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SPEAK OUT

SPRING 2020

A Newsletter for our Community

YEEHAW, GIRL'S NIGHT!



Back in January, Kailey and Barb went to Windsor on an overnight girl's trip! They relaxed, ate at the hotel restaurant, and enjoyed the swimming pool and hot tub.



They also went to Casino Windsor to see Justin Moore and Buck Twenty at the Colosseum—what a show!! Kailey had met Buck Twenty back in the summer, and while posing for a picture with her, said they remember meeting her!! (*How can you forget Kailey's great big, beautiful smile?*) So they took more pictures together, and had a great time!



While they were there, they also went to the spa to get manicures and pedicures. They were pampered and had a fantastic girl's night out!

These ladies do all kinds of things together, like participate in ladies' group every Friday and go on day trips in the summer time.

Where will they go next? Stay tuned to find out!



Mission: PHSS 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

“**The Deer Valley Team** deserves a shout out for rallying together to help cover extra shifts and help the guys’ transition to be as smooth as possible. Special shout out to **Cherese and Karen** for providing extra support where needed.”

“Shout out to **Chantelle at the Office** for all the tickets and bookings she does for the individuals at Wickerson. It is a huge help, and we really appreciate it!”

“Could I please give a shout out to the **Staff Team at Bruce Street**. They made it through a Stratford winter! Also, they have been using some amazing problem solving skills as they work with Karin to achieve her goals! She just developed a goals to go to Niagara Falls, attend a Maple Leafs game, and a Blue Jays game.”

“Shout out to **the whole Southdale Team** for giving back this holiday season! At a staff meeting, it was suggested that the team collect items for the London Humane Society, and everyone loved the idea, collecting food, dishes, beds, litter boxes, treats, medical supplies, and cash donations. The consumers were excited to drop off the items in time for Christmas, and visit with the animals. Everyone enjoyed it so much that they want to choose a different charity every year!”

“Shout out to **Jessica Blais at Wistow!** She does a great job planning Ladies Group EVERY WEEK, donating her personal time to create new ideas and plan out crafts, events, and activities for the ladies to do. **EVERY Friday!** The group has a major impact on the ladies who attend, and has created friendships and lots of smiles.”

“The **Team at Deveron** did an amazing job supporting Michael while his mom was away!

We know that we have the BEST STAFF EVER, and we want to share it from the rooftops!

Our staff are truly amazing and make dreams come true for the people we support. Whether directly making plans to fulfill a wish in a person centred plan, or quietly working behind the scenes to ensure everything runs smoothly, our staff are dedicated and inspiring!

KNOW SOMEONE AWESOME? YEAH YOU DO! NOMINATE THEM!

We’ll publicly acknowledge them and the great work they do.

Send your shout out to Amanda Bartlett-Hindley at amandab@phsscommunity.com

SIGN UP TO RECEIVE OUR NEWSLETTER VIA EMAIL!

You will be the first to receive each SPEAK OUT newsletter

Sign up at the bottom of our website:

www.PHSScommunity.com

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

amandab@phsscommunity.com

SAVE THE POSTAGE, SAVE THE PLANET

Go paperless!



DONNA'S DONE IT AGAIN!



Mint Smoothies Come to Town!

For the fifth year in a row, Donna Froese, who is supported by PHSS, and her friend Beth Whitney offered Rheo Thompson Mint Smoothies for sale as a fundraiser for PHSS!

Once again, they ***sold out!*** Mint Smoothies are great stocking stuffers, thank you gifts, or just random gifts of kindness—a sweet treat for the lovely people in our lives.

Donna and Beth raised \$645, which they presented to Brian Dunne in early January. The funds will go towards supporting two PHSS initiatives: the Staff Support in Hospital Fund (we receive no additional funding for this compassionate service, which ensures people we support have a staff member to accompany them while they're in hospital); and a contribution towards the purchase of a specialized therapy pool (bells and whistles included) for our Community Place North building. Many thanks to all those who contributed!



INTEGRATIVE PARTNERSHIP

partnership / 'pärtnər,SHip /



“A partnership is an arrangement where parties, known as business partners, agree to cooperate to advance their mutual interests.”

As you know, PHSS and DeafBlind Ontario Services have formed an integrative partnership to jointly advocate for and provide high quality, holistic and robust community supports to individuals who have highly specialized and unique needs across Ontario.

We are excited to share that a new member has joined our partnership: Community Living Chatham-Kent!



Community Living Chatham-Kent is a non-profit charitable organization enriching the lives of people who have diverse abilities by providing quality services, and meaningful and inclusive opportunities. For 65 years, the agency has ensured that all people live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively.

We are not amalgamating our services, but rather identifying opportunities to improve administrative and financial processes to allow us to be more cost-effective and efficient. This partnership has been strategically created to meet the current government's vision. The agencies will be working together to promote the unique needs of persons who require access to integrated services and healthcare across the province.

We are looking forward to growing this partnership, and our combined presence across Ontario, to ensure these populations' needs continue to be recognized and addressed. Thank you for your continued support as we continue to develop this partnership.

MEANINGFUL MOMENTS

In February, **John** dropped off surprise donuts to his friend Bryan and the staff at Cranbrook for “Random Act of Kindness month.”

Rhiannon has been visiting her dad on a weekly basis ever since he moved to a long-term care residence in London last year. Her family is a priority, and she loves to visit him, bringing him his favourite coffee: a double-double.

Dean busted a move at the Annual Christmas Gathering, dancing to DJ Alex’s awesome skills. He loves dancing and parties, so he had a GREAT time at the Christmas party this year!



One of **Janet’s** goals for 2019 was building friendships, and over the last year she has been building a friendship with Tom. They have been spending lots of time together— Tom has come over for lunch, and dinner for Janet’s birthday, and Janet goes to his house every week where they watch scary movies!

Regena joined a new choir in October 2019 and finding it to be a great way to connect with people. They have accepted her as a full member, and they ensure that wherever they perform is accessible.

What did you do for Shrove /Pancake Tuesday?

- **Ryan** went to Byron church for pancake dinner, and had a great time. He ended up sitting with some wonderful ladies, one of whom was the Director of Christian Horizons!
- It’s important to **Amy** to spend time with her friends and work on life skills, so she invited her friend Amber over for a pancake dinner! They both helped to prepare the meal, cooked together, and enjoyed each others’ company.



FRIDAY NIGHT HUB



Did you know that there is an entertainment hub right in the north end, at our Community Place North?

In January, they hosted a New Year’s Party. February’s event featured Rattlesnake Hotel, a local rock band from Hamilton, and they’re planning a trivia night with DJ Alex!

You don’t want to miss live entertainment featuring singers, bands and DJs.



Check out their Facebook: [https:// www.facebook.com/ TheFridayNightHub/](https://www.facebook.com/TheFridayNightHub/) for updates on when they will be resuming their monthly entertainment!



Rhiannon visiting with her dad

TIPS FOR PLANNING A TRIP

Tom, Gord, and Jay recently went to Las Vegas to celebrate Jay's 70th birthday, and it took a ton of planning to make it happen! The Enriching Lives Committee heard of the barriers they had to overcome, and invited them to put together a Lunch & Learn presentation on Tips for Planning a Trip! Here's some lessons they learned:

RESEARCH TRAVEL DESTINATIONS

- What do you want from the trip?
- Research online for possible destinations, activities, and packages
- Consider whether you need a travel agent
- Talk to your support circle for suggestions

SOME ACCESSIBILITY CONSIDERATIONS



Does the airline have an eagle lift? Support staff to assist with transfers?



Hotels often claim they are accessible; be sure to ask about your specific accessibility needs!



Is Paratransit available? Do you need to rent an accessible vehicle? We suggest gathering phone numbers of a few accessible cab companies.



Call ahead for your activities to ensure they have accessible seats/ doors and any other accommodations you may need.



Do you need to book ahead for accessible parking/ is accessible parking available?

MEDICAL EQUIPMENT

- What medical equipment need do you have? Do you have to bring it, or can you rent it?
- Research medical equipment providers, ask hotel for recommendations.
- Most companies will deliver to the hotel upon arrival and pick up upon departure.

TRAVEL INSURANCE

- When travelling out of country, you should always have travel insurance.
- You can apply for insurance online/ over the phone. You will be asked questions about medical status and takes approx. 20 minutes
- For 5 days of coverage, average was between \$25-\$55 (Price varies depending on medical history/ concerns/ age etc.)
- You will be given a policy number and an emergency contact number should you need any medical services

IS A TRAVEL AGENT RIGHT FOR YOU?

A travel agent can:

- Help you narrow down your trip selections
- Find destinations that suit your accessibility needs as well as budget
- Help look into medical equipment, if needed
- Act as a liaison between you and the airlines, hotels, etc.
- Help with your travel insurance needs
- Usually at no cost to you!

We recommend Julie Gilchrist (*The Travel Agent Next Door*)
jgilchrist@thetravelagentnextdoor.com

TRANSPORTATION

PLANE

- Consumers that require a lift will need to ensure the airline has an "Eagle Lift."
- Often airlines will deny electric wheelchairs due to a hazard of chair battery. All newer chairs have gel batteries which are able to travel on flight.
- Chairs will travel for free, but you must give airline the dimensions and weight of the chair.
- Arrive 3 hours prior to your flight. The airline crew will have someone trained to assist the person and staff to board first and exit last.
- The Eagle lift can only set you in an aisle seat and you must manual transfer over (if need be.)

TRAIN

- VIA Rail- Apply to be a preference member- this will allow support staff to travel free.
- Most VIA trains only have 2 accessible seats per car.

CAB/ PARATRANSIT

- Only one consumer can travel in each cab
- If the city you are going to has Paratransit services, apply for a visitors permit.
- Call the destination PT and let them know your dates of application, you can ask for contact information and have London PT send over all relevant consumer information for application. Once approved you will be given a rider number to book your trips

EVENT TICKETS FOR LESS, FOR PHSS!



DISNEY ON ICE presented *Celebrate Memories* at Budweiser Gardens, and we received **\$1729 from this fundraiser!!** Thank you to everyone who purchased tickets for your support, and special thank you to Stacey Lovell, a community member making a difference, for organizing this and other events for us!

Coming up we also have discounted tickets for:

Budweiser Gardens has postponed all upcoming events, but are encouraging people to hang onto their tickets until the event can be rescheduled. We have been informed that tickets purchased will be honoured for the future date.



Check out the link below to see all the upcoming fundraiser events for PHSS!!

<https://groupmatics.events/group/PHSSDOI>

Make a Green Choice!

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

WE'VE GOT A NEW LOOK!

Our name may have changed, but our dedication to the people we support, values and mission remain the same as we continue to provide excellent, high-quality supports and services.

At the Annual General Meeting this year, we unveiled a new brand! The name 'PHSS' will stand for everything we believe in: Participating, Housing, Supports, and Services. The new brand identity and tagline, "Medical & Complex Care in Community" reflects PHSS' commitment to being a leader in community inclusion, and ensuring that everyone, including vulnerable populations of people with disabilities and those who require complex care, has the opportunity to participate in the community and live life to its fullest.

We have continued to evolve over the last 30 years and it was time to update our identity to better reflect our expanding provincial presence. This year was an extremely exciting year because we officially expanded beyond southwestern Ontario, and opened a house in Ottawa supporting three gentlemen.

Thank you to everyone for your support and commitment to the organization and the people we serve! It is because of our amazing staff and supporters that we have been able to evolve throughout the years and expand our services to meet the evolving needs of those we serve.

Connect with us on Facebook, Instagram, and Twitter! [@PHSScommunity](https://www.instagram.com/PHSScommunity)



THE CHANGING HEALTHCARE LANDSCAPE

Ontario Health Teams (OHTs) are being introduced to provide a new way of organizing and delivering care that is more connected to people in their local communities. Under OHTs, health care providers (including hospitals, doctors and home and community care providers) will aim to work as one coordinated team.

It is a time of great change in the healthcare sector, and PHSS has worked diligently to be part of the discussion and ensure that our complex population has a voice at the table. Two teams we are involved in proceeded to the full application stage, and three are currently in development for the next round of applications. During the first set of OHT announcements in November, one of the applications in which we are a full signing partner was identified as one of the first 24 Ontario Health Teams.

There is a lot of work to be accomplished in a short time frame and we commit to keeping you informed throughout the process. If you have any questions about Ontario Health Teams and PHSS' involvement, please contact Brian Dunne at briand@phsscommunity.com.

More information about OHTs is available on the Ministry's website. It is updated on a regular basis with new information, resource documents and copies of webinars to learn more:

<http://health.gov.on.ca/en/pro/programs/connectedcare/oh/>

WHAT DO THE OHTs MEAN FOR MY FAMILY?



Join us and Family Directed Alternative Support Services for a short presentation and Q&A session with special guest speaker, Donna Ladouceur!

Where: Community Place West/ Riverside United Church

When: ~~Tuesday, April 28~~
7:00-9:00 PM

TO BE RESCHEDULED AT A LATER DATE

**FREE
to attend!**

About Donna Ladouceur:

Donna has a background in nursing, and was the VP of Home and Community Care at the South West CCAC (which transitioned into the South West LHIN.) For six months she was also the Interim CEO at the SW LHIN. Her parents lived with her for 10 years, so Donna understands the caregiver perspective and trying to navigate the complex health care system.

She retired in November of 2019 and now sits on the PHSS Board of Directors, as well as St Joseph's Healthcare and does clinical consultations for healthcare organizations. She is passionate about listening to individuals and families as they can often provide solutions to problems, and believes that together we must find a way to simplify this complex world of care in the community.

For more information or to RSVP, contact:

Dave Wighton, Community Development Coordinator
davidw@phsscommunity.com
519-615-0313



Laudable Londoners

Mark Your Calendar!



21st Annual Salute to Laudable Londoners

When: ~~April 21, 2020~~

POSTPONED—Date TBD

Where: London Hunt & Country Club

1431 Oxford St. W., London, ON N6H 1W1

Join us for a lovely, relaxed evening as we honour Graham Porter and Marlene McGrath for their many contributions to the London community! Registration and information about the honourees is available on our website.



20th Annual Bowl-a-thon

When: ~~June 7, 2020~~

POSTPONED—Date TBD

Where: Fleetway

720 Proudfoot Lane, London, ON N6H 5G5

BOWLING... PIZZA... and PRIZES!

SAVE THE DATE for the 20th Anniversary of the Bowl-a-thon!



Annual General Meeting

When: August 13, 2020

Where: Fanshawe Conservation Area

1424 Clarke Rd, London, ON N5V 5B9

Save the Date for our Annual General Meeting/BBQ in the park! You're welcome to join us for a social, laid back afternoon by the lake!



19th Annual Leo Kirwin Memorial Golf Tournament

When: August 21, 2020

Where: East Park

1275 Hamilton Rd., London, ON N5W 1B1

Maybe the clubs are away for the winter now, but we want you to save the date for 2020! Join us on Friday, August 21 for a great day on the course.

For more information about PHSS and Foundation events, please visit our website:
www.PHSScommunity.com or contact Amanda Bartlett-Hindley at
amandab@phsscommunity.com

Let's Get Social!

Get the latest updates and information on our social media!!



BEAT THE BOREDOM !

Unfortunately, it looks like we may be stuck at home for awhile. While that may seem like bad news at first, this is a great chance to tackle all those nagging tasks, try out a new hobby or skill, catch up on some great books (or audiobooks) you've been eyeing, and to get a "jump start" on some 2020 personal improvement goals! Check out this list, of ideas, drafted by a Western University student for the Health and Wellness Committee!



MENTAL/ SPIRITUAL WELLNESS & *PERSONAL IMPROVEMENT*

- **Begin a meditation practice** – There are lots of online resources to help you with beginning this journey!
- **Brainstorm life goals** – whether it's your dreams for the summer or five years down the road, it's fun to "plan," "dream" and get excited about incredible future possibilities.
- **Try journaling** – this is not an exact science, nor does it have to be long, descriptive and insightful sentences! Journaling is about creative self expression, which can be in the form of doodles, bullet points, poems, sentences – the sky is the limit.
- **Daily gratitude** – taking time to feel grateful each day is so important in times of distress and uncertainty. Not only is it grounding, but sharing what you are grateful for with others can increase feelings of harmony and connectedness.

PHYSICAL HEALTH, *FITNESS & NUTRITION*

- **Begin an at-home fitness routine** – There are so many online videos and "workout" guides that don't require machinery or weights. Best of all, you can do them on your own, or in groups (with social distancing in mind).
Go for a walk – For many, getting outside (while maintaining social distance) is key to "recharging" your emotional batteries and feeling grounded. A peaceful neighborhood walk or run is a great way to take charge of your mental and physical wellbeing.
- **Try a new healthy recipe** – Pinterest (and many other recipe blogs) are full of fun and creative recipes! This is a great time to explore how the "art" of cooking can release the stress of isolation. Plus, learning new recipes with your quarantine-partner is a great way to connect.

ENVIRONMENTAL WELLNESS & *ORGANIZATION*

- **Clean out and/ or organize** – put together things you would like to donate – giving back is a great way to boost your mood! Toss old pantry items and cooking supplies and make a list of what you need for spring.
- **Go green** – weed and tidy the garden in preparation for spring (bonus: the fresh air will feel fantastic!)

SOCIAL/ MENTAL WELLNESS, *HOBBIES & SELF-CARE*

- **Download an audiobook or e-book** – something new that strikes your interest, or something you've been meaning to read.
- **Go through old photos** – clear photos off your phone or computer! Looking through memories can be so fun, plus, you could create a digital photobook of your favourite adventures!
- **Have an at-home spa day** – pamper yourself with DIY face masks, a bath, and a mani-pedi! (this is not just for the ladies!)
- **Get creative** – Arts and crafts, colouring, painting, knitting, photography, scrapbooking – whatever brings you joy!
- **FaceTime party** – grab your favourite beverage, snuggle up on the couch and enjoy a face-to-face (video-chat) conversation with a friend or loved one. Social distancing does not mean disconnection!

We hope that you are safe and healthy during this COVID-19 pandemic, and following the recommendations set out by our public health leaders. We are committed to you, our supporters, and are providing the most up to date information on our website:

www.PHSScommunity.com

HOLIDAY HIGHLIGHTS



This year's Door Decorating Contest Winner!



20+ gingerbread house contestants, only 1 winner—congratulations to Project Hope!



This year's Ugly Sweater Contest Winner!



Participating in a Christmas Market with our new partner, Riverside Community Church!

CONGRATULATIONS ON YOUR STAFF ANNIVERSARIES!

30 YEARS

Laura Smith
Marianne Forget

25 YEARS

Bliss Kealey
Cherese Gomes
Elaine Baker
Ian Marchell
Sharon Carter

20 YEARS

Bahrja Salihovic
Chris Hicks
Gerald Parnall
Irene Blais
Jennifer Jaffray
Krystal Miller

15 YEARS

Colleen Moyer
Lixia Yang
Phaedra Panazzola
Sinan Haxha
Tanya Schuyler

10 YEARS

Becky Johnson
Jeanette Fletcher
Jon Richmond
Ken Sedore
Leslie Giesbrecht
Lisa Silva
Nicole Bartlett
Nicole Moyer
Rixon Gultom
Robert Pinkerton
Ryan Haegens
Stefanie Schisler

5 YEARS

Alyssa Sestric
Amanda Ninham
Bimej Puduserry
Caitlin Miller-Hay
Calvin Rivett
Cory Hamilton
Danielle Procure
David Ragobar
Dhanya Thomas
Donnie Antony
Jacalyn Harkness
Kate Johnston-Howard
Katie Blackwell
Kristin Steele
Lauran Duncan
Lillian Mukami
Linda Antony
Melyssa Connick
Merlin Joseph

5 YEARS (cont'd)

Mohamed Mohamed
Nicolle Furanna
Rahul Narayanankutty
Samantha Huckle
Shelby Isbister

RETIRED

Anna Maria Jubenville
Barb Tucker



A Message to our Supporters

As you know, these are uncertain and challenging times, and we sincerely hope that you are safe and healthy, and continue to follow the recommendations set out by our public health and government leaders.

“Do not let us speak of darker days; let us speak rather of sterner days. These are not dark days: these are great days – the greatest days our country has ever lived.” – Winston Churchill

We are inspired by Winston Churchill’s words, who brought his people and country together in a time of crisis. Instead of focusing on the negative reality of the situation, he chose to focus on the strength of people banding together during times of need and supporting one another; this is exactly what our community is doing now, and we cannot thank you enough.

We are grateful to have:

- **Phenomenal frontline staff members**, who continue to make arrangements with their families so they can focus on the health and wellbeing of the people we support
- **Flexible administrative staff**, who adapt to the changing needs of the organization and ensure that our staff and leadership are supported
- **Strong leadership**, who manage and communicate the constant updates and changes with COVID-19, and ensure the safety of our staff and people supported
- **Supportive families**, who appreciate the precautions we are taking to protect their loved one’s safety
- **Dedicated donors**, many of whom strongly believe in our mission and want to see us continue to enrich the lives of the people we support

We cannot thank you enough.

At times like these, we realize the true impact that donor support has to bring people together. Your gift ensures that the people we support will have access to participate in community activities, and the ability to bring people together once the crisis subsides. Together, we will get through this.

Thank you for everything you do for us, the people we support, and the community. We wish you health and happiness! Please continue to follow our website and Facebook page for up-to-date information.

Would you consider an online donation to show your 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.PHSScommunity.com and click on “Donate”

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

Donations may also be made via cheque payable to:

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

Donors of Distinction

PHSS would like to extend a special **Thank You** to the following for their generous support in 2019:

ANDORR INC.

*Anonymous
The Mitchell & Katherine Baran Family
Foundation*

Chris Bentley and Wendy Harris-Bentley

HEEMAN'S GARDEN CENTRE

LERNERS LLP

*Stacey Lovell (for organizing Budweiser Garden events as fundraisers for PHSS)
William and Jean Mahoney*

MCKAY CROSS FOUNDATION

Cecil and Linda Rorabeck

Liz Ryder

SOREAL Group

Andrew and Helen Spriet

Gary and Phyllis Thompson

Elizabeth Wasko

Willoughby Family Foundation (a fund under the London Community Foundation)

Thank you to all our 2019 financial donors! Your support makes all the difference!

- | | | |
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PHSS 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 PHSS. 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@phsscommunity.com

Carmell Tait

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

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Suite 101, 620 Colborne Street
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Phone: 519-660-6635

Fax: 519-660-1654

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