



## Attendant Outreach Services (AOS) - Providing a Spectrum of Services to Students Pursuing Formal Education and Employed Workers

Bellwoods’ Attendant Outreach Services (AOS) provides a spectrum of services to support individuals with physical disabilities. Services are available in the home, in the competitive workplace, or to clients pursuing formal education, to achieve a degree, diploma, or certificate. AOS provides services to individuals 16 years or age and older, living in the community, who have a permanent physical disability and who require assistance with their activities of daily living. These services are available throughout the Toronto area between 6 am and 12 midnight, on a prescheduled visitation basis. Our AOS are client-directed, and assist clients to carry out their activities of daily living.

Personal support services include, but are not limited to, activities such as assisting with personal hygiene, dressing, light meal preparation, assistance with eating, rising and retiring. Bellwoods’ Support Service Worker (SSW) staff are trained Personal Support Workers (PSWs) who follow the directions provided to them by the client, and assist the client to complete essential activities of daily living.

Rania Abdellatif has received personal support services from Bellwoods’ AOS since 2012. In 2012, services were provided at Seneca College, where she works on a casual basis for the Business Department. In 2014, Rania who became a full time student at Seneca, started a three-year diploma program in Business Administration – Purchasing and Supply Chain Management. She takes courses on three days of the week, receiving support from Bellwoods’ AOS three times a day when she is at school or work. Examples of the type of assistance provided are helping Rania get set-up at her desk, taking off her coat, and washroom assistance.

Rania finds that the impact of having AOS at school and at work is great. She appreciates the support that she receives, as school and work are integral parts of her life. Rania, who has had Cerebral Palsy since birth, states that *“the support that I receive from Bellwoods at work and at school is based on my schedule and my needs. This allows me to be independent and provides me with the opportunity to be self sufficient”*. After graduating from her three-year program, Rania’s goal is to find employment in the business industry, in her current field of study. She goes onto report, *“I am pleased with the services that I am receiving at school and at work. My experience with Bellwoods has been positive and very helpful, and they have made it easier for me to pursue my educational and work goals”*.



AOS Client, Rania Abdellatif at Seneca College—Newnham Campus



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## Toronto Fire Services Annual Evaluation Plan

In 2014, the Office of the Fire Marshall and Emergency Management (OFMEM) updated the Fire Code for Care Occupancies in response to several nursing home fires in Ontario and Quebec. A major change for Care Occupancies was the introduction of a fire drill that must be carried out annually.

In December 2015, Bellwoods' Park House and Dundas Projects participated in these fire drills while being observed by a visiting Fire Official from OFMEM. Both scenarios required participating staff to evacuate two clients

from an apartment on the second floor in 2 minutes and 30 seconds followed by evacuating the remaining clients on the floor within 80 minutes. These scenarios were more demanding than what was expected from Bellwoods in previous years. Participating staff members managed to complete the set requirements within the allotted time successfully through a coordinated team effort. It took over 18 dedicated staff members, both Support Service Workers (SSWs) and administrative staff, working as proxy volunteers and rescuers; as well as the patience of our clients on the second floor of each building to complete the fire drills successfully.

Thank you and congratulations to both staff and clients for your support and participation in the process. A very special thank you to Eulalia (Yoli) Kawall, Kiliver Yip, Petal Nichols, Desta Tirfe and Hildred Martin, for their commitment and hard work.



**Top row, left to right:** Esther McDonald (SSW), Audrey Powell (Manager, Dundas), Teresita Cayaco (SSW), Adrien Leblond (Environmental Safety Coordinator), Eulalia (Yoli) Kawall (Clerical Assistant), Rebecca Shen (Supervisor, Support Services—Shaw), Petal Nichols (SSW), Sharri-Ann Edmunds (Director, Assisted Living), Saraphin Yousaf (SSW); **Bottom row, left to right:** Shiyamala Lazarus (SSW), Desta Tirfe (SSW), Hildred Martin (SSSW), Rosalinda Devera (Housekeeper)

## Bellwoods' Holiday & Staff Recognition Celebration Survey Outcomes

Thank you all for participating in our Bellwoods' Holiday and Staff Recognition Celebration Survey which we concluded in January 2016 through Survey Monkey. We appreciate all your feedback and plan to integrate it into our planning this year so that the upcoming celebrations are more enjoyable and memorable. We will be holding separate events for staff and clients, exploring new venues and menus. We are forming a committee to come together and explore different options so that we can plan our next events. Thank you to those who have volunteered. Our next step is to meet as a committee to organize this year's celebrations.



### Calendar

#### Annual General Meeting:

Tentatively September, 2016

#### Board Meetings

To attend the public portion of Board meetings, please contact Bellwoods at (416) 696-9663 Ext. 206 to confirm the meeting date, location and your intention to attend.

April 5, 2016

April 25, 2016

May 30, 2016

June 27, 2016

September 26, 2016

October 31, 2016

November 28, 2016

#### For more information contact:

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Head Office hours are  
8:30 a.m. to 4:30 p.m.,  
Monday to Friday.  
Voicemail is available  
after hours.

This newsletter is produced by **Bellwoods**, a not-for-profit, charitable, accredited organization committed to transforming lives through excellence and innovation in Independent Living. Bellwoods has a vibrant 55+ year history of offering client-directed personal support services, transitional living and education programs, outreach services, Community Cluster Programs and accessible affordable housing.

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