

### Another Year Has Flown By

*By Karen Belyea, Executive Director*

It has been a year in which we experienced some great moments and celebrated the successes of the people we support and our terrific employees. As an organization we are making excellent progress with the person-centred training project that you read about in last year's newsletter and you'll get an update from Julie Mallette, a leader of Helen Sanderson Associates, who is providing the training. It has also been a year of significant loss and sadness which is the cost of caring and having long-standing relationships with people.

As we look toward the future, our first priority is to the people who are currently receiving services and supports from our organization. We took time to check in with individuals and their families to understand their desires and needs at this time. Some individuals who have lived in their apartment, townhouse or home comfortably for many years now require an accessible living environment. Three people chose to move within TCE and are settling into their new homes. In the new year, three individuals from the community waiting list will be joining our organization. We are also supporting one gentleman to move out of an acute care hospital and into a long-term care home where he will receive enhanced support from our outreach team.

In these pages you will read about the evolution of our employee training initiative, revitalization of the Family Support Network and individuals excited to tell you about what they did this past summer. Sometimes the things people take for granted, such as a train ride, going to a ball game or staying in a hotel don't seem like a big deal however if you have never had the resources, the necessary supports to participate or a dedicated person to go with you, then it is a big deal. An enormous thank you to all the individuals who support people to participate and to our Special Fund donors who make these trips and many other life enhancing activities and events possible.

We are also exploring potential housing partnerships which we hope to be able to elaborate on next year as we apply lessons learned from our training and recommendations from provincial reports on housing. If you have been following the news, you know that we have a new government and it remains unclear what impact this will have on our sector. Some important reports have been or are due to be released soon to the government. We hope that they will be

*(Continued on page 3)*



Brenda, the artist at work



Paul and Gavin jammin'

## Greetings from TCE's Board Chairperson

*By Lacey Sheng*

It is my pleasure to address you for the first time as Chair of the Board of Directors. The Board has had the privilege to witness another busy and fruitful year, all made possible by the wonderful employees, volunteers, residents and families. Many thanks to everyone who supported TCE throughout its journey to deliver the Mission, as well as the Strategic Plan. TCE is also very fortunate in having a Board of Directors full of competent and selfless volunteers.

Great work has been done in pulling this newsletter together. I hope you enjoy reading it as much as I do. On behalf of the Board of Directors, I wish you all the love and happiness this season can bring, and may it follow you throughout the coming new year.

TCE has two vacancies on our Board of Directors. We would love to hear from you, especially if you have a professional financial designation i.e. CPA, CGA etc. or other professional skills including marketing and communications.

If you or someone you know might be interested, please email us at [tceadmin@tceottawa.org](mailto:tceadmin@tceottawa.org)

Happy holidays.

## Families and TCE

*By Karen Belyea*

Over the years you have heard from and about a wonderful matriarch of a family who is important to TCE. Two years ago Kathleen Dean wrote a letter for the newsletter describing their history and connection to TCE. Sadly, Mrs. Dean passed away early in the new year. DJ and I first met Mrs. Dean (I could never call her Kathleen) and Mr. Dean in 1986 when we started at TCE and their son Robert was a child coming to the Children's Home on Stewart St. in Sandy Hill for parent relief. A number of years later, Rob moved into TCE permanently and has been here ever since. Mrs. Dean was a fixture both at TCE and the Rosenthal Centre where Rob attended a day program run by the Ottawa Carleton Association for Persons with Developmental Disabilities.

Mrs. Dean served for five years on TCE's Board of Directors and was one of the founding members of the Family Support Network (FSN). You could always count on her to be at every bake sale, bingo, walk-a-thon and spring cleaning day. She was not only a mother to Rob but she cared for everyone who lived at TCE. Mrs. Dean knew many of Rob's friends and housemates including their families with bonds that went back many years.



Stuart, Tara, Robert, Mackenzie and Mrs. Dean in earlier years

I will miss Mrs. Dean's visits and remember her most for her kindness, impeccable outfits and sparkling blue eyes. I know her family, sons Robert, Bruce and Stuart and their families miss her very much.

Sadly, the Dean family suffered a tremendous loss this summer with the passing of Robert's sister-in-law, Tara Sheridan. Tara was a dedicated and much loved teacher at Elgin St. P.S. but most importantly she was the mother of Mackenzie and wife of Stuart. We extend our deepest sympathies to them and all of their extended family.



considered seriously, especially any ideas about tackling the wait list with new and different approaches. TCE is committed to evolving our services to be less reliant solely on government funding. We are thrilled with the response we have received to the Special Fund fundraising efforts and can't thank donors enough. This has allowed individuals to have the experiences and purchases that our shrinking budget can no longer afford.

Our challenge now is to develop strategies that will enable our unrestricted donations to grow and be used to address extra operating pressures that accumulate throughout the year. We always hope that the Ontario Ministry of Community and Social Services (MCSS) will provide added year-end financial assistance but there is never a guarantee. Every year we face rising costs to provide enhanced support in hospital or convalescence at home for medical emergencies/hospitalizations or mental health issues, rising food costs, increases in cost of living and other areas without the corresponding funding increase to match.

We do not want to alienate our current donors with multiple requests for funds. There are other strategies in common use, including legacy giving, employed by other organizations. We know this is a delicate conversation which is why we would really like to hear any of your ideas or suggestions for fundraising, donor development or seeking out other sources of funding. You know who you are, our wonderful readership base who always send us a Christmas donation. You have been so generous over the years. I would really love to hear from you. All ideas are welcome. Please feel free to contact me at (613) 228-0999 ext. 222 or by email [karenbelyea@tceottawa.org](mailto:karenbelyea@tceottawa.org)

Best of the Holidays to you and your family and may 2019 be filled with Joy and Good Health!

## Siblings

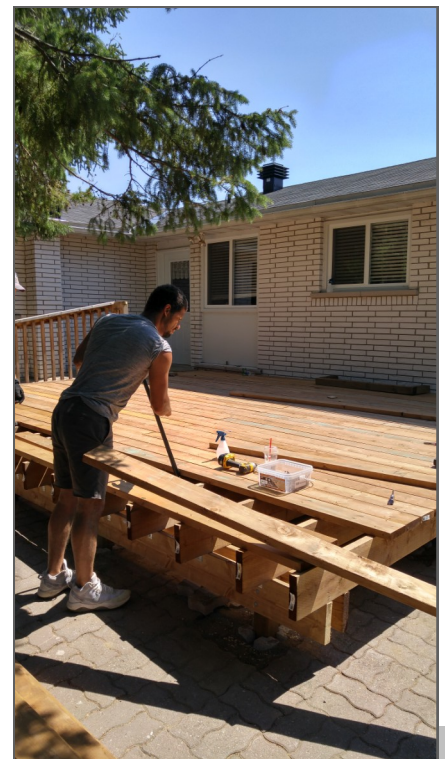
*By Karen Belyea*

Siblings of the people receiving support from TCE are becoming more engaged in their brothers' and sisters' lives, and some also want to participate within the organization. The FSN meets a couple of times a year and that is one way of connecting. Every generation has their own views, perspective and way of doing things. Perhaps siblings might want to set up their own online community or chat group solely for siblings? Siblings have unique perspectives, ideas and concerns that may differ from their parents. You're likely not alone. Wouldn't it be nice to connect with others who understand your experiences and questions about the future? In this issue you will find examples of siblings engaging in specific time limited projects or activities, like volunteering at a RedBlacks game collecting cans, helping build a deck or serving on TCE's Board of Directors. One incredible family of siblings puts on an annual summer bbq for the entire agency. Everyone contributes in their own way. It's on your terms.

If you are interested in exploring possibilities, please contact me at: [karenbelyea@tceottawa.org](mailto:karenbelyea@tceottawa.org) and I will ensure your ideas or suggestions are forwarded onto a sibling volunteer.



Terry and his siblings provide an annual BBQ



Robert and his son built a new deck for Wilson House

# TCE's Progress Toward a Person-Centred System

By Julie Malette, HSA Canada

In October 2016, the Ottawa Developmental Services Network hosted a Helen Sanderson Associates (HAS) Canada series of sessions called Breaking the Mold and brought in speakers with expertise. Linda Graupner talked about **Theory of Change**, Michael Smull talked about **Moving Toward a Person-Centred System (Lessons Learned)** and Al Condeluci talked about **Pathways to Community**. From this, the Network decided to submit a proposal for a 2-year grant **Organizational Change – Embedding Person-Centred Practices** project for 12 organizations in the region.

The **Organizational Change** project started in the spring of 2017. To date, the project has provided blended learning opportunities to 12 organizations, including TCE (approximately 250 Directors/Managers/Supervisors). Learning content has included Person-Centred Recruitment, Person-Centred Thinking, Person-Centred Reviews and Progress for Providers (a Person-Centred Practices self-assessment).

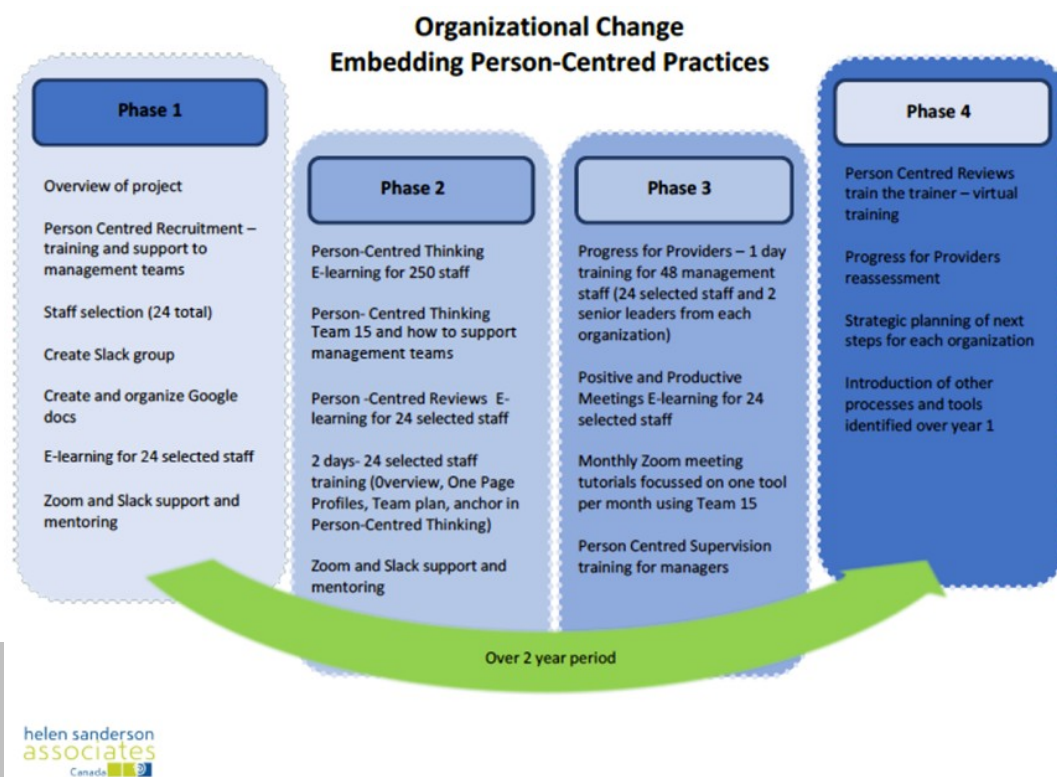
TCE has to date, Co-Facilitated Person centred reviews with various members of this project from numerous agencies.

In September 2018, participants from each organization came together to review efforts to date. It was incredible to hear how the implementation of Person-Centred Thinking and Practices has started to make a positive difference in people's lives. We heard stories of people having more choice and control in their lives. It was a great opportunity to hear how each organization is rolling out training and implementing strategies to embed Person-Centred Change in their organizations.

Each organization also has access to an individual day with HSA Canada who is delivering the training and support for this project. In September, the TCE management team spent a half day with HSA Canada looking at current efforts and possible next steps and will be receiving future training in designated areas to assist in the journey.

This project continues until March 2019 and will wrap-up with a final in-person session focusing on strategizing next steps to ensure that project efforts will continue beyond the project mandate.

HSA Canada and TCE look forward to further developing our partnership and continuing the journey toward a Person-Centred Organization.





## Gareth's Awesome Adventure

*By Gareth Thornhill and James Cowan, Residential Counsellor*



Is this Gareth or a new Jays player?

T'was a rainy morning in September with a special feeling in the air, a special fund kind of feeling. The ground was wet and the sky was bleak but the excitement in our hearts made it a beautiful day no matter what the weather.

I says to James I says "you know what rhymes with rain...train", so we headed down to the old train station and our adventure began. It's my first time on a train and my enthusiasm is through the roof! What a magical time we live in where hardworking folks like me can just put their feet up and get magically whisked from one city to another in comfort.

We arrive in downtown Toronto and the city is buzzing and vibrant! People all over the place doing their own thing, moving at their own speed, man...I feel alive! We check into our hotel but no time to relax....we got crazy good seats to the Jay's game!

Off we walk to the Rogers Center, we mix in with the crowd of excited fans like a school of fish migrating to warmer waters. We arrive....amazing! The energy in the building is second to none and I'm filled with joy and pizzazz as I've never been to a Jays game.

Wicked seats to watch the game...of course

Ball park hot dogs...you bet

An authentic Jay's jersey so I'll never forget this night....ABSOLUTELY!

An amazing night followed by an amazing day in Toronto. We slept in a bit as one should while on vacation. Finally up and at em and what a better way to start a day then enjoying a brilliant breakfast right in the heart of the financial district...how fancy did I feel! We have a few hours to burn before the train whisks us back home, time to take advantage!

Off to the Eaton Centre we go, so many stores...so little time! I grab myself some snazzy new duds which tell people "I've lived it up in Toronto". Back on the train we go and I throw on my headphones



Gareth's unforgettable night at a Blue Jays game!

and ease on back into my seat. All I can think is 'That was Awesome'!!!

Thank You Special Fund!

## David Bradbury

*By Loraine Downey, Residential Counsellor*

On January 28th, Wilson house and TCE lost a member of the family. Although David Bradbury left us suddenly, we each have our own memories of the almost 30 years that Dave lived at TCE. If you knew Dave, you knew that there were particular things in his life that he loved and brought him comfort, for instance: his stuffed toys or 'stuffies' good food and drink, walks in the neighborhood with the wind in his hair and sitting in the backyard with the sun on his face. He also really enjoyed his water sessions at hydro-therapy which I believe relieved some of his pain. Above it all, his family was the most important thing in his life. Through his siblings' advocacy and care, they ensured Dave was supported in all aspects of his life and his best interests were always front and centre. His sister Mary, in particular was a regular presence in David's life and he loved visits with her or to her home. We are so fortunate that she still visits (and brings us treats) to see how we are and to help out however she can.



David loved sitting in the sun

Dave was a gentle soul with an enormous strength to overcome adversity and defeat every obstacle that came his way. He left a legacy of tenacity, versatility, and courage. We are blessed and humbled to have been a part of his life and he is greatly missed.

## Family Bonds Continue To Help Us To Grow

*By Jackie Power, Program Supervisor*

As the years pass, we find ourselves in the fortunate position of having more support and engagement with families. As new individuals join us and receive supports and services often their family, if they have one, also choose to engage. As you have already read, people sadly pass on, however their families often stay connected and participate within TCE and we are eternally grateful.

This summer on a very hot and humid day (remember 47 degrees with humidex?) David's brother Robert drove up from Toronto with his son and began construction on the deck that he gifted to Wilson house in his brother's memory. Of course, sister Mary was providing oversight and ensuring cold beverages were supplied. We consider ourselves very fortunate to be able to continue these relationships. It's great when Mary comes by on a cookday to assist, reminding of us of all the times she spent with her brother. It keeps David alive in our memories.

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Joey and Rosie on the new Wilson deck



Ginny, Mark and Chris



This is not the kind of generosity we take for granted and reminds us of another dear resident, Chris, who died several years ago. His sister Ginny and brother-in-law Mark continue to connect with TCE. The fact that these families and others consider us in their thoughts as time passes means the world to us.

As we grow as professionals and further develop our person-centred practices, please know that every person we have supported, past and present, has taught us something. Chris's family, David's loved ones, we are better people and professionals for having known you and your family members. Your emails or visits continue to keep Dave and Chris in our thoughts.

## John William Bohart

*By Coreen Blackburn, John's sister, TCE Board Member*

John lived at TCE's Riverbend House for the last 8 ½ years of his life. He was very content and happy, enjoying his own room and the love and attention of his caregivers and housemates.

John spent a happy childhood with his family in Pembroke where he attended Schillhart School for children with developmental disabilities. Schillhart School was named for Nora Schilling and John's mother Cora Bohart, who were founding members of the organization now known as Community Living Upper Ottawa Valley.

After the death of his mother, from the age of 12 years, John lived at Rideau Regional Centre in Smiths Falls until it closed in 2009 and he moved to TCE's Riverbend home in Ottawa.

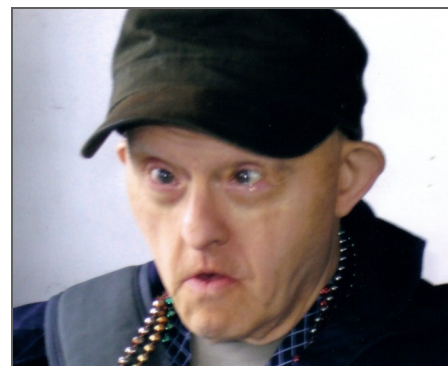
John had the unique talent of remembering people's birth dates and carried a calendar with him at all times. He loved receiving cards for any occasion and proudly showed them to everyone.

John rarely spoke in his later years and usually did so in a very soft voice. However, he could be roused to a loud outburst if frustrated or wanted to express a feeling in no uncertain terms!

John always loved music and strummed his guitar along with Harold Frizell, one of his caregivers at Rideau Regional Centre or played along with Arlene Quinn during the music program at Riverbend. As a little boy, he sang along to his record player, belting out Christmas carols at any time of the year, as well as nursery rhymes and Burl Ives or Johnny Cash tunes.

John became a Senior Citizen in 2017, having reached the age of 65 years. This is exceptional for a person with Down syndrome and we feel it is because he had such good care, as well as good genes.

Following his fight with cancer in 2015, he was cancer free for almost 3 years, but he couldn't fight the infection and pneumonia that took him so quickly in February. He passed away in a room filled with love. TCE caregivers surrounded his bed and were so supportive of me. Thank you for all the love and care you have given to John. You at TCE are exceptional people and must never underestimate the importance of the work that you do. You made a difference in John's life, a difference for his family and for the community, by looking after our most vulnerable members, giving them a life where they are understood and accepted while living in their own community. Many, many thanks from the bottom of our hearts!



John Bohart  
August 15, 1952 – February 27, 2018

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On October 28<sup>th</sup>, 2018 we planted an Autumn Blaze Maple tree on the front lawn at Rivebend House in memory of John. There is a stone with a plaque at the foot of the tree. We hope the tree will grow and provide shade and beautiful red leaves in the fall. We think John would have enjoyed that.

John had a good life. We didn't want him to go, but realize his spirit is free now and he is at peace. He is one happy fella!



Anna-Marie with Coreen planting a tree in memory of John.

## RedBlack Volunteers are the Best!

*By Kelly Roper, Program Supervisor*

Our partnership with the RedBlacks and the Ottawa Sports and Entertainment Group is still going strong as we continue to collect empty beer cans at games. What really makes this all possible is the fantastic volunteers who come out and support our folks to do the job. The amount of work that is involved is intensive because the first group collects cans at the game and the next day a group goes back to pick them all up.

How do we manage it? Volunteers! Full credit to the organizing efforts of homes that really stepped up with staff, residents, families and friends volunteering. Special shout out to Riverbend, Riverbend Community Program, Wilson House, Wilson Community Program, Eleanor, Colonnade Community Program and Special Needs Worker, Laura L.

A special thank you also to volunteer Gordon, friend of staff member Moraine, who came out to every game no matter the weather and was a huge help familiarizing new volunteer groups at each game. See you next year Gordon!

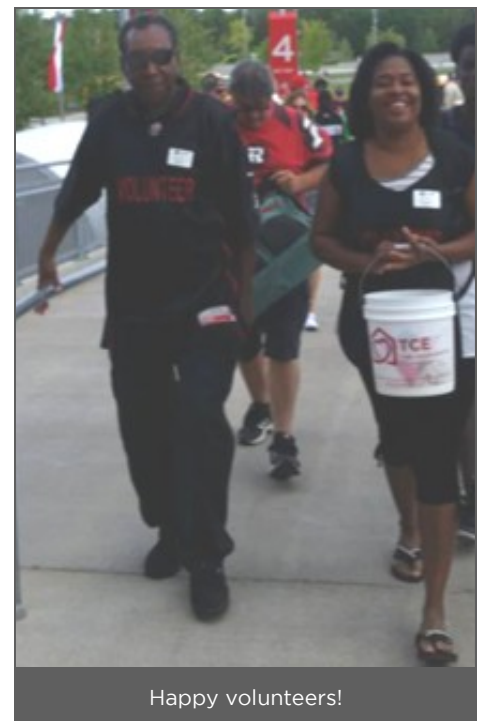
Gareth's sister Cara came out to several games as well and they became the dynamic duo collecting cans and staying into the wee hours.

The work did not stop there. Laura and Mike or my husband Andy and I volunteered to come back the next day to haul away cans.

Each volunteer group that worked represented a particular home or program that received the majority of the funds raised from the returns. Two men have a small seasonal business sorting cans for return to the Beer Store.

None of this would be possible without the generosity of time and effort from volunteers, including TCE employees, people we support, families and friends. Thank you!!

Three cheers for our MANY volunteers - hip hip hooray, hip hip hooray, hip hip hooray!

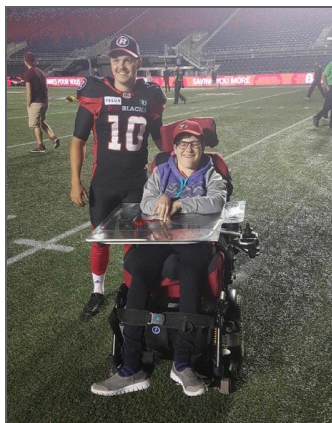


Happy volunteers!





Staff volunteers Laura and Kolleen



Jessica and Ottawa's record breaking kicker, Lewis Ward



Pictured at right: Michael hard at work sorting cans for recycling

## Michael and Anupam's Trip to Montreal

*By Brony Skuda, Residential Counsellor*

After planning our trip, Michael, Anupam and I left October 16th on Via Rail for a short getaway to Montreal. Anupam was so excited and happy as he is fascinated with trains, Michael, well let's just say he wasn't convinced yet.

Once we arrived, another new experience! We took the subway to our hotel where we freshened up and then went to a 50 year old landmark, the Bar B Barn. We all enjoyed the chicken and ribs a lot. Time to walk off dinner and enjoy the atmosphere of downtown Montreal. We visited the Bell centre, Montreal Museum of fine Arts and soaked in the scenery.

That evening we explored the Old Port and Old Montreal, with its cobblestone streets. We ended up on St. Laurent where we found somewhere to eat before we walked back to the hotel, Anupam wearing his newly bought Montreal Canadiens tuque. Everyone slept well with all the walking we did that day.

After breakfast, we picked up some treats for the train and were headed home before we knew it.. It was a quick trip but well worth it.

Thank you Special Fund for making this trip possible.



Michael and Anupam in Montreal



Can't wait to try the Bar B Barn!

## TCE Newsletter

You are reading the official newsletter of Total Communication Environment (TCE), a registered charitable organization dedicated to supporting individuals with multiple disabilities and special communication needs. **If you've received this by mail, please help us to save resources by consenting to receive communication by email.**

**TCE Office:** 190 Colonnade Rd., Suite 100, Nepean, ON K2E 7J5

**Phone:** 613-228-0999

**Fax:** 613-228-1402

**TDD:** 613



-228-8669

**Email:** tceadmin@tceottawa.org

**Web site:** www.tceottawa.org

## Total Communication Environment Homes and Programs

### Wilson House

5 Eisenhower Cres.  
Nepean, Ontario  
K2J 3Z8  
**(613) 843-7516**

### Hillmount

24 Hillmount Cres.  
Nepean, Ontario  
K2G 3E3  
**613-224-4406**

### Anderson Place

42 Leeming Drive  
Nepean, Ontario  
K2H 5P7  
**613-828-2578**

### Baxter Community Program

644 Golden Ave.  
Ottawa, Ontario  
K2A 2G2  
**613-722-4946**

### Baxter House

644 Golden Ave.  
Ottawa, Ontario  
K2A 2G2  
**613-722-4946**

### Kilbarron

12C & 12D Kilbarron Rd.  
Nepean, Ontario  
K2J 5A8  
**613-843-8038 (12C)**  
**613-843-8039 (12D)**

### Riverbend

5 Riverbend Dr.  
Nepean, Ontario  
K2H 5G9  
**613-721-5143**

### Wilson House Community Program

5 Eisenhower Cres.  
Nepean, Ontario  
K2J 3Z8  
**(613) 843-7516**

### Eleanor

16 Eleanor Drive  
Nepean, Ontario  
K2E 7G1  
**613-224-5975**

### 46 Clenning St.

Nepean, Ontario  
K2J 5B2  
**613-843-0593**

### Rosebella

1838 Rosebella Ave.  
Ottawa, Ontario  
K1T 1G5  
**613-216-0529**

### Riverbend Community Program

5 Riverbend Dr.  
Nepean, Ontario  
K2H 5G9  
**613-721-5143**

### Quinn

2785 Quinn Rd.  
Gloucester, Ontario  
K1T 3V4  
**613-822-6366**

### Burma

164, 166, 168 Burma Rd.  
Ottawa, Ontario  
K1K 4N2  
**613-742-6521**

### Starwood

75 Starwood Rd.  
Nepean, Ontario  
K2G 1Z4  
**613-723-8222**

### Kirkwood

575 Kirkwood Ave.  
Ottawa, Ontario  
K1Z 5X3  
**613-761-7468**

### Wyman

3554 Wyman Cres.  
Ottawa, Ontario  
K1V 0Z2  
**613-247-9294**

### Colonnade Community Program

190 Colonnade Rd. S., Unit 100  
(east side loading dock entrance)  
Nepean, ON K2E 7J5  
**613-233-0129**

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**Giving is easy:**

1. Go to [www.tceottawa.org](http://www.tceottawa.org)
2. Click on the Donate button

**If mailing your donations, please include the following information:**

Enclosed is my donation of \$ \_\_\_\_\_

(please make cheque payable to **Total Communication Environment**) or

Please charge my Visa/MasterCard: Card # \_\_\_\_\_ Expiry Date \_\_\_\_\_

Name as it appears on Card: \_\_\_\_\_

Signature \_\_\_\_\_

**Please print name & address as you would like them to appear on your donation receipt:**

Name: \_\_\_\_\_

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Address: \_\_\_\_\_

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