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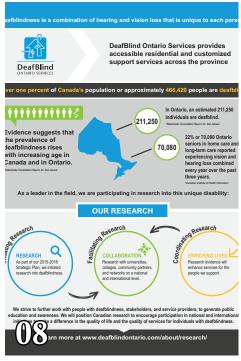
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Community Partners

DeafBlind Ontario Services is grateful to the following organizations who have accepted people we support as volunteers or employees, giving them meaningful work experience and building confidence in their abilities: Agilec, Alcona Esso, Ayr Branch Library, County Style (Peterborough), East Side Mario's (Aurora), Food Bank of Waterloo Region, Furry Friends (Barrie), Goodfellow Public School (Innisfil), Grandview Baptist Church (Kitchener), Holy Rosary Catholic Elementary School (Waterloo), Innisfil Fire Department, Innovation Works, London, K9 to 5 Doggie Daycare (Newmarket), Knox United Church (Ayr), London Food Bank, Meals on Wheels (Oshawa), Pefferlaw Library, Peterborough Fire Services, Salvation Army (Georgina), St. Peter's Catholic School (Barrie), St. Thomas Aguinas School (Keswick), The Peggy Hill Team – Keller Williams Experience Realty, Brokerage (Barrie), Tim Hortons (Kitchener), Wal-Mart (London), Westhill Retirement Residence (Waterloo), Windreach Farm (Ashburn), YMCA Of London - Centre Branch, Zubick's (London)

Are you interested in making a difference as a Community Partner? Visit deafblindontario.com or call 1-855-340-3267 ext. 262 to learn more!



Introducing DeafBlind Ontario Foundation

We are excited to introduce a new chapter in our organization's history!

DeafBlind Ontario Foundation is a new incorporated charitable entity currently comprised of founding board members Jim Dadson (President and Chair), Gwen Elling (Secretary), and Martha Beaumont (Treasurer).

Our mission is *inspiring investment in the future of individuals with deafblindness* in communities served by DeafBlind Ontario Services.

Our vision is transforming lives, one gift at a time.

The strategic priorities of the foundation include:

- 1. Housing Innovation: Investment in DeafBlind Ontario Services' housing model and structure that is local and community-based, with an open approach to innovation.
- 2. Security: To build on behalf of the people DeafBlind Ontario Services serves a secure foundation for the organization's future operations with the ability to innovate.
- 3. Lifestyle: Development and provision of equipment/assistive devices/recreational programs for the individuals who are served by DeafBlind Ontario Services with a focus on:
 - Ability to communicate more effectively;
 - Personal well-being as determined by enhancing their quality of life.
- 4. Organizational Capacity: The expansion of human resources to fulfill the Foundation's mission, with a particular focus on the team of volunteers serving the organization and the network of stakeholders who support it.

Learn more at deafblindontario.com/foundation.

Transforming lives, one gift at a time

COVID-19 and Deafblindness: Recommendations on Inclusive Policies from the Global Deafblind Community



In challenging times, we must ensure that those who are vulnerable and exposed to double isolation in any crisis, people with deafblindness, are equally protected according to Article 11 of the UN Convention of the Rights of Persons with Disabilities (CRPD).

Further, older individuals with deafblindness experience a larger risk; in addition to being in the high-risk group due to age, they struggle to cope with both accessing and processing information, as well as resolving daily tasks (such as shopping for essentials like basic food and/or medicine).

The combination of dual sensory loss and age, strongly

impacts and increases the complexity of the situation, increasing need for proper services to reduce risk of serious and severe health complications due to COVID-19.

The General Comment No. 2 on Article 9: Accessibility of the CRPD, commits state parties to enable persons with deafblindness to access information, communication, and other services in order to live independently and to effectively participate in society.

The European Deafblind Union (EDbU), in accordance with input from its national members, compiled the following recommendations which are essential in providing the same

standard of services and support to people with deafblindness in both everyday life and severe crises such as this pandemic.

The European Deafblind Union (EDbU), the African Federation of the Deafblind (AFDB), the Latin American Federation of the Deafblind (FLASC), and the World Federation of the Deafblind (WFDB) urges the UN, WHO, EU bodies, state parties and governments across the world to ensure that:

- 1) The Importance of Media Access All media communication should be in plain language and accessible for persons with deafblindness through (but not limited to) closed captioning, national sign language, clear-speech translation, high contrast and large print publications. It must also be made available at the same time while information is given.
- 2) **Dissemination of Official Information** Official COVID-19 instructions, guidance, and guidelines, should be provided in accessible formats for deafblind persons. This includes large print and braille.
- 3) Access to Service Providers All services provided to the public due to the COVID-19 outbreak like Red Cross services, telephone helplines, and other providers of support and/or psychological help are accessible to all persons with deafblindness.
- 4) Access to Digital Media Digital media should include accessible formats in plain language for deafblind persons. Special online access should also be given in plain text format (without any pictures and advertising) which may need adjusting if required. It is also essential for text and/or email messages to be sent with such information upon request.
- 5) Access to Personal Protection Equipment (PPE) Urgent priority should be considered to ensure that all persons with deafblindness can be given priority access to protective gear such as masks and gloves due to the extreme difficulty of mobility limits during lockdowns or impossibility of finding help.
- 6) Protecting the Deafblind Interpreters (Interpreter-Guides) The nature of supporting an individual with deafblindness encourages close proximity and touching of hands with interpreters (interpreter-guides/ intervenors), which allows for information exchange on the environment surrounding them and translations from spoken/written language. Therefore, deafblind interpreters (interpreter-guides/ intervenors) who work in emergency and health settings should be given the same health and safety protections as other health care workers dealing with COVID-19.
- 7) **Awareness Raising** Immediate awareness raising on support to deafblind persons is essential and should be established together with national organizations who should also have a key

role in protection campaigns.

- 8) Access to Services while in Quarantine or in Need of Medical Help During quarantine or when in need of health services, deafblind persons must have access to deafblind interpreting services (including interpreter-guides/ intervenors), support services, personal assistance, as well as physical accessibility. As such, persons with deafblindbess cannot be deprioritized on the basis of their disability.
- 9) Access to Work and Education Remote work or education services must be equally accessible to all employees/students with deafblindness.
- 10) Restrictions During COVID-19 Crisis Measures of public restrictions, such as gatherings with a limit of 2 persons in some places, must consider persons with deafblindness on an equal basis with others. This is due to the fact that most, if not all, deafblind persons still need support to help them to get all necessary instructions and information when they do not have family support or where alternative communication methods have failed. Therefore, it is vital that this unique disability is treated with respect under such restrictions.
- 11) For DPOs representing persons with deafblindness, we advise a reduction of all direct services and organize work from home if possible, while still ensuring and continuing:
- Organization of deafblind interpreting (interpreter-guide/ intervenor) services for persons with deafblindness, so that they can urgently reach out and help elderly and lonely persons with deafblindness.
- The vital task to ensure that the most isolated deafblind persons receive the most urgent information, all conveyed in their preferred mode of communication, while also ensuring that they have prioritized access to food and medicines.
- Recognition of deafblind persons advise them to use red-white canes so they are more visible and/or hold at least an official card that indicates their deafblindness to the authorities and emergency services.

At DeafBlind Ontario Services, we fully support these recommendations. We are taking every precaution necessary to ensure that the people we support and our team of intervenors remain safe and healthy.

We continue to make decisions regarding COVID-19 with vigilance that are in line with public health authorities and our mission. Although the situation is unprecedented and difficult to navigate, we strive to maintain as much normalcy as possible in our locations across the province, while fostering independence and enriching the lives of people with deafblindness.

Social Distancing when Touch is your Method of Communication

Social distancing is proven to be one of the most effective ways to reduce the spread of COVID-19. For Canadians and many across the globe, this means changes to everyday routines to minimize contact with others. However, for someone with deafblindness, touch is essential for communication.

Intervenors are professionally trained to act as the "eyes" and "ears" of the individual with deafblindness through the sense of touch. They provide visual and auditory information through various forms of sign language, some of which is tactile.

"Social distancing is nearly impossible when supporting an individual with deafblindness. It would mean no communication, guidance, safety, or compassion... it would eliminate their human rights for this unique population," said Vera Mota, an intervenor at DeafBlind Ontario Services.

As an essential service during these challenging times, intervenors are working every day; encouraging people with deafblindness to be more independent and live full, meaningful lives.

"At DeafBlind Ontario Services, we believe it is always our role and responsibility to prioritize the health and well-being of the people we support and our employees. Since the beginning of the COVID-19 outbreak, we have been monitoring the progression of the virus, making decisions that are in line with both our mission and the

recommendations of health officials and government leaders," said Karen Keyes, Chief Operating Officer.

"For our team, social distancing means continuing to facilitate communication with the people we support. Our role during these times includes taking a universal precautions approach to infection control, along with limiting interactions if possible and sanitizing between interactions with different individuals. It also means comforting them, lessening their anxiety, and trying to instill a sense of normalcy," said Vera.

"Our team is constantly thinking outside the box to bring recreational and leisure activities in-house to the people we support. You see passion and creativity come alive when the hallway is turned into a bowling alley using pop bottles as pins and soccer balls as bowling balls. Community experiences that are important to the person supported, like going to Tim Hortons for a tea, are being recreated at home too."

"It is important to help do our part in containing the COVID-19 virus, reducing the risk of spreading the virus to the people we support, some of whom face additional medical challenges, as well as our valued employees, and the greater community," said Karen. "We are all in it together, taking it day-by-day. At DeafBlind Ontario Services, we are resilient; when faced with challenges, we adapt and grow, becoming stronger together."



Sharon (left) with intervenor Vera (right)



Integrative Partnership

In fall 2019, DeafBlind Ontario Services and PHSS formed an integrative partnership to jointly advocate for and provide high quality, holistic, and robust community supports to individuals who have highly specialized and unique needs across Ontario. In January 2020, a third agency joined the partnership: Community Living Chatham-Kent.

Our goal is to share knowledge and explore efficiencies, ensuring that the people we serve who have unique, specialized, and complex needs are the number one priority.

Canadian Nonprofit Employer of Choice (NEOC)

We are excited to announce that we are a 2019 Canadian Nonprofit Employer of Choice (NEOC), along with 12 organizations from across Canada!

Since 2015, the Nonprofit Employer of Choice Award has recognized nonprofits whose exemplary talent management practices support successful mission delivery in the communities they serve.

True to our vision of being a leader in the field of deafblindness, DeafBlind Ontario Services was a NEOC award winner in 2015 and 2016 as well!





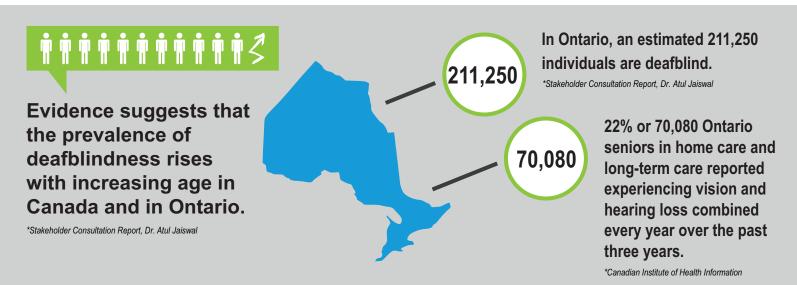
5 Senses Gala

On Friday, February 28, guests embarked on a one-of-a-kind journey of the senses at our second 5 Senses Gala fundraising event hosted at the beautiful Galt Country Club. Attendees were treated to a multi-sensory experience that started with a wine tasting, led by sommelier Robert Miller of The Vine Agency. To further satisfy the sense of taste, guests enjoyed a gourmet dinner and dessert expertly prepared by Chef Joe Coleman of the Galt Country Club. Later in the evening, a whiskey tasting was led by sommelier Joshua Groom of Gibson's Finest Whiskey. Throughout the night, guests were also encouraged to further challenge their senses at interactive sensory stations, creating an unforgettable journey. Thank you to our guests, volunteers, and generous sponsors for making this a memorable evening, raising over \$26,000.



DeafBlind Ontario Services provides accessible residential and customized support services across the province

Over one percent of Canada's population or approximately 466,420 people are deafblind



As a leader in the field, we are participating in research into this unique disability:



We strive to further work with people with deafblindness, stakeholders, and service providers, to generate public education and awareness. We will position Canadian research to encourage participation in national and international initiatives to make a difference in the quality of life and the quality of services for individuals with deafblindness.

Interview with Dr. Dawn Guthrie, Professor, Department of Kinesiology and Physical Education; Department of Health Sciences at Wilfrid Laurier University, Waterloo. Dr. Guthrie is a Research Affiliate with DeafBlind Ontario Services.

Dr. Dawn Guthrie received her PhD in Health Studies and Gerontology from the University of Waterloo and MSc in Epidemiology from the University of Toronto. Since 2016, she has been a member of interRAI, an international group of researchers and clinicians from 30 countries.



"I will never think of my senses the same again, and I consider this a good thing," said Dr. Dawn Guthrie.

It was 2004; Dr. Guthrie had just started her faculty appointment when her PhD supervisor, Dr. John Hirdes at the University of Waterloo, approached her with an opportunity. The Ministry of Children, Community and Social Services (MCCSS) had funded a research project to develop a standardized assessment tool for adults who were deafblind. This work resulted in a Deafblind Supplement (DbS) to an existing interRAI tool, the Community Health Assessment (CHA).

The CHA, with the Deafblind Supplement (CHA/DbS) is a standardized set of items that evaluate the strengths, preferences, and needs of persons with dual sensory loss. The items in this supplement extend the CHA's assessment of the dimensions of vision and hearing to address patterns of loss and change in these senses for persons with both congenital and acquired deafblindness. The CHA/DbS also includes items on communication systems, orientation and mobility, and use of interpreters and intervenors.

"Being new and keen, I was excited to take

on this challenge alongside a diverse group of individuals from MCCSS, provider agencies, and a team of researchers and experts. At first, my only knowledge of deafblindness was Helen Keller." said Dr. Guthrie.

Deafblindness is a combination of hearing and vision loss that is unique to each person. Over 1% of Canada's population or approximately 466,420 people are deafblind. In Ontario, an estimated 211,250 individuals are deafblind.

Dr. Guthrie learned more about deafblindness through the insights and expertise of others on the team, reading lots of literature, site visits to service providers, W. Ross Macdonald School for the Blind, and the Intervenor for Deafblind Persons program at George Brown College, as well as conferences, and through connecting with people with deafblindness.

"I heard many stories and personal journeys from individuals with deafblindness. Then and now too, I am surprised, amazed, and humbled all of the time. My eyes were opened to people's capacity to adapt without senses like vision and hearing, and just how resilient and perseverant people are."

"Many of the people I have spoken to over the years have positive outlooks on the future and their life when they have the right supports in place. I have seen and heard about the amazing things that can happen with access to Intervenor Services, how freeing this can be for a person. I have a lot of respect for this profession," said Dr. Guthrie.

Intervenors provide visual and auditory information to individuals with deafblindness. By facilitating the exchange of information and assisting with communication methods, intervenors empower people with deafblindness to thrive.

The CHA/DbS was created to identify the health and service needs of individuals with deafblindness. Its development took place over several years; initial pilot testing was completed with 182 individuals who were already receiving services through MCCSS. Between 2004 and 2010, Dr. Guthrie collaborated on three projects in this research capacity, building on and refining the standardized assessment for deafblind persons in Ontario.

"If I can contribute in some way, it is very satisfying to give back and help people to understand more about others," said Dr. Guthrie.

Today, Dr. Guthrie's research mainly focuses on understanding the needs and abilities of older adults with disabilities, and their caregivers, including individuals receiving home care services, palliative care and adults with sensory impairments. Her research assists health care professionals, and decision-makers, when determining the needs of individuals, and their caregivers, and also to evaluate the quality of health care being provided.

"I am very fortunate to be part of the Canadian Consortium on Neurodegeneration in Aging (CCNA) Team 17, focusing on the interface between sensory function and cognitive function in dementia: implications for communication and quality of life. I work alongside a group of eight professionals in the field of vision, hearing, and cognition from universities across Canada. We recently received renewed funding until 2024."

"Through my research, I am surprised all the time. This is what gets me out of bed in the morning; it is so exciting. This is what I am meant to do," said Dr. Guthrie.

DeafBlind Ontario Services' connection with Dr.Guthrie has been long-standing, as we participated in her research study, 'Characteristics of Individuals with Congenital and Acquired Deaf-Blindness'. Recently, Dr. Guthrie helped us to develop a webinar on 'How to Read Research Papers' for the Community of Practice on Deafblindness (CoPD). She thoroughly reviewed our Stakeholder Engagement Report, highlighting advocacy efforts as well as the Canadian Survey on Disability data on deafblindness. Dr. Guthrie has been very kind in volunteering her time and valuable expertise.

DeafBlind Ontario Services congratulates Dr. Guthrie on her recent recognition as the 'Best Oral Presentation' at the 2nd World interRAI Conference in February 2020. Her presentation, 'Older adults who develop new impairments in both hearing and vision are more likely to experience cognitive decline over time', focussed on the aging public and dual sensory loss.

At DeafBlind Ontario Services, we are coordinating research into this unique disability, ensuring the evidence is used to enhance services for the people we support and develop partnerships with other community services organizations. Learn more at deafblindontario.com.



WE APPLAUD VOLUNTEERS FOR ALL THEY DO



Wine and Whiskey

Sip and savour wine and whiskey while blindfolded at our second annual *Wine and Whiskey* on Saturday, October 24, 2020 at the beautiful Cardinal Golf Club.

Hosted by wine and whiskey sommeliers, guests will discover how the senses of smell and taste are heightened without sight, and play a role in amplifying each tasting.

Complimented by a delicious 3-course dinner and dessert, guests will explore their senses in this unique tasting experience.

Silent and live auctions, raffle, a wine wall, and the opportunity to learn from experts in the field of wine and whiskey make this an event that cannot be missed. Tickets and details at **deafblindontario.com/events/wine-and-whiskey/**. Please note, the event date is tentative due to COVID-19.



National Volunteer Week

National Volunteer Week, April 19-25, 2020, is a time to applaud Canada's 12.7 million volunteers. At DeafBlind Ontario Services, we commend our volunteers for their dedication and compassion to the people we support. They truly make a difference and ask nothing in return.

This National Volunteer Week, we would like to extend our congratulations to: Diane Gabay on 15 years of service, Barb Hooton and Steven Fenster on 10 years of service, as well as Emma LeBlanc, Marnie McDermott, and John Halman on 5 years of service!



Savour the Senses

Savour the Senses, on Saturday, September 26, 2020 at Russell High School, is guaranteed to be a journey of the senses. Guests will enjoy wine and whiskey tastings expertly paired with a delicious 3-course dinner and dessert.

With the help of wine and whiskey sommeliers, guests will be guided to discover the essence of each pairing and will be invited to explore their senses in this unique tasting experience.

Silent and live auctions, raffle, and the opportunity to learn from experts in the field of wine and whiskey make this an event that cannot be missed.

Tickets and details at deafblindontario.com/events/savourthe-senses/. Please note, the event date is tentative due to circumstances surrounding COVID-19.

#GivingTuesdayNow is a global day of giving and unity, set to take place on May 5, 2020, as an emergency response to the unprecedented need caused by COVID-19. This movement seeks to encourage communities to take action on behalf of first responders, as well as the world's other - often forgotten - frontline workers: the nonprofits and community organizations that feed, house, educate, and nurture neighbours impacted by the global pandemic. Show your support for DeafBlind Ontario Services at deafblindontario.com.

#GIVING TUESDAY NOW May 5, 2020



"Fulfilling", "collaborative", and "supportive" are some of the words used to describe the role of an intervenor. A job title that is unfamiliar to many, yet a career that is on the rise.

Intervenors provide visual and auditory information to individuals with deafblindness. Their role is essential in connecting the person with deafblindness to other people and their community as a communication partner.

Jesse Downes, an intervenor that has worked at DeafBlind Ontario Services for 11 years, says, "One thing I love about my job is seeing the growth and progress of the individuals we support each day. It is very rewarding teaching new skills, and then seeing those skills put into practice."

"As an intervenor, every workday is different. The people we support at DeafBlind Ontario Services have a range of plans, personal goals, and commitments. The role of the intervenor may take you to a local volunteer placement where your support will encourage the individual's independence, or on a community outing. The intervenor also bridges the gap with day-to-day tasks in their home," says DeafBlind Ontario Services' Chief Operating Officer, Karen Keyes.

"There can be anywhere from three activities for the day or nine...
It all depends on the plans; it can mean a bigger community
outing or something like a craft at home. I support each individual
with these activities based on their specific and unique needs,
always encouraging their independence. Throughout the day,
there are times when you may need to administer medication or
help with personal care too," says Jesse.

Intervenor Services is a sector that is currently experiencing growth and there is a shortage of trained intervenors. If you are searching for an opportunity to learn, grow, and contribute to another person's quality of life, consider pursuing a career as an intervenor.

When asked what advice he would give to someone considering a career as an intervenor, Jesse says, "be flexible and patient... There is always more to learn. There are days when the person supported will be teaching you far more than you are teaching them. Being flexible in your approach and adaptable will help you to overcome any challenges that may arise."

Whether you are graduating from high school or a post-secondary institution, or even pursuing a second career, consider exploring a role as an intervenor. DSW, PSW, or SSW certifications are ideal credentials. However, DeafBlind Ontario Services will provide necessary training to individuals without these certifications too.

"This job makes me feel good. I can come into work with a smile on my face and leave with an even bigger smile. Being apart of DeafBlind Ontario Services' team, I know I can count on my peers for support and learn from the vast experiences each person brings to the table. There is definitely a sense of comradery in knowing that we are all here for the same common goal," says Jesse.

We provide a collaborative culture, supportive environment, open communication, and commitment to personal and professional development. Learn more: deafblindontario.com.



INTERVENOR SERVICES: COMMUNITY

Community Services - *Tremplin* focuses on community involvement during the day while allowing participants to return home every night. This program also provides predetermined respite support throughout the year.

Emily, a twenty-three-year-old woman with deafblindness, joined DeafBlind Ontario Services in October 2018 through **Community Services -** *Tremplin*; a blend of DeafBlind Ontario Services' Residential and Community Services programs.

To communicate, Emily uses adapted Langue des signes québéquoise (LSQ), a visual language with its own grammar and syntax used by Deaf people primarily in Quebec and other Francophone communities. Emily also has residual hearing, which allows her to obtain some information audibly. With the support of Intervenor Services, Emily is more independent. She participates in a musical wellness program, goes bowling, enjoys interacting with animals from "Meet the Keepers", along with going shopping and meeting new people in the Ottawa community.

Emily also volunteers at a Supported Volunteer Placement at École élémentaire catholique Marius-Barbeau in Ottawa, where she helps with administrative work like shredding papers. For Emily, the impact of the intervenor is immeasurable.

Community Services - *Tremplin* is ideal for individuals whose families prefer for their loved ones to retain the stability of remaining at home, while being able to thrive in a community program during the day, allowing them to exercise their independence. This program is offered in both English and French. Learn more at **deafblindontario.com**.



5 Senses Gala Sponsors















Our Donors: November - March 2020

1 Hour Signs, 100 Women Who Care – South Simcoe, Ayr Animal Hospital, Ayr Farmers Mutual, Barburrito - Courtice, BNI Business Elite, Canada Gives, Cowan Insurance, Deutschmann Law, Gibson's Finest, ImmersX, Lakefield Village Lions Club, Mary Lou and Milne Oakes, Ontario Power Generation Inc., Parham and Kathy Momtahan, PayPal Giving Fund Canada, Peak Investment Services Inc., Priority Mechanical, Quota International of Peterborough, St. Joseph's Council No. 6361, Tennenbaum Wealth Management, The Catherine and Maxwell Meighen Foundation, The Charles Norcliffe Baker and Thelma Scott Baker Foundation, The Crabtree Foundation, The Great-West Life Assurance Company, The Royal Canadian Legion Ontario, The Victor and Rhoda Shields Charitable Foundation, The Vine Agency, Valley East Lions Club, Waterloo Brewing, Western Fire Protection Inc.

keeping [in touch] is published twice annually. Help us save printing costs and the environment! If you would like to receive future newsletters electronically or be removed from our mailing list, please contact us at 1-855-340-3267 or by email at communications@deafblindontario.com.

















Each June, DeafBlind Ontario Services 'Makes a Wave from Coast to Coast' in collaboration with people with deafblindness, service providers, and supporters in celebration of National Deafblind Awareness Month.

This year marks the 5th anniversary since a motion was passed in the Senate of Canada declaring June as National Deafblind Awareness Month.

With the passion to make a difference and raise awareness, a video that highlights individuals with deafblindness across Canada was created. Watch and share this video throughout June via social media (Facebook: facebook.com/NDBAM2/& Instagram: @nationaldeafblindawareness & Twitter: @NDBAM2).

Throughout June, be sure to celebrate with us. Visit **deafblindnetworkontario.com** for a list of ways to participate across Canada!



DEAFBLIND AWARENESS MONTH *Make a wave from coast to coast*

MOIS DE LA SENSIBILISATION À LA SURDICÉCITÉ Créez une vague d'un océan à l'autre

