committee & Interviews
Upcoming Events
Featured Board Member
National Volunteer Week
Nurturing Relationships
Through Art
Charity BBQ
The Diversity Team

Fostering Empathy—A Caregiver Experience

Students from Western University partnered with Participation House Support services to create a simulation lab aimed to help staff understand and reflect on personal support they provide.

Participants are paired together and move through four different scenarios where each person will have the opportunity to experience what it feels like to receive care.



The scenarios include stations for:

- Eating foods typically eaten by those with developmental disabilities and/or complex physical needs (pureed food and thickened liquids);
- Self-care (brushing teeth, washing one's hands, and dressing),
- Communication to simulate the frustration a person can encounter when they are not able to use words to verbally communicate
- Community to demonstrate the lack of choice that can be experienced on a daily basis

In March, the Western students ran the simulation lab with participants from Hutton House, L'Arche, and Participation House.

Participants in the lab came away humbled, and were looking forward to self-reflection and having conversations with others about their experience.



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.



SHOUT OUT CORNER

“Shout out to **Dawn Benoit** for all of your help in the making of the Prevention of Abuse project that we participated in with the students at UW. I also want to shout out to everyone that participated to make the video.
Big thanks to **Charlie, John, Sandra, Tom, Jay, and Danny.**”

“Shout out to **Mark Crossley** for being a great connector and ensuring that each moment that he supports someone is meaningful.”

“Shout out to **Donnie Antony** who has been accommodating and flexible with his schedule to help out others. I am truly grateful for your dedication and commitment to help others when in need.”

“A woman driving by had a flat tire in front of the house. No one stopped to help her, and she couldn’t get a hold of anyone. Luckily, **Kim Harrisgreen** came by to drop someone off, and knows how to change a flat tire!! Kim went over to help the woman, and also instructed her how to change the tire. The woman was very grateful. Great job, Kim!”

“Shout out to **Ken Sedore** for assisting Ryan to obtain a new volunteer position at Palasad South! Also to the **whole Timber team** for their amazing work over the past year helping Ryan to engage and achieve all 4 dreams from his Person Centered Plan in 2016-2017. Ryan is connected to his family, community, volunteering and enjoying music. Way to go team!”

“To **JoAnne at the Office** for helping Wickerson purchase a bunch of stuff online with the credit card for this summer, including a new bike, cottage trip, and tickets to a show! We couldn't have done it without you! Thank you!”

“I’d like to give a shout out to **Jacalyn Harkness at Timber** for keeping the motivation board full of motivating quotes and phrases!”

“Big shout out to everyone who helped with the coordinator binder! **Cherese Gomes, Bliss Kealey, Chris Hicks, Karen Tracey, Kim Matches, Renee Pangborn, Margaret Duffy, Wendy McBride, Karen Norman, The Creston team, The Communication Team, Shelley Anderson, Mark Crossley, Kristine Wachowiak, Cathy Smith**”

“We are so grateful to **Suzanne Bowen** for helping out the Wickerson team on a cold February day so flyers could be delivered.”

“Shout out to the **team at Eden** for working so well together and making good things happen for the people they support.”

“I want to give **Jessica Blais** a shout out at Wistow for all the hard work she does with planning the ladies’ group and for the impact she makes on the ladies’ lives that she supports as well as the impact she makes with everyone who attends the events. She does such an amazing job!”

“Huge shout out to **Team Westlake** for working together, to help both the young men transition successfully into their new home! The staff also want to send a shout out to **Amanda Brown at Westlake** who has worked extremely hard to ensure the house opened smoothly and the 2 gentleman transitioned as well as possible - all while keeping staff morale up and things organized!!”

“A shout out to **Dean, Mark and Zach at Hunterwoods**. A gentlemen who was recovering from surgery stayed at their home during his recovery. Their kindness, hospitality and compassion was greatly appreciated by the family of this young man. Also a shout out to the staff that provided the care for this person to heal. Great job **Hunterwoods staff.**”

16th Annual London Knights Charity Golf Tournament



Each year, the London Knights host a Charity Golf Tournament and donate the proceeds to their partnering charity. This year, we are fortunate to be chosen as the charity partner for this year's golf tournament!

August 11, 2017 at Fire Rock Golf Course

A team of five golfers will be paired with a London Knights Alumni celebrity golfer to round out a team of six. In the past, they have had Corey Perry, Mitch Marnier, Matthew Tkachuk, Tyler Parsons, Rick Nash, Max Domi and many, many more participate in the tournament.

We will be sharing information as it becomes available—watch our website and social media for updates!



www.facebook.com/PHSSLondon



@PHSSLondon



Make a Green Choice!

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



18th Annual Salute to Laudable Londoners

Participation House Foundation honoured Terry Zavitz at the 18th Annual Salute to Laudable Londoners. With years of involvement in the community serving on numerous boards, dedicating her time to various volunteer initiatives, and actively participating in her industry, Terry is truly a Laudable Londoner.

It was a beautiful evening full of inspiration as Terry humbly accepted the award and addressed the room. Her speech was heartfelt, as she described her journey into disability insurance, and passionately talked about the work of Participation House and her experience meeting some of the people we support.

Thank you to everyone for your contributions! With your help, we were able to raise **more than \$19,300!**

Thank you to CIBC Wood Gundy—The Larry Myny Investment Group for being our corporate sponsor!!



The Larry Myny Investment Group



SCC Requires Accessible Rail Cars

Ruling from the Supreme Court of Canada:

In late 2000, VIA purchased 139 used cars and car parts, named the "Renaissance cars", by VIA. None of the cars were accessible to persons with disabilities using personal wheelchairs. There was no "plan document" to enhance accessibility when the cars were purchased, and VIA's position was that the cars were sufficiently accessible. VIA proposed that its employees would transfer passengers into on-board wheelchairs, deliver their meals, assist them with the use of washroom facilities, and provide other necessary services.

The Canadian Transportation Agency required Via Rail to modify their rail cars in order to accommodate people with personal wheelchairs. The majority of the Supreme Court of Canada upheld the decision requiring that VIA modify thirteen economy coach cars and seventeen service cars out of the 139 cars, so that there would be one personal wheelchair accessible car on each daytime train and personal wheelchair accessible sleeper facilities on each overnight train.

Regarding the duty to accommodate people who use wheelchairs, the Supreme Court found that "the accommodation of personal wheelchairs enables persons with disabilities to access public services and facilities as independently and seamlessly as possible. Independent access to the same comfort, dignity, safety and security as those without physical limitations, is a fundamental human right for persons who use wheelchairs. This is the goal of the duty to accommodate: to render those services and facilities to which the public has access equally accessible to people with and without physical limitations".



At this time, VIA Rail's policy states that cars can only safely tie down one personal wheelchair or mobility scooter and requires any other wheelchairs or scooters to be dismantled and stored in the baggage area. This makes it difficult, if not impossible, for people with mobility aids to travel together.

The Power to the People group wrote a letter to VIA to voice their accessibility concerns and was informed that VIA is currently examining the possibility of acquiring a new fleet in the coming years, in which case they will incorporate Universal Accessibility features including multiple wheel chair spaces per train.



Say Cheese!!

What happens when you want to take pictures, but cannot press the small button on a phone, tablet, or camera? The PHSS Tech Team has found a solution!

They found a remote camera button, which connects to any device enabled with Bluetooth technology! Jay has one, and he LOVES it! His staff fixed the remote to his wheelchair, where he can use his foot to press the button and take a picture using his iPad! Where did he get this remote, you ask? From the dollar store!



Above—the remote

Right—Jay using his foot to press the button



Above—the photo Jay took!

Right—Jay loves being able to take pictures





Power to the People Updates

Four months into Power to the People meetings and we have done and learned a lot.

It seems that we are not the only people who were having an issue with VIA rail and the accessibility “of only one person who uses a wheelchair being able to ride at a time.”

The *Council of Canadians with Disabilities* went to the Supreme Court of Canada and it upheld a regulatory federal order to make trains more accessible. (See left page) We added our voice with a letter on behalf of the Power to the People group.

Another issue that we are having is in the Northdale area of the city. The ramps from the street onto the sidewalk have a steep “lip” that makes it very hard for people in wheelchairs to use because they feel like they will fall over. The group sent an email to the Ward Councilor, Maureen Cassidy, who asked for specific locations so she could send someone out to assess the problem. Our President, Ricky, went out and provided a list of 10 areas that need repairs, and we are waiting for their assessment.

In April, we watched a video conference about Grief and Bereavement through the Linking Up Community Network. They hosted a conference with Cheryl Bailey who is a bereavement counsellor, and she gave people a lot of information on how to deal with grief and bereavement.

During our next meeting on May 4, we will have Rob come out and recertify everyone in First Aid and Fire Safety. It is always a good day and Rob knows his stuff.

During our meeting on June 1, 2017, one part of the meeting we will have Damon come as a representative for ParaTransit to give everyone more information about the new system that they are implementing.

Our July meeting includes our annual picnic and we will select a date closer to July.

In the next four months, we don’t have specific plans but we will continue to watch more Conversations that Matter videos, and discuss the content in them.

Join us for one of our upcoming meetings! All are welcome to attend.

August 3, 2017

September 7, 2017

October 5, 2017

November 2, 2017



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. 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



PAR Re-energized!

Building and Recognizing our Strengths



Vision

Using creativity, diversity, and innovation to continue to keep to the core values engrained within the PHSS culture, while increasing opportunities and equality for everyone involved

How are we fulfilling our vision?



Promoting Health and Wellness, one staff at a time

Organizing small fundraisers to help those supported reach their goals!



Promoting collaboration and inclusiveness between locations



Put yourself in **THEIR** shoes



Providing unique learning opportunities for staff

Celebrating staff!





The one minute **Factsheet** about

PHSS Quality Improvement Committee & Location Interviews

Who's Who on the PHSS Quality Improvement Committee?

- The QI Committee is a **committee of the PHSS Board of Directors**, with membership including members from the Board, family, community members, an individual supported by PHSS, as well as PHSS leadership staff
- The committee's **mandate** is to fulfill its promise and obligations to the individuals receiving support, and oversee the quality of support and care provided across the full range of PHSS services.
- **Each month**, 2 volunteer committee members will visit **one home where support is provided by PH** to conduct a "**location interview**"

Location Interviews ~ What's up?

- The QI Committee wants to **know more about what staff do**; to gain **firsthand knowledge** about those we support, their plans, and ensure plans are coming alive so people have **meaningful and rich lives based on their unique interests and strengths**
- Interviewers will take a look at the individual's **person directed plan**, have conversations with all involved and **help out** with brainstorming new ideas and strategies to overcome barriers. What kind of **relationships** do people enjoy, and with whom? Are people **included in their communities?** Do they have **control** of their life and **make decisions?** Are they **developing skills and competencies?** Are treated with **dignity and respect?**

Who attends the interview?

- The **individual supported**, a **family member** (when possible), **location Coordinator, Senior Coordinator, two volunteer committee members**, and support from a **note taker**

What happens after the interview?

- **Report** goes to **Senior Management**. Staff will be asked for feedback or follow up. Follow up report goes to the **QI Committee** and to the **Board of Directors**
- QI **reviews all the reports for themes** and ways to make improvements across the organization. They look at **how staff teams help people meet their goals** over the next year
- They **evaluate** how people are **included in their community, supported to develop and maintain relationships, building skills**, whether they **have control in their life**, and are **treated with dignity and respect**
- The committee is looking for **staff that create community** for people by taking **initiative, solving problems, addressing barriers**, and are **committed to action!**

Let's Create Community!



Mark Your Calendar!



POSSIBILITIES IN PAINT

Possibilities in Paint Community Fun Day!

When: June 24, 2017

Where: ECO Park - Arva, ON

Participate in a collaborative art experience, help weave a community loom, and bring your quarters for a “Paddles for Paint” quarter auction with over 75 amazing auction items!

Tickets are \$10 each and include a BBQ lunch!



Eat Italian, Raise Money!

When: June 29, 2017

Where: East Side Mario's (Wellington Rd. S)

Join us from 3:00-8:00 p.m. where you will be waited on by senior management! A portion of all proceeds will be donated back to the Lori Hicks Vacation Fund—a fund dedicated to assisting supported individuals to travel and have their dream vacation.



PHSS Annual General Meeting

When: August 10, 2017

Where: Springbank Park, Pavilion “F”

Join us for a picnic in the park as the PHSS Board will once again host their Annual General Meeting in Springbank Park! Watch for more information to come!



London Knights Charity Golf Tournament

When: August 11, 2017

Where: Fire Rock Golf Course

Volunteers are needed to help us out on the day of the event. More information about registration and volunteering will become available!



16th Annual Leo Kirwin Golf Tournament

When: August 18, 2017

Where: East Park

Join us on the links for another great year! Bring your foursome for a day on the green, a fantastic lunch, and fabulous prizes! Stay tuned for details!

Sponsorship opportunities are available: contact Amanda for more information!

For more information about Participation House events, check out our website at:
www.participationhouse.com or contact amandab@participationhouse.com

DID YOU KNOW?

In 2012, 1 in 7 Canadians aged 15 or older reported having a disability

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

More than 8 out of 10 persons with disabilities use aids and assistive devices; having the appropriate aids can enable an individual to participate more fully in society.* 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. 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. These houses quickly become homes, much loved by those who live there. While government funding may be available, it does not cover all expenses. Participation House Support Services understands its responsibility as a good neighbour to properly maintain our homes, both inside and out. 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 we support face significant mobility challenges, and are unable 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. The goal is to pair each location with their own van, but many are still relying on ParaTransit.

Reliable access to transportation is necessary for unexpected medical appointments or other urgent situations. Also, 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, as well as provide therapy such as Occupational Therapy, physiotherapy, and specialized technology.

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.

*According to the 2012 Canadian Survey on Disability (CSD), conducted by Statistics Canada

DID YOU KNOW?

Participation House Foundation is a registered charity! You will receive a tax receipt for any donation of \$10 or more!

Charitable Registration Number: 89172 2043 RR0001

Give a Monthly Gift to Show Your Ongoing Support!

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.

Simply visit our website at www.participationhouse.com and click on "Donate Now"

You will be given the option to give a one-time donation or to arrange monthly contributions.

Your donations help individuals with severe physical, developmental and/or multiple disabilities to achieve their full potential in the community. On behalf of all the staff, families, friends, and more than 200 people we support - **THANK YOU!**



We also welcome your cheques:

Enclosed is my contribution of \$_____.

Please make your cheque payable to:

**Participation House Foundation
620 Colborne Street, Suite 101
London, Ontario N6B 3R9**

Name: _____

Address: _____

City: _____ Postal Code: _____ Telephone: () _____

Please direct my donation to the **Brian Dunne Housing & Accessibility Fund***

Please direct my donation to the **Highest Priority Needs of Participation House**

Please direct my donation to the **Elizabeth Leighton Training & Education Fund***

Please direct my donation to the **Lori Hicks Vacation Fund**

Please direct my donation to the **Fulford Family & Consumer Fund**

Please direct my donation to the **Community Place Building Fund**

**Note: The Board of Directors has established endowment 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.*

Participation House Foundation - London respects your privacy. 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 our contact list, simply contact us by email at info@participationhouse.com and we will gladly accommodate your request.

Meet Lynda Robinson

Board of Directors, Participation House Support Services

How did you initially become involved with Participation House?

Back in the late 1990s when I was working at LHSC with the Critical Care program, we had a number of people who were patients 'living in' the ICUs because they required a ventilator to support their breathing.

The perspective was that patients requiring this life support technology could only be cared for in the ICU. The individuals, the ICU team, and I felt that the ICU was NOT the only or preferred place to live and we started looking for partners and a team to work together to find options.

Participation House's Brian Dunne, Carmell Tait and their team stepped forward and worked tirelessly with the ICU team and the individuals to figure out what needed to change and the support required for the individuals on ventilators to live and have a fulfilling life in their own homes. PH was superb and made it happen when no one else was willing to step up to the challenge.

I was so impressed with PH, the commitment, courage, and the work and support they provide, that I approached Brian and Carmell and asked if I could volunteer in any capacity. And the rest is history.

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

I have 3 sisters and 2 brothers and all of us still live within 30 km of the farm where we grew up and where my Mom still lives (and farms with my brother). After nursing and working in hospitals for over 40 years, I retired in 2016 and am enjoying volunteering, spending time with my family (including 12 great nieces and nephews), travelling, and doing some consulting.

What interests you about the non-profit sector?

I am interested and love working with people or groups who are committed to improving and optimizing living and health for all. Organizations such as PH think outside of the box and will look for solutions previously not considered to ensure the right things are done.

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

It is a privilege to work with PH and the team while they strive to always improve the lives and independence of the individuals we support. I have more time or will shortly when my contract is complete, and look forward to having more time available to participate and work with PH.

SIGN UP TO RECEIVE OUR NEWSLETTER VIA EMAIL!

You will be the first to receive each SPEAK OUT newsletter when it is ready—no waiting for Canada Post to deliver!

Get it instantly in your inbox!

Sign up at the bottom of our website:

www.participationhouse.com

Or email Amanda to be put on the e-mailing list:

amandab@participationhouse.com

Save the postage, save the planet

Go paperless!



National Volunteer Week

Did you know that National Volunteer Appreciation week was celebrated April 23-29th? We want to say THANK YOU to all of our amazing volunteers for making a difference in the lives of the people we support!

Whether it is taking someone out into the community, helping someone to use the computer, reading, doing nails, crafting, taking someone to physio, yoga, or other activities, our volunteers are a tremendous asset and we are so grateful for everything you do!!



Make a Green Choice!

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



Brian Orr, Volunteer



Brian Orr, Chair of the Participation House Support Services Board of Directors, was nominated and recognized at the 2017 Ontario Volunteer Service Awards on March 17, 2017.

Brian Orr has volunteered in many different areas within PHSS and he is a dedicated representative for our organization. From chairing different committees of the Board to becoming Board Chair, his commitment has been unwavering for the past 15 years.



Brian was appointed as a member of the Board of Directors in 2002, was elected Vice-Chair from 2009-2014, and has led the Board as Chair since 2014.

Brian epitomizes a "can do" approach and his reliability and value on solution-focused collaboration assists with driving forward the agency's strategic plan, all the while remaining true to the vision and mission of the organization.

PAR Revitalized!



Relationship Building

Vision

Diverse, freely-given, mutual beneficial relationships are essential for all of us for a rich quality of life

People will receive support which provides real opportunities to develop and mature relationships and we will collaborate with our community to build relationships within

How are we fulfilling our vision?



Creating support circles for individuals who don't have family

Furthering relationships with various programs within UWO

A photograph of four young adults (three women and one man) standing together and smiling. They are holding books or folders, suggesting a student group or program.

Resource for families awaiting service

A colorful illustration of a family: a mother, a father, and a young child in a wheelchair. There are hearts floating around them, and a dog is visible at the bottom right.

Connecting with other organizations

An icon showing two 3D-rendered human figures, one white and one red, shaking hands. Both are carrying briefcases, representing a business or organizational connection.

PAR Rejuvenated

Developing Tools and Skills



Vision

Support the development of practical and value based tools and skills which will enrich the quality of life of people we support

How are we fulfilling our vision?

Continuing to promote online value based training program throughout the agency



Providing physio therapy in collaboration with physiotherapy specialists



Creating technological solutions and training throughout the agency



Utilizing technology for communication



Mobility Success Story



Sophia loves to walk. Moving around and being active is very important to Sophia and her family. Unfortunately it was getting harder and harder for staff to support Sophia’s desire to be on her feet, as Sophia’s safety was becoming an issue.

Maintaining the ability to walk is one of the most important things to Sophia and her family, and we needed to find something that would allow Sophia to keep walking as long as possible in a manner that was safe for Sophia and staff alike.

Thanks to physiotherapy and the people over at Motion Specialties for helping to find a solution—they deserve a big THANK YOU!

This is Sophia’s new crocodile gait trainer! It is safe for Sophia and staff, and everyone loves the ease of use and Sophia often smiles as she is wandering around the house. We couldn’t have imagined a better outcome!

Make a Green Choice!

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

Burgers—Get Your Burgers!

Appliance Canada hosted a Charity BBQ outside their store at 600 Wharnclyffe Rd. S. from May 12-14th!

A big THANK YOU to Randy Hewitt at Appliance Canada for hosting the barbeque, providing all the hot dogs, hamburgers, condiments, and drinks, and donating the proceeds to Participation House Foundation! It was a great weekend with friends and family stopping by, **and we raised over \$350!**

We would like to thank our volunteers: **Rob Matic, Bill Holmes, Elias Hagistefanes, Barb Tucker, Pauline Zwiers, Dianne Elliott, Tracey Carvell and family, Sandra Regalo, Kathy Wallis, Dave Wighton, Irena Djukic, Tina and Sarah Jamieson, and Paige Cunliffe** who helped to cook and serve customers at the BBQ—your support means everything, because we could not have done it without you!



Nurturing Relationships Through Art



A typical evening for our Monday night artists is exploring painting, having fun and connecting through the love of making art. We are learning about self expression and about building relationships

One Monday we had Sarah from Curry's art store as our visiting teacher. This is Sarah's second series of workshops and she has developed a wonderful relationship with us. Our artists

remembered Sarah and knowing her gives everyone a sense of support as they flex their creative muscles.

Dave Eaton, a fine glass artist joined us to volunteer. He has visited many times and understands that volunteers are incredibly important to our success. Everyone knows him. His fun and energetic personality brings a lightness and spontaneity to the class.

Dagmar Kovac, a fibre artist who has a studio in the Princess Avenue building also came to visit and spend time with us. She brought some wool and weaving materials for us to use and rug hooking kits for us to break apart for collage or to sell.

Relationships make our life meaningful and can enrich all aspects of what we do. The more we connect with people, the more chances we have to make friends, build relationships and share who we are.



Wendy's Wild Adventure

Wendy recently went on a trip to Arizona, where she took an airplane trip to visit her family there. She played cribbage, went swimming, and had a wonderful time!

When playing cribbage, Wendy played a couple of games with her family and won once. On a Sunday, Wendy and her family went to visit an old "Wild West" town, called Tombstone, Arizona. Wendy enjoyed seeing the old wild west town, and LOVED going shopping.




PAR Rebooted!



Advocacy

Vision
Engage and encourage the system, community, and individuals by empowering people to creatively overcome barriers and obstacles to ensure all citizens' experiences and access to the community are equal

How are we fulfilling our vision?



Focusing efforts on issue-specific cases as identified by individuals supported, staff, and the community



Advocacy efforts conveyed through all levels of the organization



We want to hear from YOU!

Participation House Support Services 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 unresolved, contact the President/CEO. 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. 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
President/Chief Executive Officer
(519) 660-6635 ext. 227
briand@participationhouse.com

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

MULTICULTURAL POTLUCK

All are welcome to join the Diversity Committee for a wide variety of worldly foods, fun and music. Come and enjoy the remarkable multicultural talents that our agency has to offer.

When: Tuesday, June 27th, 2017 11:00 a.m.—1:00 p.m.
Where: Community Place
1796 Adelaide St North (Near Adelaide and Sunningdale)

Please e-mail the diversity team at diversity@participationhouse.com if you would like to bring some delicious food to share or if you would like more information. We look forward to seeing you all there!

HAPPY 150TH BIRTHDAY CANADA!

The Diversity team encourages you to make the most of your Canada 150! Join the conversation on Facebook, Instagram and Twitter with the **#Canada150** hashtag! For activities happening in London, check out www.canada150london.ca

CANADA 150

Participation House
SUPPORT SERVICES

Creating Community

Suite 101, 620 Colborne Street
London, Ontario N6B 3R9

Phone: 519-660-6635
Fax: 519-660-1654

E-mail: info@participationhouse.com
www.participationhouse.com

FOCUS
accreditation
FOCUS-Accredited Organization