



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

Welcome again to your ORWC Community Forum Newsletter. The Board of ORWC continues to work on your behalf in many areas including continuing to examine the changes to ODSP and the viability of developing new inclusive legislation to benefit people with disabilities in Ontario who are looking for employment opportunities.

This month is tremendously important to everyone in Ontario with the Federal Election coming up quickly, an election that could radically change the way that Canada is governed.

The people who we work with are the most vulnerable of our society but most often are not able to join in making the decisions about who will be creating the new laws and legislation that will greatly affect their lives whether positively or negatively.

The board of ORWC strongly endorses our members doing whatever they can to ensure that those with disabilities in our Agencies and Programs have information and access to the political process and the right to vote.

To get ready for this election, Jean-Pierre Kingsley, the Chief Electoral Officer for Elections Canada has this year sent out a memo to those Agencies which they consider Special Needs Organizations in Canada, to inform voters about the recent amendments to the Canada Elections act and how those with disabilities can exercise

IN THIS EDITION

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- Diploma in Disability Management
- Member's Day 2004
- Innovation Award 2004
- Conference 2004 Flyer
- York South Anniversary
- Preferred Source Status
- Minister of Community & Social Services
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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 2004 edition of Community Forum. We are pleased to feature **Rideau Regional Centre of Smiths Falls, Ontario** as our “Feature Agency” in this edition. **Rideau Regional Centre** has been an active member of ORWC since 1970, with staff serving on the ORWC board and conference committees as well as being on the executive of the local ORWC chapter. Rideau Regional Centre’s ongoing participation and support of our association is appreciated.

Another long standing member is celebrating an important event in 2004. Please see the article from **York South Association for Community Living**. ORWC wishes YSACL sincere congratulations on their 50th anniversary.

The **ORWC Innovation Award** for 2003 was presented to **Central Seven Association for Community Living**. ORWC is accepting applications for the 2004 Innovation Award and you are encouraged to participate. Log on to www.orwc.net for details. An application form is also included in this edition for your convenience.

With the new provincial government now in place, your Board will be making every effort to maintain and enhance our voice and presence in policy development. As an example, your board has been researching a “**preferred source**” status. Lorrie Heffernan has been active in this research and you can read more in this edition. We are pleased to feature **Sandra Pupatello**, Minister of Community & Social Services, in this edition.

The annual ORWC **membership drive** for 2004-2005 is now underway. Each agency will be receiving their 2004/05 membership packages and invoice. Please **note** that the annual membership dues have increased to \$350.00 from the current \$325.00. This is the first increase in over 10 years. Please contact me if you have not received your membership packages.

Community Forum depends on your support. This is your newsletter and I encourage you to submit an article, a training event, employment opportunities, or an item for our **Trading Post**.

Jim Paul
Provincial Coordinator, ORWC

Community Forum's Feature Agency

Rideau Regional Centre

In 1951, as part of a province-wide effort to build new and specialized services for people with developmental disabilities, the Ontario Hospital School proudly opened its doors. Our services quickly expanded and by 1955, we accommodated over 2,600 individuals, mostly children and adolescents.

Staff were recruited, mostly from the local community, to provide treatment and training to the residents. Doctors, nurses, attendants and other professionals assisted in establishing medical facilities, classrooms, vocational workshops and recreational programs.

Our name changed with the time, becoming the Rideau Regional Hospital School in 1967 and finally, in 1974, to our current name, Rideau Regional Centre.

Many things have changed at Rideau over the past 53 years. Our services are readjusting to meet the challenges of providing care to individuals who are ageing.

CENTRAL PROGRAM SERVICES

Vocational In-Service

Canteen: Three clients assist the canteen staff with cleaning and running errands under the direct supervision of the canteen operators.

Activity Centre: One client works directly with a rec. and crafts instructor.

Stores: One client works full time directly with store clerks. Also fills the job requirements of a deliverer.

Gym: One client works a few hours a day assisting the gym staff with equipment.

Ward Workers: Several clients assist in their living environments doing jobs such as setting tables, dusting, mopping, sweeping, making snacks, making beds and other home type duties.

Housekeepers: Clients work along side cleaning staff completing general housekeeping duties.

Pool: Client works under the direction of the pool staff ensuring laundry supplies are kept in order.

Laundry: Clients work alongside laundry staff. Working only in the clean linen area, clients duties are, shaking and folding diapers, towels, sheets, blankets and feeding the folding machines.

All In-Service areas are supervised by the In-Service Occupational Instructor. All clients working receive an incentive allowance.

Supportive Employment Program

The program provides job placement and on the job support to the persons with developmental disability at Rideau Regional Centre.

The clients must meet the following criteria to ensure job readiness:

- Individuals have the necessary life skills
- Interested in working in a community based employment
- Have behaviours acceptable to an employer

The purpose for this employment model is to increase opportunities for socialization, help build self-esteem, enhance learning and job skills, help become more self-sufficient and increase awareness of safety issues in the community and job site. The program also improves staff awareness regarding the capabilities of the participants.

Responsibilities of Job Coach:

- Identify suitable job placements
- Assess and train clients
- Maintain on-going contract with employer, staff and family
- Monitor safety and staff related issues
- Provide transportation to and from job site

In the past thirteen years there have been over seventy individuals participate in the program. Many individuals have been discharged to community placements and continue supportive employment in their communities. There are currently eight residents participating in the program.

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COMMUNITY FORUM'S FEATURE AGENCY *Continued*

Workshop III

This vocational work placement employs 20 residents. Clients work a variety of hours from full days to a few hours a week for those that attend school or are employed through other workshops. All clients receive an incentive allowance. The rate paid is based upon the level of the task complexity.

This work placement provides a wide variety of tasks. The main focus is the industrial contract component. Piecework is brought in from a local community business and set up in an assembly line format. Quality check positions are higher paying. In order to ensure quality is consistent, piecework is sent out to the other pre-vocational areas in the facility. There is a wood working area in this workshop. Basic sanding and painting projects are completed with extensive staff supervision and involvement.

Four clients in this area work in the Recycling Room. This job requires higher skills, as there is machinery to operate a can sorter and baler. Clients must know how to sort recyclables such as steel from aluminium and different grades of plastic. Another component of the recycling program is the Wiper Machine. Cast clothing, sheets, etc., are delivered to the workshop from throughout the facility and cut into rags. Rags are sold per pound.

As RRC is now supporting such an ageing population, vocational programs are changing to meet the needs. Some individuals experiencing Alzheimer's disease still attend work even though they are unable to participate in most tasks. The work place provides a familiar routine, familiar faces and familiar surroundings. Other options are available to them such as movies or tabletop activities. Flexibility in hour and reduced expectations are a must. This area is open to accepting small part-time contracts in any of the above areas.

Car Wash

The car wash program employs three people and is open Tuesday and Wednesday each week. This program provides car cleaning service for facility vehicles.

Individuals in this program develop skills in washing the interior and exterior of vans, cars and buses.

Seats and floor are vacuumed, dash is cleaned and wheels and tires are thoroughly cleaned. Attention is paid to detail and quality end result.

Hairdresser

Welcome to the Cutting Room. My name is Sylvie Granger and I am the hairstylist for the clients at Rideau Regional Centre. There are presently 35 areas that I service totalling approximately 450 residents. Some of the clients make appointments at the Cutting Room while others are services in their living areas.

The "Cutting Room" is a good size and can accommodate wheelchairs as well as the mobile clients. We have a very calm, relaxing area that is nicely decorated. Many people like to drop by for a quick visit.

I am always open to special requests or ideas for hairstyles. I enjoy when staff brings pictures of hairstyles, which a resident has picked out, or that they feel would suit a resident. Each area has a six week standing appointment, and I have weekly standing appointments for blow-dries, curling iron and sets.

Ceramics

The ceramics workshop has 12 clients — seven work full days and five work half days. We have up to nine clients in the morning and 10 clients in the afternoon. We are able to accommodate five of our clients in wheelchairs and one with a walker.

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COMMUNITY FORUM'S FEATURE AGENCY *Continued*

All of the clients are on a one-to-one basis when glazing. They are very proud of their work and enjoy watching customers buy their wares.

We offer a wide range of products, some for the garden, the kitchen and our speciality, the African Violet pots. We grow our own African Violets and we give one free with every African Violet pot purchased.

We do our own pouring, cleaning, and firing. Our main goal is not production but life enhancement. We offer a pleasant and inviting atmosphere. We have an open door policy in which staff, clients, and visitors are welcome to come in and visit with us. We listen to lots of music ranging from Johnny Cash to Ann Murray.

After glazing, and while the product is wet, we work on tabletop activities and the ladies like having their nails polished weekly. We also go swimming Monday afternoons and attend chapel bi-monthly. Everyone is welcome to drop in.

Aromatherapy

Developed and designed for the changing needs of the residents at Rideau Regional Centre. Aromatherapy can be defined as the art and science of utilizing naturally extracted aromatic essences from plants to balance, harmonize and promote the health of body, mind and spirit.

Aromatherapy is well known for its relaxing effects. By relaxing the muscles and stimulating the circulation of blood and lymph, toxins and waste that limit the healthy functioning of the body are expelled and the person's digestion, breathing and posture improve. As the body starts to change and heal, the feelings of irritability, fear, anxiety or depression that so often accompany the physical symptoms is also dispelled, restoring a sense of wholeness and revitalisation.

The program has been developed specifically but not exclusive to those residents who are restricted to chairs for most of the day and who currently do not attend programs due to their challenging physical limitations.

There are currently 29 residents attending aromatherapy. Four individuals are ambulatory and the remainder are confined to a wheelchair.

The physical area has been designed to promote calmness and comfort. Soft music is played and a light aromatic blend of essential oils is diffused in the room. There is soft lighting throughout the room and colourful mobiles move slowly.

The residents thoroughly enjoy their time spent at aromatherapy. They are much more relaxed, uplifted and generally rejuvenated after each session. As well, many of these residents suffer from poor circulation. Visible improvement in colour of hands and feet has been noted on completion of aromatherapy sessions.

Curative Clay

A new program created to meet the changing needs of the clients living at Rideau Regional Centre opened its doors on January 22, 2001.

Curative means healing, which occurs when one is experiencing the therapeutic energy of moulding the earth's clay.

This program is designed to help the client experiencing stress, or anxiety difficulties. The three main approaches are expressing, suppressing and calming. These three approaches can be practised while modelling clay.

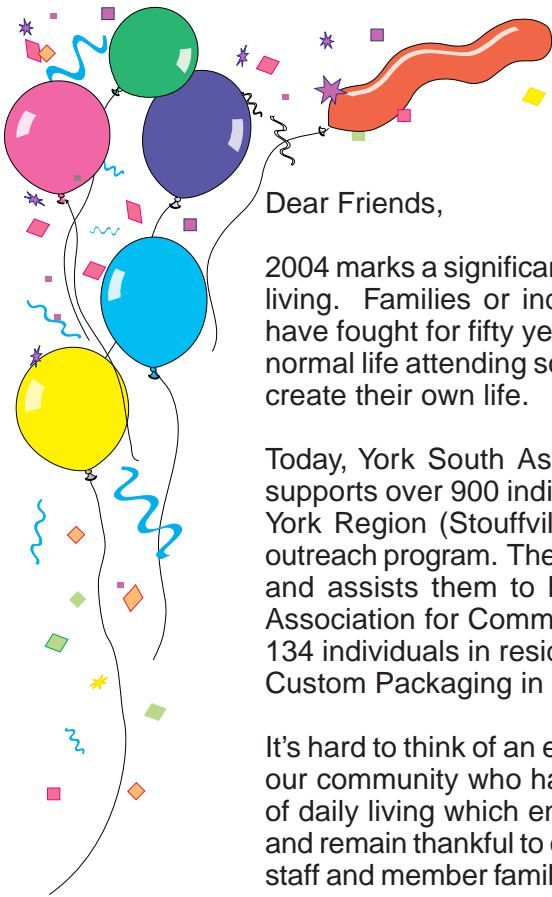
Through the senses we experience most intensely the objects of our world. In touch we have the closest most intimate contact. The tactile experience of clay is a proven therapeutic outlet.

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**YORK SOUTH ASSOCIATION FOR
COMMUNITY LIVING CELEBRATES**
50th Anniversary

•••

*Saturday, September 18, 2004
7-10 p.m.
101 Edward Avenue
Richmond Hill, Ontario*



Dear Friends,

2004 marks a significant milestone in the history of the York South Association for community living. Families or individuals with developmental disabilities (in the York south region) have fought for fifty years to ensure that their children had the necessary support to lead a normal life attending school, graduating to the workplace and being able to leave home and create their own life.

Today, York South Association for Community Living is a progressive organization that supports over 900 individuals with developmental disabilities and their families in southern York Region (Stouffville, Markham, Richmond Hill and Vaughan) through its community outreach program. The Community Support Program connects families within the community and assists them to be proactive in responding to their children's needs. York South Association for Community Living also supports 250 individuals in day support programs, 134 individuals in residential programs as well as employing 50 individuals at Bright Ideas Custom Packaging in preparation for the workplace.

It's hard to think of an endeavour more meaningful and impactful than assisting those within our community who have a developmental disability to choose and access those aspects of daily living which enhance their quality of life. We are grateful for the privilege to serve and remain thankful to our community partners, volunteer committees, and board of directors, staff and member families for fifty years of passionate contributions and unwavering support.

Join us in celebrating the 50th anniversary of the York South Association of Community Living by remembering past accomplishment highlighted in this special 50th Anniversary yearbook and committing to improve the future for individuals with developmental disabilities in our community.

Respectfully yours,
Phil Lantarotta
President, YSACL

DIPLOMA IN DISABILITY MANAGEMENT

On-line Education for Canadian Disability Managers and Vocational Rehabilitation Consultants

Since, 1999, Dalhousie University has provide on-line, academic training to Disability Management Professionals from all regions of Canada. Our distance education program challenges full-time rehabilitation practitioners to utilize new knowledge and skills to facilitate a team-oriented approach to case management that focuses on the impact of injury on work and the individual.

The Dalhousie Diploma in Disability Management consists of ten academic web-based courses that are taken on a part-time basis by professionals currently working in the field of disability management or vocational rehabilitation.

If you or members of your organization are interested in learning more about our Nationally Recognized Academic Program, please visit our web site at **www.dal.ca/ddm**

Registration for September classes continues until July 16, 2004

Sincerely,
Fred McGinn, Ph.D.
Academic Coordinator
Diploma Program in Disability Management

*“Our only limitations
are those which set up
in our minds or
permit others to establish
for us.”*

-Elizabeth Arden

Dear Jim:

Thank you for your kind offer to feature our on-line Diploma Program in Disability Management in the upcoming ORWC newsletter. Most of our program information is located on our web site www.dal.ca/ddm, but I would be pleased to answer any specific questions you may have on academic program history, content or web-based technology. We are at the end of our 5th year of operation here at Dalhousie University. Our students are unique in that they work full time in the vocational rehabilitation sector; in both public and private organizations across the country. Our instructors also come from this same sector; in fact two of our new instructors are graduates of the disability management diploma program. We currently have 168 registered disability management students, representing all provinces and territories. Our students work as adjudicators, disability case managers and vocational rehabilitation consultants. Students take our distance education academic courses on a part-time basis over a 2-3 year period, depending on their personal/professional schedule. The disability management diploma program is designed specifically for individuals currently working in the field. The 10 courses demand student interaction and discussion of the course content as it relates to their professional experiences. In September, we are beginning a new program designed to allow persons interested in becoming case managers or VR consultants, but who currently do not work directly in the field. It is a mentoring program, and involves the development of a student/mentor relationship. The mentor will be a professional currently working in the field. We hope in a small manner to provide specific training and work experience to help fill the void of qualified rehabilitation practitioners. Thanks again for your interest. If I can be of further assistance, please let me know.

Fred McGinn, Ph.D.
Academic Coordinator
Diploma Program in Disability Management

2004 ORWC ANNUAL MEMBER'S DAY

- Written by Kelly Smith

On Wednesday April 14, 2004, ORWC's Annual Member's Day was held at Whitby Mental Health Centre. The day had been split into two concurrent sessions beginning with Mike Vajda, Executive Director for Quinte Vocational Support Services speaking about "A Business Approach to Supportive Work Programs". Mike's session was very informative, generating a number of questions, and great discussion over the lunch hour amongst attendees.

In the afternoon session, Peggy Swerhun of the Health Care Health & Safety Association spoke about Health and Safety and Work Place Wellness. Peggy provided a wealth of information, and engaged listeners by providing group activities in addition to her presentation.

This year's Member's Day was a huge success with over 65 registrants attending from all over the province. It was nice to see some old friends that had been missed such as Windsor Association for Community Living and North Bay Association for Community Living. In attendance were over 12 non-member agencies, a great opportunity for them to learn about the benefits of being a member of ORWC.



Thanks go out to both of the presenters; Whitby Mental Health Centre for providing a state of the art facility, the County Town Catering from CMHA Durham for providing a delicious lunch, and to all of those who helped out during the event and it's planning.

PREFERRED SOURCE STATUS — WHAT IS IT?

- Article submitted by
Lorrie Heffernan

Preferred Source Status is a government initiative which purpose is to advance special social and economic goals, "Preferred Source" status under law would ensure that the acquisitions of commodities and/or services from a "preferred sources" are exempt from competitive procurement requirements. The goals would be to

1. Promote the acquisition of goods and services from providers given preferred source status,
2. Ensure that provincial or federal agencies and other purchasing agents are able to buy the commodities or services they need to fulfil their respective missions.

With a "Preferred Source Status" law all provincial and/or federal agencies and public benefit corporations would be required to purchase approved products and services from a preferred source where one exists. Lists of "Preferred Sources" are published annually.

"Preferred Source Status" is achieved when the supplier can demonstrate a value-added component to the product or service. Value added is a predetermined amount of work provided by employees with disabilities.

"Preferred Source" is a program that operates in New York State. There are currently 132 member agencies that support employment for the 7,059 individuals who perform the work that satisfies New York State government customers.

ORWC has been researching this initiative with our neighbours to the south. Their success is impressive. We will be providing our membership more information about "Preferred Sourcing" over the next few months and sharing this information with other advocacy groups.

To become involved, or obtain more information please call your ORWC Board of Director representatives. Jim Paul (613) 284-1280, Hugh Nelson (613) 230-7350, Lorrie Heffernan (613) 962-2541.

ORWC INNOVATION AWARD 2004

ORWC is accepting your applications for the annual ORWC Innovation Award. The Innovation Award Plaque and \$500.00 cash award will be presented to the successful agency at the ORWC in October. You can obtain the Innovation Award evaluation criteria and application form by logging on to www.orwc.net or by contacting any of the ORWC board members. An application form is included in this newsletter.

Deadline for submissions: June30, 2004

Forward completed applications to:
Caroline Hunter

**C.O.R.E.
11 Charlotte Street,
Toronto, Ontario
M5V 2H5
Tel: 416-340-7929
Fax: 416-340-8022**

***“The only limit to our realization
of tomorrow will be our doubts
of today. Let us move forward
with strong and active faith.”***

-Franklin Delano Roosevelt

COMMUNITY FORUM'S FEATURE AGENCY *Continued*

Three Main Approaches

- Expressing your angry feelings in an assertive, not aggressive-manner is the healthiest way to express anger.
- Suppressing happens when you hold in your anger, stop thinking about it and focus on something positive, (creating an object in clay with your own hands).
- Calming down the inside. Taking steps to lower the heart rate (concentrating on modelling clay in a quiet environment).

Procedures and Technique

- Simple relaxation tools such as deep breathing and relaxing imagery can help clam down anxiety feelings.
- Sometimes our immediate surroundings give us cause for irritation. Curative Clay offers soft music, a calm coloured room and a tactile medium to express in.
- A personal time scheduled each day.

Curative Clay at Rideau Regional Centre

- The Curative Clay Room is centrally located on the main floor.
- The area has been newly renovated, decorated with calming colours.
- Many clients here at Rideau Regional can benefit from the program.
- The room is equipped with clay, moulds, tools, kiln, potters' wheel and paints.
- The program under Central Program Services is open to all clients.
- There are currently 12 residents attending the Curative Clay program. The time ranges from 1 hour to 3 hour sessions.
- Residents drop in for periods of time throughout the day to join in on the activities.

Rideau Regional Centre
P.O. Box 2000
Highway #43
Smiths Falls, ON K7A 4T7
613-284-0123

CHAIRPERSON'S REPORT *Continued*

their right to vote. In order to do this Elections Canada has prepared a variety of information materials in alternative formats. The contact for these materials is Nancy MacLeod and her number is 1-613-990-1872 or you can call toll free at 1-800-267-7360 or fax her at 1-613-998-1040 Persons who are deaf or hard of hearing may call TTY 1-800-361-8935 or you can visit the Elections Canada website at www.elections.ca. I hope this is helpful to all of our members and the people who we advocate for in Ontario.

Hugh Nelson
Chairperson ORWC.



SANDRA PUPATELLO

M.P.P. Windsor West

Minister of Community and Social Services

First elected in 1995, Sandra Pupatello has had a distinguished record of service to Windsor-West and to Ontario.

In opposition at Queen's Park, she served as deputy leader of the Ontario Liberals and emerged as one of the most effective critics of the Harris-Eves government. After the 2003 provincial election, Sandra Pupatello was appointed to Cabinet and currently serves as the Minister of Community and Social Services, and the Minister responsible for Women's Issues.

In Windsor, Sandra has served with energy and compassion. Sandra has deep roots in the community. She was named honorary member of the Rotary Club of Windsor, and a Paul Harris Fellow. In 1996, she received the distinction of being named Italian of the Year in Windsor-Essex County. In 2001, the University of Windsor honoured her with the prestigious Charlie Clark Award for Outstanding Service.

Prior to her election, Sandra served as the general manager of the Rotary Club of Windsor and earlier as the executive director of the Essex County Kidney Foundation of Canada. She is active in the Fogolar Furlan Club of Windsor where she served as president for two consecutive terms, and has a long-standing affiliation with the Windsor and Essex County United Way .

She has also served on the board of directors of Windsor Regional Hospital and the Windsor Regional Children's Centre.

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Ontario Rehabilitation, Work & Community (ORWC)

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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 jpaul49@sympatico.ca. Include a description of the articles, the price and your contact information. 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.

EMPLOYMENT OPPORTUNITIES

**Community Living
Campbellford/Brighton** is currently seeking the following:

One (1) Full Time
Quality Assurance Manager

One (1) Full Time
Business Development Manager

Please check out the ORWC web site at orwc.net for full details under the “What's new” page. You can also find details on the most recent ORWC Info-Fax.

ORWC Board of Directors

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