

## Grammercy Park: A Home of Our Own

By Diane Koven

Excitement is mounting for the imminent move into Tamir's newest residence. A tour in February, when construction was just about complete, drew enthusiastic responses from the soon-to-be residents and their families and friends who had come to the viewing.

The two adjoining, side-by-side homes at 75 and 77 Grammercy Park are bright, spacious and brand new. They will house six people, three of whom are former residents of Ottawa Valley Autistic Homes (OVAH), in comfortable surroundings designed specifically for their needs. After some turbulence in their lives following the closure of OVAH last year, the residents and their families were happy with the quick and welcoming action by Tamir; however, temporary housing was required. Now, finally, they will be settled in their "own home", and it couldn't be nicer!

Michael Broitman, a longstanding resident of Tamir, will be moving in as well. He has moved from Broadview to be Ed Stephen's roommate, thereby freeing up a spot in the Broadview residence for new Tamir participant Robin Belsey. As Supervisor Laurie Oakley says, "like any roommates, it is important to find people of similar interests and temperaments, to determine the best fit...we are trying to set up the home in the best manner for everyone. Michael and Ed are work colleagues and friends so it makes sense."

Everyone's needs and preferences have been taken into consideration in the planning for the new living arrangements. That includes a bright, sunny room with a large window for Ian MacEachern who loves the light. For Rachel Verreault, a very sociable Tamir participant, the new home means having a bright, cheerful place to continue to entertain her many new Tamir friends. For Tom Allan, it means having more space — particularly, a finished recreation room.

The actual move was delayed slightly by a few "finishing touches," as is often the case in any new home construction. In this case, however, not all was simply cosmetic. Great care has been taken to ensure that the safety and comfort of the residents has been considered in every design feature.

"You don't mind the last minute waiting, because you know the finishing touches are so

important and that all the rules have to be followed," said Betty Stephens, Ed's mother. She and her husband, as well as Ed's brother and nephew, accompanied Ed to the pre-move tour and were thrilled with what they saw. "It's so wonderful...just made to measure, just very special. The size, the convenience, the way it is set up," she said.

Getting used to the idea of a new home before actually moving was important for everyone. Fortunately, the new home is within walking distance of where the residents have been

living, so they were able to walk past the new home as it was being built.

"The challenging part of the move is that most of the residents don't handle change well," said Laurie Oakley. "Everything will have to be packed, moved and set up in the new home in one day, from the time the residents leave in the morning for their activities until they return in the afternoon." That is, indeed, a challenge!

Leading up to the closure of OVAH and from the time this project with Tamir began in August 2003, the residents have lived in temporary facilities.

This move will give them the opportunity to feel a sense of permanency and security — a sense that they are, at last, living in their very own home on Grammercy Park.



*Participants and families enjoy a tour of new residence in Central Park*

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## Transformation within Tamir and Ontario Developmental Services

Sometimes we outfit our kids with new clothes only to be amazed a short time later when their T-shirts look as if they have shrunk three sizes and the pant legs are up to their shins. Tamir experienced this kind of growth during the past four years, having just about tripled its capacity. As a result, we spent a great deal of time and effort this year providing the organization with its own new outfit.

Over the past year, Tamir developed a new process for participant planning based on personal outcome goals, created program audit and evaluation tools, established a manager of human resources position, enhanced staff training, and designed new financial reporting and control mechanisms. Not glamorous stuff, but essential to help maintain the quality of our services and lay the groundwork for future growth in response to unmet needs.

During our strategic planning retreat in 2003, families told us that we need to play a stronger role regarding support to children. Tamir took its first step in this direction last summer with the launch of our Keshet for Kids program.

Keshet is a Hebrew word meaning linkage. Through our fundraising efforts, children and young teens with developmental and other disabilities, aged 7 to 15, received support to participate in mainstream summer camp at the SJCC and Gan Yisrael. For the first time in their young lives, each child was able to participate for the duration of the summer camp program! Based on the success of this program, we are seeking financial support to operate Keshet for Kids again this summer and expand it into a year-round service.

The Ontario Ministry of Community and Social Services has embarked on an initiative "to transform services for people who have a developmental disability in order to create an accessible, fair and sustainable system of community based supports". The community has been invited to provide input into the process and Tamir is participating.

We also need to acknowledge and plan for the reality that the amount of support a developmentally disabled person requires does not remain static. It changes, usually at key transition points in their lives, as they move from cradle to grave, e.g. from home to community living, school to work, work to retirement, youth to old age. We need to recognize our ethnically and religiously diverse population, especially in urban areas such as Ottawa, and to improve our responsiveness to particular faith/cultural needs and interests. We need to ensure more equitable access to services in our community. We need to ensure that we provide the opportunity for the 1000 people residing in the three remaining institutions in Ontario to live alongside their families and community, to come home, just as many of Tamir's residents have done, so successfully.

It is a constant struggle to transform the developmental services system and our organization towards more efficient and effective ways of operating, to maintain the quality of our services and relieve additional families of their constant responsibilities as caregivers. Through the loyal support of you, our membership, Tamir will continue to thrive and offer great new programs such as Keshet for Kids.

Help us maintain our outfit!

Help people with developmental disabilities to live with dignity and respect in a Jewish environment.

Help us provide the wonderful sense of Kehilla (community) for which Tamir is renowned.



Esther Tarasofsky



Mark Palmer

## Tamir Services:

### RESIDENTIAL SERVICES

#### Group Homes:

Provide round the clock support to individuals who require assistance with most activities of daily living.

#### Supported Independent Living/Outreach:

Offers assistance to individuals who are semi-independent. Whether living on their own in the community or in Tamir housing, they may receive up to 35 hours of support a week.

#### Time Share Accommodations:

Provide round the clock support to several individuals on a rotating basis, with stays averaging three months per year.

### DAY PROGRAMS

Provide a variety of recreational, life-skills development, and volunteer opportunities to participants. Tamir's Passages Program assists young adults in their transition from school to integrated work and leisure activities.

### JUDAIC OUTREACH SERVICES

Designed to enhance the Jewish identity of individuals with developmental disabilities who live at Tamir or in the community, including the Rideau Regional Centre in Smiths Falls.

Regular activities incorporate Shabbat observance, holiday celebrations, and opportunities to socialize and participate in Jewish life. New programs include "Let's Learn Hebrew", "The Yentas" (women's group), and Dramatic Arts.

# Tamir Day Programs Make a Move!



[www.tamir.ca](http://www.tamir.ca)

**W**hen asked whether they were ready for a move, Tamir's Passages participants, families, staff and volunteers answered with a resounding "HOW SOON?"

The Passages program assists young adults to make the transition from school to integrated work, volunteer and leisure activities. Launched in 2001, Passages soon outgrew its temporary location in the basement of an apartment building on Meadowlands Drive. An increase in participants and a need for more space for skills development and other key activities resulted in the decision to find a new facility.

developing new social skills," said Allen.

Donald Hyman is a perfect example. According to Mary Ellen Siba, Donald's primary counsellor, "The added programs have been a great addition to his schedule. There are more things he loves to do and people he enjoys connecting with. He volunteers with Meals on Wheels, delivers mail at the Tamir office, and grocery shops for the day program with his new volunteer buddy, Allen Sand. On Fridays he joins the Passages program for the day, where he bakes, enjoys arts and crafts and takes walks with his new friends.



*Passages participants and staff would like to thank Louise Glatt for her generous donation of a new ramp at the Donald Street location. "She saw the need...she is great. We appreciate her support!" said Estelle Allen.*

Quick to join the list of users of the new space at 235 Donald Street were participants of Tamir's original Day Program, situated on the Jewish Community Campus. Space there had proven tight as well. "We looked at the interests and goals of the two groups and realized there was a lot of overlap. Now, more space has meant room for more people and more programs," said day services supervisor Estelle Allen.

Each day, half of the Day Program participants travel to the new location and half remain on Campus. This provides them with more space at the west end location, and easy access to campus activities, including the pool and gymnasium at the SJCC. The benefits of the shared space are not just logistical; there is a very personal element too. "Participants from both groups are meeting new friends and

Brenda Liff attends Passages every Monday. "I was bouncing from office to office and I transferred over to Passages last year," said Brenda. "I am doing a lot of office work and I have faxed out a lot of resumes. Even though I am only here one day a week, it's fun."

Her goal is to obtain paid employment and she has been working very hard to achieve it. She and Lana Dunn, her primary counsellor, have put together Brenda's resume and have been pounding the pavement. "Brenda is a very motivated individual and wants to find employment outside of Tamir. We are starting with a volunteer placement in the hope that it will lead to paid employment," said Dunn. Brenda will persevere!

Music instructor, Louise Glatt, now runs her ever-popular program out of the Donald Street site and has noticed that extra space means a lot to its users. Estelle Allen summed up the benefits of the move best when she said, "We needed more space to develop our day programs," said Estelle Allen. "Now we can spread our wings!"

## GOLF ANYONE?



We **guarantee** great company and good fun for each and every golfer who supports

Tamir's 2005 golf tournament!

For more information, contact Jerry Nudelman at 724-5995 or via e-mail at [jerryathome@sympatico.ca](mailto:jerryathome@sympatico.ca)



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Zelda & Stephen Shore  
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Mr. Brian Silverstone  
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Marty & Zina Somberg  
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Rose Stein  
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Judy & Norman Tenenbaum  
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Ms. S. Tenenhouse  
Ms. Lorraine Thomas  
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Rona H. Tietolman & Gaston Jorre  
Michael Tiger  
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Mr. Charles Wasserman  
Mrs. Irene Waxman  
Mr. Eric Weiner &  
Ms. Arlene Godfrey  
Mr. & Mrs. Lou Weiner  
Mrs. Mildred Weinstein  
Max & Cynthia Weinstein  
Mr. & Mrs. Ted Weinstein  
Dr. & Mrs. Ronald Weiss  
Nancy & Jay Weiss  
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Pierre & Veronique Zador  
Carole & Norman Zagerman  
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Mrs. Sandra Zagon  
Dr. & Mrs. E. Zeligman  
Mr. Max Zelikovitz  
Dr. & Mrs. E. Ziegler  
Rick & Helen Zipes  
Marcia & Dick Zuker  
Dr. & Mrs. I. Zunder  
Sandra & Sam Zunder  
Mark & Lillian Zunder

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community

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that you care

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Jean Naemark  
Mr. & Mrs. E. Naor  
Mark Narwa  
Toby & Tedd Nathanson  
Mr. T. Neuman  
Deirdre Neuss  
Marilyn & William Newman  
Mrs. Daphne Noonan  
Mrs. Alma Norman  
Ilana & Mitchell Novick  
Dr. David Nozick  
Ms. Lisa Nudelman  
Mr. & Mrs. D. Nussbaum  
Alexander & Klara Odinocki  
Mr. & Mrs. Murray Osterer  
Dr. Kenneth Ostrega  
Percy & Shelley Ostroff  
Mrs. Irvine Paghis  
Zelma Palef  
Mr. & Mrs. Mark Palmer  
Mrs. Bert Palmer  
Ms. Kathryn Palmer  
Mr. & Mrs. R. Paritzky  
Dr. R. Paroli  
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Dr. & Mrs. Paul Pearl  
Brian & Rochelle Pearl



[www.tamir.ca](http://www.tamir.ca)

Tamir invites  
you to attend our

**ANNUAL  
GENERAL MEETING!**

Tuesday June 21st, 2005  
at 7:00 p.m.

Agudath Israel Synagogue  
1400 Coldrey Avenue, Ottawa

Revisions to Tamir by laws  
will be voted on at this meeting.

Please join us in celebrating our  
past year and in shaping our future!



www.tamir.ca

## HELP MAKE A DIFFERENCE!

Remember a loved one or recognize a special occasion with Tamir **Donation Cards** — call 725-3519 and place your order.

Want to make a longer-term investment in Tamir? Consider **Planned Giving** as a cost effective way to help secure Tamir's future **today**. Please call Mark Borts at 792-3385, ext. 107 or e-mail at mborts@rgpafin.com

## Ensuring Both Individualized Planning and Health & Safety

By Lisa Giffin

Which is more important: supports that are responsive to individual needs and interests or comprehensive operating systems to ensure health and safety? Obviously, we need to have both to guarantee quality of life for our participants. Ensuring we have the resources and capabilities to do both continuously is a challenge faced by all developmental service organizations. For the past few years, Tamir has been making a concerted effort to strengthen both priorities under the banner of Quality Enhancement (QE).

We developed our QE initiative in two segments: Personal Outcomes Planning (POP) and Program Audit and Evaluation. POP focuses attention on the importance of individualized planning. We improved our general service planning process to focus on determining each individual's desired goals/outcomes and what supports are needed to help achieve them. We put mechanisms in place to improve family involvement in planning. After individual assessment and planning processes were reviewed, staff training was adapted to orient and train staff to facilitate POP, and program supports geared more towards facilitating individual choice. Now in its second year, the POP aspect of QE is showing results.

Participants and families have more of a voice through our assessment process, goals have become more meaningful and better planned, and the number of community affiliations enjoyed by our participants including involvement in synagogue, social clubs, and volunteer placements has increased substantially. For example, in our Passages program, 7 new volunteer work placements, with partners such as the YMCA, Petsmart and the Snowsuit Fund have been found. Nine new social activities, including yoga and walking programs with the Jack Purcell Centre and peer development classes at the Independent Learning Centre have been developed to respond to the goals set by program participants.

However, successful Personal Outcomes Planning as described above doesn't come without cost. Truly individualized supports

often require additional resources; staffing to ensure successful community integration, transportation costs to get people to their preferred activities, funds to enroll in special interest classes... the list goes on.

How to balance individualized planning with the basics of health and safety? That's where the second segment of the project comes into play: Program Audit and Evaluation. We designed a program audit and evaluation system to assess program administration including the physical environments, participant records and HR management. We created the audit tools, established an internal audit team, defined reporting and follow up expectations, and very

importantly, identified communication requirements e.g. to staff, families and the Board, to foster continuous learning and team work.

Audit tools were piloted in November and fine-tuned. Audits across all our programs have been completed. Trends across programs have been noted, especially within the physical site inspections. For example, results have demonstrated a need to ensure bedrooms are more individualized to meet the same standards as other living spaces, in terms of attention to décor.

Preliminary results have been shared with supervisors and with their staff teams, and will form the basis of our new work plan beginning in April 2005. A Program Audit and Evaluation report will be presented to the Tamir Board shortly and annually thereafter. A summary of our findings and action plan will be presented at general family meetings.

So what has QE brought to Tamir? The program helps us develop a culture of continuous improvement. The tools help focus our attention on and improve our chances of realizing participant and administrative goals. They give us the ability to develop clear standards, benchmarks from which to gauge progress in the future, and a means of generating agency workplan priorities each year. POP and Program Audit and Evaluation are important tools to help ensure and improve quality of life of our participants through strengthened individualized planning and health and safety measures within Tamir.



# Family Volunteers Make a Difference!

Volunteers and families are a key aspect of the heart and soul of Tamir. From the very beginning, when the idea of an organization such as Tamir seemed to many an impossible dream, to today's well-run, professionally organized programs and group homes, volunteers have remained an integral part of the equation.

As founding members, Lily and Jerry Penso have been around since Tamir's inception. Their son, Michael, is one of Tamir's three original residents. "Right from the start, I felt the need to become and remain involved," said Lily, who was the founding president. "At the beginning, we had to depend more on volunteers than now," she said. That doesn't mean there isn't a need for volunteers today. For many years, Lily has been organizing the annual Tamir Tea, with Jerry as her partner.

Tamir's other major fundraiser, the golf marathon is also run by a team of dedicated volunteers, including family members. Jerry Nudelman, involved with the golf marathon from the beginning, is now chairing the Golf Planning Committee. "The marathon has become a great success and I am happy that we have been able to contribute to Tamir both financially and in building its presence in the community." Jerry's son Mark is a resident of Tamir having moved from Montreal to live closer to his family. He often takes part in the day as well.



*Norm Ferkin takes time out to enjoy the day*

daughter, Vicky, has benefited so much from her involvement with Tamir. "We do whatever needs to be done. My focus right now is the

fundraising. The greater quality of life that Tamir aspires to for its participants costs money. That's where we step in to help," said Norm.

Dan Elmose, whose son, Randy, is at the Killeen residence, is another parent who pitches in to help in ways big and small. He takes pictures at the Annual Winterfest, volunteers at the Family Picnic and was behind the scenes helping with the costumes at Tamir's Chai (18<sup>th</sup>) Anniversary Celebration. Dan, like the other volunteers, is happy to do whatever is needed. "You help out where you can," he says. "I feel extremely comfortable and privileged to be involved with such a terrific organization...it is family. We just enlarged our family when Randy became involved with Tamir."



*Mark Nudelman supports the golf marathon*

According to Tamir President, Esther Tarasofsky, having family members volunteer on the Board provides a key perspective when decisions are made. Michael Caplan, whose daughter Meredith is a Supported Independent Living participant, chairs the Policy and Procedures Committee of the Board, helping to ensure that the organization operates in accordance with relevant legislation and with the needs of its participants. "We really have to pitch in to make things happen and to make them successful," he says. "As an interested board member and a parent, it only makes sense for me to be involved."

"The volunteer efforts are incredible," said Tamir President Esther Tarasofsky. "Tamir volunteers are mainly folk who think it is important to make a contribution to our organization. This may involve fundraising, special events or board membership; what is important is they are involved on a regular basis...what it really ends up being is an extra assurance that our participants get the support they need, from people who care."

For information on Tamir programs and how you might help, please call Adele at 725-3519.

The Tea is one of our most popular events. We look forward to seeing you there this year!

## THANK YOU TO OUR 2004 VOLUNTEERS

Alyce Baker  
Aurora Lodge 53 Knights of Pythias  
John DeLamos  
Michael and Silvia Caplan  
Carell Farmer  
Debbie and Norm Ferkin  
Louise Glatt  
Barbara Greenberg  
Jan Jones  
Janet Kaiman  
The Krantzberg Family  
Aviva Lightstone  
Leo Lightstone  
Lori Loeb  
James Murray  
Jerry and Lois Nudelman  
Lily and Jerry Penso  
Alex Polowin  
Norm Potechin  
Lisa Rossman  
Gittel Sheffield  
Sam Shrier  
Aaron Smith  
Vaad Hakashrut  
Fred Virgin  
Aaron Woznica

## ADDED THANKS TO OUR TAMIR PARTICIPANT VOLUNTEERS

Debbie Applebaum  
Michael Broitman  
Meredith Caplan  
Vicky Ferkin  
Jason Kershman  
Julie Mintz  
Lee Waxman  
Edith Garman  
Shirley Harris  
Debbie Waserman  
Claire Zloten  
Murray Zloten

## SUPPORT THE 2005 TAMIR TEA!



Tamir is proud to present our bi-annual Tea, on September 11th, from 2-4, hosted by Felice and Solly Patrontasch at their home on 15 Chinook Crescent. The Tea is one of our most popular events. We look forward to seeing you there this year!



*Keshet for Kids camper Ashley Hagerman enjoys traffic school*



*Tamir's Sing and Play Along group provides entertainment at Chanukah party at Agudath*



*Shirley Harris makes blintzes at Hillel Lodge with some expert assistance*



*Ian MacEachern with volunteers at Therapeutic Riding Association*



*Jim Brewer and Best Buddy, Catherine Norwalk, hit the hoops*

# Community Building!



*Tamir's choir leads congregation at Beth Shalom*



*David Rowat on work placement at Petsmart*



*Keshet for Kids camper Dov Rodin takes to the water, with friendly help*

## SH'MA KOLEINU REMINDER

*Tamir's Judaic Outreach Program Update!*

Hope you enjoyed our latest edition of the Sh'ma Koleinu, and thanks to those who contributed to our Chanukah Appeal! Look for the next update on happenings in Tamir's Judaic Outreach Program this summer!