

RESOURCEFUL TIMES

NEWSLETTER

September, 2010

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IMPORTANT NOTICE

Resourceful Futures main office is relocating effective October 4, 2010.

The new address is: 432- 28St. N.E.
Calgary, AB T2A 6T3
Ph# 403 531 8631

Email addresses and extensions will be changed for the administration team. We will send out a notice closer to the move date with all the changes.

Please ensure if the individual living in your home travels via Access Calgary you call and make the necessary changes after September 20, 2010.

If you have any questions please contact Lisa @ 403 531 8631 ext 0 or by email at rftsl@shawbiz.ca

"The only disability in life is a bad attitude

Director's Corner

Leadership is not a one day-thing. It is a constant commitment to excellence, a habit a daily practice.

Over the spring and summer, RFCSL leadership team and internal committees have been busy reviewing and developing strategies to address RFCSL's 2010-2013 Strategic Operating Plan. Strategies include processes, roles, and responsibilities, standardized agendas for measuring outcomes, reporting mechanisms and accountability for each internal committee and/or leadership team. These new structures, processes will assist RFCSL to improve the way we monitor services/supports, training, evaluation and responding to Quality Improvements, Risk Management, Cultural Diversity/Competence and Program Outcomes for program participants and employees. Some of the projects being developed include; Employee Passport to Excellence, Positive Behavior Support (PBS), Level 1 and 2, (Yes, employees and permitted subcontractors will need to retake the PBS training, but Linda assures me the training will be filled with great learning*s and FUN) defined roles, agenda*s and reporting processes for each internal committee. As we move into autumn, the leadership teams will be fine-tuning these improved changes, defining their committee goals and measurable outcomes in preparation to roll out the improved program supports and services over the winter and into the future. The committee chairs will be sending out quarterly reports starting with our winter newsletter to keep you updated on their progress and achievements. STAY TUNED

Over the past several months, Eric Jensen, RFCSL*s Financial/HR Director, armed with passion, determination, recommendations from clients, frontline staff, RFCSL*s leadership team and recommendations from the Creating Excellence Together survey set out to find RFCSL a new facility. Eric was seeking to find a facility that would provide more space for the community access program, much needed on site facilities, (accessible bathrooms, kitchen, training room) amenities and free parking for staff and guests. Mr. Jensen spent countless hours, looking at potential leasing spaces, negotiating with realtors, designing floor plans, and reviewing the financial figures to ensure long-term stability. To that end, I am

excited to announce, our move is now official. The movers are scheduled for October 2, 2010 and RFCSL's new location will be operational on October 3, 2010. When you have the opportunity, please take a moment to thank Eric for his dedication and pride securing our new facility. THANK YOU ERIC!!!!!!!!!!!!!!
The new address is: 432 -28 Street N.E. Calgary, Alberta T2A-6T3.

We welcome everyone to drop by to visit us at our new location.

Rob Halfyard, CEO

If you do not sow in the spring, you will not reap in the autumn

\$\$ MONEY MATTERS \$\$

Summer (if you could call it that!!!) is nearing an end. Have you got your financial affairs in order?

Some things to think about:

- Consider opening an RRSP to reduce your current taxes and save for retirement. The easiest way to do this is to set up an automatic debit with your financial institution.
- Opening a Tax Free Savings Plan (TFSP). You can contribute up to \$5000 per year to this plan and pay no tax on any income that you make on the plan. Also, unlike an RRSP, if you need to pull the money out, there is no tax to be paid. However, you cannot put the money back in once it is removed.
- Almost 60% of Canadians only have enough savings to last them a few weeks without a regular income. Most financial planners recommend you *PAY YOURSELF* 10% of your net income each month and put the money into an RRSP or TFSA or similar investment vehicle.

BENEFITS

Did you know that if you have our health and dental benefit coverage, you do not need to purchase additional medical insurance for an out of country trip? Your medical coverage with Desjardins covers you for this.

However, if you have an incident/accident while away and you need medical attention, you **MUST** call Voyage Assistance (if you are able). They can be reached from anywhere in the world by a toll free number (1-800-465-6390 in Canada and USA) or by collect call from anywhere else (514-875-9170).

Always carry your benefit card with you when traveling.

Workshops & Training

CPI Training

- ⇒ October 19, 2010 9:00-4:00 Community Access Staff
- ⇒ October 23, 2010 9:30-4:30 Permitted Subcontractors & Relief Staff. There are several spots available for relief staff.
- ⇒ March 12, 2011 9:30 - 4:30 Permitted Subcontractors & Relief Staff.
- ⇒ March 22, 2011 9:00-4:00 Community Access Staff
- ⇒ October 11, 2011 9:00-4:00 Community Access Staff
- ⇒ October 15, 2011 9:30 - 4:30 Permitted Subcontractors & Relief Staff.

Medication Administration

September 18 9:30-11:30 Permitted Subcontractor,
Community Access & Relief Staff

Positive Behavior Support- Level 1

- ⇒ September 18 12:00-5:00 Permitted Subcontractors,
Community Access & Relief Staff

- ⇒ November 23 9:00 - 6:00 Community Access Staff

Please let Lisa know as soon as possible if you have someone you would like to register for any of these dates.

First Aid/CPR

If you require First Aid/CPR please contact Lisa @ 403 531-8631 ext 0 or email rfcsl@shawbiz.ca and we can set up a training date.

Employee Relations Advisors

The ERA has been busy behind the scenes. As a group we have smoothed some wrinkles in our programs that our individuals are experiencing. It is important for us to gather feedback from employees and clients who participate in the programs so we can make the necessary changes to make it a successful program for all who attend. We are currently working on the criteria for a new incentive program Passport to Excellence.

Resourceful Futures provides a scholarship annually to a front line employee who demonstrates excellent leadership attributes nominations forms for the Mike Preston scholarship award were handed out to all front line employees On Sept 2nd 2010, The award will be handed out Oct 7th 2010 Good Luck to all nominees!!

If you have any questions please bring them to Kendra (Chair) Chelsie (Co-chair) or any of the members at large.

kendrarfcsl@shawbiz.ca

Community Access Update

Once again summer has come and gone and we hope that everyone had a great time. The staff and clients had a very busy summer; we all had a great time attending the stampede and our annual BBQ here at RF. Thanks to everyone who helped make the BBQ a great success.

We would like to thank the participants of photography club and the fishing club; these two new groups were a real hit. We are looking

forward to seeing them again next year. Please review the website for the fall schedule.

As most of you are aware all clubs held here at RF have brought great pleasure to all who participate. Kudo*s to all who help create these programs and make a difference in the participant's lives. This year RF held a year end picnic and sports day which everyone truly enjoyed. We would like to thank the social committee for all their help in planning this fun full day. (Special thanks to Kendra, Tracy, Alice, Carrie and Christina)

As we are all aware we are moving to a new location so there is scheduled locker clean outs weekly therefore you may see the individuals come home with things that you have not seen in a while. We are still struggling with bus pass and day monies coming in on time. Please have the individual's money in prior to the end of the month. If RF does not receive the money by the end of the month the home provider will be responsible for obtaining the bus pass. If any client is taking holidays please let the office know as soon as possible. Thanks Team Leaders

HALLOWEEN PARTY

Resourceful Futures community access program will be having a Halloween Party on October 29. There will be games, snacks and prizes. So come dress in your scariest costume and join the fun. More information will follow.

SPECIAL OLYMPICS

Several Resourceful Futures individuals went to London, Ontario to compete in the Special Olympics. Congratulations to all who participated. A special congratulation to Blair who won 3 gold and 1 silver medal at the games. Blair won gold for bench press (225 lbs), gold for dead lift (425 lbs) over all in his weight division (90 Kg) and his silver medal was for squats. With Blair's great success at the Special Olympics, Blair has been given the opportunity to go and compete in Greece next year. WAY TO GO BLAIR!

Corey and Richard received a silver medal for soccer and Jennifer received a bronze medal in gymnastics.
CONGRATULATIONS ALL!!!

Health and Safety Committee.

Just a reminder to everyone to dress according to the weather as the cooler weather is fast approaching.

We would like to take this opportunity to welcome our new members of the Health and Safety Committee. Lisa M, as the New Chair, Kendra L as Co-Chair and members at large Wellanie P, Marylenn C, Moe O.

DONATION RECEIVED

Resourceful Futures would like to extend a heart-felt thank you and appreciation to Mrs. R and Dr. Barclay of Calgary, Alberta for the donation of a ping pong table for RFCSL Community Access Program. This will truly be a wonderful activity for the participants of the program. Thank You, Thank You, Thank You!!

BIRTHDAYS

October

John. G
Chandra H
Jennifer L
Barb M
Michael R
Arlene R
George V

November

James C
Garry M
Richard P
Tracy R
Keith T
Cody W

December

Barb B
Michael B
Bobby B
Gertride P
Dennum
Andrew N
John P

HAPPY BIRTHDAY TO ALL!!!

OFFICE CLOSURES 2010

October 11	Monday	Thanksgiving Day
November 11	Thursday	Remembrance Day
December 24	Friday	In Lieu of Christmas Day
December 27	Monday	In Lieu of Boxing Day
January 3, 2011	Monday	In Lieu of New Years Day

Please ensure that your Access Calgary Bookings are cancelled for these dates.

STAR OF THE MONTH

JUNE, 2010 COLTON

Colton has been taking advantage of the Volunteer program that Resourceful Futures has started. His task is helping seniors in the community. Every few weeks Colton has been (and is still) assisting seniors within the community by helping them carry groceries from the store to their home. This task gives them both an opportunity to talk and enjoy each others company. Resourceful Futures received feedback via email about Colton's stellar work. The email detailed how happy the seniors were to have Colton's assistance and how nice it was to get to know him. When Colton was asked why he chose to continue doing his volunteer work, he claimed " It feels good to give and to be needed." Colton has shown that he is learning the true meaning of "community."

Keep up the Great Work Colton!!
Written By: Johna Grant, CDSP

JULY, 2010 JAMES

James-Man, Volunteer, Friend. His mop graces our floors. His knuckles have tapped our board games. His jabs have tickled our ribs. James is helpful and hard-working. He volunteers at both the Rehabilitation Society and the Friendship Center. His peers have said that he will always do what is asked of him cheerfully and without complaint. Not only has that, but Noreen from Rehab described his work as "going above and beyond". James does all his tasks as a volunteer without thought of reward.

It is this work ethic, coupled with his cheerful attitude that makes James our star of the month! Well done James - Shine on!

Written By: Jordan Lorentzon, CDSP

AUGUST, 2010

DONALD

Sometimes a smile is worth a million words; a smile can substitute a hug and make the world seem less daunting. Donald Bushie owns a smile that lights the world and hearts alike.

His exciting demeanor and exuberant laughter is an endearing quality and he uses this quality to bring smiles and laughter to others.

Donald was nominated for this award ages ago, when he stepped out of he own life to bring a smile to someone who was experiencing a day of downsides and tribulations. To remove yourself from today's self centered society, and take a moment out of your day to lift someone's spirits, someone you don't know and have never met before is a skill a few people could benefit from learning from Donald.

So we thank you for your smile Donald, thank you for your selfless moments and most importantly thank you for being a friendly guy. Congratulations Donald. Keep Shining.

Written By: Chelsie Graham, CDSP

If you have witnessed a participant at Resourceful Futures going above and beyond, we would love to hear from you. You can either fill out a caught in the act form at Resourceful Futures office or send an email to rfcsl@shawbiz.ca

If the individual is selected to be the "Star of the Month" he or she will receive their name on a plague posted in the day room as well as receive a gift certificate from Tim Hortons.

EMPLOYEES MATTER

JULY 2010

Carrie Redding

You will not find a more dedicated person then Carrie Redding, born and raised in Wetaskiwin with two sisters. Starting her foray into the field of support at the Wetaskiwin Hospital, she gained skills necessary to excel in the support field. In my experience with her, patience made its way to being the first and foremost of those skills.

She followed her sister into Resourceful Futures after listening to her exclaim how rewarding this career was, and how much she enjoyed her job. Carrie job shadowed at RF for two days and was hooked. She became a talented member of the Resourceful Futures Family in no time.

The initiative she brings into the office is stellar at the least and provides an example of excellent service. Her focus is always on the clients care, quality of life, and their goals.

Known for implementing different ideas and tools to make the clients day that much smoother, she readily offers ideas, assistance and encouraging words to her co-workers. With a keen eye for a trouble moment she is often found amidst adversity, squashing it and bringing everyone out smiling. Her Crisis prevention skills are honed and she is usually seen calmly problem solving and moving about trying to find alternatives to any challenge that comes her way.

She was an active lead in the Recreation and Leisure club helping participants to find unique and interesting ways to expend their energy. She is sought out by clients actively due to her open and understanding countenance, and non-judgmental approach to any and all problems and challenges any of us face in the Day room.

Once you get to know Carrie you will find she has an excellent sense of humour and a genuine love for those who are close to her. She is ready to assist in any aspect of your day, pertaining to the job or not. She is generous and most of all highly nurturing.

Carrie is a world class employee and an excellent and trustworthy friend. Congratulations, Carrie! Keep up the stellar work.

Written By: Chelsie Graham, CDSP

AUGUST 2010

Alice Xiu Yu Zhang

Alice is a hard worker in her regular home life, in her studies, and in her work here at Resourceful Futures. Her dream is to work as a Doctor in Canada to continue her previous vocation as a general physician. She worked for nine years in a Hospital in the Historical City of Shenyang City in Northern China.

I have seen two large medical books, which she was reading. It seemed that there were notes on every page, so she must have studied well. This is proven by the fact that she has passed two major medical exams in the process of becoming a family doctor in Canada.

Counting all the experience Alice has, she is knowledgeable about certain medical conditions that our individuals experience. Therefore she has a better understanding of what the individuals must be going through.

Alice has an upbeat and Cheerful disposition. This outlook is appealing, co-workers are comfortable approaching her with matters, and she is a team player. She is always willing and ready to help out. This attitude is also very evident when she works with various clients. She is patient and kind when dealing with the individuals here at Resourceful Futures, no matter how long it takes to resolve an issue. The participants here appear to appreciate and love her. Alice takes time to approach individuals here just to talk, listen, and spend time with them. In all regards, Alice is a delightful person to have as a co-worker, and a care giver in our agency.

Written By: Wenkai Sun, CDSP

Congratulations to ***Jordan Lorentzon*** for winning employee of the month in ***June, 2010*** for the second time this year. Thank you for your dedication and hard work.

Wheelchair Etiquette

Things to Remember

Individuals who use wheelchairs may require different degrees of assistance.

Some who use wheelchairs may also use canes or other assistive devices and may not need his/her wheelchair all the time.

Do not automatically assist the individual without permission. It is ok to offer assistance. However, if the offer is not accepted, respect his/her request!

If you will be speaking with an individual in a wheelchair for more than a couple of minutes, find a place where you can sit down to give the individual a more comfortable viewing angle.

A person's wheelchair is part of his/her own personal space.

Never move, lean on, rock, or touch his/her wheelchair without permission. In addition to being rude, it can be dangerous.

Do not assume that having a wheelchair is a tragedy.

Wheelchairs can be a means of freedom to fully engage in life.

A Daughter's Inquiry

A little girl and her mother were shopping. The girl asks her mother, "How old are you?" Mommy says, "Honey, women don't talk about their age, you'll learn later on in life."

The girl then asks, "Mommy. How much do you weigh?" Mommy says, "That's another thing women don't talk about, you'll find out when you are grown up."

The girl, still wanting to know about her mother, asks, "Mommy, why did you and daddy get a divorce?" Mommy says, "Honey, that is a subject that hurt me very much and I don't want to talk about it now."

The little girl is frustrated. She tells her girlfriend about her and her mother's conversation. The girlfriend says, "All you have to do is sneak a look at your mother's driver's license. It's just like a report card, it tells you everything."

The little girl and her mother are shopping again. The girl says, "Mommy, I know how old you are. You are 32 years old." Mommy is very shocked!

She asks, "Sweetheart, how did you do that?" The girl shrugs and says, "I just know and I know how much you weigh. You weigh 120 pounds." The mother is flabbergasted. She asks, "Where did you learn that?"

The little girl says, "I just know, that's all. And I know why you and daddy got a divorce. You got an F in sex."

LESSONS I LEARNED FROM LIFE

This is something we should all read at least once a week!!!!

Written By Regina Brett, 90 years old, of The Plain Dealer, Cleveland, Ohio.

"To celebrate growing older, I once wrote the 45 lessons life taught me. It is the most-requested column I've ever written.

1. Life isn't fair, but it's still good.
2. When in doubt, just take the next small step.
3. Life is too short to waste time hating anyone.
4. Your job won't take care of you when you are sick. Your friends and parents will. Stay in touch.
5. Pay off your credit cards every month.
6. You don't have to win every argument. Agree to disagree.
7. Cry with someone. It's more healing than crying alone.

8. It's OK to get angry with God. He can take it.
9. Save for retirement starting with your first paycheck.
10. When it comes to chocolate, resistance is futile.
11. Make peace with your past so it won't screw up the present.
12. It's OK to let your children see you cry.
13. Don't compare your life to others. You have no idea what their journey is all about.
14. If a relationship has to be a secret, you shouldn't be in it.
15. Everything can change in the blink of an eye. But don't worry; God never blinks.
16. Take a deep breath. It calms the mind.
17. Get rid of anything that isn't useful, beautiful or joyful.
18. Whatever doesn't kill you really does make you stronger.
19. It's never too late to have a happy childhood. But the second one is up to you and no one else
20. When it comes to going after what you love in life, don't take no for an answer.
21. Burn the candles, use the nice sheets, wear the fancy lingerie. Don't save it for a special occasion. Today is special.
22. Over prepare, and then go with the flow.
23. Be eccentric now. Don't wait for old age to wear purple.
24. The most important sex organ is the brain.
25. No one is in charge of your happiness but you.
26. Frame every so-called disaster with these words 'In five years, will this matter?'
27. Always choose life.
28. Forgive everyone for everything.
29. What other people think of you is none of your business.
30. Time heals almost everything. Give time.
31. However good or bad a situation is, it will change.
32. Don't take yourself so seriously. No one else does.
33. Believe in miracles.
34. God loves you because of who God is, not because of anything you did or didn't do.
35. Don't audit life. Show up and make the most of it now.
36. Growing old beats the alternative -- dying young.
37. Your children get only one childhood.
38. All that truly matters in the end is that you loved.
39. Get outside every day. Miracles are waiting everywhere.
40. If we all threw our problems in a pile and saw everyone else's, we'd grab ours back.

41. Envy is a waste of time. You already have all you need.
42. The best is yet to come.
43. No matter how you feel, get up, dress up and show up.
44. Yield.
45. Life isn't tied with a bow, but it's still a gift."