



June 2010

Volume 2

Sudbury Developmental Services

IN THE KNOW

What an astounding turnout we had at the Special General Meeting hosted on Wednesday, May 19th! Approximately 170 - 200 family members, people receiving services, friends, staff, and members of the board participated in this meeting. The questions, opinions and concerns expressed during this meeting spoke to your issues, fears, as well as your strong desire to be informed and to have input into future plans for people being supported.

The Sudbury Developmental Services (SDS) board of directors and staff want to hear what you want SDS to accomplish for “you”. SDS knows that all plans for the future need to include the people whose lives their services affect. Priorities change over time, the needs of people receiving services and their families change, as do their interests, needs and priorities. For a list of the board of directors and managers, please go to page 4 of the newsletter.

SDS wants to ensure :

- that the services and supports they provide meet the needs of people and families who receive these services and supports
- that quality services and supports continue to be offered to everyone
- that the staff continue to receive the training required to provide the best supports possible

The only way this can happen is to hear first hand whether the services and supports currently being provided are meeting everyone’s needs and interests, or whether changes need to be made. Your voices were strong at this meeting and we thank you for your candor. We clearly heard that you want to be informed of new developments and changes and to have input.

Along with being accountable to people supported and families, SDS also needs to be accountable to their funder - the Ministry of Community and Social Services (MCSS). MCSS sets the direction for agencies from whom they purchase services. The agency’s Strategic Plan must address how services and supports meet this mandate to ensure continued funding and at the same time address the ongoing needs of people supported.

MCSS created the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*, to improve services and supports for adults who have developmental disabilities and their families. This act will replace the Developmental Services Act – the Act that SDS was operating under for the last 35 years. Basically this Act is to ensure that adults (18 years and over) with developmental disabilities:

- Have more choice and control over their lives
- Can live independently with the right supports
- Have more independence and choice
- Have more flexibility about the type of supports they need and who can provide that help

Perhaps the most exciting thing about the new act is that it focuses on the individualization of services, meaning that SDS should have the flexibility to meet the needs, wants and desired results for each person while still be accountable to its various stakeholders.

The requirements of the *Act* fit with SDS’s current vision, philosophy and practices. For more information about the *Act*, please go to the SDS website at www.cgsds.ca.

WHAT ARE THE MOST IMPORTANT THINGS IN YOUR LIFE?

As a way of identifying what results the board of directors should use to measure SDS's effectiveness, participants at the special general meeting were asked to identify those things that are most important in their life. The feedback below is from family members/advocates, friends, staff and people receiving services. The following list is based on both written responses (95) and the things that participants said during the exercise at the meeting (23 items). The numbers to the left indicate the number of times a result was written on the feedback form, or given during the exercise at the meeting. As you will see below, choosing services was most important to the people in attendance, followed by family and then friends.

1	Abuse - Free from
1	Accessibility
2	Privacy
9	Consistency / Continuity / No changes
10	Inclusion / Belonging
12	Spirituality
14	A place to live (clean / good / smaller / safe/ home like / choose)
17	Choice / Opportunity
17	Rights - speech / fair treatment. / non-disclosure. / possessions / being informed.
17	Safety
19	Accomplishments (goal attainment / helping others /learning and growing)
21	Independence (being or becoming / treated as a grown up)
22	Intimacy (love / husband / wife / girlfriend / boyfriend / children)
24	Contributions (helping others).
24	Respect (acceptance / being heard / valued / self worth / self esteem)
30	Happiness (feeling good about what we do - work / live /spend time).
31	Community involvement / Participation
53	Health
58	Work - job / Meaningful day and activities
63	Security (future planning / financial / having money / access to money)
69	Friends (interactions / connections/ opportunities)
76	Family (children / husband / wife / siblings / values)
83	Services (choosing services & staff / adequate funding / quality

In addition to the above identified priorities, the following recommendations were put forth during the meeting. These recommendations have been included in the board's Ends Statements:

- That MCSS take time to see first hand all the good services and supports currently being provided.
- That more opportunities for a similar forum be provided so that people receiving services, families, friends and staff have input into the direction SDS is headed.
- That there be better communication and that more opportunities be provided for ongoing communication
- That information and updates on developments, plans and impacts on services be provided.

Person-Centred Principles and Board Ends Statements

On May 31, 2010, the SDS board of directors and management team met to discuss the information that was collected from the participants who attended the special general meeting held on May 19, 2010. The following **Ends Statements and position on Person-Centred Thinking** were approved unanimously by those present at the board meeting.

Sudbury Developmental Services POSITION on PERSON-CENTRED THINKING:

SDS believes that people with developmental disabilities need to have more control over their lives. The development of services and supports needs to incorporate a person-centred approach. People supported by SDS will decide where they live, who they live with, where they work or how they spend their day, and how their supports are managed. The following principles will be used to guide the provision of services and the development of new services and supports. For a complete **list of the Person-Centred Principles** visit the SDS website at www.cgsds.ca.

ENDS STATEMENTS

The board has approved the following twelve (12) ends statements. These ends statements are what would be accomplished in the ideal world. They will be used when deciding how agency resources are allocated. They are not guarantees. The ends statements will be used to further interpret SDS's mission and vision, to indicate what it is that SDS is trying to accomplish, and to monitor the agency's progress towards the achievement of these ends. These ends statements are based on feedback that was obtained from people supported, family members, members, board members and staff.

- (1) PEOPLE CHOOSE THEIR SERVICES**
- (2) PEOPLE ARE CONNECTED TO THEIR FAMILY**
- (3) PEOPLE HAVE RELATIONSHIPS THAT ARE MEANINGFUL TO THEM**
- (4) PEOPLE EXPERIENCE A SENSE OF SECURITY**
- (5) PEOPLE CHOOSE WHERE THEY WORK OR HOW THEY SPEND THEIR DAY**
- (6) PEOPLE HAVE THE BEST POSSIBLE HEALTH**
- (7) PEOPLE ARE INVOLVED IN THEIR COMMUNITIES**
- (8) PEOPLE ARE SATISFIED WITH THEIR LIFE**
- (9) PEOPLE LIVE IN A STATE OF DIGNITY, MAKE DECISIONS AND EXPERIENCE A STATE OF WELL-BEING**
- (10) PEOPLE EXERCISE THEIR RIGHTS AND ARE TREATED FAIRLY**
- (11) PEOPLE ARE INFORMED**
- (12) PEOPLE ARE INVOLVED IN THE AFFAIRS OF SDS**

For a **more detailed list of the Ends Statements with the indicators**, please visit SDS's website at www.cgsds.ca.

Members and people who receive services should be proud to be part of an agency that is person-centred and that believes that services and supports should be directed by the people that they affect. Efforts to keep people informed and for people to be part of future planning will continue.

SDS promotes an open door policy and is receptive to hearing from people receiving services, family members, and all stakeholders at any time. You can speak to board members, staff, the managers and the Executive Director whenever questions or concerns arise, or make recommendations as SDS is committed to being a responsive agency.

We hope you will take the time to visit the SDS website at www.cgsds.ca to read the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* and to read SDS's Person-Centred Principles and more detailed Ends Statement. Also included is a more comprehensive account of the results of the May 31st Special General Meeting.

MEMBERS OF THE BOARD OF DIRECTORS

Pascal Joseph	President
Berthe Last	Vice President
Maurice Paquette	Second Vice President
Ronald Lange	Treasurer
Anna Charette	Secretary
Michael Anderson	
Lynne Chenier	
Gérald Gauthier	
Iva McNair	
Steve Payne	
Auvo Peltola	
Serge Treherne	

MANAGEMENT TEAM

Mila Wong:	Executive Director and Program Manager for Sudbury East Developmental Services and Therapeutic Gardening Program	674-1451 ext. 236	mwong@vianet.ca
Karen Caverson:	Director of Finance & Human Resources and Physical Services:	674-1451 ext. 232	k_caverson@cgsds.ca
Joanne Courchesne:	Program Manager for Jarrett Resource Centre & Residential Manager for Harmony Place	675-1287	j.courchesne@cgsds.ca
Barbara Daoust:	Residential Manager for Holland and Wembley Homes	674-1451 ext. 244	bardao@cgsds.ca
Corey Doherty:	Program Manager for Adèle Samson Centre/CMAC, Residential Manager for Oak Residence	674-1451 ext. 238	c.doherty@cgsds.ca
Nancy Favretto:	Program Manager for Respite Services, Residential Manager for Maple & Cedar Residences	674-1451 ext. 240	nancy.favretto@cgsds.ca
Greta Laplante:	Program Manager for Cec Woods Centre and SHILO Program, Residential Manager for Treeview Group Home	674-1451 ext. 239	greta.laplante@cgsds.ca
Betty Newton:	Residential Manager for Cana and Westmount Homes	674-1451 ext. 225	betnew@cgsds.ca
Mary Elizabeth Paonessa:	Program Manager for Jarrett Value Centre, JV2 Boutique and TAYP	525-5100	me.paonessa@cgsds.ca