

A Person-Centred Journey

By Karen Belyea, Executive Director

In December of 2016, TCE along with other developmental service agencies in Ottawa submitted a proposal to the Ministry of Community and Social Services' Employment and Modernization Fund. Our proposal, *Transformation to Person-Centred Practices* was approved and we are excited to say that the project is well underway with our two champions, Jackie Power and Lindsay McGee leading the charge. This two year project is based on an intensive train-the-trainer model with training from the Helen Sanderson Associates. At the end of the project TCE will have our own tailored training program and curriculum developed by Jackie and Lindsay for all employees.

Learning and evolution in developmental services never stops and how best to support someone with a developmental disability has evolved as well. When I studied many years ago, the thinking at that time was based on a medical model of care and protection. It was important to understand what was wrong with the person so you could address the issue or develop a program. You had to treat conditions and syndromes and have programs to teach skills, even if you were still teaching the same skill 5 years later. People tended to live in large groups. The smallest living environment we were funded for was an eight bed group home and at the time this was considered small. What often got lost in this approach was the individual. What did the person actually want? Why couldn't we just accept people for who they are?

We have learned a lot over the years and are much better at recognizing people's gifts and talents. Although we have always done our best for the people we support, we readily admit that it is a challenge to have an individualized approach when you live in a group. How could it not be? Over the past number of years we have focused on small living environments with individualized supports. We are certainly well on the path to transformation.

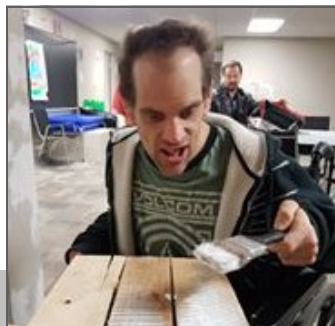
The overall goal of this project is to develop more person-centred practices in every area of TCE. We want to teach new skills and provide opportunities for learning to employees. Having choice about where you live, with whom and what you do are basic rights we all take for granted. This is also the right of people with developmental disabilities. Helping and supporting someone to develop natural and authentic relationships in the community is the road to social inclusion and these skills aren't the ones we necessarily learned or acquired at school or in life. Families and friends will be included through the sharing of information and learning opportunities. Most importantly, the people we support will be guiding and challenging us to continue our evolution into the person-centred organization we strive to be.



Michael and Shawn love fishing!



Ron preparing weekly newspapers for delivery



Cory refining his carpentry skills



Smitty enjoying Bluesfest

Greetings from TCE's Board Chairperson

By Candice Presley

It has been a pleasure serving as Chair of the Board of Directors for another busy and productive year. I am grateful for all TCE's devoted employees and volunteers, including my fellow Board members. The joint efforts of many ensure that TCE continues to carry out its Mission within a thriving community.

I hope that you enjoy this edition of our annual newsletter. Best wishes for this holiday season and may it bring more opportunities for you to reminisce and spend time with those you love. Happy holidays.



Douglas Joseph Fahey Annual FSN Picnic /BBQ



Mark S., Martine and Silka enjoying the annual picnic

Family Support Network

The Family Support Network (FSN) is a group of family members and friends of individuals who receive supports and services from TCE. The FSN meets twice a year with the Executive Director to receive information and discuss issues. Over the years the FSN has provided advice, assisted with fundraising, undertaken advocacy and worked in partnership with TCE to enhance the lives of their family members and friends living at TCE. Every August, the FSN participates in the Annual Douglas Joseph Fahey Memorial BBQ.

For more information about the Family Support Network and how you can join, please contact the TCE office at (613) 228-0999 or tceadmin@tceottawa.org. You may also read all about us on the TCE website at www.tceottawa.org.



Jamie and Dave



Brenda loves Canada and Canada Day!



John cheering on the Sens!



Jamie's favourite activity on his 50th Birthday with Dave and Murray

Anna-Marie's Exercise Blog

Day 1

It was my first day at the gym today. I went to the ymca. I went on the elliptical. I was very hot and tired after 15 minutes. I then went on the sit down bike for 15 minutes and then I went on the treadmill for 15 minutes. I was a little nervous but, I got through it. I enjoyed watching TV for my cooldown.

Day 7

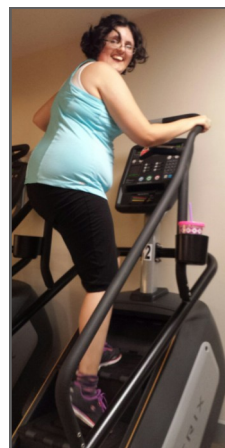
Today, I worked out on the machines by myself. I did the bike and the treadmill for 20 min. I was tired and hot but I still did it. I remember to always bring lots of water.

Day 17

I went to the gym at the ymca. I did the bike for 15 minute and the treadmill for 15 minute and also did the circuit training. I was proud of myself.

Day 28

I went to gym at the ymca with Mark and John. I did leg pull down weights. It was at Carlingwood mall downstairs in the basement. I then did the bike for 15 minute and watched TV.



Garden of Plenty



*By Jessica Martineau,
Human Resources Advisor*

As the sunny spring of 2017 came upon us, participants of the Riverbend Community Day Program decided to plant some seeds and create a beautiful garden. The days of summer approached and a wonderful array of vegetables and herbs began to blossom. From beautiful red tomatoes and green onions to hot peppers and batches of basil it was surely a sight to be seen. Once all of the delights were collected, they decided to whip up some recipes. They dappled in dips and sauces and tasty toppings for salads. It was a true example of enjoying the fruit of their labour. Great work Riverbend Community Day Program!



By Karen Belyea



Darryl and his Mom

I first met the Findlay family when Darryl came to the Stewart Street Children's home for parent relief in the 1980's. What a delight he was and remains, lovingly cared for by dedicated parents, Verna and Osborne Findlay, who have also been strong supporters of TCE. When TCE expanded and opened its first adult home at 644 Golden Avenue in 1986 it provided the opportunity for Darryl to move permanently into Stewart St.

An early student in the integration movement, Darryl was a star of his class and worked at a co-op job at Hurley's Road House in the Market. Life began to gradually change for Darryl during his late teens and early adulthood as it does for many others and it was a very long journey within the mental health system to receive a proper diagnosis and treatment.

During this time TCE developed its dual diagnosis services in order to best meet Darryl's and others' support needs. TCE opened its high support home on Quinn Rd in 1992.

Over time the old Darryl re-emerged, the jokester with the great sense of humour. Darryl also developed some strong relationships, one very special one with Doug Watt who supported Darryl in community participation. When the house at Quinn Rd. had to close for several months for major renovations, we were approached by Doug and his wife Shelly Bongard to ask if Darryl could stay with them. Verna and Osborne agreed to this arrangement with the confidence that we knew what we were doing and there was a back-up plan if things did not work out. Several months later I received a visit from the Findlay's and then shortly after met with Doug, Shelly and Darryl. They were a united front. Darryl was not going back to Quinn. He was very happy and so were they. Their young children Grace and Parker loved Darryl and he was part of their family now. The Findlay's lived close by and Darryl went for regular visits. So that was that. It was 2008 and Darryl is still very much a part of the family. Darryl's extended family has grown to include Shelly's mom and Darryl has loved watching Grace and Parker grow up. I also hear that he loves camping trips in the summer and his boy's nights with hockey, beer and the guys from the neighbourhood. This is TCE's second Home Share arrangement.

Darryl's story is a wonderful example that reminds us that people grow and change throughout their lives and labeling someone as 'dual diagnosis' or 'high support' can really place limits on what opportunities are provided. Developing authentic relationships, having choice about whom you live with and where is vitally important to a quality life. This is TCE's goal as we further develop our person-centred thinking practices and services.



Grace and Darryl



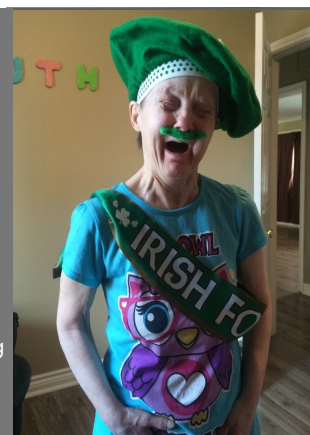
Doug, Shelly, Darryl, Parker and Grace



Pictured at left: the Blois family at TCE's 2005 Christmas Party



At right: Ruth celebrating her inner Leprechaun on Saint Paddy's Day!



By Karen Belyea

We lost a very special lady, Ruth Blois on November 16th. Ruth or Ruthie as she was known was a character but also quite the lady who loved being decked out in her fancy dresses. Loved and supported by her proud parents Sally and Austin, they taught us what great advocates were. We learned quickly that mother and daughter shared a love of pretty dresses and meticulous grooming.

Ruth moved to TCE in 2003 and first lived at Wilson House and then Eleanor house before finally settling at Rosebella. Ruth was a strong-willed lady and you never had to guess what she wanted or what her opinion was. She was well supported and respected by the staff team at Rosebella since 2008 when she moved to the small bungalow that quickly became her home. Rosebella was the perfect home for Ruth with only two roommates and a small staff team for support.

Ruth loved to attend the Quinlan Centre with her beloved counsellor Holly Mitchell. At the Memorial Service, Holly spoke about Ruth's love of music which surely was inherited from her father Austin who was a gifted fiddler in his time. Austin shared tales of barn parties filled with family, friends and music. Ruth's enjoyment of a good party was something she had in common at Quinlan and TCE where Ruth enjoyed many Halloween, Christmas, birthday and summer celebrations. Holly recalled the many visits from Mr. and Mrs. Blois to the Quinlan Centre and the exuberance with which they were greeted by Ruth. Inevitably Mrs. Blois would have a dress draped over her arm and after a quick change in the bathroom and a touch up to her hair off they would go to Red Lobster for Ruth's favourite meal!

Ruth loved to play jokes and Karen Walker, Program Supervisor at Rosebella recalled the times when Ruth would come out of her room looking like a football player after dressing in as many layers as possible for a laugh. And that green velvet dress...Ruth's favourite. She loved all of her dresses but the green velvet one went everywhere with Ruth. This dress brought Ruth comfort at every appointment, hospitalization and in her last days, the green dress was with her.

In Ruth's later years after the loss of both her parents, her brother Chris took on a more active role in her life. What an incredibly dedicated brother he has been. Acting in partnership with the staff team, Chris has been an active and loving presence in Ruth's life. Taking over the Red Lobster lunches and dress duties, Chris was always there for his sister. These last few years haven't been easy for her family and the circle of people who loved her. Her slow deterioration was hard to witness along with her many hospitalizations. Chris joked about getting calls from ICU doctors telling him to come to the hospital because this is 'it'. Chris would say "you don't know my sister". Ruth was so resilient and it really appeared that she would never leave us. When she was deemed palliative two weeks before her death, it was decided that she would be supported at home to die with as much comfort, care and compassion as possible. With the support from the Central Palliative Group, the Rosebella staff team and Chris, they did just that. TCE staff brought a positive and open attitude to the idea of palliative care for Ruth and they provided her with loving care and support right until the end of her life. She will be greatly missed at Rosebella and by all who knew her.

TCE Celebrates Its Dedicated Employees



Karen, Dave, Shelly, Jody, D.J., Jessica and Mark



Kelly, Christa, Laura and Charles

By Karen Belyea

On Thursday October 6th TCE employees gathered at Merivale Bowling Lanes for a Staff Appreciation Party. Along with the bowling, food and laughs we honoured the incredible commitment and dedication of our employees by awarding 5, 10, 15, 20, 25 and 30 Years Awards of Service.



Jen, Cheryl and Emma



Moraine, Chelsea and Stacey

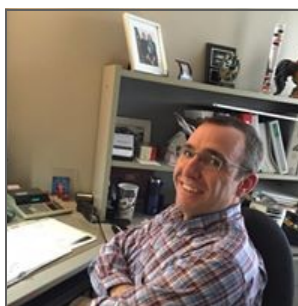
Mark Bennett- Our Number One

By Karen Belyea

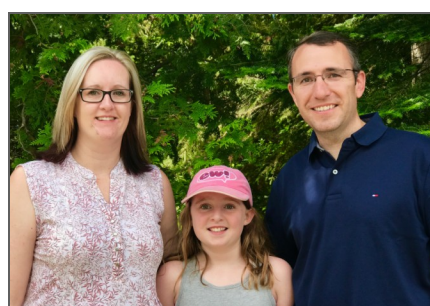


Mark receiving his Gold and Bronze 2016 Canadian Payroll Association Awards

If you have visited our administrative office at 190 Colonnade Road, chances are you know Mark Bennett. Certainly every employee knows he is the person to go to for any question payroll related, just don't ask him about his beloved Toronto Maple Leafs! Many of the people we support, volunteers and families also know Mark who has been with TCE for over 15 years. Now not only do we think Mark is number one but so does the Canadian Payroll Association who awarded Mark with their Gold Achievement Award for 2016 in Ontario and their Bronze Award for all of Canada. Mark earned his certification as a Payroll Compliance Practitioner and had the highest mark in Ontario and the third highest mark in all of Canada. We are very proud of Mark and know that you will join us as we offer our congratulations for his hard work



Mark in his office



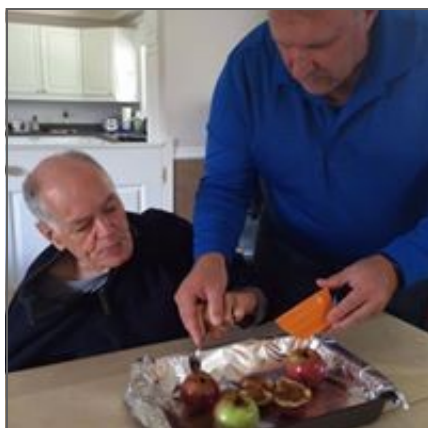
Sonia, Olivia and Mark Bennett

and incredible achievement. Well done!

Compliance Review

By Karen Belyea

Every year, TCE and other developmental service agencies funded by the Ministry of Community and Social Services are evaluated by the Compliance Branch based on *the Services and Supports to Support the Social Inclusion of Persons with Developmental Disabilities Act (2008)*. We were very pleased to report that of the several hundred regulations, TCE was fully in compliance on everything. It is so important to us that the people we support, their family and friends along with our stakeholders know that we are committed to maintaining the highest standards in supporting people who receive our services. Thank you to all of our amazing direct service employees, program supervisors, administrative staff and D.J. McDonald, Director of Operations for their hard work and dedication.



D'Arcy and student



Gavin, Paul and Darryl



Staff assisting David

Tony

By Ryan Peterson, Residential Counsellor

Since I started working with Tony three years ago, we have had a lot of adventures together.

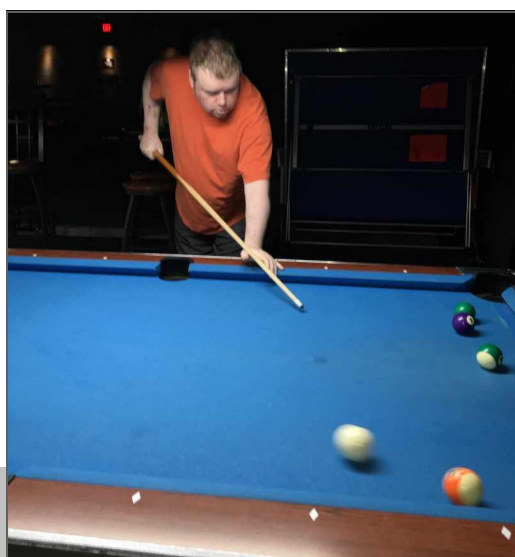
Tony loves long drives, especially to the beach at Constance Bay and Fitzroy Harbour. Often, we will stop for coffee and a healthy treat before we embark on our excursion. Tony enjoys the sights of rural Ottawa and the surrounding areas. He especially loves listening to music during these drives, and will occasionally sing along to his favorite songs. Sometimes we will stop for short walks along Mer Bleue Trail or other nature trails as Tony likes

watching the birds and ducks.

Other days our travels have taken us to new restaurants and cafes, where Tony has discovered his love of Indian and Greek food. The owners of the Indian restaurant the "Clay Oven" have been very accommodating and welcoming to staff and Tony.

With all these experiences, Tony is slowly becoming more comfortable in public places

It's been such a privilege working alongside Tony and I'm looking forward to the future and what new adventures it may bring.

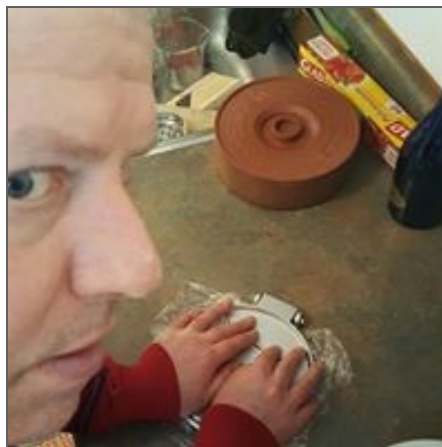


Tony playing pool at Tailgators Pool Hall



Tony at the Science Museum

Family



Steve and Craig preparing tortillas

By Karen Belyea

Families play a big role at TCE and many of our folks are fortunate to have terrific families in their life. Craig Walker was one of the original children at our Stewart Street Children's home many years ago and he now lives in his own apartment on Kirkwood Avenue. He loves hanging out at his sister Karen's place and cooking up a storm with brother-in-law Stephen Taylor.

TCE's Extraordinary Tax Lady



Guylaine Léger receiving a certificate of appreciation from Karen Belyea, May 31, 2017

By Carol Turner, Executive Assistant

Guylaine Léger has been generously and faithfully volunteering every year since 2009, preparing and filing TCE residents' income tax returns, through Canada Revenue Agency Community Volunteer Income Tax Program (CVITP). That's about 560 income tax returns! Thank you Guylaine, we deeply appreciate your cheery, gracious thoughtfulness, expertise and dedication!



Santa is another beloved volunteer, dancing above left with Katherine and above right visiting Michael

Redblacks



By Karen Belyea

We enjoyed another terrific year of beer can recycling at the Redblacks' games. Getting to watch the Redblacks play while also raising funds isn't too bad a deal! Not only did this venture allow two men to start their own part-time recycling business, paying them a working wage, it also raised funds to support activities and purchases for homes and programs throughout TCE. In the words of Bernie Ashe, Chief Executive Officer of the Ottawa Sports and Entertainment Group "Thank you. Your team fills a very important role for us."

Arlene Quinn, Gifted Music Therapist

Everyone at TCE has been benefitting from Arlene's joyful music for at least 7 years. Arlene recently mentioned that "music has been in me since I was a little girl". Witnessing her happy interactions, it is obvious that she has a passion for sharing her gift with others. Thank you Arlene for brightening our days with your beautiful melodies!



Pictured at left: Arlene and John at Baxter Community Program on Halloween

Right: Katherine singing with Arlene at TCE's Annual Douglas Joseph Fahey Memorial BBQ.



We love to party!



Osgoode Family Softball Tournament



Lorraine Downey and Tracey Daviero delivering a Family Ball Tournament cheque to Karen Belyea



Karen, Claire, Lorraine and Mike at the tournament

By Karen Belyea

TCE is so fortunate to have many long-time, dedicated employees and one of them is Lorraine Downey. Lorraine began working with TCE in 1996 and currently works at Wilson House Community Program. A couple of years ago Lorraine mentioned that her family has an annual ball tournament and they like to donate the collected funds to charity. Her plan was to nominate TCE as a wor-

thy recipient and hoped we would be chosen one year. We thought it was so generous that her small family tournament would donate their money to us! We got a surprise when Lorraine informed us earlier in the spring that indeed, TCE had been selected and this was no small tournament. This was the 27th year of the Osgoode Family Ball Tournament held annually the weekend after the Civic Holiday long weekend in August. It's a huge homecoming for many families in the Osgoode area and 16 family groups participate in the tournament. I am told that kids can barely wait until they are old enough to play. We were so honoured to have been chosen and on October 16th TCE received \$9,200! Thank you to Lorraine and the Osgoode community. You are shining example of what community is all about!

Rainu's Goodbye

By Karen Belyea



Rainuka Oberoi

Rainuka Oberoi, past Board Member and all around marketing wizard has been such a wonderful friend to TCE. Rainu helped us uncover what TCE really means through a discovery session that led to our new



Rainuka with her family

logo, look and tagline 'Making Connections for Life'. She is one of the key architects of our website and also responsible for establishing our wonderful social media presence. This past summer Rainu, her husband Peter and two boys Lucky and Roan said their goodbyes to Ottawa and moved to Delmar Beach, California. Doesn't seem like such a hardship at this time of year! Although we were sad to see them go we know it's not goodbye because as Rainu helped us to understand, TCE really does make connections for life.

TCE's Festive Feature



Mugs by Uncorked BDP



Holiday Platters by RVDP



Bottle lights by Uncorked BDP



Sign by Uncorked BDP



Wooden Décor by CDP

Get an early start in fulfilling all of your holiday needs handmade here at TCE's day programs! This year each of our day programs are working on special holiday must haves available to you for purchase with all proceeds going back into the programs. TCE's Riverbend Day Program is offering Holiday Cookie Platters at a cost of \$8 per tray. Each tray holds between 12-16 cookies. They are also offering Holiday Cupcakes at \$1 each with a minimum order of 6. These are fantastic for Holiday gatherings or even to snack on while you prepare your lists and check them twice! Uncorked by TCE's Baxter Day Program now offers gorgeous hand crafted signs, mugs, and glasses along with their tried and true bottle lights and adorable sock friends. TCE's Colonnade Day Program has just begun their holiday craft bonanza featuring hand crafted wooden holiday décor. Be sure to contact our programs today for further detail and to place your order!



Glasses by Uncorked BDP

For further information please contact:

1. [Riverbend Community Program \(RVDP\)](#)
Mark or Kelsey at 613-721-5143
tceriverbenddp@tceottawa.org
2. [Uncorked by Baxter Day Program \(BDP\)](#)
Wendy or Cheryl at 613-722-4946
tcebaxterdp@tceottawa.org
3. [Colonnade Day Program \(CDP\)](#)
613-233-0129
tcecolonnadedp@tceottawa.org

Happy Holidays!



Ornaments by Uncorked BDP

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.

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

TCE is happy to offer you the option of making a secure online donation through CanadaHelps.

Giving is easy:

1. Go to 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: _____

Telephone: _____

Address: _____

Email address: _____ Do you prefer correspondence by email? ☐ yes ☐ no

Total Communication Environment is a registered charity, BN: 11926 7714 RR0001

Income tax receipts will be issued for all financial contributions over \$10.00



Making Connections for Life