

Celebrating PACE's Greatest Assets

Message from PACE's Executive Director Joanne Wilson



What really counts in our lives - status, money, house or car? At PACE, we all share the idea that it is not what that counts but whom. It is the people behind PACE that make PACE what it is – a well-respected, innovative leader in community support services agency for 30 years! As

Margaret Mead says, "Never doubt that a small group of committed citizens can change the world." PACE has repeatedly proven this. PACE staff make a difference and change the world every single day. We deliver high quality services which enhance the ability of consumers to live independently. Quality is in the centre of PACE's work and it is PACE's staff that are at the centre of that quality.

I would like to welcome you to the Spring Issue of The PACEsetter dedicated to PACE's major strength, its dedicated and trusted staff ... *continued on page 4*

PACE strives to provide the highest quality support services to people with physical disabilities.

Get ready for Staff Appreciation

Dinner & Dance!!!

Saturday May 28th
6.30pm to midnight

Yorkdale Holiday Inn

(Shuttle service from the hotel to Yorkdale TTC available starting approximately 10pm)



PACE is 30 this year, Happy Birthday!
Setting the PACE in independent living over 30 years.

Staff News

By Danielle Daoust

YEARS OF SERVICE

PACE celebrates the following staff for their continued hard work and dedication ...

25 Years

Marina Torres *Caboto*
Phyllis Taylor *Caboto*
Kathleen Williams *Caboto*

20 Years

Henry Munroe *Outreach*
Verna Mitchell *Bathurst*

15 Years

Estelle Penny *Outreach*
Tom Riley *Head Office*
Maxwell Mensah *Windward*
Errol Johnson *Windward*
Ceferino Estrella *Windward*
Shaheed Haniff *Caboto*

10 Years

Angela Grenaway *Caboto*
Edrick Streete-Thomas *Bello1*
Ryan Price *Outreach*
Tony Afrifa *Caboto*

Claudia Williams-Findlay *Caboto*

Cheriane Braithwaite *Outreach*

Donette Black *Outreach*
Sharon Matthews *Bello1*

5 Years

Adelaide Antwi *Outreach*
Anthony Okolo, *Windward*
Sri Thambiahiah, *Windward*
Kevin Smith *Windward*
Anthony Chimeweke *Bathurst*



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Staff Profile *By Radka Poliakova*

Tribute to the Administration Professionals Day

Tom Riley

Who is the friendly face at the reception? It is the man with the warm and welcoming voice on the phone when you call PACE. Meet him in person. Tom Riley has been the personification of PACE for 15 years. ... *continued on page 4*

From Consumer's Angle



"PACE takes into account suggestions and ideas from consumers and follows through" Zeljko Bibic, a consumer, BH1

Gladys Gallardo Roy And who is the quiet lady often spotted speaking on the phone with grace? Sneak in to the Outreach Department. ... *continued on page 4*

Human Resources Corner

News you can use *By Kimberly Gooder*

Online Health Risk Assessments Available NOW!!!

- * Are you feeling stressed out, tired, or a little cranky? Perhaps it is time for you to assess your overall health. Did you know that as a member of Health Source Plus you have FREE access to 3 health risk assessments on your new Wellness Site at www.healthsourceplus.com.

Ways to prevent Back Injury



- * Plant your feet firmly on the ground, keep heels on floor and stand as close to the load as possible.
- * Square body to the object
- * Bend your knees, keeping back straight—do not bend at your waist
- * Lift slowly using your legs, not your back and avoid twisting as you lift.



Carolyn Ross, HR Manager (left), Kimberly Gooder, HR Generalist

Kale

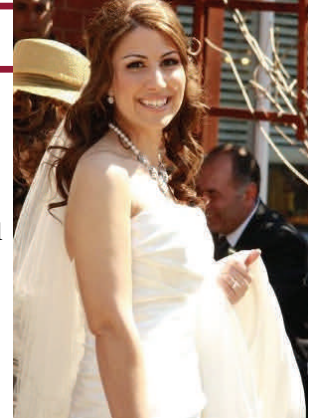
- * This nutrient-packed dark leafy green vegetable contains 16 essential vitamins and minerals, including more iron than spinach and more calcium than broccoli.
- * One cup of raw kale provides about 35 calories, 2 g of fibre and a whopping 723% of vitamin K.



Life and times at PACE

The Royal Wedding *By PACE*

At PACE, we attempt to lead the way! Before the Royals headed to the Westminster Abbey, our own Laura DiCarlo, whose last name suggests the noble origin, walked down the aisle for her royal wedding on April 9th, 2011. Laura is PACE's Outreach Project Coordinator ensuring timely and dependable service delivery in the Outreach services program. Laura and James had a lovely sunny day for their wedding in April.



Best wishes and most of all understanding in this life's intriguing adventure!

The Royal Vacation *By Anthony Domm*

Anthony Domm, an Outreach staff for over 11 years, recently had a wonderful vacation in Bali. Here is a small account of that trip.

The beach is a real jewel in the tropical paradise of Bali. It was so nice to wake up in a beautiful resort with the guarantee of hot, sunny weather throughout the day. A 4 km boardwalk (lined with resorts, restaurants, cafes and souvenir shops) runs the length of the sandy beach which faces the Indian Ocean. Walking along the boardwalk after a seafood dinner right on the beach was a memorable experience. All the stars were out in the sky and the lights from the numerous little fishing boats glistened in the water. **Above all else, what really made the place magical were the people of Bali.** Whenever we met Balinese people they were so friendly, always smiling and you could feel the genuine warmth from them. Certainly, it is a special part of the world.



Accreditation at PACE

By Radka Poliakova



ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services
Force motrice de la qualité des services de santé

Working together lets us achieve the extraordinary.

PACE received full accreditation status from Accreditation Canada.

All efforts came into fruition on November 19th, 2010 when the Accreditation Decision Committee confirmed that PACE Independent Living complied with all evaluated criteria. As stated in the letter ***“This achievement demonstrates your organization’s determination and commitment to ongoing quality improvement. We applaud your leadership, staff, and accreditation team members for their efforts and dedication to the provision of safe, quality health services.”***

Thanks to all staff and volunteers for their day to day work and dedication to the philosophy of independent living. Accreditation enhances our already positive profile in the community. Thank you for making a difference! PACE will continue its efforts in quality improvements to meet the accreditation criteria again in 2013.

“Is a good program.”

Comments from 2011 Consumer Satisfaction Survey

Consumer Resource Department

We really appreciate staff insight and their experience in working with consumers to help us provide the highest quality service to PACE’s consumers. We are fortunate to have staff share their resources and ideas with us that enable us to expand on our knowledge of what the community has to offer.



We would like to say Thank-You to all Staff at PACE for their commitment and dedication!

**Sue Cockburn, Consumer Resources Manager (left)
Megan McGuiness, Consumer Resources Coordinator**

“I can be independent in my own home; it saves my energy; daily care makes my life much better.”

Comments from 2011 Consumer Satisfaction Survey

May is Huntington Disease Awareness Month

Huntington Disease Awareness Month aims to raise public awareness of Huntington Disease and to raise funds for related research. Bello Horizonte 2 (BH2), one of PACE’s supportive housing sites, is for persons living with Huntington Disease (HD). We are pleased to work with the Huntington Society to also provide a monthly drop-in centre for people with HD, both living at BH2 and in the larger GTA area at the BH2 location.

For further information about the awareness campaign, please visit Huntington Society of Canada at <http://www.huntingtonsociety.ca>.

Consumer Satisfaction Survey

PACE Independent Living continues to collaborate with its partners within the Central LHIN Attendant Service Network to “raise the bar” and pursue excellence in the provision of support services to all consumers. The second cross Central LHIN Consumer Satisfaction Survey was conducted in March 2011. Results are just being collated.

See a few quotes in this issue and stay tuned for the results distribution!

“Isn’t a single thing I would change. It is a dream.”

Comments from 2011 Consumer Satisfaction Survey

“I really appreciate the services I receive”

Comments from 2011 Consumer Satisfaction Survey

“Personality is very important as far as the PSW go. It is really the most important component. PACE staff are great as a general rule. If they have a good personality, I’m happy” Comments from 2011 Consumer Satisfaction Survey



continued...
Tom has supported operations including the finance and human resources departments and is PACE’s first point of contact. Tom’s

professionalism and his excellent sense of humour complement his language skills. Tom speaks to his colleagues in Russian, Spanish and Czech, to name a few!

“The services make me feel so independent.” Comments from 2011 Consumer Satisfaction Survey



continued...
Gladys Gallardo Roy had been working for ARTS Carousel for 15 years and became the Outreach Admin Support when ARTS

merged with PACE in 2010. Gladys has been key in the extremely successful service transition. Gladys’ kind and cheerful personality is welcoming and familiar to many of the Outreach staff and consumers.

Administrative Professionals Day is an unofficial secular holiday on the Wednesday of the last full week of April to recognize the work of administrative support professionals.

Bottom Line *By Danielle Daoust*

There’s a Happiness Formula!?

A new report from the BBC highlights the newest research from around the world to find out what makes us happy. Researchers say that they can now measure happiness and have come up with a formula for happiness: **Pleasure + Engagement + Meaning = Happiness**

Executive Director’s Report: PACE Update

continued... By Joanne Wilson

... who work in every corner of PACE - consumers’ homes, work, school, hospital, head office, or project offices. The list of staff working with us for 5, 10, 15 and 20+ years is amazing.

Let us stop for a moment and celebrate our successes. On Saturday, May 28th, we are honouring all staff by hosting PACE’s Second Annual Staff Appreciation Dinner and Dance at the Yorkdale Holiday Inn. It is during social gatherings like this that we have a chance to see each other, chat, and connect without all the pressures of our daily lives. This night is also an opportunity to acknowledge and say a special “thank you” to every staff member who plays such an essential role in PACE’s many success stories.

We all can be exceptionally proud of the hard work, commitment and leadership that PACE staff exhibit every day and of PACE’s successful thirty years of services!

Health & Safety *By Danielle Daoust*

PACE’s Continued Commitment to Health and Safety

PACE has entered year 3 of the PSHSA (Public Services Health & Safety Association), formerly known as OSACH, safety group. Last year PACE completed all 5 elements in the safety group including evaluation and improvements in Incident/Accident reporting and investigation, Competent Supervisor training for all program and senior management, Health & Safety Orientation, new policy for the Return to Work Program, and the Workplace Violence Program.



Thanks to all of the management team and members of the Joint Health & Safety Committee for their assistance and commitment to Health & Safety at PACE! Your contribution is greatly appreciated by all PACE employees. PACE will continue its membership in the safety group this upcoming year, **as we are an employer who takes action to correct any areas needing improvement and strives to make PACE a safe place to live and work!**

Contributors:

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