



## Creating Community

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WINTER 2017

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## Greetings from the Chief Executive Officer



Dear friends, warmest wishes for a happy new year!

This past year has been very active, with many celebrations, successes, and growth.

In the spring of 2016, we celebrated the official opening of the new Community Place, our new Day Supports centre in North London. Since then, the Project Hope program has moved from its former downtown location and settled into its new home at the Community Place. We look forward to strengthening partnerships with other community

organizations and businesses, and envision using this building in a variety of ways to address needs in our community.

The Board of Directors also began work on a new strategic plan, incorporating feedback gathered through Participatory Action Research. Through the planning process, the Board confirmed our mission, vision, and strategic direction, and identified four areas of focus, for which the Board is developing an action plan to carry out over the next few years.

In addition to new locations in the London area, we have officially expanded beyond London into Huron, Perth, Oxford, and Elgin counties, and have our first location in Grey Bruce, which will offer residential supports for adults considered medically fragile. We continue to strengthen connections with

community partners, including our local hospitals, the university, and community college.

We extend our appreciation to every person and organization that supports Participation House Support Services. We would like to thank the Ministry of Community and Social Services, the South West LHIN, the Ministry of Children and Youth Services, our community partners, and all our donors for their ongoing support.

As we move into a new year, we look forward to all the opportunities this year will bring. We are challenged to embark on the new and need courage to depart from what has not served us well and need inspiration to forge new paths with each other. My wish is that together, we will continue to build strong vibrant communities, embracing the values, responsibilities, and possibilities contained in our mission.

**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

“A shout out to the **Hill Street team** in coming together with such short notice to cover shifts for another staff member in need! Great teamwork!”

“Shout out to the **staff at Creston** for working with another house to find transportation for David from his mom’s house! They thought outside the box to borrow Eden’s van and sent their second staff to pick him up. It was greatly appreciated!!!”

“**Heather Brandon at Wickerson** deserves a shout out for keeping us all connected to our community! On behalf of the Community Engagement PAR team, Heather researches and creates the monthly Community Calendars and has given all of us a quick and efficient snapshot of what is happening in our area!  
Keep up the great work, we love all the information!”

“Shout out to **Bliss and Angela at Project Hope** for getting training done so quickly. They got people scheduled and trained (sometimes within a week), so that we could hire the people we needed, which made everyone’s lives so much easier. Amazing job!!”

“Shout out to **Tracey Carvell** for going the extra mile to help out families.”

“Shout out to **Ryan Haegens** for encouraging people to go out and enjoy their community!”

“Thank you so much to **Vicki Burningham** who has retired from her job at PH after many years of helping us manage our gas receipts! We appreciated your help and your smiling face!”

“Shout out to **Corrie Fitt** for making all the delicious goodies for the Eric Ethridge Christmas event. There were close to 100 people that attended and Corrie made enough for all! Thanks so much Corrie!”

“Shout out to the **Project Hope staff** that also made the community building look beautiful for The Eric Ethridge Event and a special shout out to **Cory Hamilton** for helping with traffic. So grateful that you stepped up to the plate and ensured that traffic ran smoothly.”

“Shout out to **Alex McLeod** for inviting people to dance and have fun at the New Year’s Eve party! You truly made a difference for those you support.”

“I’d like to recognize **Mike H. at Hill Street** and **Zach B. at Hunterwoods** for helping us move 130 boxes from the basement here at the office to the storage room at Robinson.  
They worked their butts off, and we really appreciate it!”

“Shout out to **Caitlin at Wistow!** Christine is paired with a volunteer through the Best Buddy program and found out that we can start our own chapter!”

## My Dog Honey—Written by Ellen Bjerkek



My dog Honey likes to keep me company. I have been teaching him to sit. Honey is a beautiful poodle with long golden hair. Whenever I throw one of his toys, he loves to catch it. Before I moved out on my own, my family always had a dog. I have my dog Honey since November. My dog Honey loves to give kisses. My dog Honey loves to eat his dinner. My dog Honey is so loveable.

## Come One, Come All!!



The Dundas day program had their second annual Christmas Open House. This open house is a way for families, staff, students and volunteers to connect and enjoy the holidays together. Everyone at the program pitched in to make snacks and decorations to make our space look festive.



This year we had a turnout of about 30 people including staff, students and volunteers. People dropped in throughout the afternoon and enjoyed all kinds of treats: Rice Krispies squares, peanut butter chocolate balls, puppy chow (which is a delicious mixture of Chex cereal, peanut butter, chocolate and confectionary sugar) and washed that all down with some Grinch punch.

This open house was a smashing success both years! The families really seem to enjoy it, and it's just plain FUN! The open house is something that everyone looks forward to and it has become an annual tradition that we will definitely continue at this program.

## Send an E-Card & Let Them Know You Care!



London Health Sciences Centre has a free e-card service! Do you know someone who is in the hospital, and want to brighten their day?

**Send an e-card to let them know you're thinking about them!**



Choose the card design, submit your message, and Volunteer Services will print your E-card and deliver it to the person's bedside.



Here is the link to the LHSC e-card service: [https://apps.lhsc.on.ca/ecard\\_pat/](https://apps.lhsc.on.ca/ecard_pat/)

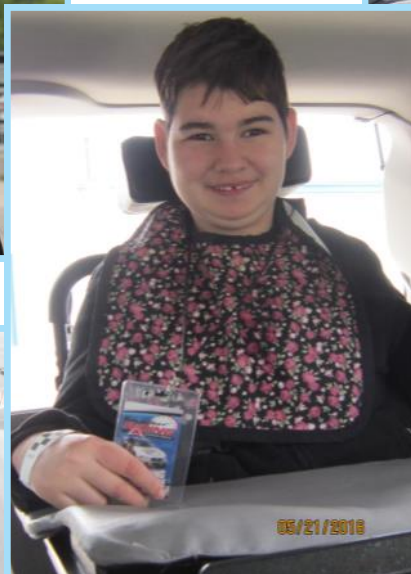
## Need for Speed—Written by Rhonda Cowderoy

On May 21, 2016, the day was overcast and many phone calls were made to see if the dream was going to come true. We were given the green light and so Katelynn Cowderoy was off to Delaware Speedway to enjoy the Rusty Wallace Racing Ride-Along experience. Waiting was the hardest part for Katelynn (ok, she didn't like the heavy helmet either!)

The Rusty Wallace Racing team was great from start to finish. They allowed us to park on the in-field where Katelynn could watch other folks as they raced around the track. They helped to carefully pick her up from her wheelchair and lift her into the race car through the window (since there are no doors on race cars!) They made sure she was seated comfortably and all belts and harnesses were double checked. Finally, it was race time. Start your engines!

As a mother, there is a fine line between wanting to keep your children safe (no matter how old they are) and wanting them to have fun. I had confidence that Kenny Strong, the professional race car driver, would give her the full experience while keeping her safe, and he did. I wish I could have seen her face as they raced five laps around the track (overtaking many other race cars as they went.) Katelynn was very tired when it was over, but the final photo that I took said it all. She had the biggest pout when it was time to leave.

With the staff at Participation House, it is never a question of “can we...?” but rather “How can we...?” A lot of credit goes to Donnie Antony who set the wheels in motion and made all of the arrangements, and to Jessica Lucas, Courtney Patrick, and Sam Huckle who were there on the day to help and to watch Katelynn enjoy her amazing experience. A great big thank you to everyone for making this dream happen!





## Power to the People Updates

This past year has been extremely busy. We had our annual picnic; Rob came in and taught First Aid and Fire Safety; the nurses (Jeff and Erin) came in and talked about wellness including medications; we had a video day filled with videos of people with disabilities achieving amazing things; we watched and discussed videos about recognizing and stopping abuse; and we watched some Conversations that Matter videos.

We sent a letter to City Hall about the traffic problem around Balsam Gate, which the City said they would monitor and install a radar board so drivers can monitor their speed as they drive through the area. Ricky, our President, also sent a letter to VIA Rail on behalf of the group about only having one accessible seat available in the train cars, making it hard to travel with friends who may also be in a wheelchair.



In our first meeting of 2017, we had a discussion about how much we should donate to the CNIB, since they kindly let us use their auditorium for free. Wendy, our Treasurer, said there was \$334.00 in the cashbox so the group decided \$50.00 would be a reasonable amount of money.

Arlene presented the money to Julie Sylva (CNIB) on behalf of the PTPP group.

Here are the upcoming meeting dates for the Power to the People group for 2017, which take place on Thursdays from 1:00 to 3:00 p.m. All are welcome to join us!

- January 5, 2017
- February 2, 2017
- March 2, 2017
- April 6, 2017
- May 4, 2017
- June 1, 2017
- July - TBD
- August 3, 2017
- September 7, 2017
- October 5, 2017
- November 2, 2017

Watch for updates about our annual picnic! We will let you know about the date in July once we see what the weather will be like.



### 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](http://www.participationhouse.com)

Or email Amanda to be put on the e-mailing list:  
[amandab@participationhouse.com](mailto:amandab@participationhouse.com)

**Save the postage, save the planet**  
***Go paperless!***



## Factory Art Show—Written by Kathleen Abley

I had the pleasure of visiting the Factory Artist Art Show at the beginning of December. It was wonderful to see work from Participation House artists displayed in such a beautiful setting with many prominent London artists. To have other artists respect and acknowledge the beauty of the work, and to see it so tastefully presented, was amazing.



The art show was hosted by the Factory Artists, who decided to donate a portion of the sales to the Possibilities in Paint program. Several Artists donated a piece of artwork toward the silent auction, the proceeds of which would also go to Possibilities in Paint.

The development of the Factory Artist group started a little under a year ago and I was grateful to be part of that small beginning. It is wonderful to see such a partnership flourish in this short time. A relationship with other artists in the Princess Avenue building has begun and is well worth nurturing. Believe me, Possibilities in Paint was the conversation on many artists lips this weekend.

### Art in the Community



Possibilities in Paint attended the Sunningdale Festive Market at the Sunningdale Golf Club. Our art was admired by all who attended, and our note cards were a huge success.

Denise was complimented on the use of colour and form in her art pieces. A big Thank you to Laura Dirk for inviting us!



### 3rd Annual Art Show



The new community building on Adelaide St. North provided a beautiful setting for our 3<sup>rd</sup> annual art show. Over 100 stunning works of art were on display, honouring over 30 Possibilities in Paint artists.

Printed Christmas cards and ink painted trivets were a new addition to our exhibit.

The majority of art on view found homes in the community and will hang on the walls of proud family members and friends.

Thank you to everyone who came out to support this spectacular creative endeavour, and a big thank you to all artists who generously put their work out there for us to enjoy.



## Bryan and Tom—A Story of New Friendship



Bryan and Tom’s friendship began in April when they met in a photography group called “Walk, Talk, Click, Share”. Both Bryan and Tom can be shy, but their friendship took off right away. They were thrilled to use their cameras and tablets together to take pictures of their beautiful city and the surrounding areas. Since the beginning of summer, these guys have been SO many places: The HMCS Ojibwa in Port Burwell (a retired Canadian submarine), Windreach Farms for an overnight trip, The Canadian Heritage Warplane museum in Hamilton and other popular museums around London, several beaches along the Erie coast, the Springbank trail, and several conservation areas in Middlesex County.



Staff noticed early on that these gentlemen would act differently around one another than they normally would when engaging with new people. Tom can be bashful, and sometimes avoid new people, but he took to Bryan right away, being comfortable with him and having his picture taken. They often talk about the mutual love they have for chocolate milk and hot dogs. Tom typically hovers close to Bryan and Bryan actively encourages Tom with his bright smile and shining personality.



Bryan immediately had a strong desire to give Tom helpful items, or sometimes just a comforting hug. Bryan began to talk about Tom when he wasn’t around and expressed his interest in taking pictures with Tom. Bryan is always excited for his photo group, often talking about his buddy before he even gets picked up. Bryan reaches out to Tom when they hang out, asking questions about what he’s doing and how he’s feeling that day.



These two guys have blown away the expectations and stereotypes that are often bestowed on people who are coping with the challenges disabilities can sometimes bring. Old ideas of how Tom and Bryan usually socialize have been thrown to the wayside in favour of highly independent activities, time and space to socialize *without* direct staff guidance, and opportunities to go places and do things that might have slightly higher risk factors (the right to take appropriate risks is important to both Tom and Bryan). In leaving the old ways and ideas behind, both men have matured. There have been struggles and challenges while trying to adjust to the new level of independence, but both gentlemen have been coping so well. On a “big picture” level, these guys have proven that friendships grow from sharing experiences with one another and trying new things.

Tom and Bryan still have a lot to explore and they are always looking for new things to do and new places to go; and of course, they are always looking for new friends to join them, too!



## Mark Your Calendar!



### Hospital Visits: What You Need To Know

**When:** April 4, 2017

**Where:** 2nd Floor, BMO Centre (295 Rectory St., London)

A hospital visit for your family member with developmental and or complex physical needs can be scary and overwhelming. Participation House is pleased to be offering an information session with presentations. Register for this workshop at: <https://hospitalvisitswhatyouneedtoknow.eventbrite.ca>

### Laudable Londoners



### 18th Annual Salute to Laudable Londoners

**When:** April 26, 2017

**Where:** London Hunt & Country Club

Join us for an evening of elegance and sophistication as we honour a true Laudable Londoner, **Terry Zavitz**.

Terry gives countless hours of her time to the community, currently sitting on the Board for London Health Sciences Foundation, is the co-chair of the Women's Care Committee cabinet, and is also the co-chair of the Women of Excellence through the YMCA London. Terry is the recipient of the Queen's Diamond Jubilee Medal, the YMCA Women of Distinction award, and the Hopwood Award.

In 2014, Terry was inducted into the London Business Hall of Fame, honouring her dedication to her industry and community and named as one of the Top 50 Women of Influence in Canada's Life Insurance Industry in The Insurance & Investment Journal.



### 17th Annual Bowl-A-Thon

**When:** June 4, 2017

**Where:** Fleetway

Come on out and enjoy a full day of bowling, lunch, and prizes!! Pledge forms will be available in the Spring!



### 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](http://www.participationhouse.com) or contact [amandab@participationhouse.com](mailto: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.***

**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](http://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 another specific 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](mailto:info@participationhouse.com) and we will gladly accommodate your request.

# PAR 2017 RE-ENERGIZED!

Introducing PHSS **NEW** and **UPDATED** Areas of Excellence!

## 1. Preserving what is Sacred

Person Centered Planning

Capital/Compliance/FOCUS

Staff Skills/hours

Doing what we do best!

## 2. Relationship Building

Friends for those supported  
With the agency and families  
Music/Art program

Between the individual and their families  
With community groups (individual focused)  
Cathy Smith (families and FDA)

## 3. Advocating

Advocating for accessibility in the community

Advocating for funding/service (local)

\*\*Board of Directors will advocate on the provincial level

## 4. Developing Tools/Skills

Technology

Communication

Values (CTM)

Leadership/training

Physio Group

### ALWAYS REMEMBERING THESE PRINCIPLES OF SERVICE

Valued,  
participating,  
and active

Living with dignity  
in an enriching  
environment

Having the  
ability to choose

Relationships  
with family and  
friends

Advocating,  
supportive, and  
responsive

Continuous  
quality  
improvement

## Highlights from the Christmas Party



## Congratulations on your staff anniversaries!

### **25 YEARS**

Ann Marie Werden  
Shannon Riley

### **20 YEARS**

German Navarrete

### **15 YEARS**

Andrea Grech  
Amanda Jolly  
Bogdanka Krunic  
Heather Dunster  
Irena Djukic  
Janet Van Wychen  
Lee Anne Campbell  
Predrag Vujcic  
Kathleen Abley

### **10 YEARS**

Allan Mills  
Catalina Fernandez  
Danielle Robinson  
Deanna Gault  
Gordana Lazic  
Izeta Mesanovic  
Jansuk Muki  
Jeffrey Brooks  
Lawrence Achanga  
Lindsay Bell  
Matthew Buzzell  
Natasha Uran-Mitreski  
Nora Tome  
Rose Godding  
Timothy Schisler  
Winston (Junior) Dann

### **5 YEARS**

Adam Millyard  
Ashley Roberts  
Barbara Stewart  
Brandi-Lynn Simard  
Brienne Price  
Caroline Zurawski  
Christine Smith  
Dan Fraser  
Greg Horton  
Jean Thomas  
Jessica Blais  
Joanne Wilson  
Kelly Bint  
Margaret Murray  
Maria Smith  
Mark Holland  
Melinda Stainthorpe  
Natalia Okoko  
Phyllis Huffman

## Donors of Distinction

Participation House would like to extend a special **Thank You** to the following for their generous support in 2016:

***The Mitchell & Kathryn Baran Family Foundation***

***Estate of Annie Eva Downey***

***Leo Kirwin and Family***

***The Arcangelo Rea Family Foundation***

***Richard and Beryl Ivey Fund—a fund within London Community Foundation***

***Alexander Family Fund—a fund within London Community Foundation***

**Thank you to all our 2016 financial donors!**  
**Your support makes all the difference!**

31 Service Battalion	Arnold, Paul & Barb	Bikker, Magda
Aaron, Sheldon and Betsy	AROMA MEDITERRANEAN RESTAURANT	Biser Robert
Aarssen, Greg & Susan	ARTCAL	Bishop, Heather
Aarssen, Tom	ARTHUR J. GALLAGHER CANADA GROUP	Blair, David & Carol
Adams, Karin	Atkinson, Douglas	Blaney, Bill
Agranove, Susan	Attenburg, K.	BLEWETT & ASSOCIATES
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Albion, Ursula	Bagrin, Walter	Boaz, Tom and Debbie
Alderson, Allison	Baillargeon, Gene L.	Bobbitt, R.
Alexander, Douglas and Anne	Baker, M.	Bocking, Douglas
Alferink, Dora	Baker, Valeen & Bill	Bollman, Kelly
Allcorn, Edna	Bannerman, Betty	Bonner, Sandra
Allen, Cecil	Barbee, Linda	Boroway, Janet
ALUMINUM ASSOCIATES	Barnes, Ingrid	Boss, Suzanne
ALZHEIMER SOCIETY - LONDON AND MIDDLESEX	Barnier, Wendy	Bourgeois, Charles & Dot
Ancliffe, Marge and Brian	Barrett, Mr. and Mrs. L.	Bourne, Robert
Anderson, Alvera	Barrie, Elizabeth	Bradford, Robert
Anderson, Elizabeth	Bartlett, Amanda and Jon Hindley	Brady, William J. and Mary Ann
Anderson, Jim and Irene	Bedard, Gil	Brain, Peter
Anderson, Shelley	Beer-Watt, Melanie	Brant, Donna
ANDERSON'S ELECTRONICS INC.	Belanger, Allan & Dorothy	Bronson, Ron
APPLIANCE CANADA	Bentley, Chris & Wendy	Brooks, Don
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Armstrong, Ray and Joelle	Bertulli, Rick	Brown, Jeff
		Buck, Edna

thank  
you!

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Dawson, Ronald	Fitzelle, Rick	Gushaviny, Igor
Day, Lisa & John	Fitzgerald, Brenda	H & G POWDER PAINTING
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De Shane, Wesley and Louise		



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Hebert, Paul & Barbara	Johnson, Rob & Donna	Leger, Marion and Yvonne
Heidt, Mary Lou & Adam	Johnson, Stephanie	Leighton, Elizabeth
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Hendrie, Agnes	Jones, Donald and Diane	Lennox, Michelle & Richard
Hicks, Chris	Jones, Earl	LERNERS LLP LONDON
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Hillis, Sue	Jones, Maria	Lie, Lina
Hiscox, Robert	Juraszko, Captain Jerry	Little, Betsy
Hobson, Valerie	Jurgensen, Rinehild	Loedige, Heather
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Holland, Mark	KIND METAL ROOFING	M & K CLIMATE CARE
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Holmes, Bill and Margaret	Kirkby, Patricia	MacGregor, Jen
Holmes, Susan	Kirwin, Christopher	MacKenzie, Mr. and Mrs. Gord
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Huffman, Phyllis	Kirwin, Louise and Steve Loffree	MACMILLAN CONSTRUCTION (BELMONT)
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Innanen, Leroy	Kok, Gene	Mahoney, William and Jean
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Jackson, Terrilynn	Kovacs, Martin and Donna	Mann-McCavitt, Mary
Jacques, Jack & Sylvia	Kress, Gerhard and Helga	Manuel, Randy & Diane
James, Floyd & Sheila	Kress, Regena	MARSH INSURANCE
Jamieson, Andrew and Diane	Kress, Tibor & Margaret	Martin, Ilona
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Maudsley, Barbara  
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 McCall, Doris  
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 McEllistrum, Rick and Rosemary  
 McGee, Bob & Dorothy  
 McGuigan, John and Diane  
 McHardy, Lois Ann  
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 McKenzie, C. Anne  
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 McLean, Currie and Katie  
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 McNiven, Joan  
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 Mikula, Nancy  
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 Miniaci, Vincenzo  
 Mitchell, Irene and Allan  
 Mom, Pein & Mom Tan  
 Mooney, Kerstin & Andrea Bauer  
 Moons, Martha  
 Moons, Maryann  
 Moore, John  
 Mosdassy, Robbin  
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 MT. BRYDGES FORD  
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 Munn, Douglas  
 Murphy, Edward  
 Murray, Margaret  
 Myers, Marie  
 Myny, Larry  
 Nagy, Lisa  
 Nash, John & Margi  
 Nash, Robert & Deb Parr Nash

Nath, Vivek  
 Neira, Juan  
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 Nesbitt, Brenda  
 Neville, Margaret  
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 Newell, Emilie  
 Ngeth, Ngan  
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 Nielson, Warren  
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 NORTH LONDON DENTAL/PAPPAS  
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 O'Connor, Sam & Josh Smith  
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 Oeun, Son  
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 Owen, Brad  
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 Rankin-Nash, Erin and David Nash  
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 Rowley, Keri-Sue  
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 Rutledge, Virginia  
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 Salasso, Diane  
 Sale, Randy  
 Salhani, Dave and Judy  
 Salihovic, Bahrija  
 Salter, Michael and Janet  
 Sanders, Jim & Barb  
 Sanders, Vicki  
 Sandford, Agnes  
 Sandford, Chris  
 Sandford, Elaine  
 Sargant, Connie  
 Saucier, Jenny  
 Schaufler, Donna

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Schaufler, Ron	Stephenson, Ruth Anne	Walzak, Phyllis
Schirmeister, Mike	Stewardson, Paul	Ward, Angie
Schram, Bob & Deb	Stewart, Janet	Wasko, Elizabeth
Schram, Debora L	Stewart, Norman	Watson, Doris
Schuetz, D.	Stone, Ian and M. J.	Wayne, Heather
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Schweitzer, Keith	Strickland, Doris	Webster, Adam
Schyvenaars. JoAnne	Styles, Colleen	Webster, Cheryl
Scott, Jacqueline	SUNNYCREST RECREATIONAL FUND	Webster, Warren
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Sigmund, Ron	Thompson, Bob & Donna	Wiebenga, Willy
Sills, Pena & Stephen	Thompson, Gary and Phyllis	Wighton, David
Simm, Allan and Marianne	Thompson, James G.	WILLIAM JOHNSON CONSTRUCTION LTD.
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Smith, Glen	Tudhope, Harriet and Glen	Woodall, Terry and Catherine
Smith, Greg	Turgeon, Helen	Yates, Bruce & Joan
Smith, Larry	Tyre, Patti	YMCA WESTERN ONTARIO
Smith, Laura	United Way Ottawa	Young, Carol
Smith, Lynna	Vance, Darlene	Young, Kate (Cathy)
Smith, Rob	Vanderlaan, Alan and Allison	YUREK HOME HEALTHCARE
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Stanford, Barb & Jay	Wallis, Kathy and David	
Steinbach, Ann	Walters, Rick and Susan	



**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 unsolved, 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



## The Diversity Team

The Participation House Diversity Team strives to build an environment where employees, family, community and peer group differences are valued, empowered and respected.

An inclusive environment encourages all to contribute their perspectives and capabilities, and fully engages a diverse agency in achieving superior services and supports. Inclusion builds trust to draw out each person's best performances. Each individual can maximize their capacity to achieve success.

The Diversity Team seeks to embody all the differences - life and work experiences, perspectives, cultures, race, religion, national origin, ethnicity, gender, sexual orientation, gender identity or expression, age, abilities, and other aspects of life - that make us unique individuals.

The diversity committee would like to expand our knowledge and connections with other groups and cultures within our community!

Contact Shelley at [diversity@participationhouse.com](mailto:diversity@participationhouse.com)

Please join us for our upcoming event:

**Multicultural Day Potluck**  
**Thursday, April 20, 2017**  
**11:00 a.m.—1:00 p.m.**

  
Participation House  
SUPPORT SERVICES

**Creating Community**

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Fax: 519-660-1654

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