



A Caring Way

VOLUME 13, ISSUE 3

SUMMER 2015

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THANK YOU for being awesome!



It was a beautiful day on June 15 — the perfect day to celebrate all the staff at Participation House! The office was abuzz at 10:00 a.m., when staff started coming in to pick up their appreciation gift—a t-shirt (left), a bean bag cell phone holder, or a Participation House mug—eat some cake, have a nice BBQ lunch, and share a few laughs. Thank you to all staff: you are more than just caring, engaging, creative, and dedicated—you are

AWESOME!



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

I would like to send a shout-out to my team in Finance (**Doug Atkinson, Margaret Murray, Rose Elsie, and Lu Valerio**) for all their help, support, and PATIENCE through year end and all the work that follows. They are AWESOME!



I'd like to recognize the **Belgrave team!**
 They do an amazing job with the ladies and the house! Everyone works well together as a team and I am grateful for each and everyone of them!



I'd like to recognize **Wendy McBride** and **Kathleen Abley** for their hard work moving the Possibilities in Paint co-op forward. They consistently go above and beyond in their roles, and have had their hands in everything for recreation and leisure, families, connections and have found a job for Dean at Hunterwoods. Thank you for all your hard work ladies!



Shout Out to **Margaret Murray**, for her kind-hearted nature and for always being welcoming and friendly to the wide variety of people who come into her office.



A HUGE thank you to **Cory Hamilton, George Scaria, Jackie Minten, and Jeannette Fletcher** for supporting/assisting our Project Hope participants in fulfilling their goals and dreams! Great job!!



Great big thanks to **Liz Koning** and **Marlene Koning** (Mom and Aunt of the artist, Jordan) and **Debbie Boaz** (Mom of the artist, Trent) for helping to assemble gift card sets. These gift boxes of 8 cards contain prints of original art work by participants in our collaborative art classes and are sold at various locations in the community!



Wickerson would love to give a shout out to **Dave Wighton** for always thinking of others and helping out whenever he can! Dave came to our rescue to help fill an outstanding PO# we hadn't had time to do ourselves. Went out and purchased, got a deal, hand delivered and also got a donation for golf tournament all at the same time!!! Amazing!

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!

Civic Community Garden



Friends of the London Civic Garden Complex generously grew and donated hundreds of plants and flowers to help us create beautiful gardens. They are a fantastic community partner because they not only donated plants to us, they also donate plants to many other non-profits in the community. Let's give them a great big THANK YOU!

A Donor of Distinction



LONDON
COMMUNITY
FOUNDATION

Participation House would like to extend a special **Thank You** to the ***Richard and Beryl Ivey Fund***, a fund within London Community Foundation, for their continued support.

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



Celebrating a Milestone!



Congratulations to Bill and Margaret Holmes on celebrating their DIAMOND wedding anniversary! They both support Participation House in many ways. Being together for 60 years of marriage, they are a wonderful example of love and devotion. As part of their celebrations, Bill and



Margaret received a blessing from their church, along with two other couples who are also celebrating their 60th wedding anniversaries.

Congratulations!



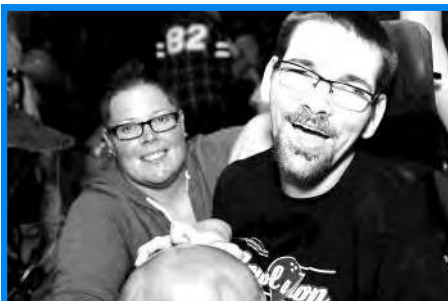
Participation House

FOUNDATION - LONDON



The 15th Annual Participation House Bowl-A-Thon raised more than \$27,000!

2015—The perfect year to celebrate the **15th Annual Bowl-A-Thon!** More than 300 people came to Fleetway on June 7, a summery Sunday afternoon, to support Participation House.



The Bowl-A-Thon Committee, on behalf of the people who call Participation House home, would like to thank every single person involved in the Bowl-A-Thon: sponsoring, pledging, 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 Mike Hussein

President, Willow Bridge Homes



After working with Participation House on the fourplex on Southdale, Mike Hussein, President of Willow Bridge Homes, is again working with Participation House on the newest addition, located on Adelaide St. North.

Can you tell us a bit about your background?

Willow Bridge Homes began twenty years ago doing home repairs, maintenance and renovation. When I became a licensed builder in 2000, I focused my talents and energy towards developing and building fine quality family homes.



I take pride in each and every home I build, and emphasize quality of service, design and workmanship. Every house I build meets the highest standards and specifications required by the construction industry, and I am open to incorporating special designs or unique features. My main focus is making clients happy by building homes that they can live in comfortably for a long time.

How did you initially get involved with Participation House?

I wanted the work I do to be part of a caring community. I had some property available for development and was introduced to Brian Dunne, the Executive Director of Participation House Support Services. We talked about what Participation House does, and I started to think that building with them would start a great partnership. We built the fourplex on Southdale, and I have made real connections in the PH community. I feel like part of the PH

family, and believe that family and friends are extremely important. We look out for one another, and I strongly believe that this will be an ongoing relationship.

What interests you about the non-profit sector?

The non-profit sector is interesting because non-profit organizations are focused on the people they support, and everything they do is for the people they serve. Participation House is a great organization that I am proud to work with. I wanted to be part of the community and be a part of the great work that they do. I believe when you work with

good people, it is not “work”, it is an honour.

What inspires you to continue working with us?

I believe in the support Participation House provides – Participation House and I share a desire to give back to our community, to provide the best, and to create quality in the work we do. It is a pleasure to work with an organization and with people who I respect and trust. I am very pleased to be a partner and developer of the new centre on Adelaide St. N. and look forward to future partnerships with Participation House.



Restaurant Connoisseurs

Wendy, Christine and Ruthanne have been going out and exploring community restaurants and rating how well they are accepted and accommodated. A few things they have rated are how accessible the entrance is when using a wheel chair, how well they accommodate a special diet of pureed food and their overall service. Each person rates each restaurant and provides their individual scores out of 10, and an average of their scores is provided as the rating. The ladies decided to tour the city and see how accommodating other restaurants are because they often limited themselves to East Side Mario's on Wellington as they had great service, could count on them to accommodate their needs, and always had a "10/10" experience.

May/2014 Montana's on Wellington

Decided to step out of our comfort and try something new. Ruth Anne really likes ribs and wanted to find a place that would puree them. The entrance was difficult to get into. Staff were very accommodating, and the atmosphere was nice. The server and the manager were very friendly, and the manager came to the table twice to see how our meal was. Food was fantastic. Pureed food had excellent texture and was served hot. **Rating 7.5/10**



June/2014 Milestone's on Wonderland/Southdale



We went out of neighborhood to try Milestone's as we have heard the food is excellent. The doors are very big but only one of the push buttons were working. Staff at the restaurant were very accommodating and held the doors open for us. Nice atmosphere. The server and the manager were very friendly and accommodating. Manager came to the table twice and the food was fantastic. Pureed to an excellent texture and served hot. **Rating 9.5/10**

August/2014 Family Circle on Wellington

We decided to try some good old home style cooking and were pleasantly surprised. Great wait staff. Very accommodating, great coffee, lots of food, and fluffy pancakes. There was a door opener on one door only, but staff came to the door and held it open when leaving and entering. Limited accessible seating (although still enough) food was real good and delicious, served very hot. The meals we chose this time did not need pureeing. **Rating 9.5/10**

November/2014 Moxie's on Wellington

****In 2015, Moxie's will be replaced by Chop Steakhouse**

We found the restaurant to have a very classy atmosphere. Front door opener didn't work, but the staff came and helped us in and explained it was being repaired. Meals fabulous, well pureed, lots of checking back with is to see if okay, open to suggestions, food was hot! Everyone very much enjoyed the experience. Offered free dessert! Experience was wonderful, lots of room to move around. **Rating 9/10**

December/2014 Swiss Chalet Pond Mills

We all love chicken and wanted to check out Swiss Chalet. Our experience was a little challenging. The automatic door didn't work, and staff was not accommodating to help us in. Regarding our special dietary needs, the staff indicated they were unable to puree in the kitchen with our processor and they didn't have their own to use. We were given our food and asked to puree it at the side of the restaurant in an area where a cash machine was. The wait staff were somewhat accommodating. Good value. The ladies were offered chocolates, which were not



included with their regular meals. When we shared our thoughts about pureeing the food within the restaurant, the wait staff listened attentively and offered ideas to help. **Rating 6/10**

January/2015 Archie's in Pond Mills

Everyone loves fish and chips! Archie's restaurant slightly small and has only two areas where you can place wheelchairs. There were tight turns in restaurant which made it difficult to maneuver. What the restaurants lacks in physical accessibility, it certainly made up with kind and accommodating service. When asked if we could puree food, initial response unfortunately no as they did not have a blender. When we offered ours, they were more than accommodating and pureed the food very well, in their kitchen. Food was a little cool, but the taste and quantity were very good. **Rating 8/10**





June/2015 Red Lobster Wellington



We really enjoyed Ruth Anne's birthday here. The entrance to the restaurant has push button for the front doors (this is a recent addition). The server was very accommodating and listened carefully to each person when they placed their orders. Pureed meals were done to perfection and served hot. The manager stopped by twice to ensure all was okay. They have a blender on site so we did not need our own. **Rating 10/10**



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!



Looking Fabulous, Kellie!

Kellie was in need of a new hairstylist. She lives in the Wortley Village area and wanted to access a hairstylist in her community. Wright Hair & Co. located at 124 Ridout St. was close to her house but, unfortunately, was not accessible. We contacted the owner after a few visits and let them know of a program here in London called Stop Gap London that builds removable ramps for businesses for free! They had a new ramp within a month and Kellie was able to have her hair and nails done! Chris and Ashley have been fabulous with Kellie and have welcomed her with open arms to their salon. She has really enjoyed going and making new friends!





POWER TO THE PEOPLE!

We have started writing the book for rights. We have ten rights and we are working on four of them at this time. The group is looking for a good name for the book.

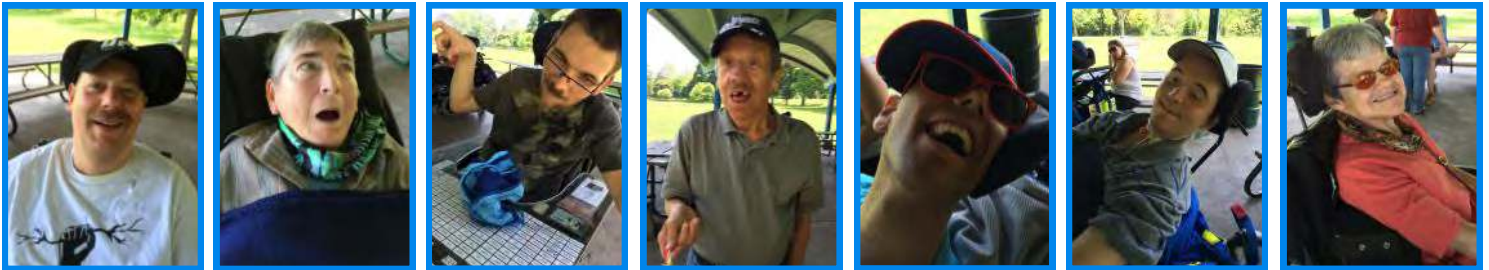


Tom and Damon, two of our members, have joined the team that is teaching abuse prevention. Everyone in the agency is welcome to come and learn how to keep themselves safe.

We are hoping to have an OTN network set up in October so we can join the next video conference with the advocacy group from Bethesda Services. Also in October we will be having a person with a service dog coming to tell her story at our meeting.

Once again the annual Power to the People BBQ was a success, we had 18 people come out and enjoy burgers, hot dogs, salads and a really good cake. We will do it again next summer.

Meetings are held at the CNIB auditorium on the first Thursday of every month. We have a couple meetings left this year: Thursday, October 1, and Thursday, November 5. We don't have one in December because we are invited to too many parties!



Amy's Adventure to Bird Kingdom

It was a beautiful spring day when Amy ventured off to meet up with a friend whom she has known for a while. Amy met up with Krista in Woodstock and a smile appeared instantaneously when she saw her friend. Amy got out of the van and gave her a huge hug! It was a huge surprise when Amy was willing to go into the back of the van with Krista so they could ride together! The drive went well with the two of them giggling and taking selfies together.

Bird Kingdom is a fair drive, located in Niagara Falls. They decided to stop for lunch at the Rain Forest Cafe where they walked around admiring all the wonderful sights until the food arrived. With the thunder booming and the lightening flashing, Amy did extremely well with the bustling crowd.

We continued on after lunch to the Bird Kingdom which was a short jaunt from the Rain Forest Cafe. It would have been a 20-30 minute walk, so we drove to the Bird Kingdom. Amy walked the entire kingdom and smiled continuously with her friend. The walk lasted about 45 minutes which she insisted on walking. This did surprise me, but what a great accomplishment!

The return trip home Amy sat in the front seat but would look back at her friend and smile. Amy gave her friend another hug when they parted and I knew that Amy had had a wonderful day out with her friend Krista!

“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 – London & Area*

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

Most of those 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. (Donations can also be made online at www.participationhouse.com.)



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



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



I direct my donation to the **Tanys Quesnel Fund** (supporting advocacy & independent living)

** Note: The Board of Directors has restricted these three 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 – London and Area as outlined by the fund terms of reference.*

Participation House Now Receiving Online Donations

It is now possible to make a donation to the Participation House Foundation on the web.

Simply visit our website at **www.participationhouse.com** and click on “Donate Now through CanadaHelps.org.”

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.

OR we 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: () _____

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 – London and area, 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. Please allow 15 business days to update our records accordingly.

Barb's New Job



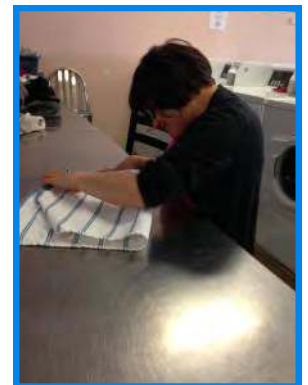
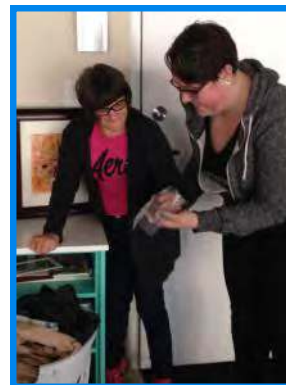
Friday's can't come soon enough for Barb since she began her new job as a laundress for the Participation House Dundas day support program. Every Friday with so much excitement Barb travels to the day supports program on Dundas Street to pick up their laundry and take it to the laundry mat to be washed, dried and folded. She has always loved to help with laundry in her own home; she receives a strong sense of pride to be able to do this part of her everyday living independently and not need to rely on her support staff. She is thrilled to now be able to help someone else out doing something she enjoys and is great at, all while earning a little extra spending money.

When arriving at the laundry mat, Barb puts the dirty laundry in and inserts the change into the machine independently. She usually orders a drink as the laundry mat has concession service and reads a magazine until it is able to be switched over and dried/folded. She uses her communication book to let staff know when she is ready to "WASH" "DRY" and as she waits in anticipation for her favourite part: "FOLD". Barb has met many people while doing her job, many that go the same time as her each week to do their own laundry. They always talk with Barb and have come over multiple times, initiating themselves and help Barb fold and chat together while doing so.



People can all see how happy Barb is to be doing laundry and think it's great that someone can be so excited to something that others see as such a daunting task! Her disposition rubs off on all those around her and you can't help but to enjoy doing your laundry a little more. Barb is so proud of herself when she returns to the day supports program to bring back her finished work. She greets everyone with a smile and is very grateful when they pay her for her hard work.

Barb uses her earnings to pamper herself a bit with manicures, pedicures, haircuts at the salon and buying things like new purses and jewelry. I believe Barb understands that she has worked hard and earned this money and she loves to be able to go spend it on herself in whatever way she chooses. This is a job that could not be more fitting for someone so deserving. Barb is looking in the near future to expand her laundry business to provide service to hair salons or other houses or programs that need a little extra help!



Comic Store Open House



On June 4th, 2015, Stephen held a grand opening and welcomed the first visitors to his new store,

SD Comic & Video!!

Stephen is selling a little bit of everything — VHS, DVD, Blu-ray movies, comic books, action figures, and cool memorabilia!

Swing by his store on Hartson Close to browse through all the cool wares for sale—you might find something you've always wanted!

Open every Thursday from 1:00 PM-3:00 PM



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



Enjoying the Sun at Sunfest 2015



On Thursday, July 16 and Friday, July 17, the individuals supported at the Day Respite went to Sunfest downtown at Victoria Park!

They enjoyed the music, the people, the samples, and buying things! The sun was hot & everyone had a great time!



Sunfest is a non-profit community arts group dedicated to promoting cross-cultural awareness and understanding of the arts across a range of disciplines, such as music, dance and the visual arts.

Gone Fishin' with Ken



It has long been Ken's dream to plan and create a fishing group for anyone to come out and enjoy some summer-time fishing alongside him. With the help of Project Hope staff, we were able to facilitate and make it a reality for him. We did not expect to receive the amount of interest as we had thought, so we split into 2 groups to ensure everyone who wanted to attend got a chance to be a part of it. We have fished many places throughout London such as Harris Park, Greenway Park and Fanshawe Conservation Area. The weather was perfect, the water was calm, and the fish were bitin'. What better way to spend an afternoon than to spend it outside with a fishing pole in your hand and a bunch of fellow anglers all looking to catch a big one.



The Happiest 5K on the Planet

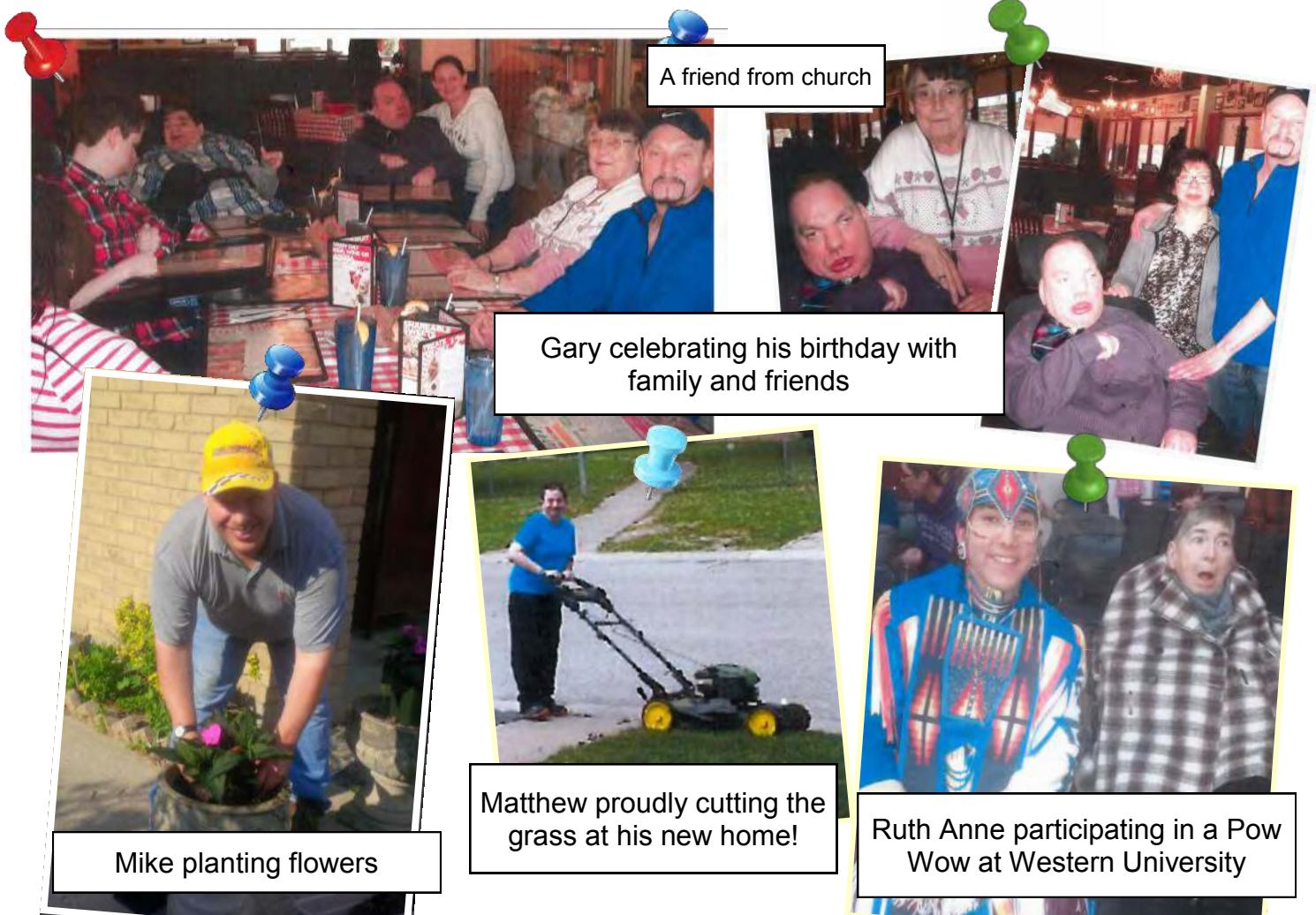


Everyone had smiles on their faces as they participated in The Color Run™ Shine Tour 2015 at the Western Fair District on June 13!

All about having the time of your life, The Color Run is a five-kilometer, un-timed race in which thousands of participants are doused from head to toe in different colors at each kilometer. Each participant dresses in white for the race, and finishes with all sorts of vivid colour combinations!



Notes from the Meaningful Moments Board



A friend from church

Gary celebrating his birthday with family and friends

Mike planting flowers

Matthew proudly cutting the grass at his new home!

Ruth Anne participating in a Pow Wow at Western University

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



Participation House Family Social



Tuesday Oct 6th
 1:00-3:00 p.m.
 Unitarian Fellowship Hall
 557 Clarke Rd.

Come out to the family social on October 6th to meet Amanda Bartlett, our new Community Development/Administrative Assistant! She will be there to share information on the Foundation as well as the new build on Adelaide St. North, with refreshments to follow.

Please contact David Wighton at 519-615-0313 or davidw@participionhouse.com if you would like to attend. Transportation can be arranged if required.

Diversity



“We’re in this together”

The Diversity Team recently sent out a survey to gather feedback on diversity in the workplace. Here are some of the results, based on 30 respondents.

Is your workplace diverse? **90%** said YES!

In your workplace, are your experiences with diversity positive? **97%** said YES!

To your knowledge, what are the positive experiences to diversity in the work place?

40% said learning about different cultures/beliefs/ disabilities from coworkers and

Variety of ages, ethnicities, cultures, sexuality

One person sings to consumers in her language

Different ways to approach things, free will

23% said potluck, with variety of food/ music/ pictures

10% had no answer

Cultural awareness: Are cultural differences and similarities valued in your workplace?

80% said yes

Potluck, newsletter (quizzes), diversity committee (emphasizes sharing knowledge and experiences from different cultural backgrounds)

General positive vibe when it comes to differences

Consumers are exposed to different cultural activities/festivals

13% said ‘starting to be’

7% had no response

What areas pertaining to diversity, (those things that make us different and unique) need improvement?

50% said language barriers

33% did not respond

17% respondents said it is up to the individual, not the agency

Family and Support Dynamics: As a support worker, how can you strengthen diversity for the families and people you support?

Educate staff/consumers/family members on diversity

Exposure (i.e. Introduce consumers to different cultural activities)+/- provide opportunities for the community to come together with the agency (i.e. open house)

Encourage and support consumer’s uniqueness (heritage) by planning activities around it (ie. Invite family to dinner providing foods from their cultural background)

Encourage staff to go outside of their comfort zone while working (ie. Community activity)

All staff needs to be self-aware

10% said have potlucks

37% did not understand or gave no answer

For more information about the committee, survey, or its responses, please contact the Diversity Committee at diversity@participationhouse.com

Participation House

SUPPORT SERVICES

London and Area

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.

.....

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...



Join us next year as we
**Celebrate,
Remember,
and Fight Back!**



Thank you to all who contributed towards our Relay for Life team!

Participation Cure 4 Sure participated in Relay for Life 2015 on June 6, at the TD Waterhouse Stadium at Western University.

Our team raised more than \$600 to help lead the fight against cancer!

Make a **Green** Choice!

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

Healthy Recipe Corner

Banana Berry Smoothie

One serving

- 1 small banana
- ¼ cup raspberries
- ¼ cup fresh blueberries
- ½ cup plain fat free yogurt
- 1 cup fat free skim milk
- 1/8 vanilla extract, or to taste
- 1 piece mint leaves, for garnish

Break banana into pieces and place in blender with most berries, except 2 or 3 berries for garnish. Add yogurt, milk and vanilla.

Blend together until smooth, about 15 to 20 seconds.
Pour into a large glass and garnish with reserved berries and mint.





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.

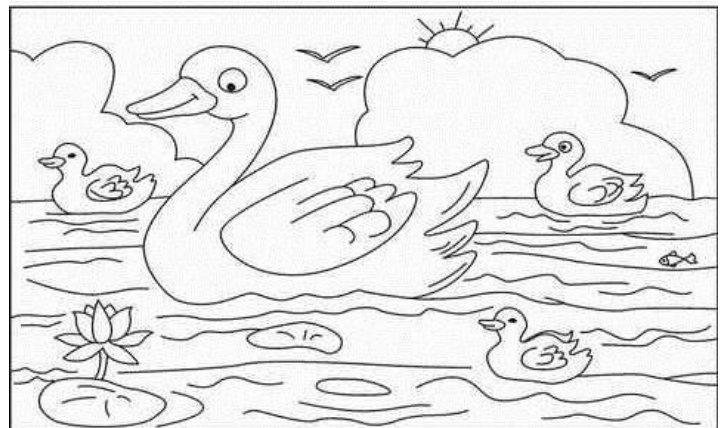
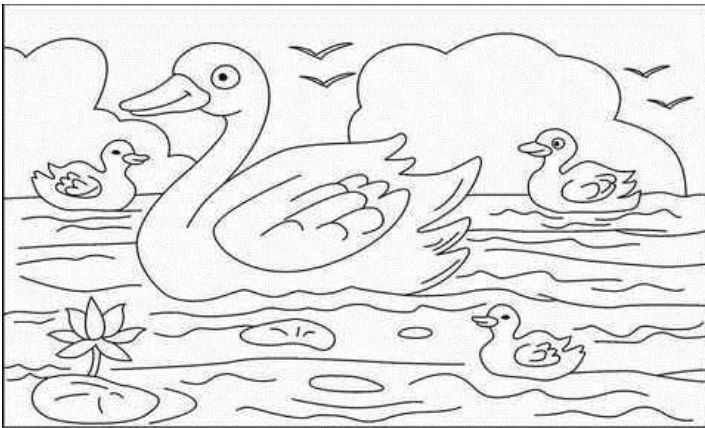
Key Contacts:

Brian Dunne
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(519) 660-6635 ext. 227
briand@participationhouse.com

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



A Bit of Fun from the Diversity Team!



Can YOU spot the 10 differences?

Answers: (1) small duck on the left is pointing the opposite way (2) big duck is looking down (3) sun appeared in the water (4) fourth bird is missing (5) a fish appeared in the water (6) a lily pad is missing (7) big duck is missing a feather (8) small duck on the right's beak is open (9) small duck in front is missing a feather (10) flower is missing petals



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