

RESOURCEFUL TIMES NEWSLETTER

MEANINGFUL WORK - STRONGER COMMUNITIES

March, 2010

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Easter Celebration for the Community Access Program

When: April 01, 2010
Time: 1:00 p.m
Where: Resourceful Futures Office

Lunch will be provided, you do not need to bring your lunch.

WORKSHOPS

*If you are in need of your First Aid/CPR, Lisa will be contacting you shortly to schedule a workshop date.

*You will be notified by email of any other workshops scheduled for yourself or your relief staff.

Directors Corner March 2010

Change has a considerable psychological impact on the human mind. To the fearful, it is threatening because it means that things may get worse. To the hopeful it is encouraging because things may get better. To the confident, it is inspiring because the challenge exists to make things better* King Whitney Jr.

I thought the *quote was fitting in light of all the changes happening within the Community Disability Services sector. Here at RFCSL we have embraced the concept of change by challenging our fears head on, encouraging one another that the changes will make things better and we are inspired to help make the changes better. Resourceful Futures concept of change is inline with the Alberta Community Disability Services 2010 spring conference theme, *Never Let a Good Crisis go to Waste*! (www.acds.ca)

With all the changes happening and the ACDS conference theme in mind, Resourceful Futures community access program challenged the many fears head on and has recently launched a new community initiative program for the seniors and retirees of the Calgary Mayland Heights, Belfast and Vista Heights communities. (see inside this newsletter for more details) Visit our website regularly at www.resourcefulfutures.org to keep up to date of the many exciting programs we create for the people we serve and their community connections with seniors and retirees. As many of you are aware, our onsite community access space is small and most days over crowded. With this new partnership initiative with the Crossroads Community Association, within the very near future, RFCSL will be relocating many of our community access activities to the Crossroads Community Hall. RFCSL Community Access new location will have access to a full kitchen, space, improved washroom facilities, ice rink, soccer fields, all fully wheelchair accessible, handibus drop off and pick up designation and free staff parking. These are just a few of the new exciting changes ahead for us. STAY TUNED

Six months ago, RFCSL also launched another initiative that entails an evaluation on all caregivers. We advised you at that time, the evaluation process would be conducted every six months. We have changed the evaluation form based on feedback we received and plan to have the evaluations completed before the end of March 2010. Although the evaluations are completed on each employee including management, and permitted subcontractors individually, I would like to remind you that the main purpose of these evaluations is to provide RFCSL with an understanding of the areas we need to improve collectively to achieve our goal of creating world-class professionals, delivering world class services.

Supports Intensity Scale assessments: During the past few months, many of the clients at RCSL completed the Supports Intensity Scale assessment. I have heard great feedback from the clients, guardians, and support staff who participated in the process. The common theme I hear is, *Although it is a long process to complete the assessment 3 to 4 hours, the process clearly outlines the supports the individual requires. I am glad I had the opportunity to be part of the assessment. I believe I have

a much better understanding of my clients needs.* For anyone who is not sure of the SIS (Supports Intensity Scale assessment) or have questions you can contact the Calgary PDD at 403-297-5011 or check their website at www.Calgary-pdd.org As you can see, there are many exciting changes ahead to make things better for all of us.

Please visit www.cdsalberta.com to learn more about the happenings within our Community Disability Services sector.

Happy Easter Everyone

Rob Halfyard, RSW, Executive Director

Financial Update

To say the least, it has been a very interesting year for agencies in the Calgary region. The key word that comes to mind is "changes", and lots of them! These changes are meant to bring more fairness and accountability into the PDD system.

Resourceful Futures is doing its best to adapt to these changes, and we have to be nimble to respond within short time frames. Please be patient as we go through these changes.

A friendly reminder that if you would like to request documents from us, such as verification of incomes, that you please do so in writing. The easiest way to do this is to send an email to ericfcsl@shawbiz.ca . Please allow a reasonable time to process your request.

Some subcontractors may not be aware that the easiest way to submit an invoice is via our website at www.resourcefulfutures.org There, you can log into our private area and access various documents, including a fillable invoice form, which you can then email directly to the office from a button on the top of the form, and also print the invoice for your own records. If you do not have a login, please contact Lisa at 403-531-8631 ext 0.

Community Access News

Resourceful Futures will be holding its annual Easter celebration April 1 2010 from 12:00-3:00 lunch will be provided
Hot dogs, snacks, pop.

Friendly reminder if individuals need assistance from day program to obtain bus passes please send money in prior to the last day of the month. Please note that the city of Calgary transit is no longer accepting cheques as payment cash only.

Special thanks to the Mayland Heights Community Hall for allowing us the opportunity to hold an open house for our new community volunteer program.

Employee Relations Advisors

The programs are now in full swing, the ERA is working constantly to iron out glitches and guide everyone on the new protocols and how things work in each specialized program. The Volunteer tea was our most recent event and although there was a small turn out, that turn out proved to be a gigantic entrance into the surrounding communities. Soon, if we are optimistic, vocal, and focused, jobs will be pouring in to support community togetherness, belonging, a feeling of purpose and hopefully brand new, lasting relationships! As well, our "Employees Matter" has been a resounding success! We hope to see everyone recognized as world class employees before this year is out! Keep up the great work team!

As always we encourage anyone with ideas, questions, or concerns to please approach any one of the members of the ERA or feel free to place anonymous suggestions, ideas, and comments into the ERA box. Remember, there can be no change if there is no voice. We need your voice to make this an ideal, safe, fun, and professional place to work.

Health and Safety Committee.

Just a reminder to everyone, warmer temperatures are fast approaching. Please ensure that you are coming to work dressed appropriately for the weather and ensure you have some basic items as summer is almost here; hats, water bottles, sun screen, and proper foot wear. (Policy for all staff to wear appropriate foot wear, no open toe shoes and need a closed heel)

Take note that the Flu Virus has made another appearance. Some of the signs to look for include: Fever, sore throat, Coughing, fatigue, lack of energy, vomiting, and diarrhea. If you, or the individual you are supporting are showing any of these signs, please take precautions IE: washing your hands, sneezing/coughing into sleeve or inner elbow, don't share personal items or drinks, get plenty of rest, and stay home from work if necessary.

We are putting out a special thank you to Rob and Eric for listening to us and fixing our Day room glitches.

ABOUT GROWING OLDER...

First ~ Eventually you will reach a point when you stop lying about your age and start bragging about it.

Second ~ The older we get, the fewer things seem worth waiting in line for.

Third ~ Some people try to turn back their odometers. Not me, I want people to know "why" I look this way. I've traveled a long way and some of the roads weren't paved.

Fourth ~ When you are dissatisfied and would like to go back to youth, think of Algebra.
 Fifth ~ You know you are getting old when everything either dries up or leaks.
 Sixth ~ I don't know how I got over the hill without getting to the top.
 Seventh ~ One of the many things no one tells you about aging is that it is such a nice change from being young.
 Eighth ~ One must wait until evening to see how splendid the day has been.
 Ninth ~ Being young is beautiful, but being old is comfortable.
 Tenth ~ Long ago when men cursed and beat the ground with sticks, it was called witchcraft. Today it's called golf.
 And finally ~ If you don't learn to laugh at trouble, you won't have anything to laugh at when you are old.

BIRTHDAYS

April

Charles A
 Ron B
 Donald B
 Justin H
 Dan K
 Blair L
 Mike M
 Daniel N
 Greg S
 Charlie T
 Nikki W

May

Maria B
 Suzanne K
 Helen S
 Sen T
 Stuart W
 Andrew W

June

Fred A
 Corey L
 Steven S
 Amanda V

OFFICE CLOSURES 2010

April 2	Friday	Good Friday
April 5	Monday	Easter Monday
May 24	Monday	Victoria Day
July 1	Thursday	Canada Day
August 2	Monday	Heritage Day
September 6	Monday	Labour Day
October 11	Monday	Thanksgiving Day
November 11	Thursday	Remembrance Day
December 24	Friday	In Lieu of Christmas Day
December 27	Monday	In Lieu of Boxing Day

** January 3, 2011 Monday In Lieu of New Years Day

Please ensure that your Access Calgary Bookings are Cancelled for these dates.

EMPLOYEES MATTER

MARIA LAWAL DECEMBER 2009

Written By: Marylenn Cortes, CDSP

Maria is a woman with good qualities. She was born in El Salvador and raised in Mexico for 7 years before her family migrated here to Canada. Maria is a wife and a mother of two wonderful boys.

She first started working with persons with developmental disabilities in Lethbridge and Grande Prairie before she moved here to Calgary. Her passion for taking care and making a difference in the lives of her clients keeps her going on in the field. She applied as a support worker here at Resourceful Futures and her good nature made RFCSL open the door for her and she has been working with this agency for almost two years now.

Although Maria meets challenges along the way with her clients and sometimes her environment, she is ready to embrace it and always glad to deal with it. Maria is guided with a principle which is: To treat other people in a way she would like to be treated by others.

I can say that Maria is one of the *World Class* workers of Resourceful Futures. Very Good! Very Good! YAY!

JORDAN IORENTZON JANUARY, 2010

Written By: Cameron Lorentzon, CDSP

*He ain*t heavy, he*s my brother,* He*s also a long time employee at Resourceful Futures. Jordan Lorentzon is an easy going, fun loving guy who puts people at ease with his carefree attitude. Jordan always seems to have a smile to give to clients and employees alike.

He does a great Australian accent, and can recite a line or two from just about any movie you can think of. Ask Jordan any question and he*ll give you a great answer, maybe not the answer you were hoping for but a good answer none-the-less.

I have had the privilege to know Jordan for my whole life, since he is my older brother. We come from a family of three boys (quite a handful) Jordan, Brady, and Cameron (That*s me). Our father Wade, and our mother Jerilynne. Our Parents are both Psychologists and have always taught us to be respectful and caring and to show and give our love freely. Jordan has always looked out for his younger brothers and has often had to be the mediator to keep the peace between Brady and I. Jordan is a natural when it comes to people.

Jordan has been in the community disability services for over five years and in that time he has made many strong bonds and friendships. He was the first of us brothers to come into this industry and has lead the way for Brady and I. Jordan is dedicated and strong willed and he can be a pillar of strength to anyone in need. He is always attentive

and will listen to a person*s trouble with an open mind. The clients love him. His co-workers love him. What*s not to love? That*s my bro!

EMPLOYEES MATTER

Jessamine Chuang

Written by Maria Lawal, CDSP

Jessamine was born in Taiwan and then immigrated to Canada in September 1994. She was an international student in the English as a Second Language School in Edmonton. Jessamine then moved to Calgary and received her first diploma from Mount Royal College. After obtaining this she continued her education at the University of Calgary, in the Community and Rehabilitation and Disability Study. Furthermore, she continued on in university for three more years and received her Masters in Community Rehabilitation and Disability Studies.

She did some work in the disabilities sector then decided to return to school and took Television Production. After she completed the production program she decided she really enjoyed the work she did in the field of Rehabilitation and Disability field, she still continued to do some volunteer work in the television production program before deciding to apply to Resourceful Futures Community Support. Jessamine joined the Resourceful Futures team in September 2009 and is very happy to work with This First Class team. Jessamine headed off the cosmetology program for the individuals within our agency. Every one involved in the new program absolutely loves everything about the class especially all the extra care she devotes to every one. Jessamine is a woman of caring, loving, and respect! Every one loves working with Jessamine especially the individual she supports. It is a pleasure having Jessamine as a part of the team here at resourceful futures.

" People will forget what you said.
People will forget what you did
But
People will NEVER forget how you make them feel".

A MAYLAND HEIGHTS, BELFAST AND VISTA HEIGHTS COMMUNITY INITIATIVE FOR SENIORS AND RETIREES MEANINGFUL WORK STRONGER COMMUNITIES

Resourceful Futures Community Support Ltd. (a non profit Calgary community disabilities service agency, www.resourcefulfutures.org) and the Crossroads Community Association, (serving the Vista Heights, Belfast and Mayland Heights communities, www.calgaryarea.com) have formed a partnership led by adults with disabilities and

support staff from Resourceful Futures to foster stronger community connections and meaningful relationships. Retirees & seniors residing in these communities will be invited to participate in regular educational seminars, social events/activities and the sharing of caring and helpful hands that will create stronger communities.

On February 26th, 2010, adults with disabilities and support staff hosted a meet and greet with the local seniors and retirees at the Crossroads Community Centre. It was overwhelming to see the immediate connections that the adults with disabilities and seniors demonstrated toward each other and how they were so overjoyed at the thought that they could be part of each others lives in some meaningful way.

*

I greeted two elder ladies as they entered the Hall and gave them an overview of our initiative and the volunteer supports we could provide, e.g., companionship, dog walking, sidewalk snow removal, light yard work, accompany them on walks to and from the grocery store, etc. The lady responded and said, *Its nice you want to help us, and we would appreciate that, but we like to volunteer too and want to be part of their lives, so how can we help?*

An adult with a disability, who was standing by, heard the conversation and introduced herself to the lady. She told the lady her grandmother had recently passed away. The lady offered her condolences and gave her a hug. The RF client looked at me and said, *Rob, do you think she would want to be my new Grammy?*

At that moment, many of the RF clients circled the two ladies and began introducing themselves. One lady said to the RF client, *Why don*t we all grab a drink and sit at the table and talk.* Within minutes, the two elder ladies were sitting at a table with ten RF clients, totally engaged in conversations, while the support workers stood back and stared with amazement and an understanding of how this initiative could be a win-win for everyone. Some seniors who stopped in to check us out have taken our contact information and said they will share it with all their neighbours and the Church congregation.

As the meet and greet was coming to a close, an RF client told the ladies they had to get back to the office for their cosmetology class. The ladies asked what the class was about. The RF client explained that every Friday afternoon, a group at Resourceful Futures gets together to do their hair, make-up, finger nails to look really nice for the weekend. The ladies said, *We like looking good too, can we join your class?*

When the RF client returned to RFCSL for their cosmetology class, one RF client approached me and said, *Rob, you know that lady I was talking to, I think she wants to be my new Grammy. I would love her just like I did my real Grammy before she passed away. She wanted to come to the cosmetology class with me today. I told her we didn*t have much room but she could come. I hope that was okay.* Needless to say, the Friday afternoon cosmetology class will be relocated to the Crossroads Community Hall and will be open to seniors and retirees who reside in the area.

In December 2009, Resourceful Futures informally kicked off a dog walking program in Mayland Heights and are proud to announce that meaningful relationships and supports are beginning to flourish.

RFCSL and the Crossroads Community Association have a vision that, over time, sharing our resources, and utilizing the Community Hall as our HUB location, together our Meaningful Work will enhance Stronger Communities for all of us who are involved in these communities.

Rob Halfyard, RSW, Executive Director, Resourceful Futures
Marlene McCook, Facility Manager, Crossroads Community Association,

**SHARING OUR PASSION, TALENTS AND CARING HANDS\
WE CAN AND WILL REVITALIZE
OUR COMMUNITIES**

If YOU reside, work or are a business owner in any one of the communities of Vista Heights, Belfast or Mayland Heights, and want to be involved or learn more, please contact the following people listed below Monday through Friday from 9am to 3 pm.

Shelly Roach, Team Leader: 403-531-8631 ext 9 or email: shellyrfcsl@shawbiz.ca
Kendra Lee, Team Leader: 403-531-8631 ext 7 or email: kendrarfcsl@shawbiz.ca

"WHEN I'M A LITTLE OLD LADY"

Then I'll live with my children and bring them great joy;
To repay all I've had from each girl and boy.
I shall draw on the walls and scuff up the floor;
Run in and out without closing the door.
I'll hide frogs in the pantry, socks under my bed.
Whenever they scold me, I'll just hang my head.
I'll run and I'll romp, always fritter away
The time to be spent doing chores every day.
I'll pester my children when they're on the phone.
As long as they're busy, I won't leave them alone.
Hide candy in closets, rocks in a drawer,
And never pick up my clothes from the floor.
Dash off to the movies and not wash a dish.
I'll stuff up the plumbing and deluge the floor.
As soon as they've mopped it, I'll flood it some more.
When they correct me, I'll lie down and cry.
Kicking and screaming, not a tear in my eye.
I'll take all their pencils and flashlights, and then
When they buy new ones: I'll take them again.
I'll spill glasses of milk to complete every meal,
Eat my banana and just drop the peel.
Put toys on the table, spill jam on the floor,
I'll break lots of dishes as though I were four
What fun I shall have, what joy it will be
TO LIVE WITH MY CHILDREN,
LIKE THEY LIVED WITH ME!!!

" Be kinder than necessary for everyone you meet is fighting some kind of battle".

I'm a Senior Citizen

I'm the life of the party... even when it lasts 'till 8pm.
I'm very good at opening childproof caps with a hammer.
I'm usually interested in going home before I get to where I'm going.
I'm good on a trip for at least an hour without my aspirin, antacid...
I'm the first one to find the bathroom wherever I go.
I'm awake many hours before my body allows me to get up.
I'm smiling all the time because I can't hear a word you're saying.
I'm very good at telling stories...over and over and over and over.
I'm aware that other people's grandchildren are not as bright as mine.
I'm so cared for: long-term care, eye care, private care, dental care.
I'm not grouchy, I just don't like traffic, waiting, children, politicians...
I'm positive I did housework correctly before the Internet.
I'm sure everything I can't find is in a secure place.
I'm wrinkled, saggy and lumpy, and that's just my left leg.
I'm having trouble remembering simple words like... uh...
I'm realizing that aging is not for sissies.
I'm walking more (to the bathroom) and enjoying it less.
I'm sure they are making adults much younger these days.
I'm in the *initial* state of my golden years: SS, CD's, IRA's, AARP.
I'm wondering, if you're only as old as you feel, how could I be alive at 150?
I'm anti-everything now: anti-fat, anti-smoke, anti-noise, anti-inflammatory.
I'm a walking storeroom of facts... I've just lost the key to the storeroom.
I'm a Senior Citizen and I think I am having the time of my life... Aren't I?

Employee Resources/Interest websites:

CDSCalgary: Community Disabilities Services Calgary

Meaningful Work Stronger Communities

www.cdscalgary.com

CRSPCC: Community Rehabilitation Service Provider Council of Calgary

To co-ordinate, collaborate, and act as a resource consultant in the planning of services for people with disabilities.

www.crspcc.ca

ACDS: Alberta Council of Disability Services

The association facilitates interaction, co-operation and communication between association members, PDD Community and external stakeholders.

www.acds.ca

Government of Alberta:

Helps you find services available in Alberta.

www.servicealberta.gov.ab.ca

Client Resources/Interest websites:

AISH: Assured Income for the Severely Handicapped

AISH can help you get money for things like rent, groceries, and transportation.

www.seniors.gov.ab.ca

Access Calgary:

Access

Calgary is responsible for managing the eligibility, booking, scheduling and dispatching shared-ride, door-to-door transportation services for Calgarians with disabilities.

www.accesscalgary.ca

Calgary Transit:

Calgary*s public transportation system * Bus and Light Rail Transit (LRT) services.

www.calgarytransit.com

Handi Bus:

Calgary HandiBus is passionate about providing our customers with access to the community and promoting independence.

www.calgaryhandibus.com

PDD Calgary: Persons with Developmental Disabilities, Calgary Region

The Calgary Region Community Board Persons with Developmental Disabilities is dedicated to enhancing the quality of life for adults with developmental disabilities.

www.calgary-pdd.org

VVRI: The Vocational Rehabilitation Research Institute: VVRI

The mission of the VVRI is to be leaders in innovative services and research that support persons with disabilities to live as contributing and valued members of the community.

www.vvri.org

City of Calgary:

Here you can find the Street Survival Guide. You can also find *People Resources* here (under City Living)

www.calgary.ca

Enable Link:

Online resources for people with disabilities, their families, friends and professionals

www.enablelink.org

Down Syndrome Research Foundation:

www.dsrf.org

Autism Treatment Services of Canada:

www.autism.ca

Autism Society Canada:

www.autismsocietycanada.ca

Arnika Centre:

Arnika Centre for Dual Diagnosis is a service for adults and teenagers 16 years of age and up with an intellectual disability and a mental health problem.

www.arnikacentre.ca

Calgary Health Region

www.calgaryhealthregion.ca