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“Be the Change you wish to See in the World” M. Gahndi

Open Hands



The Purpose of Our Work Why Our Work Matters!

Submitted by: *Reina McDowell*

*“Every job is a self-portrait of the person that did it.
Autograph your work with **EXCELLENCE**.”*

Our role is to provide the quality services to people supported at Open Hands. In order for us to do that, we need to understand the purpose of our work. First it is to ensure that we know people we support. We understand their history, culture and what is important to and for them. All of us want a good life, a life that brings us joy, love, happiness, relationships, growth and meaning. The purpose of our Work is to support people to have the good things in life. The good life encompasses the following foundations:

- Freedom from abuse and neglect - at minimum we ensure that people are safe.
- We provide respectful services that honors the dignity of each person.
- People have friendships including intimate people.

- People have caring, reliable and empathic staff.
- People truly participate and contribute to their community.
- We give people the ability to explore, dream and discover. And be part of their journey in achieving goals and celebrating successes.
- Assist people to become life long learners. Provide opportunities for people to gain competencies.
- Support people to balance risk and safety.
- We work with families.
- We celebrate milestones.
- And most importantly, people have a **HOME** and a sense of **BELONGING!**



Community Engagement and other Fun Stuff.....



Celebrations and giving back.....



Open Hands in Action!

Summary of Events:

- ♥ Upper Canada Village
- ♥ Old Montreal
- ♥ Blue Jays Game
- ♥ Concerts
- ♥ Aquarium
- ♥ Spa Day
- ♥ La Ronde
- ♥ Hockey Games
- ♥ Plus so much more.....



Employee Engagement

Employee Quotes:

"Helping others.....it's what I need to do to feel fulfilled." ~ **Andrea**

"I walk into work and no matter what has happened in their day or mine we are happy to see each other." ~ **Amanda**

"I love being a part of such a wonderful and caring group of people and feeling that I am part of it all." ~ **Reg**

"I love my job because I make a difference in people's lives. I empower them to make their own choices. Help them with every day things. We also get to do different activities and outings that normally they would not be able to do without our help and support. My job is fun, we get to travel, it is emotionally rewarding, we are encouraged to try new things and be innovative. Every day is different, challenging and exciting. It gives me an opportunity to have a positive impact in people's lives." ~ **Mel**



Summary of events:

- ✚ Open Hands Breakfast
- ✚ Open Hands Picnic
- ✚ Amazing Race
- ✚ Staff Appreciation
- ✚ Christmas Caroling
- ✚ Team Events



Ladies Night

Around the World



Paint Night Fundraiser



"The more you praise
and celebrate your life,
the more there is in life
to celebrate."
~ Oprah Winfrey



final thoughts...

*"YOUR WORK IS GOING TO FILL A **LARGE** PART OF YOUR LIFE, AND THE ONLY WAY TO BE TRULY **SATISFIED** IS TO DO WHAT YOU BELIEVE IS **GREAT** WORK. THE ONLY WAY TO DO **GREAT** WORK IS TO **LOVE** WHAT YOU DO." STEVE JOBS*

Tips from the Strategic Planning Committee on ways to LOVE your job:

- ♥ Have FUN
- ♥ Find the POSITIVE – leave the negative at the door!
- ♥ Have an OPEN MIND
- ♥ GROW with people meet them at their moment
- ♥ Enable people to achieve and celebrate goals
- ♥ Share successes
- ♥ Keep families involved
- ♥ Get to know people supported and people you work with!
- ♥ Have a good sense of humour
- ♥ Empower people!
- ♥ Communication...learn how people communicate
- ♥ Meet their needs
- ♥ Remain professional...it's not about us...it's about people we support
- ♥ Support one another
- ♥ For some people we are the consistent people in their lives....they rely on us
- ♥ Value people, build relationships and understand they are the reason for our careers!



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Quotes from People Supported:

"I like that we get to go out and do things that we wouldn't normally do, and I get to have a worker that I like who gets things done."

~ Amanda

"Eagles in the van, shooting hoops and you're done at 7"....loosely translated into fun activities, consistent staffing and knowing the schedule. ~ Nathan

"Much fun, lots of laughing. They make me feel special. Staff makes good food. Staff tell jokes! My staff make me feel good. I like when they joke with me.

~ Christian



coming soon >>>

Open Hands Events

Rock and Bowl – April 22

Staff Recognition – April 26

Amazing Race – August 23

Staff Appreciation – August 23

Open Hands Picnic – TBA



If you have a story or information to share please send to reina@open-hands.ca

