

EXECUTIVE DIRECTOR'S UPDATE NOVEMBER 2016

It is hard to believe that six months have past since my arrival in Bruce County and since I began my new role as Executive Director with BPACL. I'm sure you will recall from my August update that it was pretty much a whirlwind of a summer. I am settling in and enjoying my new role and getting to know the BPACL community. I have had several opportunities to meet so many of our supported individuals, some of their family members, many of our employees and several community members. It has been so great getting to meet so many new people. Everyone has been so welcoming.

There is lots of activity keeping us busy here at BPACL. As I learn more about the agency and MCSS requirements, participate in provider meetings and workshops, and connect with staff, we are able to take a look at our supports to individuals, our business practices, and overall agency services and look for ways to make improvements to better serve the individuals that we support. This has been a very exciting and informative six months.

The following is an update covering the last few months that I hope you will find helpful:

Annual Ontario Community Living Conference: September 21 to 23, 2016: I was fortunate to attend the Conference in Richmond Hill, Ontario with two members of the Board of Directors. The conference provided an excellent opportunity to learn about innovative and exciting projects that other service providers are implementing in their communities. Lots of great ideas are percolating!

Ministry Update:

The Ministry of Community and Social Services (MCSS) published a fall issue of Spotlight on Transformation. You will find a copy of the newsletter on our website as well as a link below:

http://www.mcsc.gov.on.ca/documents/en/mcss/publications/spotlight/DS-Spotlight_issue55_en.pdf

There are three important articles to note in this issue. First on Page 6 is an article about MCSS's efforts to work towards a more inclusive Ontario. This includes a shift away from sheltered workshops and toward more individualized and inclusive options for individuals who can not work and paid employment for those who can work.

Secondly on Page 2 you will find an article on a call for funding proposal under the Employment and Modernization Fund. BPACL is in the process of drafting a proposal for funding submission under the modernization fund to assist us in ensuring our programs are better aligned with ministry expectations. There are some exciting new ideas that we hope to share with you in the New Year and get your feedback on. Ideas that we feel will create programs and opportunities that are more individualized for the individuals that we support.

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On November 14 2016 MCSS also launched ReportOn, a new 24/7 telephone line and email address to promote safety for adults with developmental disabilities. I have condensed the information for you at the end of this report, but you can also access the website at:

<http://www.mcss.gov.on.ca/en/mcss/programs/developmental/reportON/index.aspx>

Christmas Office Closure - The head office will be closed from December 26th to December 30th and will reopen Monday January 2, 2017. The statutory holidays will be recognized on Dec 26/27/30 and in an effort to allow everyone to have some family time we will be closing from Dec 28/29. If there is an emergency during this time please use the emergency on call. We are all looking forward to spending a little time with family.

New Build Proposal: We have received final approval on the rezoning application, made it past the objection phase, and have received the green light for the project from the Town of South Bruce Peninsula. We are now waiting on the Site Plan approval and preparation of the property. We are hopeful that all this will be completed before the depth of winter settles in and while this is happening we continue to focusing our efforts on plans for the next phase of the development. A very exciting time indeed! Stay tuned for more news in my mid winter update.

UPCOMING EVENTS

BPACL's 3rd Annual Staff Holiday Gathering:

- Where:** Wiarton Legion, 330 Boyd St, Wiarton
When: **Friday December 2nd, 2016** Come and go from **5pm to 11pm** ~ people are able to stay longer as the group can join the bar downstairs at the Legion.
Who: All BPACL staff and 1 guest (adult)
Cost: No cost for entrance or food.

We will be holding a 'white elephant' game for all those that bring a \$10.00 gift. The Staff Appreciation Team is also asking that we all bring a non perishable food item to be donated to the Food Bank. There will be food and non alcoholic drinks available throughout the night.

Hope to see many staff members at the event. It will be a wonderful opportunity to get together outside of work. Any questions please contact Lisa at lmcartney@bpacl.ca



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Our Annual BPACL Christmas Luncheon and Dance

Friday, December 16, 2016

11:30 am - 2:30 pm

At The Meeting Place/Propeller Club, 575 Edward St

Tickets: \$8.00 per person

BPACL Board of Directors has graciously subsidized the cost for each person invited plus 1 guest.

Any additional guests will pay full price of \$16.00 per person.

Purchase tickets no later than Friday, Dec 9, 2016

from the Head Office - 314 George St



Karaoke Nights – There is nothing quite as heart warming or joyful as a group of people singing together, or performing songs for an enthusiastic crowd. I invite you to attend the monthly Karaoke night. The first Wednesday of every month from 6pm to 8 pm at the Propeller Club. Entrance fee at \$5. Next events are scheduled for Dec 7th and January 4th. I hope to see you there!

I wish everyone a festive holiday season and a wonderful new year!

**Michele Bell
Executive Director**

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MCSS Launch of ReportON

What's ReportON?

ReportON is a telephone line and email address to report actual or suspected abuse or neglect of **adults with a developmental disability**.

How do I know when to contact ReportON?

The abuse or neglect might be at the hands of the person's family, friends, care giver or a stranger.

Even if you're not absolutely certain you're witnessing abuse or neglect we would encourage you to call. There will be no consequences for you and you might make a significant difference in someone's life.

If there's an immediate threat, call 911.

Contact ReportON

You can contact ReportON 24 hours a day, seven days a week.

Phone: 1-800-575-2222

Email: reportONdisability@ontario.ca

TTY: 416-916-0549 or Toll Free 1-844-309-1025

 <p>Abuse Physical or sexual</p> <p>Call 911 immediately</p>	 <p>Abuse Verbal (e.g. bullying, belittling)</p> <p>Contact ReportON 1-800-575-2222 reportONdisability@ontario.ca TTY: 416-916-0549 or Toll Free 1-844-309-1025</p>	 <p>Neglect</p> <ul style="list-style-type: none"> • Providing poor living conditions • Not receiving basic life necessities: food, water, shelter • Being denied personal care (hygiene, medical) • Prevented from interacting with others, community involvement <p>Contact ReportON 1-800-575-2222 reportONdisability@ontario.ca TTY: 416-916-0549 or Toll Free 1-844-309-1025</p>
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ReportON Question and Answers

1. **Why has MCSS developed ReportON?**

ReportON has been developed in response to the 2015 Coroner's Inquest into the death of a Hamilton-area man who died while in receipt of developmental services from a service agency funded through MCSS. Specifically, the Inquest heard that agency staff may not always be aware of ways in which to register concerns directly to the ministry. In response, and in addition to other initiatives underway, MCSS has established a method for complaints to be registered directly with the ministry about services for, and treatment of, adults with developmental disabilities. Obviously, agency staff concerns should be brought directly to agency management as well, where appropriate.

MCSS is committed to promoting the safety and well-being of adults with developmental disabilities and is taking important steps to support the prevention and reporting of abuse within the adult developmental services system.

2. **Will my privacy be protected if I contact ReportON?**

Individuals contacting the ReportON service are not required to provide their name or contact details and may choose to remain anonymous.

However, providing their information may be helpful in the event that we need to contact them again, as some anonymous reports are difficult to act upon.

The Ministry will keep their personal information confidential, unless we are authorized or required by law to release that information, for example, if the police require the information.

3. **What is the impact on and role of Service Agencies and Developmental Services Ontario Offices (DSOs)?**

Agencies and DSOs are responsible for advising their Board of Directors, staff and volunteers of the purpose of **ReportON** and how to access it.

Through the public awareness and media campaign, MCSS has developed **ReportON** materials and online links that agencies and DSOs are welcome to distribute within their communities to help champion this effort and increase awareness of **ReportON**.

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4. **What happens to a concern/complaint once it's submitted to ReportON?**

An incoming concern/complaint is screened by MCSS to determine whether it is an emergency and requires 911 to be contacted and/ or whether it falls within MCSS' jurisdiction to directly follow-up on.

Once the concern/complaint passes through the screening stage, corporate staff will connect with the appropriate MCSS regional office Program Supervisor, who will:

advise the service agency of the complaint and ask them to follow up; and work with the agency to support their course of action to assist the person involved.

5. **Should agency staff contact the ReportON service if they witness or suspect a person is experiencing abuse and/or neglect?**

ReportON is intended to complement, not replace, existing processes for service providers to report abuse and/or neglect of clients. Staff should follow existing SOR/ESOR processes as appropriate. If an incident is reported via SOR/ESOR processes, staff do not need to contact **ReportON**. Staff may contact **ReportON** for incidents or situations which do not fall under the criteria required for SOR/ESOR reporting.

If a client is in need of medical attention, or their health and safety is in imminent danger, 9-1-1 emergency services should always be called.

6. **What if someone contacts ReportON with a safety concern about an adult with a developmental disability who is not receiving MCSS-funded services?**

For such situations which are outside of MCSS' jurisdiction, MCSS will report any alleged, suspected or witnessed incidents of abuse to local police authorities or re- direct to other channels such as the Ontario Public Guardianship and Trustee (OPGT), as appropriate.

7. **What is the ministry's authority for following up on reported cases of alleged, suspected or witnessed incidents of abuse and/or neglect?**

MCSS has the ability to monitor and take action with respect to service agency non-compliance with legislative and other requirements, including allegations of abuse and neglect, as prescribed by the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) legislation