

September 2009

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Santa is sure to make an appearance

Resourceful Futures will once again be hosting our annual Christmas Party in early December, 2009

Time, Date and Location will be announced in November, 2009.

Looking forward to seeing you all there!!

Workshops

Crisis Prevention Intervention

Sept 19 - 9:30- 4:30 This is open to all relief staff.

Oct 6 - 9:00- 4:00 Day Staff

Positive Approaches

Oct 17 - 9:30- 4:30

All classes are held at Resourceful Futures Office. Please remember to bring your lunch.

A Message from the Director and the Employee Relations Advisors

I hope everyone had an enjoyable and exciting summer. September is usually the month that programs, committees and new initiatives are talked about and/or implemented. So getting right down to it, I would like to recap some initiatives from the past and where we are heading in the future.

Last year, Resourceful Futures participated in a one-year training program from Customs Learning Systems Group Ltd. to become the Employer of Choice. RFCSL embraced this concept and training,

and redefined the roles and responsibilities of the Employee Relations Advisors (ERA). The ERA is comprised of six frontline staff who meet on a monthly basis to discuss and implement action plans to provide focused frontline leadership and create a culture of World Class Employees, while achieving World Class Client Satisfaction Outcomes for each individual we serve.

The ERA have identified Community Inclusion, Meaningful Activities and Team Building as the primary goals and are in the process of developing an action plan to achieve superior outcomes for these goals.

Although the ERA are in the infancy stage of reaching their goals, much work has been achieved setting the foundation to move the ERA committee forward so Community Access outcomes can be measured and achieved.

Additionally, several months ago, Resourceful Futures completed the Workforce Job Classification System. It has been very exciting for me over the past few months to work hands-on with the ERA Members, frontline staff and the Team Leader to assess the roles and responsibilities specific to job classification. It is my intention over the next few months to continue to work side by side with the ERA, frontline employees, team leader, program coordinators and administration staff to streamline and ensure that we all follow the job classification as part of Resourceful Futures* commitment to achieve superior outcomes for creating a Culture of World Class Employees and Client Satisfaction that is outcome based.

As always, should you have any questions and/or suggestions for Resourceful Futures to achieve their mission, please contact me directly at 403-531-8631 ext 4 or robrfcs1@shawbiz.ca

Answers to common questions about the H1N1 (Swine) Flu

How do I know if I have the H1N1 flu or a regular flu bug?

* Without laboratory testing, it is very difficult to tell the difference between H1N1 flu and seasonal flu. Because swine flu has established itself in communities all across Canada, and because most cases are mild, doctors are no longer testing to determine which type of flu people have. However, those who are hospitalized with severe flu or flu-like symptoms and those with chronic disease are tested.

What are the most common symptoms of H1N1 flu?

* The symptoms of H1N1 flu are similar to those of regular flu. They include: *fever of 38 degrees C (100.4 F) or higher

**Coughing and sore throat

Fatigue**

**Lack of appetite

**Sometimes vomiting and diarrhea, especially in young children

**Fever may be the only symptom.

When and how long should I stay home if I have these symptoms?

- * If you have a fever, you should stay home, even if you think you have a mild case. That way, you won't infect others who could develop a much more severe illness.
- * The flu is most contagious during the first few days of showing symptoms.
- * Most experts agree that it is best to stay home for at least five days or until you are able to resume daily activities, whichever is shorter.

How should I treat the flu?

- *Get advice from your health care professional first and foremost. To bring down the fever, use acetaminophen (Tylenol). Get plenty of rest, do not socialize with others, and drink plenty of fluids.
- *If you develop more severe symptoms or if you have a chronic health condition, see your Doctor immediately.
- * How can I protect myself from getting sick?
- * The flu is spread from person to person through coughing and touching surfaces contaminated with infected droplets.
- * The best way to guard against the flu is frequent, thorough hand washing. Be sure to clean your hands after sneezing or coughing, after going to the washroom, and before and after eating.

Keep a bottle of hand sanitizer with you at all times for when you cannot wash your hands.

- *Sneeze into your elbow or sleeve, but still wash your hands afterwards.
- *Do not share personal items or drinks.
- *Strongly consider getting the flu vaccine when it becomes available this fall.

BIRTHDAYS

October

- * John G
- * Chandra H
- * Jennifer L
- * Barb M
- * Micheal B
- * Arlene R
- * George V

November

- * James C
- * Garry M
- * Richard P
- * Tracy R
- * Keith T

December

- * Barb B
- * Micheal B
- * Bobby B
- * Heather D
- * Denum M
- * Andrew N
- * John P
- * Gertride P

OFFICE CLOSURES

- October 12 **Thanksgiving
- November 11 **Remembrance Day
- December 24 **In Lieu of Boxing Day
- December 25 **Christmas Day

Employees Matter 2009
Marylenn Cortes, CDSW

Marylenn is a bubbly, kind hearted, soft spoken, fun loving, non-judgmental 27 year old woman who was born in Milan Italy. She was raised in the Philippines and decided to move to Calgary in July of 2008. Marylenn has been with Resourceful Futures now for 8 months. Each day she arrives with a sincere smile on her face and a warm personality that people always enjoy. She is definitely a *people person.*

Before working in the field of serving individuals with disabilities, Marylenn had achieved many other experiences and accomplishments such as a degree in bachelor*s of science and biology, and also had studied medicine for three and a half years before coming to Canada. Once she arrived she applied for a job at Resourceful Futures after looking online at random jobs that could classify as health care related. Marylenn applied to our agency and was called the next day for an interview. Not long after she began working with Resourceful. She was given one of our clients who have Autism to support. They have been a great match since day one.

In the beginning it seemed Marylenn was a bit shy however it did not take her long to fit in here and open her mind to all the clients and staff and the general day to day routine.

Marylenn has a positive attitude towards challenges. She has learned a lot about patience and dealing with difficult behaviors, and also sometimes the challenges of the workplace. Marylenn is glad she found herself in this industry because of the gratification of making a difference in the community and in the lives of our clients.

I can say with confidence that Marylenn*s good nature is contagious and that she is an inspiration to us all. So thank you again to Marylenn for being a great role model for us all.

Written by Co-Worker, Johna Grant, CDSP

COMMUNITY ACCESS NEWS

New look for the day room

** *The community access day room has had a makeover!!! As everyone knows, our space is limited, and with the H1N1 flu arriving in Calgary, we needed to ensure we were doing everything we could to reduce the risk of transmission.

*We have added some space that was previously being used by Administration to increase our Community Access working space. We have removed some items that were just taking up space, cleaned the area from top to bottom, and added some furniture that is more useful, hygienic, and safety conscious.

*We have also added hand sanitizers and posters promoting proper hand washing.

*Incredible thanks to James C for his diligent work as a volunteer to keep the office clean!!!!

New programs

*We have enhanced a number of programs by making more office space available for meetings and projects, and have completely made over the arts and crafts room. New supplies are being added all the time. Thanks so much to Christina!

Formalized programs have been set up for a Sign Language Class and a Book Reading Club, both of which are being facilitated by clients in the program. We also have Swimming, Bowling and Music classes on the go. In the works are a Walking Club and a Seniors Support Group whereby clients and staff meet with seniors in the community of Mayland Heights to help them with day to day activities such as shopping.

9TH ANNUAL RUMMAGE SALE

The Rehabilitation Society of Calgary is having it's annual rummage sale.

Friday, Saturday and Sunday
September 18th, 19th and 20th
From 9:30 am to 4:00pm

The REHAB SOCIETY is located at
*# 7, 11 Street N.E

For more information, contact Anna or Noreen at
403 263 8341

Caught In The Act"

Two incidents of our Community Disability Workers being " **Caught in the Act**" have been reported.

* Kendra L would like to thank Jordan L and Tracy D who came to help her out. They got off a City Transit Bus and got the bus driver to wait while they assisted their coworker. KUDOS to both of you!!

* Struan M went above and beyond by going to the home of one of our clients on a Saturday morning and taking him out for a hamburger, something he had been asking for some time.

Acts like these truly make a difference in the lives of the people we care for. What wonderful role models we have working at Resourceful Futures. HOORAY!!

*If you have witnessed one of your co-workers "**caught in the act**" of going above and beyond, we would love to hear from you. You can email Lisa at lisarfcsi@shawbiz.ca*

Words of Wisdom

Believe in yourself, and always be truthful.

Take time to enjoy life's pleasures.

Keep your mind open to new experiences.

Think before acting,

But don't forget the joys of spontaneity.

Make your own decisions.

Look out for yourself but remember

That you share this universe with others.

Look for the good in others,

Everybody has their own song to sing.

Live each moment to the fullest,

For a moment too soon becomes a memory.

Look for opportunities, not guarantees.

Hope for the best.

Give people a chance to love you,

For that is how you learn to love.

Live your life for yourself,

But always be considerate of others.

Believe in tomorrow,

For it holds the key to your continued success

Signs that you are no longer a kid:

*You're asleep, but others worry that you're dead

* You can live without sex, but not without glasses

* You would rather go to work than stay home sick

* Your best friend is dating someone half their age...And isn't breaking any laws

* You quit trying to hold in your stomach, no matter who walks into the room

* You sing along with the elevator music.

ACCREDITATION STATUS

I would like to inform you that RFCSL received our final report on the Accreditation Survey completed in February 2009. It is with great HONOR that I announce that RFCSL received their THREE-YEAR ACCREDITATION status- LEVEL II*

The Alberta Council of Disability Services will contact our office soon to schedule a date to formally present the accreditation award. When the commission confirms a date, RFCSL will let everyone know.

Here is a comment highlighted in the final report:

RFCSL continues to show leadership in areas of employment retention and client-focused service delivery. RFCSL has involved many of its staff in committees and projects (e.g., Employer of Choice, ACDS Accreditation Standards reviews) that are setting trends within the disabilities sector.

CONGRATULATIONS to all employees and permitted subcontractors for demonstrating a high level of commitment to the quality of care being provided to persons with disabilities.

You all deserve **GOLD MEDALS**.

BUILDING STRONGER COMMUNITIES

Everyone deserves to have a meaningful life

We build stronger communities when we help one another. Everyone requires support and encouragement to achieve his or her full potential.

What You Can Do

Look at the ABILITY not the disability

**Treat every individual with a disability the same way you would treat any other person, with dignity and respect

**Speak up when discrimination occurs

**If a person with a disability is with an able-bodied companion or interpreter, address the person with a disability directly rather than addressing the companion

**Include people with disabilities and encourage participation within the communities

Help Eliminate Barriers

**ASK a person with a disability if they require help, don't assume

**Leave the accessible parking spots for people who need them

**Advocate for accessible and barrier-free environments

**Develop communication material in alternative formats including plain language.

**Advocate whenever possible for Community Inclusion for all Albertans with disabilities.

Employee Resources/Interest websites:

CDSCalgary: Community Disabilities Services Calgary
Meaningful Work Stronger Communities

www.cdscalgary.com

CRSPCC: Community Rehabilitation Service Provider Council of Calgary

To co-ordinate, collaborate, and act as a resource consultant in the planning of services for people with disabilities.

www.crspcc.ca

ACDS: Alberta Council of Disability Services

The association facilitates interaction, co-operation and communication between association members, PDD Community and external stakeholders.

www.acds.ca

Government of Alberta:

Helps you find services available in Alberta.

www.servicealberta.gov.ab.ca

Client Resources/Interest websites:

AISH: Assured Income for the Severely Handicapped

AISH can help you get money for things like rent, groceries, and transportation.

www.seniors.gov.ab.ca

Access Calgary:

Access

Calgary is responsible for managing the eligibility, booking, scheduling and dispatching shared-ride, door-to-door transportation services for Calgarians with disabilities.

www.accesscalgary.ca

Calgary Transit:

Calgary*s public transportation system * Bus and Light Rail Transit (LRT) services.

www.calgarytransit.com

Handi Bus:

Calgary HandiBus is passionate about providing our customers with access to the community and promoting independence.

www.calgaryhandibus.com

PDD Calgary: Persons with Developmental Disabilities, Calgary Region

The Calgary Region Community Board Persons with Developmental Disabilities is dedicated to enhancing the quality of life for adults with developmental disabilities.

www.calgary-pdd.org

VRRRI: The Vocational Rehabilitation Research Institute: VRRRI

The mission of the VRRRI is to be leaders in innovative services and research that support persons with disabilities to live as contributing and valued members of the community.

www.vrri.org

City of Calgary:

Here you can find the Street Survival Guide. You can also find *People Resources* here (under City Living)

www.calgary.ca

Enable Link:

Online resources for people with disabilities, their families, friends and professionals

www.enablelink.org