



Ontario Rehabilitation Work & Community (ORWC)



Vision Statement

*Working together to
promote,
develop and implement
services
that are reflective of
integration
and community
interaction.*

Mission Statement

*ORWC is a professional
association representing
organizations
which provide innovative
training to assist
individuals with
significant barriers
to make the transition
to employment and
community-based
alternatives.*

CHAIRPERSON'S REPORT APRIL 22, 2003

Welcome to our latest edition of the Community Forum, ORWC's quarterly newsletter.

With an Ontario election being considered for this year, I feel that the most important focus that needs to be brought to the attention of everyone who is running for office is to make changes in the antiquated ODSP legislation. It is time to bring the supports and services from their poorly funded 1988 levels to reflect the fact of the needs of Ontarians with disabilities who are trying to live and work 15 years in the future in 2003.

Many ODSP coalitions are being set-up throughout the Province and are receiving broad community support. The meeting of the Ottawa chapter to introduce the coalition expected a dozen people to attend but had over 50 participants sitting around the table eager and ready to work on changing the legislation. Contact Lisa Jamieson at lisaj@cmhaottawa.ca.

Without changes to this legislation to improve the living conditions of those we serve our own job of finding employment and day options is made even harder. If you can't afford shelter or food, how can you focus on finding employment?

The ORWC's ODSP Committee will be working in the next months to partner with other groups to make these changes happen. As members and friends of ORWC, I hope that we can count on your continued support in this very important undertaking.

The ORWC Committee can be contacted through Central Chapter Paul Sayer at psayer@corbrook.com or Eastern Chapter Suzanne Ford at Suzanne_ysowl@hotmail.com.

As ORWC's ODSP Committee was instrumental in making changes to the ODSP Employment Supports legislation since its inception, I feel that we will again be a strong voice in getting the needed changes to the overall legislation this time around.

Yours,
Hugh Nelson
Chair ORWC

IN THIS EDITION

- Feature Agency — Canadian Hearing Society
- Tony Martin, N.D.P. MPP Sault Ste Marie
- Sandra Papatello, Liberal MPP Windsor-West
- Gerard Kennedy, Liberal MPP Parkdale-High Park
- Lisa Allen, Global eText
- Innovation Awards
- "Jest For The Stress Of It" Professional Development Workshop
- Trading Post

OUR MISSION WILL BE ACCOMPLISHED THROUGH:

1. ORWC will provide current and professional training to our members, through annual conferences and timely workshops across the province.
2. ORWC will lobby and advocate for our members as we comment on public policy and promote excellence in service provision.
3. ORWC will promote and support the essential services our membership provides to individuals facing significant barriers to full community participation.
4. ORWC will promote timely communication as a forum for the exchange of ideas and the identification of issues that are relevant to the field of vocational rehabilitation.
5. ORWC will assist member agencies in their pursuit to develop and implement innovative solutions to employment and community-based alternatives.
6. ORWC will continue to support and promote the strong collective experience and expertise of our membership.
7. ORWC will provide a network where national and international practitioners can share and exchange strategies in the research and development of the vocational rehabilitation profession.

MESSAGE FROM THE PROVINCIAL COORDINATOR

Welcome to the Spring 2003 issue of *Community Forum*. We are pleased to feature the **Canadian Hearing Society** as our "Feature Agency" in this edition.

This edition also features several of the Provincial government critics: **Tony Martin**, NDP, Poverty, Economic Development & Trade, Consumer and Commercial Relations, Disabilities and Management Board critic. **Sandra Pupatello**, Liberal, Health Critic, and **Gerard Kennedy**, Liberal, Education critic. The goal of *Community Forum* is to provide a column for updates from government in each issue.

Mark your calendars for Members' Day 2003! The Eastern Ontario Association of Rehabilitation Services and ORWC are sponsoring what promises to be an event not to be missed on May 27, 2003, in Ottawa. The theme is "Jest for the Stress of it" and the keynote speaker is Mr. Ian Armitage. *See registration form and information on page 10.

Our annual ORWC Conference is scheduled for September 17-19, 2003, and is hosted by Community Living Kingston & ORWC. The location is the beautiful Glen House Resort, home of the 2002 conference. Please see the enclosed conference flyer. **Lisa Allen**, President and CEO of Global eText, who will be a presenter at our annual conference in September, has provided us with an article for this edition.

As stated in our last edition, the strength of our association was built on our ability to help shape public policy. You are the foundation which our association is built on. We need to continue to grow our organization and to enhance our presence with government. Your support through renewed membership, contributions to the newsletter and participation in our training events and annual conference is vital to our continued success. Your involvement and support in current issues such as the ODSP legislation is crucial. Make your voice heard! Talk to our ODSP committee representatives.

Your Board of Directors has been active in 2003. Through the Policy & Finance Committees, we are developing policies and procedures which will support our strategic planning and strengthen our organization as we prepare for the future. Our annual membership drive is underway. You will be receiving your annual invoice shortly.

Your newsletter depends on your input. Please consider submitting an article for the Summer edition by June 5, 2003.

Best wishes for a wonderful Spring.

Jim Paul
Provincial Coordinator, ORWC

Community Forum's Feature Agency

The Canadian Hearing Society



THE CANADIAN HEARING SOCIETY is a community-based, multi-service, non-profit agency founded in Toronto in 1940. This agency serves the needs of the deaf, deafened and hard of hearing communities throughout Ontario. It is the largest agency of its kind in Canada and employs approximately 350 individuals in 13 regional offices and 16 sub offices. A significant part of CHS's early mandate to advocate and promote the rights of deaf, deafened and hard of hearing consumers continues to this day.

Deaf individuals are those who were born deaf and American Sign Language is usually their first form of communication. Deafened individuals are those who become deaf often as a result of a virus, head injury, and do not usually communicate in ASL. Hard of hearing individuals are those who have lost some of their residual hearing.

Some Statistics:

- Almost 1 in 4 Canadians experience some degree of hearing loss.
- 1 in 10 Canadians with hearing loss are deaf people who use sign language and/or captioned.
- 20% of deaf Canadians are employed, 42% are underemployed and 38% are unemployed.

Peterborough region is responsible for providing a variety of the core programs throughout Northumberland, Peterborough County, Haliburton and City of Kawartha Lakes. There is also a sub office in Oshawa, which covers the Durham region.

There are many of the CHS' core programs offered in our catchment area. We are pleased to announce that most recently we have welcomed an experienced audiologist to our staff in Peterborough. This means that our consumers can have their hearing

professionally tested and be prescribed hearing aids if necessary.

Our well trained and professional Hearing Care Counsellors provide free screening in both Durham Region and Peterborough County. They will assist individuals with technology and other supports that enhance one's quality of life. Both regions also offer Hearing Help Classes.

Our General Social Services program has been working with consumers in the Peterborough area for many years. Effective April 1, we will also have this very beneficial program available in Durham region. To compliment this program in Oshawa, we are pleased to be able to offer personal and wellness support through our Mental Health Program. This program will help individuals cope with their hearing loss through education, advocacy, and counselling.

In keeping with our mandate of the early years, to promote and advocate for the rights of deaf, deafened and hard of hearing consumers, we are pleased that we have been able to add a Community Liaison to the mix. This individual commences their duties on March 31st and will be serving both Durham region and Peterborough County.

Employment Services, which is sponsored by HRDC, is available through the five counties, and is another core program of CHS. Individuals who are deaf or who have suffered a hearing loss often have additional challenges when seeking employment. The professional team at CHS help technical devices, work site accommodation, support and advocacy, job development and exploring training options. They are also responsible for community education and offer

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Community Forum's Feature Agency

The Canadian Hearing Society

Awareness Training to employers within the five counties.

As you can well imagine, the deaf have their own special challenges in the day-to-day situations that we so often take for granted. Imagine going to a bank, a doctor or lawyer visit or even a job interview. How does one communicate? Well, thanks to the Ontario Interpreting Service this is all made possible. OIS is another essential service offered by CHS. Trained and accredited interpreters are available by contacting our Booking Co-ordinator in the Peterborough office.

The Canadian Hearing Society is a leader in technology to help its deaf, deafened and hard of hearing consumers through all aspects of life. Video conferencing is a new initiative for this agency and it is also available to the community at large. Imagine having a meeting with a counterpart in another city, without the travel. You can also find out more about this great concept by contacting our Peterborough office.

As more and more Canadian experience a hearing loss, our goal is to try to educate the community about the technology and assistance that is available to help them. May is Hearing Awareness month and as we draw closer to that time of year, keep your eyes posted on special initiatives that may be offered in your community.

To learn more about us and our specialized services in your community, get connected to The Canadian Hearing Society at www.chs.ca



www.chs.ca



***Success is a matter
of expectation***

*“When you believe something
good can happen, it does.*

*In order to succeed, you must
expect to succeed.*

*If you want to succeed beyond
your wildest expectations, begin
with some wild expectations.*

Set your goals high.

*When you expect things to happen,
strangely enough, they do happen.*

*Expectation energizes your goals
and gives them momentum.*

*Your life will respond to
your outlook.*

*The dreams you choose to believe
in come to be.”*



Tony Martin **M.P.P. Sault Ste. Marie**

Critic Portfolios:

Disabilities, Economic, Development and Trade,
Poverty Community and Social Services, Tourism

Tony Martin's faith led him to the New Democratic Party, which he now represents as the MPP for the people of Sault Ste. Marie. His faith journey landed him in a church running soup kitchens and helping the poor and vulnerable.

It was in the early '70s that Tony honed his desire to work for political change and find solutions to end the suffering he witnessed every day. He founded the Sault Ste. Marie Soup Kitchen and was involved in launching recreation and other special programs for young people, the elderly and the disadvantaged.

Before coming to Queen's Park, Tony was a pastoral assistant for his church parish. He was General Manager and chair of a co-op housing construction company. In addition, he was a separate school trustee and treasurer of the Offing Community Development Group, a resource centre for worker co-ops and businesses.

Tony's community work won him three prestigious awards: the Solicitor General's Crime Prevention Award, the Addiction Research Foundation Community Award and the Social Planning Council Volunteer of the Year Award.

First elected to the Legislature in 1990, Tony was appointed as the government's Parliamentary Assistant to the Minister of Education and Training. He also chaired the Advisory Committee on Deaf Education and the Advisory Committee on Education Finance Reform. Another outlet for his considerable skill came from his work in seeking opportunities in natural resource industries for people of Ontario's Northern communities.

Today, he's the NDP Poverty critic, as well as critic for Economic Development and Trade, Consumer and Commercial Relations, Disabilities and Management Board critic. He's also the party's advocate for small business.

Tony and his wife Anna reside in Sault Ste. Marie and have four children.

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Sandra Pupatello, Deputy Leader of the Official Opposition and Health Critic, M.P.P. Windsor West

Sandra Pupatello is an energetic and effective voice for her constituents. Her work during her first term as an MPP was rewarded in the 1999 election with one of the highest winning margins in the province. She is Deputy Leader and Health Critic. In addition, she is chair of the Candidate Search Committee and sits on the Ontario Liberal Party Campaign Committee. Given her outspoken advocacy for health issues, Sandra has earned the local title of the “health guy.”

Sandra was first elected in 1995 and has held various critic roles and executive caucus positions.

In addition to her legislative accomplishments, Ms. Pupatello was named Honorary member of the Rotary Club of Windsor, and was named a Paul Harris Fellow. She was also honoured with the distinction of being named 1996 Italian of the Year in Windsor-Essex County. In 2001 the University of Windsor honoured Ms. Pupatello with the prestigious Charlie Clark Award for Outstanding Service. Prior to her election, Ms. Pupatello served as the General Manager of the Rotary Club of Windsor. Sandra organized major community events and distinguished herself with record levels of fundraising.

Ms. Pupatello served as the Executive Director of the Essex County Kidney Foundation of Canada prior to her position at the Windsor Rotary. Active in the Fogolar Furlan Club of Windsor for over 12 years, Ms. Pupatello served as President for two consecutive terms beginning in 1993 - the first woman elected to this post in Canada.

Her community involvement has included organizing a successful trade mission between Windsor, Toronto and the northern region of Italy in 1994, and participating in the National Conference on Immigration Policy for Canada.

Ms. Pupatello has had a long-standing affiliation with the Windsor and Essex County United Way campaign for many years. Since 1990, she has been a trainer for the volunteer leadership development program.

She has served on the Board of Directors of Windsor Regional Hospital and the Windsor Regional Children's Centre.

Prior to graduating from the University of Windsor with a Bachelor of Arts degree in Psychology, Ms. Pupatello represented the Rotary Club of Windsor as an exchange student at the University of Port Elizabeth in South Africa.

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Gerard Kennedy, Education Critic M.P.P. Parkdale-High Park

First elected to the Ontario Legislature in a 1996 by-election and coming second in the Liberal leadership selection the same year, Gerard has quickly become one of the Legislature's most effective voices. His "roll up your sleeves and pitch-in" style, hard-hitting critiques, and published studies have forced the Tory government to back down on numerous issues affecting patients, seniors, consumers, and students in his riding and across the province. First serving as Liberal Housing and Consumer Relations Co-Critic, then named Health Critic in a time of cutbacks and hospital closing, Gerard proposed several solutions the government was eventually forced to adopt.

Re-elected in the 1999 election, Gerard continues to demand that the Eves-Harris government give honest and fair treatment to Ontarians as a forceful advocate of quality public education. As Education Critic since 1999, he has visited dozens of schools across the province and used this perspective to help develop an innovative Peace Plan in 2000 that helped bring extracurricular activities back to the province's high school students, an annual MPP Back to School Challenge, and the current Liberal education platform "Excellence for All".

Gerard's involvement in Parkdale-High Park dates back to the Daily Bread Food Bank's original location in The Junction, where hundreds of people from nearby neighbourhoods volunteered.

As executive director of the Food Bank from 1986 to 1996, Gerard worked with church groups, social service organizations, and corporate CEOs. Without a dime of government money, he was responsible for distributing \$30 million worth of food annually, reaching over 150,000 people every month. The Toronto Star called him "Newsmaker of the Year" in 1993 and two years later the Financial Post magazine awarded him an "honourable mention" as its CEO of the Year.

Gerard's broad community interest in Toronto is reflected in his leadership roles in the Social Planning Council of Metropolitan Toronto, Metro's Expo 2000, and the Toronto theatre group Mixed Company. In 2002 he was chosen as one of our city's "Torontonians of Distinction".

Gerard, 42, was educated at Trent University and the University of Alberta in political science and economics. Gerard, his wife Jeanette Arsenault-Kennedy, and their daughter Th ria and son John-Julien live in west Toronto.

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Adaptive Technology: Enabling Inclusion

What Works and What Doesn't — Tales From the Trenches

Negotiating which adaptive technology works and for whom, as well as how to teach it, is difficult for anyone, but can be especially challenging for those who support people with disabilities; caseworkers, therapists, parents, and teachers. With this in mind, **Global eText** has set about making the process easier and take a specific approach which is based on addressing the client's needs. These needs are understood in a way unique to **Global eText**, in that every one of their employees has a recognized disability.

Besides having a stake in the community they serve, all of the employees of **Global eText** have — or are in the process of taking — university degrees which focus on the work they do for their clients. This means that they have the ability to share with you their unique, first-hand knowledge of the various technology options, and can offer advice as to which are most appropriate and for whom. They are also able to provide professional assistance in determining the best fit between technology, training and the client. It is this particular combination that has enabled the development of a set of patented Professional Development tools and teaching strategies, all designed to help support staff with integrating Assistive Technology into their client's lives.

To facilitate this they have also developed the tools needed in order for the client to understand, use and integrate Assistive Technology into their daily lives. These tools were written by Lisa Allen BA, MES, Phdc, President and CEO of **Global eText**, who herself has an LD. Lisa has spent the last decade advocating for her community, and studying how to best help individuals with unique learning challenges, most recently at York University. She has also taught these techniques to various school boards, including Lambton Kent, Greater Essex, and Themes Valley, where

Assistive Technology is being delivered in classrooms from kindergarten to grade twelve, having tools specific to each grade and subject area.

The same degree of customization can also be seen in their work with adults at the ALDERcenter (Adult Learning Disability Employment Resource center), for which **Global eText** has developed a series of patented employment and pre-employment Adaptive Technology Assessment tools. These tools are designed to help gauge the needs of clients in relation to their chosen profession. Training manuals have also been developed for the clients of the ALDERcenter, the staff, and potential employers (where deemed necessary), and the goal has always been the right technology for the right person, with the right support and training, without which a client's success may falter.

A similar program is also in progress with the CLTA (Center for Language Training and Assessment), a group which helps unemployed individuals gain the necessary literacy skills to re-enter the job market, typically following an injury.

The type of partnerships that **Global eText** has made with such organizations as the ALDERcenter, Hewlett Packard, Computers for Schools Ontario, CLTA, and OKNL, make apparent the outstanding services they provide to their clients and the community.

For more information on **Global eText Inc.** and their services, please visit our website at www.globaletext.com.



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ORWC Innovation Awards 2002



Pictured above, Community Living Campbellford/Brighton accepting their 2002 ORWC Innovation Award at the Annual Conference.

ORWC Innovation Awards 2003

The theme for this year's conference "**Catching the Waves of Innovation**", provides the forum for you to share your ideas, successes and best practices with others, in the unique environment provided by the Glen House Resort.

In keeping with our theme and demonstrating ORWC's ongoing commitment to recognizing "**new and innovative ways of doing business; the creation of new opportunities for the integration of services and supports in the community; and the development of partnerships which promote inclusion and opportunities for individuals in the community**", the **2003 ORWC Innovation Awards** will be a feature event at this year's conference.

Please see the enclosed ORWC Innovation Awards application form.

**ORWC presents:
Eastern Ontario Region
Professional Development Workshop**

“Jest for the Stress of It”

Sponsored by: ORWC & Eastern Ontario Association of Rehabilitation Services

May 27, 2003 at the R.A. Centre, Ottawa
8:30a.m. - 4:00p.m.



KEYNOTE SPEAKER: IAN ARMITAGE

With a focus on organizational change and human development, Ian Armitage has been facilitating, teaching and training for over 20 years. As a consultant with the Ontario Skills Development Office, he has worked with large and diverse groups of public and private service sector clients, offering a full range of consulting services.

Ian is a nationally recognized seminar leader in humour and stress management. He is also a skilled trainer and workshop leader offering seminars in True Colours, communication, team building, conflict resolution, creative thinking, mentoring, time management and other soft skills.

In addition to his years of experience, Ian has been trained in Leadership Development, Ontario College Teacher Training, Human Resources Professional Association and a variety of courses related to organizational change and development.

AGENDA

8:30 - 9:30	Registration and Breakfast
9:00 - 9:10	Welcome and Breakfast
9:10 - 10:15	Why work should be fun
10:15 - 10:30	Break
10:30 - 12:00	How to have fun at work without being arrested
12:00 - 1:15	Lunch
1:15 - 2:30	Stress, what the farkle is it?
2:30 - 2:45	Break
2:45 - 3:45	This stress management thing is stressing me out. What can I do?
3:45 - 4:00	Closing remarks, abuse, evaluations and final stuff

See registration flyer enclosed. Call 613-284-1280 or 613-721-1500 for information.

COMMUNITY FORUM “TRADING POST”

Trading Post is a regular feature for our newsletter. Agencies can advertise items, services equipment, etc. in this column at no charge. Please forward your request to Jim Paul at (fax) 613-284-1280 or at nanwar@falls.igs.net. Include a description of the articles, the price and your contact information. **The deadline for the next issue is June 5, 2003.** Don't forget, our newsletter is posted on the web, (www.orwc.net), so your sales opportunities are greatly increased.

* ORWC reserves the right to approve all Trading Post listings.

FOR SALE

- 1) **SANYO ELECTRONIC CASH REGISTER**
Unit is new and complete (Never used-purchased for our Candle company)
Price - Best Offer.
- 2) **COMPLETE SHRINK WRAP SYSTEM L-BAR AND TUNNEL**
This is a large commercial unit Tunnel is 8' with 10' conveyor top and bottom heating units. Danmark SMC 2228 semi-automatic L-Bar (Sealing area 22" x 28"), 220/110 volt 15 amp - Weldron Tunnel as noted above.
Price: Asking \$7,000, FOB 101 Edward Ave., Richmond Hill plus applicable taxes.
- 3) **FILE FOLDERS WHITE- WITH LETTER POCKET**
Packed 100 per case @ \$5.00 per case FOB Richmond Hill, ON
- 4) **LOCKERS**
In fair condition. Can be painted. We have 10 units (standard ull size 6').
These would be make an offer. FOB Richmond Hill, ON

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A GREAT ACHIEVEMENT REQUIRES TIME

“To achieve maximum success
accept that progress is made one step
at a time.

Every big accomplishment is a series
of little accomplishments.

A building is built one brick at a time.

Football games are won one
play at a time.

A business grows bigger one
customer at a time.

Success is always the sum of small
efforts, repeated day in and day out.

No great thing is created suddenly,
any more than a bunch of
grapes or an orange.

If you want an orange, you must give
it time. There must be time for it to
blossom, bear fruit, then ripen.

That which grows fast, withers rapidly.

That which grows slowly, endures.

You walk over the highest mountain
one step at a time.”

FOR YOUR INFORMATION

FUTURE MEETING DATES

ORWC BOARD

Monday, May 26, 2003

Ottawa

Friday, August 22, 2003

Kingston

POLICY & FINANCE

April 25, 2003 Belleville

May 16, 2003 Belleville

June 20, 2003 Belleville

July 18, 2003 Belleville

Contact Jim Paul if you have questions
or suggestions for your board.

ORWC Board of Directors

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