



IT'S HERE! VISIT THE NEW, WWW.CROM-WMRC.CA

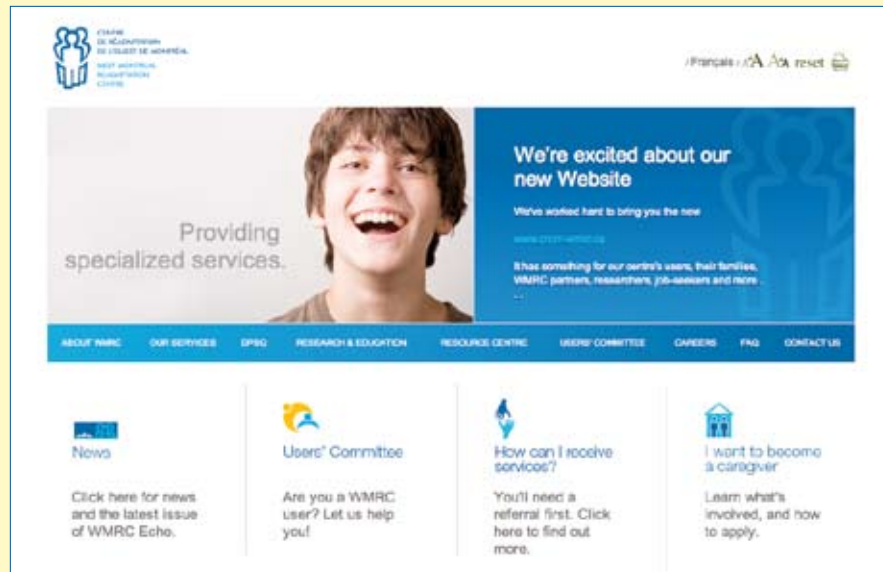
IN RESPONSE TO STRONG DEMAND, THE NEW WEST MONTREAL READAPTATION CENTRE (WMRC) WEBSITE IS UP TO DATE AND READY FOR YOUR VISIT!

With a new, bilingual Internet address, the site offers user-friendly contact information in several places and a new general e-mail for WMRC: infocrom@ssss.gouv.qc.ca

The new site is very easy to navigate, with new sections including **Users' Committee**, **DPSQ** (short for Department of Professional Services and Quality), **Resources**, **Careers** and **FAQ** (Frequently Asked Questions). Sections such as **About WMRC**, **Research and Education** and **Our Services** also continue to feature prominently.

The site's homepage also provides easy shortcuts to the most popular topics, such as Users' Committee, WMRC news, how to access services and becoming a caregiver.

This Website is designed to evolve and adapt to your needs. Please take a moment to visit the site and send your feedback to Jennifer Scrimger at jscrimger.crom@ssss.gouv.qc.ca



ALSO IN THIS ISSUE

EXECUTIVE DIRECTOR'S MESSAGE

»» Please see page 2



AN HONOUR FOR THE ATLAS-ID

»» Please see page 4



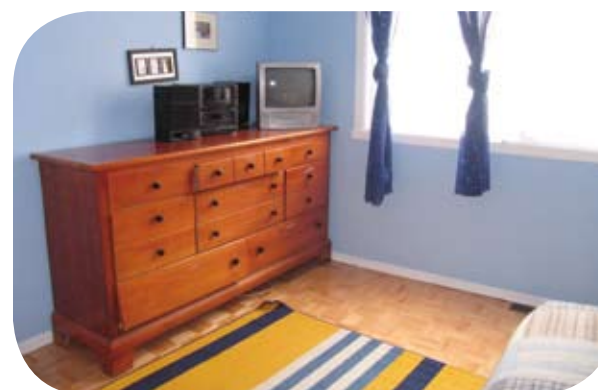
BUILDING BUILDING BUILDING HOPE

»» Please see page 3



HIGHLY SPECIALIZED RESIDENCE

»» Please see page 5





A MESSAGE FROM THE EXECUTIVE DIRECTOR



Guy-Michel Des Lauriers

Guy-Michel Des Lauriers

||| Acting Executive Director

||| West Montreal Readaptation Centre (WMRC)

OUR ESTABLISHMENT HAS CARRIED OUT SEVERAL PROJECTS SINCE THE LAST ISSUE OF WMRC ECHO, AND WE ARE PLEASED TO BE SHARING THEM WITH YOU.

First of all, we hope you have had a chance to visit our popular new Website at www.crom-wmrc.ca (please see article on page 1). Launched in early June, this up-to-date, information-packed tool can answer many of your questions about WMRC, and is a true reflection of our centre and its users, their families and our partners.

We have also laid the groundwork for two major undertakings coming up in 2009-2010:

The first is the implementation of the Système d'information pour les personnes ayant une déficience, or SIPAD. This new user information database will revolutionize our staff's clinical activities by standardizing and computerizing all user-related information recorded by employees working for user services (please see article on page 4).

The second is the development and consultation process involved in finalizing our establishment's first five-year strategic plan. Linked to our upcoming accreditation by Accreditation Canada, this 2010-2015 plan will present WMRC's vision for the next five years and our principal objectives in realizing that vision as a specialized (second-line) services provider. An organizational plan will follow, defining programs, services and the administrative structure that will allow the strategic plan to be implemented.

Please keep an eye out this fall for the strategic plan and a revamped, user-friendly annual report. We also hope you will join us at our annual public assembly in October (please see below) and November's Autism Awareness Gala in support of the Building Hope fundraising campaign (please see page 3) by the Taylor Birks Foundation.

I hope you enjoy the newsletter and wish you a pleasant autumn.

ANNUAL PUBLIC ASSEMBLY

PLEASE JOIN US FOR WEST MONTREAL READAPTATION CENTRE'S ANNUAL PUBLIC ASSEMBLY:

**THURSDAY, OCTOBER 29
7PM-10PM**

8000 NOTRE-DAME (LACHINE)

COMMITTEE MEMBERS

Editor

Jennifer Scrimger

||| WMRC communications officer

Correspondents

Stéphane Bertrand

||| Adult user representative, Users' Committee

Michel Massie

||| President, Centre Marc Vanier

Ian Moodie

||| WMRC Board member

||| President, Taylor-Birks Foundation

Thérèse Bélanger-Ardron

||| Users' Committee member
(Legal parent representative)

||| WMRC integration agent

Jack Carlon

||| Senior advisor to the executive director, WMRC

Toni Di Re

||| Assistant director general
Adult and Family Services, WMRC

Melanie Lapointe

||| Counsellor and assistant
Child and Family Services, WMRC

Frank Vincelli

||| Access Manager, WMRC

USERS' COMMITTEE

ACCOMPLISHMENTS TO BE PROUD OF IN 2008-2009

The WMRC Users' Committee carried out a number of initiatives in relation to its mandate last year.

||| **The committee established a partnership with the new Adult Parents' Committee, supporting its creation and helping to guide its first steps forward.**

||| **A user representative and an external support person visited WMRC's socio-professional services to meet with adult users, distribute Users' Committee brochures and answer questions.**

||| **All WMRC users and their guardians received a "Users' Committee" fridge magnet with telephone number as part of the committee's annual holiday greetings.**

||| **Three committee members met several times with the Department of Adult and Family Services (DAFS) for them to lobby *Transport adapté de Montréal* for improved access to adapted transit services during extreme weather conditions.**

||| **Two members worked with the Department of Professional Services and Quality (DPSQ) on a user-adapted Code of Ethics defining users' rights as individuals. More related initiatives are planned.**

||| **An executive member has been actively representing the committee on the *Association québécoise des comités des usagers CRDI-PDD*.**

||| **Finally, the committee has been supporting the Taylor-Birks Foundation's "Building Hope" project by selling bracelets at various events.**

The Users' Committee invites you to visit its new section on the WMRC Website and looks forward to an equally active 2009-2010!



Randolph "RJ" Jacobs conquers the limbo pole at the annual Users' Party in May.



BUILDING BUILDING BUILDING HOPE!

HAVING CELEBRATED ITS ONE-YEAR ANNIVERSARY THIS PAST SUMMER, THE TAYLOR-BIRKS FOUNDATION'S BUILDING HOPE CAMPAIGN TO BUILD A SPECIALIZED RESPITE HOME FOR OUR CENTRE'S USERS CAN BE PROUD OF A STRONG START.

"We're hoping to break ground in spring 2010, and we definitely have the momentum to do that," said Ian Moodie, the foundation's president, referring to over \$300,000 in gifts and pledges raised over the past year.

"We need to push harder, though, if we're going to make our \$1 million target."

Major donations have so far included the following: :

\$100 000	from the Rotary Club of Westmount
\$21 418	from Ronald McDonald House Charities
\$17 000	in corporate donations from WMRC Employees
\$20 890	from WMRC Employees
\$5 000	from parents
\$5 000	from suppliers

A series of student and WMRC employee initiatives have also helped the campaign along, raising some \$5,000!

- ||| A fashion show put on by Dawson College students;
- ||| A «Hat Day» organized by students at Edgewater School in Pin court;
- ||| A two-day bazaar by students at Cegep André-Laurendeau;
- ||| A book sale, garage sale, cupcake sale, recipe book and jewellery sale by WMRC's Department of Adult and Family Services;
- ||| A comedy night by the Department of Child and Family Services (DCFS);
- ||| Fundraising as part of the WMRC Users' Committee's annual dance in May.

Many thanks to everyone who has contributed!

And the biggest fundraising event is yet to come.

You've heard of the annual Autism Awareness Gala, but did you know that this year the proceeds will support Building Hope?

One of Montreal's premier social events, the gala will be held at Buffet Le Vogue in Saint Leonard on November 7, 2009. Mark your calendars! There will be local personalities including Joey Elias, plus a Chinese auction, cocktails with hot/cold canapés, a five-course dinner and unlimited wine for \$85. Not to be missed!

For more information, please call 514-758-6396, or if you wish to purchase a ticket online, you may do so by filling out a form online at www.autism-awareness-gala.org

And as the foundation president indicated, we still need to raise much more money. The fundraising committee recently sent out letters asking for your support in finding corporate sponsors to support this very important cause. Please ask your employers, your clients, your suppliers and other business contacts!

Finally, if you haven't donated to Building Hope yet and would like to do so, please visit the WMRC Website at <http://www.wmrc.ca/taylor-birks-foundation-1.html> or contact the foundation at 514 363-3025, ext. 6819.



At the Department of Child and Family Services this spring, a drawing contest for Autism Awareness Month drew some 40 entries by young users with autism spectrum disorders (ASD) from WMRC and Centre de réadaptation Lisette-Dupras. Keep an eye out this fall for calendars on sale with the 12 winning drawings! Proceeds will support Building Hope.



MAJOR TECHNOLOGICAL CHANGE FOR WMRC IN 2009-2010

SYSTÈME D'INFORMATION POUR LES PERSONNES AYANT UNE DÉFICIENCE (SIPAD)

IT'S A NEW AND BETTER WAY OF MANAGING USERS' ELECTRONIC FILES. PICTURE THIS:

Once a request for services has been received by WMRC, staff from Access Services types the users' diagnosis, history, contact information and any special needs directly into the user's electronic file. Right away, the team of professionals that will be providing that user with services may access his/her detailed profile.

Then, after every clinical meeting or intervention, the WMRC educator or human relations agent or behaviour modification agent or psychologist (etc.) adds detailed data to that user's file for instant review whenever needed. All information concerning that user will become part of the electronic users' file. Each member of the team can then keep track of the most recent services the user has received and progress made – all in real time. And when WMRC and the Ministry of Health and Social Services need to review statistics (without any identifying information), the data is ready to go.

This is the vision for SIPAD, a Ministry-mandated new system for rehabilitation centres (physical and intellectual disability) to manage users' electronic files. To completely replace the current *Système d'information clientèle – déficience intellectuelle (SICDI)* in November 2009, it will simplify administrative processes and report production, while making data entry and retrieval more efficient.

"Through SIPAD and by going completely electronic with our data, we will have us a broader perspective on each user and his/her needs, in real time," said Guy-Michel Des Lauriers, acting executive director for WMRC.

"This new system will make coordinating various user services that much easier.»

Using the current (SICDI) system, minimal user data is recorded on paper forms and sent in to a dedicated SICDI team for entry into the database. While this allows for some statistical comparison, data is not always entered in the same way, and retrieving it is complicated.

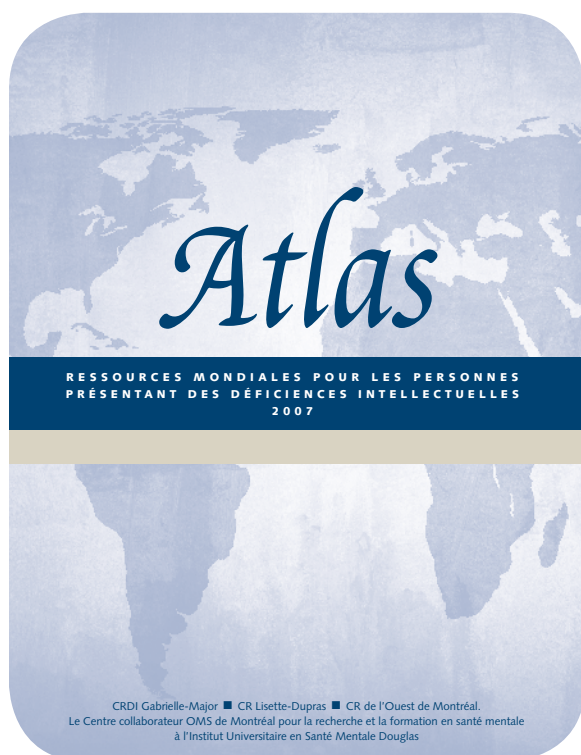
The transition from SICDI to SIPAD will require a great deal of adjustment over the next year or so. A large number of staff has been assigned to attending preliminary training, revising clinical and administrative processes, planning computer access, developing course content and training calendars, ensuring the same data from SICDI will also be in SIPAD, offering post-training support, providing project updates, etc.

Beyond that, some 220 WMRC employees will each need to follow roughly 30 hours of training related to the SIPAD implementation.

For more information on SIPAD, please contact Ginette Bélanger, our SIPAD project manager, at 514 364-2282, ext. 2378.

AN HONOUR FOR THE FIRST-EVER ATLAS-ID!

The publication is a semi-finalist for the *Prix du Rayonnement international*, awarded by the *Institut d'administration publique du Québec (IAPQ)* to a public organization that has contributed to its own and Quebec's international influence.



Produced by our own Department of Research and Education (DRE) and the Montreal WHO Collaborating Centre, the Atlas-ID describes the state of resources allocated to intellectual disability (ID) in 147 countries, representing 95 percent of the world's population, for the first time. It is a step towards improving general awareness of regional and international disparities in ID services and resources.

This tool is available in English, French and Spanish, and plain-language versions in English and French have also been produced.

For more information on the Atlas-ID, please consult: www.interteddi.ca/atlas-di

For more information on the award, please visit: www.iapq.qc.ca/prix/prixexcellence/default.aspx

YOUR RISK MANAGEMENT QUESTIONS – ANSWERED!

EVER WONDERED WHAT HAPPENS TO INCIDENT AND ACCIDENT REPORTS, ONCE THEY ARE SUBMITTED BY RESIDENTIAL RESOURCES OR WORKSTATIONS? WHY ARE THEY REQUIRED? DO THE REPORTS PLACE BLAME ON ANYONE? WHAT IS THE RISK MANAGEMENT COMMITTEE?

Where do they go? Several people are involved in processing and analyzing the reports: the person declaring the incident or accident, the educator, the human relations officer or social worker, the service's manager, the zone director and the director of Professional Services and Quality (DPSQ).

Why are they compulsory and what happens to them? As required by Quebec's Ministry of Health and Social Services, information from the forms is entered into a data collection program (WRMC uses one called GESRISK) that populates the provincial registry. The DPSQ analyses the data and produces a quarterly report (minus any identifying information) it then presents to WMRC's Risk Management Committee, Vigilance Committee, and ultimately the Board of Directors.

Is anyone blamed for accidents and/or incidents? No! The goal is not to reprimand or discipline anyone; it is to identify the sectors most at risk of having accidents or incidents, to understand their causes and implement preventative safety measures for those using the service. This is why incident and accident reports are so important.

What is the Risk Management Committee? This mandatory committee functions as a promoter of safety relating to the services WMRC offers, and it supports personnel in finding and developing means to increase safety. It is made up of the director of Professional Services and Quality, the risk manager, a representative each from the Multi-disciplinary Council, the Users' Committee and caregivers, and a healthcare professional.

What is its mandate? The mandate of the Risk Management Committee is to identify incident and accident risk areas, ensure that victims and their families receive support and recommend that the Board of Directors adopt measures to prevent recurrences.





HIGHLY SPECIALIZED RESIDENCE A BOON FOR USERS AND STAFF



FOR A DRAMATIC, INSPIRING EXAMPLE OF A RECENT COMMUNITY RESIDENCE TRANSFORMATION, GO NO FURTHER THAN BEACONSFIELD'S NEW INROADS RESIDENCE FOR ADULT WMRC USERS WITH CHALLENGING BEHAVIOURS (TGC).



Inside, the bungalow's stunning tiled entrance is adorned with archways and matching framed scrapbooking displays evidently designed with great care. Its many rooms are bright, spacious and stylishly decorated. Its walls are smooth and appear freshly painted, and the floors are immaculate.

"We are very proud of Inroads because it is extremely specialized," says Annick Rajotte, head of rehabilitation managing Inroads and three other residences.

A beautiful home by any standards, Inroads has so much more, she says.

"The walls are made of medium-density fibreboard, which is strong and soundproof but also homey-looking. The living and eating areas are all on one floor and there are many, many other adaptations to meet our users' needs."

The four WMRC users who live at Inroads, all of whom have TGC, used to occupy another residence owned by Centre Marc Vanier. Because the home was not adapted to the users' needs, though, the house needed constant repairs, and neighbours complained about the noise. Rooms on three different floors also made supervision difficult.

"We are so happy with the move," says Shirley Barnes, a rehabilitation assistant at Inroads who has been working with TGC users for over 30 years.

"The larger rooms give the users more space, which helps with interventions and programming." Gathering in the inviting kitchen, Shirley and two colleagues, Inez Cambridge and Donna Newman, seem relaxed and knowledgeable about the users they supervise. They know from training and experience how to prevent and respond to challenging behaviours.

"We have good days and bad days like everyone else, but we enjoy working as a team, and we make sure to communicate with each other," says Inez, who helped educator Nancy Nurse decorate the residence so beautifully.

And those efforts are greatly appreciated.

"They look after him very well," said Lillian Rosenberger, whose son Steven moved into the home in February. Some of Inroads' specialized staff members have known Steven for decades. "Donna, Sybil (Mayers) and Inez are like mothers to him.

"I couldn't have asked for better."

Steven likes to show his mother his own large, blue bedroom where he listens to music. Two large living rooms and a dining room add even more to the sense of being in a regular home, while round-the-clock staffing ensures users' special needs are met.

Inroads is one example of a successful transformation of community residences into a highly specialized community residence. Another example in 2008-2009 was the summer 2009 inauguration of the Marceau residence for users with multiple disabilities.



Steven has been living at Inroads since February.



ACCESS TO BREAST CANCER SCREENING FOR WOMEN WITH INTELLECTUAL DISABILITIES.

A RESEARCH TEAM LED BY RENÉE PROULX FROM THE DEPARTMENT OF RESEARCH AND EDUCATION (DRE) AND SCIENTIFIC DIRECTOR CÉLINE MERCIER RECENTLY COMPLETED A STUDY DRIVEN BY THE FACT THAT WOMEN WITH AN INTELLECTUAL DISABILITY ARE LESS LIKELY TO HAVE MAMMOGRAMS AND RISK BEING DIAGNOSED AT A MORE ADVANCED STAGE OF BREAST CANCER.

"The purpose of the project was to help develop adapted strategies for women whose disability jeopardized their access to organized breast cancer screening programs," said Renée, knowledge transfer advisor for West Montreal Readaptation Centre (WMRC), Centre de réadaptation Lisette-Dupras and CRDI Gabrielle-Major.

The research team identified 25 courses of action deemed as most relevant and feasible to improve access (among others):

- III A list of simple questions for screening centre receptionists to ask, to determine if women making appointments have particular needs, and a simple guide to filling out the form women must sign.
- III A pamphlet or memo reminding doctors that the recommendation to participate in breast screening programs is a preventive practice that applies to all women.
- III Educational material for residential resources to remind them that those programs are intended for all women.
- III A module on the needs of women with ID or other disabilities as part of radiological technicians' training.

The study recently received the following written commendation from Diane Bégin, executive director of the Fédération québécoise des centres de réadaptation en déficience intellectuelle et en troubles envahissants du développement (FQCRDITED):

"(Your report) affectively illustrates the importance of attention to different aspects in developing and implementing a program, especially when people's health is involved. The originality of your statements and the richness of (the report's) content deserve to be recognized and we will be sure to make its exemplary character known."

Keep an eye out for the research report, coming out soon in English and already available in French on the WMRC and interteddi.com Websites.

DID YOU KNOW?

Our centre's Transition to Adulthood program (TAP) helps young adult users (18-21 years old) to develop the skills necessary to enter full adulthood and ensure a good quality of life.

The TAP is an effective way of **bridging school and adult life**. Users may participate for one to three years, depending on their age and their need, with a curriculum designed to offer a complete range of topics covering quality-of-life domains.

«Demand is growing for the TAP concept,” said Stephen Duckett, the WMRC rehabilitation manager who developed the program.

“Other rehabilitation centres have asked us for information, and we are receiving a great deal of registration requests from inside and outside our centre.»

A new session will start in January. Programs will include Assault Prevention for People with Intellectual Disabilities, Life Horizons Sexuality Education and Work Preparation.

For more information, please contact:

1. Your Individual and Family Support Team educator

OR

2. Stephen Duckett
514 363-3025, extension 2762
steve.duckett@ssss.gouv.qc.ca



WMRC Rehabilitation Manager Stephen Duckett presents the TAP at a recent conference for rehabilitation professionals.

NEWS FROM CENTRE MARC VANIER

Centre Marc Vanier is pleased to welcome two new members to its Board of Directors.

Brian Mimee joins the board with professional experience working for the centre as a real estate appraiser, having owned his own business for several years.

Richard “Ricky” Held has an active volunteering background as a member of the new WMRC Adult Parents’ Committee and as former president of the West Island Association for the Intellectually Handicapped (WIAIH).

Welcome to Messrs. Mimee and Held!



Brian Mimee



Richard Held

WMRC ADULT PARENTS’ COMMITTEE NOW A REALITY

Some of you may remember a parent satisfaction survey, developed by parents and users, which was issued by the WMRC Users Committee in August 2007.

The responses to that survey allowed the Users Committee to identify several WMRC-related matters of importance to parents and a number of suggestions were reviewed, many concerning improved communication among staff, parents and caregivers.

“The Board of Directors was very pleased with the survey and fully supported the recommendation to form two committees - one for parents of adults and another for parents of younger children and teenagers,” said Courtney Lai-Hing, the leader of the unofficial committee that resulted from that initiative.

The formation of a Children’s Parents’ Committee hasn’t materialized as yet, but WMRC will attempt to launch one again this fall. In May however, the Adult Parents’ Committee was officially formed with Mr. Lai-Hing, Richard Held, Carole Mercier, Joe Malko and Patricia Morris as its elected executive. It defined several objectives, such as becoming a strong advocate for parents and families, creating an extensive support network for parents and ensuring that parents and guardians receive information concerning WMRC programs and activities.

The Adult Parents’ Committee intends to continue working closely with WMRC Adult Services, the Users Committee and others to address issues affecting WMRC parents and their adult children. If you would like more information on the Adult Parents’ Committee, or would like to form a Children’s Parents’ Committee, please contact Jack Carlon at 514 363-3025, extension 2207.