

Jackie Carpenter – the Story of Three Friends

By Karen Belyea, Executive Director

During the summer of 1998, DJ McDonald and I were invited to the Rideau Regional Centre in Smiths Falls, by a Social Worker we knew well, to meet three women. "They don't have a communication impairment but an agency is needed who will respect their wishes to live together. They've been best friends since they were young and they're refusing to move unless it's together!" We eagerly awaited our meeting, trying to imagine what strength it must have taken to keep such a strong bond of friendship alive all of those years at Rideau. Our answer walked through the door, pointed a thumb at her chest and stated 'I'm Madeleine'. After an hour of grilling by Madeleine about every aspect of how we thought we would care and support her and her friends, we finally asked whether we could meet Sarah and Jackie. Madeleine thought about it and said it would be better if we came back next week because she had to talk to Sarah and Jackie first. On her way out the door, she turned and said "Oh yeah, I smoke and I'm not quitting. So I'll need a smoking area. And I know it's bad for me".

Thus began the TCE chapter of the love story of three friends who came to live in their little bungalow on Hillmount Crescent near Merivale Mall in 1999. The years since have been filled with life enhancing experiences, various jobs, trips, new and rekindled relationships, family time and parties all year long. Sadly, Sarah died in 2010 and we lost Jackie this fall. It was a very sad time for everyone, including the staff, residents, her family but most acutely Madeleine or Maddy to her friends. The three friends, once little girls together, have shared a lifetime. Their surviving member is 72, or as Maddy prefers "69 for the third time".

Emma Dean, staff member at Hillmount read a lovely eulogy at Jackie's funeral, on behalf of the Hillmount team. She referred to Jackie's sense of humour and beautiful, warm caring eyes. Jackie was very kind and thoughtful, often expressing concern for others. She loved to joke and had a great memory, often enquiring about a staff member's family, remembering each of their names. One of her favourite things to do was go out to Tim Horton's for a coffee. Maddy says she is happy that Sarah isn't alone anymore and that she and Jackie can enjoy coffee again together.

In a letter to TCE from Jackie's brother Rick Carpenter, he expressed their family's gratitude to the organization and staff in providing the opportunity for Jackie to become the person she could be. The decision for her to move to Hillmount resulted in very positive changes in her life as a result of the personal care and attention provided by the wonderful staff and leadership in the home. "We are all much saddened by Jackie's death; but we can take comfort in the knowledge that in your care, Jackie's life was much enhanced. For this we thank you."



Jackie is thrilled to be making four legged friends!



A favorite pastime at the end of the day



Madeleine, Sarah and Jackie enjoying a walk

Nothing Like A Fresh New Look

By Rainuka Oberoi, Member of the Board of Directors

You may have noticed something different about this year's newsletter. We hope you like it. It is with great pleasure that we introduce to you our brand new look and feel for TCE.

We are not changing who we are, but we are giving ourselves a make-over. TCE is almost 35 years old, so it deserves a little nip and tuck!

We would like to thank the students of Algonquin College who designed our new logo. We think they did a really good job in capturing the heart and soul of TCE.

But wait, that's not all. We also have a new website which will make it even easier to stay informed about TCE. The new website will put you in touch with the latest news and events from TCE. You will also have access to photos, fundraising goals, social activities and much more. From now on, if you are ever wondering what we are up to, all you have to do is visit our website.

Please check it out at www.tceottawa.org and let us know what you think. We would love to hear from you. You can also follow us on Facebook and Twitter (TCE@tceottawa).



TCE's Special Fund

By Karen Belyea

TCE has launched our new 'Special Fund' which will support joy-inducing and life enhancing activities, hobbies, events, experiences and purchases for individuals living at TCE. These funds will provide an opportunity for residents to try new pursuits or get the extra help they need to realize a dream: take an art class, attend a concert, go up in a hot air balloon, plan a weekend away, learn to dance, buy a new stereo, join a horseback riding club, buy a special new outfit, join a drumming group The list is as endless as your imagination. A fund that is truly worthy of your support.

Louise Owens, Newsletter Producer Extraordinaire

By Christine Wilson, Founder and Past Chairperson of the Board of Directors

Louise Owens has been the key person for TCE's annual newsletter for 25 years. 2013 marks the passing of the pen to a new newsletter team.

Louise produced her first newsletter for TCE in 1989. There was no email at the time, and someone would drop off the articles at Louise's home in Orleans. She would re-type them in order to format them and then would fax them to Murray Wilson's office so that they could be edited by Christine. The process would continue with faxing back and forth. Then Louise or her husband Mike would deliver envelopes to Christine's home for the final steps of printing and mailing.

It was actually many years before Louise and I finally met in person, but our annual contact kept us in touch with each other and our growing families. Louise recently wrote, "I feel very fortunate to have been introduced to TCE and to have met you, Karen and Carol through that connection." It is TCE that has been fortunate, as Louise's help was indispensable and the newsletter was almost effortless once we joined the electronic age!

Thank you Louise for all you have done for TCE.

Inaugural Pamela Menchions Award

By Christine Wilson

At the TCE AGM on June 24, 2013 the inaugural Pamela Menchions Award for Outstanding Board Service was presented by Pam's sister, Jessica, to Lorena Duncan.

Pam Menchions (1957-2012) was a TCE Board member for over 11 years, six years as Chairperson and she was fondly remembered in the 2012 edition of this newsletter. She was dedicated and personable and a wonderful addition to TCE's Board. It was very fitting to establish an Award in Pam's memory.

As the first recipient of this award, Lorena Duncan was honoured for nine years as the Family Support Network representative to the Board of Directors, including more than five years as Board Secretary.

Lorena contributed greatly to the Board through her dedication to meeting the needs of the clients. Lorena often brought the face of the clients to the forefront of discussions at the Board. Lorena faithfully attended Board meetings and volunteered at functions such as Christmas parties and the BBQ. She took on the role of Secretary and her detailed notes ensured the information she recorded was accurate.

She was attentive to the issues presented and would often initiate great thoughtful discussions.

Congratulations and thank you, Lorena, for your contribution to TCE's Board of Directors.



Pamela Menchions



Jessica Menchions presents Lorena Duncan with the award

Spring Fling

By Karen Walker, Program Supervisor

The theme of this year's Spring Fling was "The Carnival" and it was another huge success! TCE is amazed every year at the dedication of the students from Barb Troutman's class at Longfields-Davidson Heights Secondary School in Barrhaven. They certainly know how to throw a party! There were games, creative decorations, prizes, delicious snacks and a very popular photo-booth. Music from Arlene Quinn and a student performance ensured that a great time was had by all.

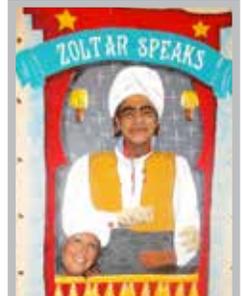
Special thanks also go to the Riverbend Day Program staff and participants who did all the grocery shopping, and to Jessica Martineau for organizing the popcorn machine. Thanks also to Christine Wilson, who attended the school with Jessica prior to the party, and had a discussion with the students about what to expect at the party, taught some basic sign language and shared what TCE is all about.



Students and staff of Longfields-Davidson Heights Secondary School with TCE volunteers



Arlene Quinn entertains residents and families at the Spring Fling



Joe and Jessica grant your wishes

FAMILY SUPPORT NETWORK NEWS

By Coreen Blackburn, FSN Representative to the Board of Directors

The Family Support Network held a fall meeting on Nov 4th with about 15 people in attendance. As well as a comprehensive report from Executive Director, Karen Belyea, the Treasurer reported that the bank balance is diminishing as we have fewer members joining the FSN.

Planning for Christmas parties at the residences was discussed and FSN agreed to help Santa by funding a gift for each resident again this year.

A Special Fund is being set up to fund "joy inducing and life enhancing" activities for residents. A review committee will accept applications and guidelines on who, how and when to apply will be circulated as soon as they are ready.

Karen mentioned "this fund is to support opportunities to try new things, think 'outside the box' and be creative." We hope this fund will enhance the lives of residents and enable them to perhaps do something to make their dreams come true.

Discussion around finding ways to encourage more family members and friends to join the FSN and come to the meetings, brought out the suggestion of having a Pot Luck supper in February or March. Does that idea appeal to you? Do you have other ideas? Any suggestions are welcome. We can make a difference in the lives of our loved ones by participating in this worthwhile organization. Let Carol at the office know that you would like a call from the FSN representative.

If you have not joined the FSN, you are encouraged to take out a membership for the year, Sept 2013-Oct 1 2014, by sending your cheque for \$10. to TCE, made out to the Family Support Network.

We look forward to seeing more people at our future meetings.



Richard loves his new bike purchased through donations

Summer Trips at TCE

By Jessica Martineau, Program Supervisor

What a wonderful summer it has been for the residents of TCE! They enjoyed a variety of excursions, exploring tourist destinations and enjoying new activities.

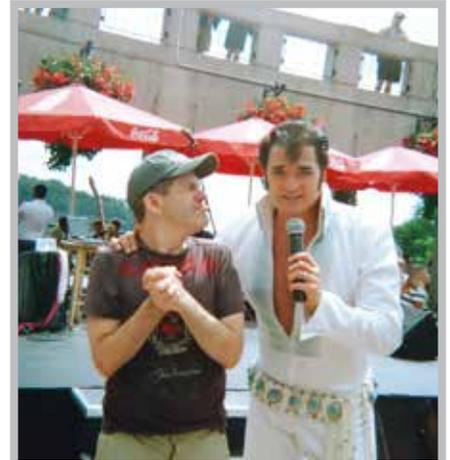
Some visited Kingston, exploring the town and enjoying a scenic Thousand Islands boat cruise. Others went to Montreal, where they visited Parc Safari and the Botanical Gardens and rested for a night in a local hotel. Residents also got to enjoy the great Canadian outdoors: Some spent the Canada Day long weekend camping in tents in Petawawa, and others capped off the summer with a stay in a beautiful lakeside cottage in Perth.

TCE wishes to extend a heartfelt thanks to all the staff who participated in the planning and organization of these vacations. The big smiles on the faces of our residents were a testament to how much they enjoyed themselves.

What a wonderful summer it was!



Harley loving Richard along for the ride with Ian Maxwell



Hanging with Elvis at Niagara Falls



Michael says Shawn's fish was "this big!"

REPORT ON THE 2013 TCE PICNIC/ BARBECUE

By Lorena Duncan, FSN Chairperson

About 150 people attended the BBQ at Andrew Haydon Park on the most beautiful picnic day EVER!

The Faheys were in full force with coffee, donuts, hamburgers, hotdogs and pop. For some reason it is Ron Fahey's birthday every TCE BBQ. Larry and Lynda Jackson brought delicious cakes.

Thanks to everyone who helped with the picnic set-up, presentation and clean-up. Half the fun is setting up and getting everything ready for the crowd to come at 11 o'clock. We call it a "Pop Up Party".

Arlene Quinn entertained us again. Her singing and guitar playing made everyone feel happy to be there.

We seem to have a great tradition going here.

Let's do it again next year!

The Gentlemen of Riverbend House

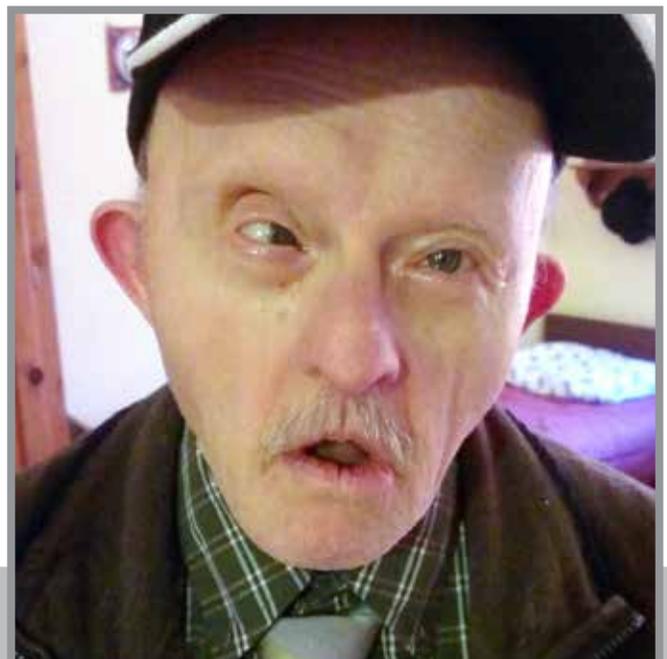
By Coreen Blackburn

In November of 2012, the men of Riverbend House decided to join the masses who were giving up the razor to grow mustaches for Movember. Movember – the month formerly known as November – is a moustache growing charity event held during November each year that raises funds and awareness for prostate cancer and other male health issues. John, Smitty and Mike watched daily as their mustache-growing efforts bore fruit. While they did not solicit donations for the Movember movement, they helped raise awareness of these issues and inspired us all.

Kudos to the staff barbers at Riverbend who came up with the idea and helped the residents grow and groom their 'Mo's. Perhaps this will become an annual event at Riverbend and other TCE homes.



John before



John's Movember mustache

Caring & Compassionate Staff

By Karen Belyea

My initial intent for this article was to feature one outstanding TCE staff member who made an extraordinary contribution this year. The problem is that there are just too many! Sadly, the area I want to highlight is not the happiest, as it relates to the number of seriously ill residents for whom we have cared for this year.

While there are many heartwarming examples of staff supporting residents in achieving personal goals, some of the most significant contributions this year have been from staff who dedicated their time, compassion and advocacy skills to care for residents hospitalized with significant medical issues. In addition, when residents returned home after a long illness or surgery, those staff members and their colleagues rallied to support the rehabilitation of the resident and to implement any new procedures required to safely welcome the resident home. Staff at every level have demonstrated an awe-inspiring level of caring and commitment: from the compassionate leadership of Director of Operations DJ McDonald, to our devoted Program Supervisors, to the many wonderful direct service staff who are indispensable at every stage of a resident's health challenges.

Thankfully, many of our residents recovered. However, some relapsed, and several passed away. Losing someone with whom you have had a relationship for a long time takes its toll on staff. It can be very comforting to be part of the person's palliative care, whether at home or in hospital. This is an area in which TCE is growing and developing greater expertise.

After experiencing such a loss, it is important for staff to be able to come together to debrief and discuss.

TCE also offers an Employee Assistance Program that staff can access individually, and which can help them deal with emotionally difficult situations.

TCE sincerely thanks each and every staff member who contributed to the care, support and rehabilitation of our ill residents over the past year.



Emma Dean reading the Eulogy at Jackie's funeral



*Our Exuberant Long Term Service Award Winners:
Colleen Magill (5 yrs), Kristina Weintrager (5), Anastasia Jones (5),
Jim Charles (10), Chelsey Densmore (5), Charles Brown (5),
Wendy Bonneville (15), Tammy Griffin (20)*

PASSAGES

By Karen Belyea

This past year we said goodbye to two residents, Paul and Beth, who passed away. They had both lived at the Rideau Regional Centre in Smiths Falls for most of their lives and moved to Forest Hill long term care home in Kanata prior to the closure of the Centre in 2009. They were supported with almost daily visits by TCE's Outreach Team and they are both deeply missed.

Beth was a quiet woman who was deaf/blind and who loved nothing more than the feeling of sunshine on her face, the peace and luxury of a room of her own and the compassionate care and support of staff from Forest Hill and TCE. She was a lovely gentle lady who is dearly missed by everyone who knew her.

Paul was a man of few words but he always managed to communicate his opinion and choices. Strong willed and full of life, he loved to participate in activities. Whether on a trip to the mall with his Outreach Worker, or a visit to TCE's day program, Paul wanted to be in the thick of things. His absence is deeply felt.

TCE also mourns the loss of long time family members . When residents move to TCE we also embrace their family. It is difficult for parents to reach that time when they must acknowledge the need for help in caring for their sons and daughters. TCE feels that by including families as much as possible the transition is easier.

Dorothy Bowering and Bill Laundry entrusted TCE with the care of their sons when TCE first opened a children's home in 1980. The families participated in TCE events over the years but with the life changes and illnesses that they faced decreasing their involvement they could be sure the care for their sons would continue in the spirit they wished. A younger generation of brothers, sisters, nieces and nephews often step into the parental role.

Frances McKean and Pete Richard joined the TCE family in the early 1990's. By this time, parents were very active in the Family Support Network. Kathleen Dean, a long time FSN member, remembers how they all pitched in with bake sales, mending residents' clothing, attending TCE events and Pete's special skill - painting houses. He likely painted every home TCE owned- completely and more than once.

With heavy hearts we warmly remember Paul, Beth, Dorothy, Bill, Frances and Pete.



Longtime FSN members Frances and Arnold McKean and their son Donald

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.

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Help TCE Maintain our Mission

By Janice Barclay, Chairperson, Board of Directors

TCE needs your assistance now more than ever. You have seen the great pictures and read the wonderful stories of what our residents are up to in this newsletter. Our employees work hard every day supporting and caring for the individuals living at TCE. When our staff care for people in hospital or provide extra support to those whose needs are increasing, we do not receive enhanced funding. We must find the resources in our already stretched budget.

Please help us maintain our Mission and continue our important work. Did you know that you can make general donations weekly or monthly, designate a donation for a specific home or purpose, to donate to the special fund, or make a 'donation in kind' of services? For any of these donations you would receive a tax receipt.

We also welcome people to share their talents and skills with us. This year we have been the beneficiary of Algonquin College marketing students' work on our logo, Daniel Martelock's artistic talent to transform one resident's bedroom into an enchanted forest, building materials and paint to fix up homes and donations to support wonderful summer activities. If you know someone with a talent or time to share, please let us know.

Legacy giving or in memoriam donations are also a way of remembering TCE. For more information please contact Karen Belyea, Executive Director, karenbelyea@tceottawa.org (613) 228-0999 ext 222.

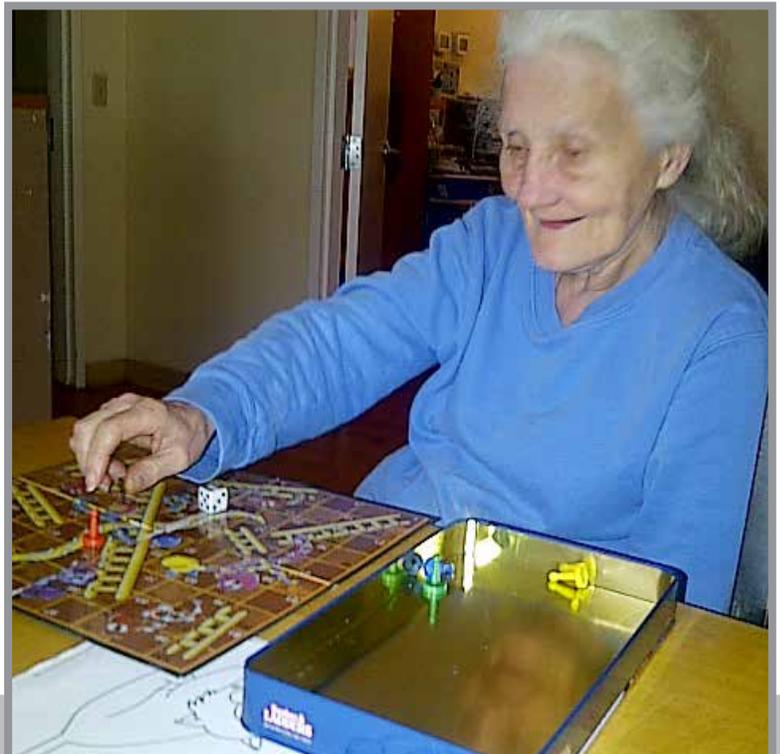
Thank you for your contribution and support of TCE's Mission.



*Sylvaine signs "I love you".
She loves her job too!*



A special 60th birthday for Rosie



Maddy enjoys a quiet moment at Baxter Day Program

Mural by Volunteer Artist

By Karen Walker

Kim had a newly painted bedroom but when it came to the final touches she wanted to let the outdoors in. Local Ottawa artist Daniel Martelock (check him out at danielmartelock.com) donated time and supplies to brighten Kim's room and make it glow. Kim is very proud of her space and has Dan to thank for it! Maybe you have a talent or hobby that could help make someone's day a little brighter or room a little nicer. There are no limits to the possibilities. Get thinking and get creative. Please contact TCE for any ideas you may have, as all are welcome!



Kim with her new mural



Artist Daniel Martelock reflecting on his work

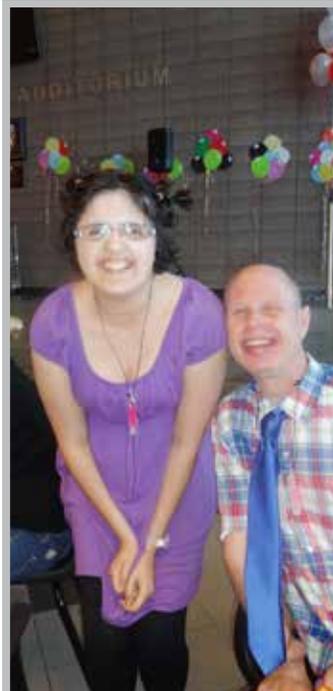
TCE and the Environment

By Liz Coolen, Member of the Board of Directors

As the new year approaches, so does a new TCE initiative. Still in its infancy stages, the project is focused on lowering TCE's environmental footprint while simultaneously lowering costs. Along with the help of our residents, we plan to make our houses as environmentally sustainable as possible. This will include, but is not limited to, a comprehensive recycling program, waste reduction measures and energy saving practices. Also keep an eye out for useful, easy tips and ideas on our new website which can help everyone's home become a little bit more environmentally sustainable!



Everyone loves feeding the deer



Having a great time at the Spring Fling



That Tom is a real charmer!



I love Halloween!

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 CanadaHelps logo

IF MAILING YOUR DONATION, PLEASE INCLUDE THE FOLLOWING INFORMATION:

Enclosed is my donation of \$ _____
(please make cheque payable to **Total Communication Environment**) or

Please charge my Visa/MasterCard/Amex: 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: _____

Total Communication Environment is a registered charity, BN: 11926 7714 RR0001
Income tax receipts will be issued for all financial contributions over \$10.00

