

Spanabananagram

DECEMBER
2018



From the CEO

It has been awhile since I provided an update largely because of the activity level at SPAN.

Preparation for the audit was busy and frustrating, we learned that there were several errors in our audit documents, prepared by a 3rd party auditor, which drew the attention of the Canada Revenue Agency. The CRA undertook an audit of their own this past summer and provided a few recommendations. They were relatively minor; improve our donation receipts; have a second signature on deposits to the bank; set up a separate accounting for Citadel Homes. These are all relatively minor and sensible activities; they also recommended that we terminate our 3rd party auditor.

Wilde & Co. as they had inaccurately reported on our charity returns and had failed to reconcile our balances correctly. We challenged Wilde & Co. about these issues; they claimed no responsibility, but in the end failed to show up to our Annual General Meeting in September to present their audit. We are pleased to welcome Gallo and Associates as our new audit firm.

The Board of Directors Visioning Retreat was held in Edmonton on October 26 & 27, Board members, management, coordinators and team leaders attended for an intensive two days of learning, listening and sharing. Ken Chapman, an Alberta lawyer and futurist shared his vision of Alberta in 20 years, and how Social Services would be impacted. We then moved into discussing our Vision and Mission as an organization and how we see change impacting our services. (Continued on pg 3)



St. Paul Abilities Network



"From Being Asleep To Waking Up!"

September 11, 1983 is the day that Changed my life forever!!! The day had started off rather good. My Husband, Real's oldest Brother Philip had just returned from Ontario, and had returned as a married man!!! So We therefore held a celebratory wedding dance for them on September 10, 1983. Both the Ulliac Family and the Hrynyk Family are very intertwined, as My little Sister Holly is married to one of Real's younger Brothers, Marcel!!! So oh what a tangled web we weave when at First we practice to deceive!

We had all been invited to Philip, and Carol's for Brunch the next day, and were discussing our Plans for the day!!! Real, and Myself had just bought ourselves each a Horse!!! Real's being a Papered Quarter-Horse. By the name of Jingo!!! His sire had been a Horse named Jingo-Jag!!! Mine was an Arabian-Quarter-Horse Cross, by the name of Joy!!!

After having decided that Real, and I were going Horse-back riding, we headed to our place to Saddle-up, and leave. This incidentally is My last conscience thought, for I do not remember a thing until six weeks later!!! That is to say that one thing that I do remember is the sound of a Female-Voice talking with a "Welsh-Accent" telling Me to hurry,

and wake-up So that I could help Her clean our Ward up!!! The name of this wonderful woman was Marie!!! She has since passed-on!!! I believe that she is directly responsible for the survival of Myself as well as a number of others that I shared a ward with at the University-Hospital!!

There is what is called the "Glasscow-Coma-Scale", which rates the seriousness of the "Coma". This scale runs from numbers 0, to 20. Marks are awarded on how much you are able to function. Numbers 1, 2, and 3, you are Dead, and I was just a 4!!! Dr. Sereda, a Doctor here in St.-Paul has Often joked with Me, that a pen has a higher rating on the Scale than I did at the time that I Slipped in to My Coma!!!

My Mom who had been teaching at the time was always trying to stimulate Me, and had brought My Baseball-Glove to the Hospital, she would toss the ball at Me, I would catch it in My glove, then Toss it back to Her!!! The way that they found out that I could see, was Mom had tossed Me the Ball, I caught in My Glove, and she told Me to toss it to Marcel, and guess what??? I tossed it to Marcel!!! Another small victory for Donna!!! She handed Me a toothbrush, and said what do with this??? When after a few Minutes passed, and I did not seem to know, she thought of putting some Toothpaste on it!!! I then put it immediately into My mouth!!

I am now going to give you some dates, dates that will make you realize that waking-up from a coma does Not happen like it does on T.V!!! I slipped into My Coma on September 11, 1983, so from that date until December 5, 1984, I remained at the U. of A., then from December 5, to March 30 of 1984 I was at the Glen-rose-Rehabilitation Hospital. I went home from July 30 to October 30, because they just said that I needed a break from My Physio!!! So therefore I can honestly say that it does not happen like it does in the "Movies!!!"

Upon returning Home, I was in a real "Dark-Place" for some time, so "dark" in fact that I attempted to take My own life several times!!! My oldest sister Debbie. God bless her somehow heard of this Group-Home in St.-Paul!!! So Real, and I came to scout it out, and decided that this was a place that would Suit My needs, and I made the move shortly thereafter!!! I lived at White-Oak's for 2 years, and gained all the skills that I would need to live independently!!! Then moved again, this time to a cute little basement suite just around the corner from the Group-Home, just so I could still count on their moral-support!!! S.P.A.N., having apartments to rent, offered Me one closer to the Day-Program, which by now had become a very important part of My life!!! While bringing in groceries with My Mom, and My Auntie Yvette, I tripped on a little post, and split My lower chin from ear, to ear!!! My Mom rushed Me to the Hospital, where Dr. Woytiuk sewed Me up!!! A lot of tears were shed, by all three of us!!! (Continued on next page)

(Waking Up)

After this fall both Mom, and Dad were somewhat leery to let Me live by Myself, so I moved back to White-Oak's, while waiting for A.S.P.E.N. House to be completed, and ready to receive it's residents!!!

This, by far has been the most suitable place for Me to live!!! One thing that makes my life here at Aspen house so wonderful, is all the staff are so adept and compassionate. I honestly feel sorry for those head injured people who are not living here, but are out in the streets. There is a space at the back of the house for my stationary-Bike, which I ride every-day!!!

Just to give you an idea of just how bad my balance is I fell of My bike one time, and the darned-thing doesn't even move!!! Another time I was trying to put together 30 Days of not falling, something which I have still not achieved, I might add, and I sneezed and fell over backwards, another record shot to Hell!!!

At A.S.P.E.N.-House I also get to cook supper for all of My Mates, the staff, and Myself once a week!! I have even made My very own cook-book!!! This book features the recipe, a picture of me preparing the food, and then a picture of the Meal, as soon as it has been removed from the oven!!! Twice a recipe has been featured in the S.P.A.N. Newsletter!!! I just get on the internet, and research for appetizing recipes, and then type it up on the computer that we have at the group-home, then Team Leader prints it off for Me, and then I place it on My recipe-binder!!!

I also have a most wonderful man in My life by the name of Gerry Dubeau who understands Me, and Completes My life!!!

~Donna Ulliach

(CEO continued)

Here are some messages from the future:

- Environment Matters: There will be an investment by society in reclaiming, restoring and clean technology.
- Education of staff, smart workers will become increasingly important. Critical thinking, decision making and being able to work in complex collaborative teams will be skills we recruit for. A heightened focus on working with justice, addictions, health and mental health to deliver full life supports will become the practice.
- Stronger relationships with our aboriginal neighbors are needed.
- Tribalism must stop (when ideas like the right vs. left in politics leave no room for nonpartisan work) women and youth will play their part here to address tribalism.
- Citizens need to be informed and you must "show up".
- Investments in Social Services will be impacted by the coming election.
- Diversity will be the key to survival- agencies will remain healthy only if they integrate with their community, collaborate and diversify investments.
- Technology and innovation will change the way we deliver services.

(Continued on pg 4)



(CEO continued)

After much discussion, leadership participants determined eight (8) key focuses:

1. That we work toward being an employer of choice.
2. That we work to continuously improve the quality of our supports.
3. Social enterprise stands on 3 pillars i) generates revenue, ii) It is good for our client group iii) It is a good thing for our community. We will continue with social enterprise because it provides security and stability when government priorities change.
4. That we continue to build on the education of our employees, and become a center for learning and best practices. This may include investment in research and development.
5. Collaborate with others. We will seek opportunities to partner, to include other groups with expertise that benefit our goals.
6. Increase options in accessible and affordable housing for SPAN clients and target groups.
7. Develop a responsive service design. We must be more flexible in services; better at evaluation of success-
es and challenges and adapting to change.
8. We must tell our story better and more frequently.
9. We must ensure our infrastructure matches our program growth.

As we move forward as an agency we will be planning with these focuses in mind. Messages throughout the full vision document suggest that we must work together and bring everyone along; your voice is important to all of us.

Results from the Cassandra Lavoie fatality enquiry are finally in. This process is not about laying blame, it is about trying to determine if there are any actions we as the service sector, or the government regulating agency can make to prevent harm in the future. In this Enquiry a young lady passed away while in our care in 2013. She was profoundly disabled, and her passing was determined to be of natural causes related to her very significant disabilities.

Span participated with the Crown to determine recommendations that may help support people with disabilities and prevent similar deaths. Four recommendations to the Minister were developed.

1. That employees that serve people with disabilities meet a set of core competencies. This includes mandating training like Foundations, First aid, CPR etc. SPAN staff at the time exceeded these expectations but the recommendation will support ADWA's goal to have core competencies imbedded in expectations for service.
2. Records, communication and charting should be improved. While we are not a health facility, and services across the province met current expectations, we should be developing charting protocols. Additionally, admissions documentations need to be more fulsome.
3. Overnight supervision: Sleep and rest shifts leave people without regular bed checks. Again, we are not a health facility, however more attention will be paid to those people who may need more attention through the night.
4. Lifesaving resources and technology, this recommendation suggests more of a health care approach than a community care approach. However; ensuring that CPR is up to date and, technology for monitoring health of clients should be explored, are part of this recommendation.

(Continued on Page 5)

Winter solitude- in a world of one colour. The sound of wind.

~Matsuo Basho

(CEO continued)

- Our social enterprises are moving along well. SPAN received the provinces' Innovation Award from Alberta Council of Disability Services (ACDS) in 2018; for our outstanding work developing social enterprise. While the award is a high praise, we continue to strive at those businesses that support our three pillars of service.

The hotel continues to build its' clientele. Each month is better than the last, and the investments we have made in meeting space are paying off with several events taking place.

- Congratulations to our leaders in Food Services. We sent four leading staff to a conference in Jasper Park Lodge to learn all about catering and food.
- I believe we will phase out commercial laundry. The market is far too competitive for an older plant to survive; and the poor economy has stripped us of many of our oil field customers. We are working to repurpose the building toward a new venture. There is a possibility of bringing a completely new industry to our community. While we are still in the formulation and investigation stage, it is a very excited opportunity.
- We remain hopeful for our housing grant application. We will likely and not know the outcome of the government's decision until February or March, however it is an election year, and apparently the ministry of housing and the ministry for aboriginal affairs both like our mixed market submission. So keep your fingers crossed that at least a portion of government's budget get allocated to St. Paul.
- The Board is currently reviewing management's submission for Christmas bonuses. In recognition of our recent investments and the state of the economy, management has increased our request fairly significantly with the lions share going to frontline and team leader positions. The bonuses, if approved will recognize length of service and level of responsibility. It should be added to the December 10th payroll.
- An offer has been made and accepted for the new Human Resource Manager position. Craig Cherritt will be starting on December 3rd in his new position.
- Also a welcome to Kate Spurrill. Kate has come on in October as our new Home Living Supports Coordinator, and a much needed addition to the Residential Department.
- Welcome also to Troy Seimers who recently came back to SPAN in his new position as Manager at the Next To New store, and don't forget to check out this year's hottest gift ideas – Onesies for the whole family; also furniture and jewelry.
- I am looking forward to another exceptional Christmas party, scheduled for December 1st in our gym. If you haven't got your tickets, get them soon from the SPAN front desk. They are selling fast this year.

Our Christmas season is always a busy one:

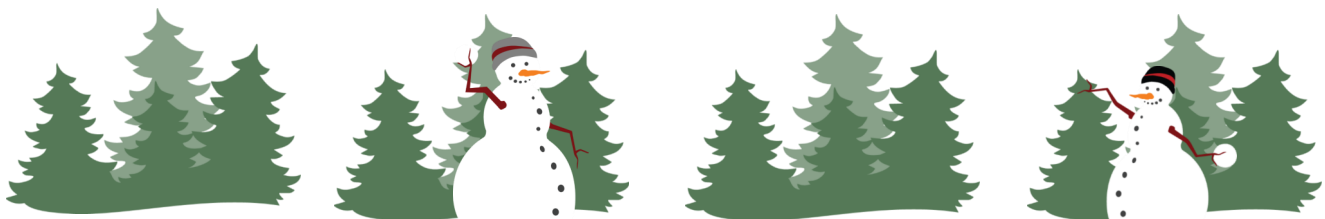
- The children's Christmas party, for all staffs children's of all ages is on December 7th at 5-8 pm cost of \$3.00 per ticket. Register at SPAN front desk.
- The Joint Christmas dinner, supported with a generous donation by the Board and cooking from every home is at the main office on December 25th.
- The staff office party is on December 21 at 1 pm, treats and prizes will be there, all staff are welcome to come!
- Christmas and Boxing Day are both considered statutory holidays for SPAN staff and fall on the Tuesday and Wednesday this year.

Well that's enough from me for now but please give me a call if you have any questions.

Sincerely,

Tim Bear

(Submitted November 2018)



STAFF OF THE YEAR

Chita Tac-an

This year's staff of the year award goes to Chita Tac-an. Thank you Chita for helping out at reception whenever you are needed and also stepping in and doing payroll when staff are away of family emergencies. Congratulations Chita!

VOLUNTEER OF THE YEAR

Doug Romanovich

A big congratulations to Doug Romanovich for winning Volunteer of the year this year! Your hard work and dedication at the Next to New store really shows, thank you for volunteering your time.

COMMUNITY CAPACITY OF THE YEAR

Christine Farkas

Congratulations to Christine Farkas for winning the community capacity of the year award. Thank you for working to closely with Lester and helping him find shredding jobs for his shredding company outside of the agency. Keep up the good work!

TEAM BUILDER OF THE YEAR

Cristine Costanos

Thank you to Cristine Constanos for always being available and flexible to work within CES whenever and wherever you are needing. Congratulations!

Please send submissions for January's newsletter to Lorraine at

lberglund@spanet.ab.ca