



may 2010

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## A YEAR OF CHALLENGE AND CHANGE

AS YOU MAY KNOW, APRIL 1<sup>ST</sup> OF THIS YEAR MARKED THE END OF OUR CENTRE'S RESOURCE-SHARING AGREEMENT WITH CENTRE DE RÉADAPTATION LISETTE-DUPRAS (CRLD).

The end of this 10-year partnership was difficult (and unexpected!) for many of us at West Montreal Readaptation Centre (WMRC), but not insurmountable.

In fact, being forced to adopt our own, independent management structure and review our allocation of resources has helped us to refine our objectives and explore new ways to become more efficient.

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## GIVING ACCREDITATION THE ATTENTION IT NEEDS

Accreditation Canada has agreed to postpone its surveyors' visit originally scheduled for May 2010, given recent developments at WMRC.

That doesn't mean the centre can rest easy. On the contrary: concentrated efforts are still needed to bring WMRC up to speed before the November visit.

The goal is to ensure that all persons invested in WMRC are active participants in the quality improvements targeted for our organization through the accreditation process.

There is more information on the way. You will be expected to participate in this very important process! Stay tuned.

Maintaining service continuity during this period of transition will be our top priority. Following that, a renewed focus on service outcomes and an intense final push towards accreditation will define the year to come.

Approved by the Board of Directors on February 23, our centre's Strategic Plan 2010-2015 will guide us in our endeavours. The result of multiple consultations with stakeholders, this plan is available on our Website at [www.crom-wmrc.ca](http://www.crom-wmrc.ca), as is our newest publication, *WMRC Board News*. Issued after each meeting of the WMRC Board of Directors, *Board News* is part of our efforts to keep employees, caregivers, users, families and partners up to date on issues facing WMRC. We hope you will consult both of them often.

*Ron Healey*  
Acting Executive Director

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### Legal deposit

Bibliothèque et Archives nationales du Québec, 2010

Library and Archives Canada, 2010

**ISSN 1921-3999**

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PETER RHIND AND DARREN DAIGLE POSE WITH THE NEW VAN DONATED TO CARTIER DAY PROGRAM. THE VAN IS USED FOR DAILY OUTINGS BY A ROTATION OF CLIENTS AS PART OF WMRC'S VOCATIONAL AND COMMUNITY INTEGRATION SERVICES. DONATIONS ARE ALWAYS VERY WELCOME!





## SO MUCH HOPE BUILT – STILL MORE NEEDED!

THE BUILDING HOPE CAMPAIGN TO BUILD A RESPITE HOME NEXT TO THE DEPARTMENT OF CHILD & FAMILY SERVICES HAS RECEIVED A SURGE IN SUPPORT SINCE THE LAST ISSUE OF *WMRC ECHO*.

Thanks to generous donations from the Eleanor Côté Foundation, Power Financial, the Westmount Rotary Club, Caisse Desjardins and Telus, the campaign is within \$150,000 of its \$1 million goal. In the meantime, funding proposals are still being reviewed by potential donors. The campaign team is confident it will be able to break ground by late May, with the dream becoming a reality this fall.

It's not too late for you to support the campaign! Remember: every donation makes a difference.

You can make a donation online by visiting the WMRC Website at [www.crom-wmrc.ca](http://www.crom-wmrc.ca) and clicking on "Support the Building Hope campaign." You can also mail your cheque, payable to the Taylor-Birks Foundation.

### **Taylor-Birks Foundation**

8000 Notre-Dame Street, Lachine, Quebec H8R 1H2

Images from the Autism Awareness Gala last fall, which raised over \$11,000 for the campaign. The event charmed WMRC employees and users such as Carole Bousquet, Jessica Levine, Hannah Lusthaus and Maddalena Iasenza (first photo). Taylor-Birks Foundation president Ian Moodie and advisor Jacqueline Scott (second photo) enjoyed it almost as much as Terry Rutherford, Users Committee co-president, shown here as he won a Canadiens hockey jersey in the Chinese auction, accompanied by his mother, Marjolyn Val.



## THREE DCFS USERS THRIVING THANKS TO EXTRAORDINARY "AUNTIE" JEAN MARIE

**"THE IDEAL FOSTER PARENT IS GOING TO LOVE THE KIDS AS HER OWN," EXPLAINED HEIDI GRAY-SEDEROFF, SOCIAL WORKER FOR THE DEPARTMENT OF CHILD AND FAMILY SERVICES (DCFS). "JEAN MARIE FRANK IS A PERFECT EXAMPLE."**

That much is obvious when talking to the friendly, joyful "auntie" of three young users living in her beautiful, spacious, suburban home.

Not having any biological children, Jean Marie said, it was a gift from God hearing about WMRC through another caregiver she met by chance years ago.

"It was like a calling," she said.

Seventeen-year-old Anthony, since moving in with Jean Marie and her husband James, has gone from being painfully shy and "the saddest teenager you ever saw" to a social, physically active young man with only a moderate intellectual disability; he excels in school and is extremely protective of his younger "brothers."

Luc, a smiling 11-year-old, used to be a picky eater with ADHD, and today, his pervasive developmental disorder barely shows.

When Tyler, 5, arrived, he was aggressive and tantrum-prone. Jean Marie took him off candy and under her wing.



"He's like any five-year-old now, and he's really smart," said Heidi, looking fondly at Tyler running around the house.

The bond between the oldest and youngest is evident, as they play on the computer together (lower left-hand photo), while Luc mugs for the camera and Jean Marie prepares a snack (upper right-hand photo). Luc even gave up his own bedroom to be closer to Tyler.

Jean Marie said boundaries and structure made it easier for the boys to adapt. That, and a caregiver WMRC is very lucky to have!

**"THEY'RE MY FAMILY. I CANNOT IMAGINE MY LIFE WITHOUT THEM."**  
Caregiver Jean Marie Frank





## EXPRESSING DISSATISFACTION: A CONCRETE WAY TO IMPROVE SERVICE QUALITY

### DID YOU KNOW THAT HANDLING A COMPLAINT AND IMPROVING SERVICE QUALITY GO HAND IN HAND?

And did you know that expressing dissatisfaction and making a complaint can really help to improve the quality of services offered by West Montreal Readaptation Centre (WMRC) to its clientele?

Last but not least, did you know that a complaint is **always** reviewed with the goal of improving WMRC service quality?

By alerting the local Complaints and Service Quality commissioner of a situation in which you feel that your rights as a user, or those of a family member who is a user, are not being respected, you are not only helping to resolve

the situation, you are supporting the establishment in its efforts to improve its services.

The commissioner is able to scrutinize various management activities that directly affect the quality of services (planning, organization, coordination, evaluation) and make recommendations to senior management for improving operations.

WMRC relies on a specific procedure for handling complaints made by users or their representatives. This procedure is outlined on our centre's Website at [www.crom-wmrc.ca/complaints-and-service-quality](http://www.crom-wmrc.ca/complaints-and-service-quality)

If you need more information concerning the complaints process, I urge you to visit the WMRC Website or contact me.



**Dominique Normand has been WMRC's local Complaints and Service Quality commissioner for more than three years.**

#### To contact **Dominique Normand** :

*Local Complaints and Service Quality Commissioner*  
West Montreal Readaptation Centre  
8000 Notre-Dame Street, Lachine, Quebec H8R 1H2  
[dominique.normand@ssss.gouv.qc.ca](mailto:dominique.normand@ssss.gouv.qc.ca) | T. 514 364-4284 | F. 514 595-5371



## WMRC NEWS GOES ONLINE

To be "green" while sharing its news more often, WMRC has completely redesigned the homepage of its Website at [www.crom-wmrc.ca](http://www.crom-wmrc.ca).

You may have noticed more frequent news updates on the Website recently. Those will continue, and be easier to find and consult, thanks to the new design.

In addition, this will be the last widely distributed paper issue of *WMRC Echo*. If you would like to join our electronic mailing list for regular news updates and to receive *WMRC Echo* electronically, please send your full name and e-mail address to:

Jennifer Scrimger at  
[jscrimger.crom@ssss.gouv.qc.ca](mailto:jscrimger.crom@ssss.gouv.qc.ca)

If you would prefer to continue receiving a printed version of *WMRC Echo* at home, please mail your request to the following address:

#### **WMRC Communications Services**

8000 Notre-Dame Street  
Lachine, Québec H8R 1H2  
[www.crom-wmrc.ca](http://www.crom-wmrc.ca)



## USERS COMMITTEE MEMBER PROFILE DAVID ALLEN: A HELPING HAND

**IF DAVID ALLEN LOOKS FAMILIAR, IT MIGHT BE BECAUSE HE HARDLY EVER MISSES THE CHANCE TO VOLUNTEER.**

David fundraises, supports events and provides valuable user input through committees and special projects.

Much (but not all) of David's volunteering is related to the WMRC Users Committee. Now in his second three-year term as a member, he is also the committee's representative on the WMRC Board of Directors and the Risk

Management Committee. He makes no secret of how much he enjoys it!

"It's really fun," he said of his participation. "I get to meet a variety of people and help them out."

Last year, David visited WMRC day programs to hand out Users' Committee information pamphlets and magnets and explain the committee's role to other users: a job that suited him perfectly.

"I like to answer people's questions and help the committee to find solutions," he said.



The next Users' Committee elections are scheduled for May 2010.

The WMRC Users' Committee exists to inform users of their rights, support them in filing complaints, promote users' quality of life, host events and represent the committee on the WMRC Board of Directors.

**Users Committee** | [www.crom-wmrc.ca/users-committee](http://www.crom-wmrc.ca/users-committee) | **T.** 514 363-3025, local 2422

## WMRC LOSES A LONG-TIME FRIEND AND ALLY

**MONTREAL'S WEST ISLAND BUSINESS COMMUNITY AND SOCIAL ORGANIZATIONS ARE IN MOURNING FOLLOWING THE DEATH OF GERRY ARSENAULT IN FEBRUARY AT THE AGE OF 63.**

Involved in a wide range of community activities throughout his 25 years living in Pointe-Claire, Gerry is credited with the revival of the Taylor-Birks Foundation (TBF) and the launch of its hugely successful Building Hope campaign.

"He did so much in his life, and he would help you at the drop of a hat," said Ian Moodie, the foundation's president for five years.

"He was larger than life, an incredible guy."

Gerry served on our centre's Board of Directors and as TBF president before devoting himself fully to his role as president of the CLD West Island, a non-profit organization promoting economic development and entrepreneurship.

In the last year of his life, Gerry developed lung cancer and ultimately succumbed after a valiant battle. Surviving him are his wife Sue, his son Michael and his daughter Tracy.



**Shown here with his wife Sue, Gerry Arsenault accepted the thanks of the WMRC Board of Directors in December for his significant contributions to the WMRC community.**