



In this Issue

Advocating for a Better Quality of Life...2

Client Bill of Rights Supports and Promotes Rights of Surrey Place Centre Clients...3

Symphonic Passion Chorus makes Beautiful Music...4

Preventing Abuse through Consultation and Training...5

Hundreds Walk 'n' Roll to Support Surrey Place Centre...6

Foundation News...7

Coffee Shed Goes Green with Creepy Crawly Worms...7

Surrey Place Centre Flies High at KiteFest 2007...8

Ontario Ministry of Children and Youth Services Announce New Autism Funding...8

Patrick D'cruz – A Success Story

By all accounts, 48 year-old Patrick is living an extraordinarily productive life. In recent years he has devoted himself to a variety of volunteer causes and also advocates on behalf of people with developmental disabilities. He participates in the annual Toronto Santa Claus Parade and mentors youth with developmental disabilities. Today, Patrick is a passionate advocate, eloquent speaker and exudes self-confidence. However, this hasn't always been the case.

Patrick admits that during his teen years he struggled with anxiety and depression. "When I was told that I was developmentally delayed, I was very angry and confused. I couldn't see or didn't want to see what was wrong with me. I kept wondering why I was born and why was I here," he says.

After much soul searching, Patrick finally came to terms with his intellectual limitations and sought help for depression and anxiety. With the assistance of a social worker, he enrolled in the Education Through Education (For You) Program offered by George Brown College. The program is a psycho-educational group for adults coping with the impact of mental or emotional health challenges. Through the program, Patrick enhanced his skill level in coping, problem-solving and general functioning.



Patrick D'cruz remembers only too well the confusion, anger and embarrassment he felt being labeled as an adult with a developmental delay. Many years later, he reflects on his challenges and triumphs and hopes to inspire others with developmental disabilities to reach for their dreams and live to their full potential.

Patrick later became connected with Surrey Place Centre and began taking part in the Coping with Frustration Group for adults. The group teaches participants how to manage anger, frustration and stress in their daily lives. "I found the group to be very helpful. I knew in my heart that I was on my way to learning how to cope with my problems and the anger that was still inside me," says Patrick.

Surrey Place Centre has become an important part of Patrick's life. He is as an active volunteer and member of the Centre's Self Advocates Council and Speakers Bureau.

Continued on page 3...

Advocating for a Better Quality of Life

A Self-Advocacy Council was established at Surrey Place Centre to ensure that clients have representation with regards to the services the Centre provides. Comprised of individuals who have or are receiving the services of Surrey Place Centre and who have a developmental disability, the Council works with the Board of Directors. Together they provide recommendations and feedback on behalf of clients of the Centre and advice on issues, concerns, direct policy and procedures that affect people with developmental disabilities.



Surrey Place Centre's Self Advocacy Council helps create first-ever Client Bill of Rights

Members of the Self-Advocacy

Council speak for themselves and for others whose voices may not be heard to enable them to make independent decisions and take control of their lives. To date, the Self-Advocacy Council has undertaken several initiatives including:

- Helping in the establishment of the Surrey Place Centre Client Bill of Rights
- Providing valuable insight in regards to the Centre's Guidelines for Handling Client Feedback
- Gaving feedback to the Ministry in regards to The Ontario Disability Support Program
- Participating in the Centre's Accreditation Survey in 2006

Save the date!

getinline.ca
a good cause • a good place • surrey place



Sunday, August 20, 2008

getinline.ca - an exciting walking and inline skating event in support of people with developmental disabilities starting at 10 a.m. at Woodbine Park. For more information, please contact sylvie.labrosse@surreyplace.on.ca.

Advancing Client Rights

Surrey Place Centre is proud to announce the establishment of the new Client Bill of Rights. The document was an important initiative of the Centre's Quality Council Committee, which helps to oversee and monitor the quality improvement activities of the Centre. It also ensures a systematic approach to quality improvement throughout the organization.

The Client Bill of Rights clarifies the rights of people who use the Centre's services and upholds the Centre's commitment to:

- Support and promote the rights of clients
- Encourage client participation
- Maintain a client's right to be informed and the right to be treated fairly
- Promote the right to complain and voice concerns regarding treatment

"The establishment of the Client Bill of Rights ensures that the rights of our clients are fully respected and promoted," says Suzanne Meagher, Director Children and Youth Program, Surrey Place Centre.

The Client Bill of Rights was created in conjunction with the Self Advocacy Council to ensure that it was an accurate representation, of clients' needs, and could be easily under-



From left: Rex Marchi, Christina Siu and Patrick D'Cruz help launch the Client Bill of Rights on June 27, 2007 at Surrey Place Centre.

stood by individuals with varied intellectual capabilities.

The Client Bill of Rights was officially launched on June 27, 2007. Approximately 47 adult clients and staff attended the event. The goal of the event was to introduce the Client Bill of Rights to adults with developmental disabilities who are currently receiving service from the Centre. The Client Bill of Rights is now posted throughout the Centre, at all satellite offices and on www.surreyplace.on.ca.

For more information about the Client Bill of Rights or to request a copy, please contact the Centre at 416-925-5142.

Patrick D'cruz – A Success Story continued...

Earlier this year, he gave an eloquent speech to Deb Matthews, Minister of Children and Youth Services, about the types of services he's received at the Centre and the impact that the services and the Centre has had on his life.

Patrick can't help expressing his admiration for the support he's received from the Centre. "If I hadn't come here, I wouldn't have received support or met the close friends that I have now. I had the chance to explore my world as an intellectually delayed adult. The staff really saw what I was about and recognized me as a person. Surrey Place Centre is like one big blanket of love, care and hope," he states.

Patrick continues to have a very positive out-look on his life and acknowledges that a lot has changed for him over the years. "I have learned ways that I can do things as an intellectually delayed adult. I speak up more and voice my opinion. I feel confident," he says.

Symphonic Passion Chorus makes Beautiful Music



If you're walking through the halls of Surrey Place Centre on a Thursday evening, don't be surprised if you hear beautiful voices singing...because the Symphonic Passion Chorus is back for its second season! The Symphonic Passion Chorus is a group of Surrey Place Centre adult clients who share a passion for music and singing.

The Symphonic Passion Chorus is currently under the direction of Bruce Edwards (Speech Language Pathologist) and is assisted by Christine Hein (Occupational Therapist). Various volunteers also help to support the Chorus.

During its first year the Chorus performed in four separate concerts. Its performances began with an in-house Christmas Concert, followed by a Surrey Place Centre fundraiser gala night (The Rocky Horror Picture Show). The Chorus then appeared at the Centre's first annual recognition ceremony night and finished the season with a Spring concert.

This year the chorus continues to develop; with anticipated performances that will entertain and enchant! With new members to mix up the group and the addition of a violin accompanist, we are sure this year will be another resounding success! Moreover, we are very excited to announce the formation

of a new cooperative partnership with another community choir, Counterpoint Chorale (www.counterpointchorale.com). The two choral groups have decided to expand their collective endeavours and have agreed to participate in a united singing venture. Their first concert took place on Friday November 30 at the Church of the Holy Trinity in downtown Toronto. Counterpoint Chorale will also be fulfilling an important mentorship role with the Symphonic Passion Chorus, helping its members to learn to sing more challenging choral pieces with greater confidence.

We encourage all community members and Surrey Place Centre clients to come out and support future announced choral concerts!



Preventing Abuse through Consultation and Training

As a consequence of their permanent intellectual limitations, people with a developmental disability can be more vulnerable to violence and abuse. Some studies estimate that people with developmental disabilities are four to ten times more likely to be victims of crime than are people without disabilities. Abuse may take many forms including physical, emotional, psychological, sexual, and financial. Neglect, civic and human rights, violations and professional malpractice are also concerns.

The Preventing Abuse through Consultation and Training Program (PACT) is part of an ongoing commitment by agencies serving individuals with developmental disabilities to eliminate all forms of abuse. Surrey Place Centre, in partnership with members of the Metro Agencies Representatives Council (MARC) and representing 19 developmental service providers in the Toronto area, initiated the PACT program in 2006. Members of MARC adhere to policies that:

- Provide a safe environment for clients
- Respect the rights of all people
- Prevent all forms of abuse
- Make it everyone's responsibility to report suspected or observed abuse without fear of retribution.

Through the PACT program, Surrey Place Centre – in collaboration with MARC agencies – provides ongoing education, consultation and promotes awareness of abuse among potential victims, their families, service providers and law enforcement.

The PACT team:

- Is an expert and confidential resource for clients, families, agencies, and the community and/or government, about how to recognize abuse. It also provides information about the rights and responsibilities of those involved.
- Supports agencies, clients, families and/or the police to identify and access appropriate

resources when allegations of abuse occur.

- Reviews participating agency policies and procedures and makes recommendations for improvement.
- Reports annually to MARC through an oversight committee about the strengths and weaknesses of the system, identifying improvements and recommendations for the future.
- Establishes best practices on policies, procedures and the investigation of abuse.

The PACT team does not provide advocacy, investigation or evaluation of the outcome of abuse investigations. For more information about the PACT program, please contact the Centre at 416-925-5141.

Family and Client Rights

Clients and members of their families have the right to:

- Request to see Surrey Place Centre policies on abuse at any time
- Know how Surrey Place Centre protects its clients
- Have information about the abuse investigation process and outcomes
- Appeal a Surrey Place Centre decision regarding abuse
- Ask the PACT team to review the process
- Ask for an investigation by the Ministry of Community and Social Services to make those important connections.

Hundreds Walk 'n' Roll to Support Surrey Place Centre



More than 400 enthusiastic supporters of Surrey Place Centre – clients, volunteers, staff and corporate sponsors – walked and inline skated on Sunday, August 19, 2007 at Woodbine Park in support of people with developmental disabilities at the fourth annual getinline.ca event.

After a rousing kick-off by Town Crier Marcel Bossi, the participants embarked on a scenic 5km recreational inline skate and 10km walk. After returning to Woodbine Park, participants enjoyed a scrumptious barbecue, live entertainment, inflatable bouncers and a silent auction. Participants from all across Toronto and the GTA helped raise over \$118,000.

Congratulations to everyone that participated in the fourth annual getinline.ca. The event was a tremendous success thanks to our emcee Scott Laurie, an outstanding volunteer planning committee and everyone who collected pledges, inline skated, walked and volunteered.

Plans are underway for getinline.ca 2008. Please mark your calendar for Sunday, August 19, 2008. If you are interested in volunteering for the 2008 planning committee, please contact the Charitable Foundation office at 416-925-5141, ext 2391. For more information on getinline.ca, visit www.getinline.ca.

getinline.ca
a good cause • a good place • surrey place

Thank you to our corporate sponsors!



THE GLOBE AND MAIL
CANADA'S NATIONAL NEWSPAPER • FOUNDED 1844

Ogilvy Renault
PKF Hill
Torys LLP
Proginet
Borden Ladner Gervais
Standard Life
Blue Lemon
C&D Graphic Services

Foundation News

2007 marks the end of another exciting and busy year and plans are well underway for 2008.

Our volunteer teams are already focused on the new year and welcome new members to join them in their efforts. Do you have experience as a fundraising committee volunteer, or have community connections that could help us in our efforts? For further information contact us by phone 416-925-5141 ext. 2391 or email foundation@surreyplace.on.ca.

No activity is accomplished without the support of many individuals and for this we are very thankful. To all of our supporters, corporate sponsors, donors, event participants and volunteers thank you for your ongoing support — **we wouldn't be able to do it without you!**

Coffee Shed Goes Green with Creepy Crawly Worms

It was a big day on October 18 as Coffee Shed officially launched its vermicompost program during Waste Reduction Week. The Coffee Shed (an independent business that runs out of Surrey Place Centre) is passionate about the environment and wanted to take an environmental approach to waste management in the Coffee Shed and at the Centre. They started an environmentally sustainable system for dealing with their coffee grounds and other organic waste being produced. Coffee Shed teamed up with Cathy's Crawly Composters, an environmentally-driven vermicomposting business, to build their own vermicompost.

Vermicomposting is composting with specialty worms known as Red Wigglers. The Red Wigglers are lively, healthy and ready to eat copious amounts of organic waste. The system is a self-sustaining, insulated, vermicomposter (worm composter). The insulated design ensures that the system can operate year round.

To raise enough funds to build the vermicompost, Coffee Shed created the "Name your own Worm" awareness project. "The project helped us raise the funds needed to build our vermicompost and also educated people about the project and created awareness about our new love of worms," says Deanna Djos, Job Coach.

CoffeeShed is currently packaging and selling organic and non-toxic worm castings (fertilizer) to any indoor/outdoor plant lovers. Money raised will help support the ongoing maintenance of the vermicompost.

If you are interested in buying a package of worm casting, please contact Deanna Djos at coffeeshed@surreyplace.on.ca.



Coffee Shed Partner, Veronica Peake, holds Red Wiggler worms during launch of Vermicompost Program

How can you get involved?

- Make a tax deductible donation online by visiting our website at www.surreyplace.on.ca and click the Donate Now button.
- Become a monthly donor
- Make a donation in honour of someone or to mark a special occasion like a birthday, wedding, anniversary or holiday
- Participate in our special events
- Inquire about becoming a fund development volunteer
- Join us as a corporate partner through our sponsorship program

Visit the Charitable Foundation page of our website, (www.surreyplace.on.ca) or call 416-925-5141, ext. 2391 for further information.

Surrey Place Centre Team Flies High at Kite Fest 2007



From left: Paul Wong, David Chan and Nazir Jomel proudly showcase their trophy won at the Industrial Alliance KiteFest.

A team comprised of Surrey Place Centre clients and staff participated in the 13th annual Industrial Alliance KiteFest on September 15 and 16. The two-day event is the largest kite festival in North America and featured teams from the United States and Canada, as well as colourful, original kites from around the world. This year's festival helped to raise funds for Spirit of Life, a non-profit organization that enhances quality of life for individuals with developmental disabilities and other special needs through education, support and services.

The enthusiastic Centre team was the second runner-up in the Youth Spirit Challenge Rokkaku Kite Battle! When asked about their experience at the festival, team members said that despite being a cold and windy day, they had a lot of fun. They are looking already forward to participating next year.

Ontario Ministry of Children and Youth Services Announce New Autism Funding

Speaking from Surrey Place Centre on August 17, 2007, the Honourable Mary Anne Chambers, former Minister of Children and Youth Services announced new funding for Intensive Behavioural Intervention (IBI). The funds will be spent on additional therapists and respite for 3,000 families.



(Far Left) Former Minister of Children and Youth Services Marianne Chambers and Surrey Place Centre staff interact with TPAS clients prior to Autism funding announcement

For more information about how the Ministry supports children with Autism, please visit the Centre's website at www.surreyplace.on.ca and read the Ministry's newsletter.

Connections

Connections is provided to inform and update you on Surrey Place Centre programs and activities. If you do not wish to receive Connections, or would like to comment on the articles in this issue, please contact:

Joyann Callender
Communications Officer,
at 416-925-2169 ext 2390 or
joyann.callender@surreyplace.on.ca



Surrey Place Centre

Surrey Place Centre
Toronto, ON M5S 2C2
Phone: 416-925-5141
Email: info@surreyplace.on.ca
Web: www.surreyplace.on.ca

Charitable Business Number:
1192 066 96 RR0001