



ROTARY HOME REVIEW

Fall 2013



Keeping families strong. Helping keep them together.

Overnight Adult Respite Open Full Time!

We are thrilled to report that our overnight Adult Respite Program has been running four beds full-time since early September! The funding is in place to continue with this level of service (4-beds all month long) for our families until February/March 2013.

A huge thank you to all the donors, corporate sponsors and grantors who have supported this vision through our Foundation and to funding from the Ministry of

Community and Social Services. You have made this possible! We've been booked pretty solid from September through to November, but there are still many months left. If you are a caregiver in need of respite please call us!

We hope this continuity in the program will allow families to plan their visits and really take advantage of their respite to relax and rejuvenate.

ADULT RESPITE IS ON NOW

FOR MORE INFORMATION
CALL US AT
613.236.3200

**A SHORT BREAK CAN MAKE A BIG DIFFERENCE
BOOK YOUR VISIT NOW!**

NEW Video Tour of the Rotary Home

Never had the chance to visit us in person? Now you can see our beautiful Leitrim Campus (823 Rotary Way) with the click of a button. Just visit our website and look for the "Tour" link from the top menu bar or from the "About Us" menu. It gives a great sense

of the building with our state of the arts lift systems, amazing Snoezelen Room and our lovely gardens—perfect for out-of-town extended family and long time supporters who have yet to come in for a tour.



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Summer 



Everyone enjoyed spending lots of time outside this summer. From water parks to nature trails—what fun we had!



Fall 



At Rochester we were busy all summer working on our little garden, and enjoyed some fantastic results!



We had such an enjoyable time at the rodeo! The children were able to see the many farm animals and especially loved the horses and cowboys.



Taking part and reaching for the sky at Rochester

Our approach at our Rochester home has always been to value all our residents as individuals and provide them with opportunities to participate in the wider community through person-centred planning. This means we actively involve our residents, their family and friends, with setting personal goals. And the sky's the limit!

With goals set, we help our residents attain equal access and opportunity in reaching their goals while working to remove any of the barriers involved.

This summer, Lindsay got to experience a fantastic trip to the water park. We pushed the limits and headed into the sky on a plane with Caroline. And the whole gang spent the day on safari at wildlife Parc Omega.

Other goals are smaller, but no less important. Helping our residents build networks and links in our own community is a goal we work towards all the time. We are so lucky to have a beautiful recreation centre in our area where we can take a dip with the neighbours then grab a bite on a patio on Preston Street. Many afternoons have also been spent at the local Good Companions Centre celebrating birthdays and winning many games of Bingo.

A key goal we work on is continuing to strengthen the bonds our residents have with their families. Whether it is having a resident's whole family visit for Thanksgiving, helping to transport residents to sleepovers at home, or visiting an ill parent, we strive to keep

families connected. We pass along pictures from the apple orchards, stories about who won the bowling tournament and encourage regular phone calls to help them stay in touch.

Looking ahead to fall and winter, Girl Guides are coming to visit and volunteer with our residents, we'll join the fun with Leitrim's Adult Day Program for their Halloween festivities, and start planning a Christmas Tea for all our family and friends. And of course the cooler weather makes for some great times (and great eats!) in the kitchen, scenic strolls and visits to some amazing museums.

So drop on by and say "Hello". We will probably have some warm cookies and big smiles to greet you!

REMINDERS FOR PARENTS

Technology is a wonderful thing!

It enables us to interact and communicate in ways we never thought of before. With that in mind, however, it is more important than ever to take precautions to ensure we protect the privacy of all of our clients and staff. Please remember to let your children know to always ask permission before taking pictures or video recordings of other clients or staff. *Any pictures or recordings taken without permission will need to be deleted prior to discharge.*



It is more important than ever to take precautions to ensure we protect the privacy of all of our clients and staff.

ANNUAL FORMS PACKAGES

As we start the new school year, please make sure you sign and return the annual forms package. If you have any questions about these forms or need a new package please contact Sarah Gilkes, SarahG@rotaryhome.on.ca, or ask one of our respite counsellors during your next visit.

CARE PLAN & EMERGENCY CONTACT INFO

Please make sure you **review and update your child's care plan** upon admission to ensure that we have all the information we need to provide the best possible care to your child. This is a good opportunity to **ensure that your emergency contact information is also up to date** and lists a contact person who would be able to pick up and care for your child in the event of illness or closure due to an emergency.

“Thanks to everyone at the Ottawa Rotary Home. You truly do great work and help families living with special needs children and young adults.”

- Rotary Home parent



Weekends remain our most requested time frame, but don't forget that booking **weeknight respite** also offers an opportunity for fun and socialization while your son or daughter continues with their regular school routine.

This summer we noticed an increase in the number of last minute cancellations. **Please remember to give us as much notice as possible when cancelling a stay** as this will enable us to offer the time to another family that is on the waiting list.

Family Satisfaction SURVEY

We want to hear from YOU!

This fall, we launched our first ever **family satisfaction survey** for clients and families involved in our respite programs. The invaluable feedback that we have received enables us to be responsive to the ever changing needs of the clients and families we serve. The survey officially closed on October 18, 2013, however, if you would still like to participate please contact Maria Contreras at 613-236-3200 ext. 22 or email MariaC@rotaryhome.on.ca

ADULT RESPITE By the NUMBERS

266 Nights of care accessed in 1st year of program (2009)

889 Nights of care accessed last year (2012)

2848 Potential nights with full program funding

Number of families served last year **35**

Estimated number of our “graduates”
(former children’s program clients) who
accessed adult respite last year **1 in 6**

Number of beds currently operating: **4 (+1)*** of 8

Funding needed to run 8 beds year round: **\$800,000**

* 1 bed is currently being used as a residential bed

Occupancy Rates:

95% Regular Children’s Respite (July–September)

94% Children’s Medically Complex (July–September)

100% Adult Respite (September and October)



10th anniversary event most successful Golf-A-Thon by far!

On June 4, 2013, 120 golfers, dozens of sponsors, and dedicated volunteers came together for our 10th Golf-A-Thon. Together we raised \$85,000 for the Rotary Home’s adult respite program!

The weather was great and everyone loved the little extras we added for this year like the wine tasting from Domaine Perrault, the cake, and our hilarious and engaging guest MC Mark Papousek from Y101.

Best yet, the funds raised from the Golf-A-Thon will provide over 200 nights of care for families caring for young adults with physical disabilities, like our guest

speaker Eleonora Dufault’s family.

We’re happy to report that Eleonora’s daughter Camila just spent two weeks visiting the Rotary Home while her parents enjoyed some respite and a vacation south.

Thank you to everyone who made this such a great success!



Camila Dufault—stay tuned for more information about this cheerful young woman in our upcoming Angel Campaign.



THANK YOU GOLF-A-THON SPONSORS!



OUR AMAZING STAFF

Over the summer months, we completed a Human Resources Audit in which 45 staff members were personally interviewed. This allowed everyone the opportunity to share their concerns, praise, and ideas on how to retain our dedicated caring staff. We received excellent feedback and ideas which will help us with our goal of continuously improving our HR processes while ensuring we are providing the highest quality care in a loving environment.

We also held our **annual staff development day** in September. Some of the highlights of this fantastic day long event were educational visits from Fire Prevention Officers Ellen Pazdzior and Peter Cutler. And we can't forget to mention the fun and wacky team building games we played! Taking the time to get to know each other in this casual environment helps us bring that sense of teamwork and enjoyment of our work back to the children and young adults we care for.

This will help us with our goal of continuously improving our HR processes while ensuring we are providing the highest quality care in a loving environment.



“ My husband and I have yet to meet one Rotary Home staff person we didn't like. Or more importantly, that our daughter Camila did not like. They are competent in their field; they are enthusiastic, resourceful and caring. They pay attention to each child's or young adult's special needs and preferences and Camila always has a great time.”

- Eleanora Dufault

“ On this Thanksgiving, the Quesnel family sends our best wishes to all the Staff at Rotary Home. We are very appreciative of the loving care that Joanne receives. The dedication to helping her lead a full life by celebrating our seasons and holidays are always at the forefront of their activities.

From a trip in the sun to pick apples from trees colored by their leaves to baking apple pies and trips to the pumpkin patch in preparation for Halloween, Joanne has enjoyed many new opportunities since her move to Rochester Street.

From our family to all of your families, Happy Thanksgiving.”

JOINT ADVISORY GROUP

The Joint Advisory Group (JAG) made up of parents and family members from the Ottawa Rotary Home, Roger's House and OCTC will be holding their third parent information session on the subject of *Hygiene and Sexuality in youth with a disability*.

Date: Tuesday, November 26, 2013

Time: 6:00 p.m.-8:30 p.m.

Location: Ottawa Children's Treatment Centre, 2211 Thurston Drive, Ottawa

For more information please contact Maria Contreras at 613-236-3200 ext. 22, or via email at MariaC@rotaryhome.on.ca

DID YOU KNOW?



You can designate your **United Way** workplace contributions to the charity of your choice.

You can give the gift of time to parents caring for young adults with disabilities. Help families in our community access vital respite programs by bringing this information to your United Way workplace representative:

The Ottawa Rotary Home Foundation
Charitable Registration No.
89418 7962 RR0001

CONNECT WITH US!

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Rotary Home: 613.236.3200
Foundation: 613.822.5391

www.RotaryHome.on.ca
info@rotaryhome.on.ca
info@orhfoundation.ca



WITH THANKS

The incredible support received from foundations and local businesses gave many more families caring for young adults with severe physical disabilities access to out-of-home respite over the past year. We would like to acknowledge and thank the following partners:

Community Foundation of Ottawa—\$20,000
Stikeman Elliott LLP, Ottawa Partners—\$18,000
The Harold Crabtree Foundation—\$15,000
Rotary Club of Ottawa—\$10,000
REALTORS Care® Foundation—\$3,854
Harry P. Ward Foundation—\$2,500
Rotary Club of Ottawa Bytown—\$2,500
Rotary Club of West Ottawa—\$2,500

Welcoming our MBA students—A joint project with OCTC and Roger's House

Rotary Home is excited to welcome two MBA student from McMaster University who will be working with us from September to December. Josiah and Claire will be participating in a joint project for Rotary Home in partnership with the Ottawa Children's Treatment Centre (OCTC) and Roger's House as part of a co-op internship with their program.

Josiah will be developing a pilot project aimed at enhancing collaboration between Rotary Home, OCTC and Roger's House to streamline admissions to respite for medically fragile children. Because all three organizations offer a variant of the service, we aim to facilitate access for families by reinforcing communication and integration between the agencies.

Claire will be working on two main projects. The first is to research and evaluate the appropriateness of social enter-

prise and revenue generation in the pediatric health care and community settings paying particular attention to the ethical considerations of offering private services. The second is to investigate and recommend areas that ORH, RH, and OCTC can share efficiencies. What does one organization do well where another has an opportunity for improvement? And how can these organizations get together to improve quality of care without increasing their budgets.

Welcome Josiah and Claire!

"I am now one quarter of the way through a joint residency at The Ottawa Rotary Home, Roger's House, and Ottawa Children's Treatment Centre and feel like I've won the lottery."

- Claire