

# CORE COMPETENCY NEWSLETTER

October 2014

## Holding People Accountable



Holding People Accountable is about communicating in a direct way what one wants or requires of others. It includes giving direction, setting limits, insisting on a high standard of performance, and ensuring the long term good of the organization is always at the forefront.

This competency requires a balance of assertiveness and ability to make difficult decisions, with kindness, empathy, and respect.

"You don't choose the day you enter the world, and you don't choose the day you leave. It's what you do in between that makes all the difference."

~Anita Septimus

### HOW DIRTY CAN A BATHROOM GET IN ONE DAY ANYWAY?

Working in a group home, I'll be the first to admit; every now and then, even I don't feel like cleaning the bathrooms. I did it the evening prior, and now I have to do it again. So what motivates me to put on the rubber gloves, and grabbing a roll of paper towel and the green disinfectant spray? Sure, job description is a contributing factor, but sometimes that isn't motivation enough. Perhaps it's realizing the people we support have just as much of a right to use a clean bathroom in their own home as I do in mine, fair point. But while I work for four and a half hours by myself on a Sunday evening, I can just as easily sit on the couch at the group home watching TV, or surfing the internet. However there's always that nagging voice at the back of my mind telling me, if I don't clean these bathrooms tonight, someone, either the overnight person or my co-worker coming in the next day, will have to deal with it, and that isn't fair to them.

Before holding others accountable, we must first hold ourselves responsible for our own decisions and actions.

It is important to continue to foster an environment within our organization where we all do the best we can, not because we have to or because it's expected of us, but simply because we want to.

For Direct Support Supervisors, Managers, and Directors. It's important to be clear in your expectations of those working under you. Be kind and always consistent with what you require of your staff. If there is an issue in one's performance, share your concerns privately in a manner that's respectful and still upholds the person's dignity. Most importantly, hold those working for you accountable for the amazing job they do, without fail, day in and day out.

While culture of accountability often times denotes negativity, we can reclaim the term by shifting our perspective and view accountability as an affirming idea. In doing so, Culture of Accountability becomes something everyone under the Community Living Guelph-Wellington banner will want to strive towards in order to achieve success.

~Jonah.



# YOUR SEPTEMBER ACTIVITY WINNER



Lori Ziegler (left) congratulating Janette as she accepts her prize.

Janette Andersen

Janette Andersen is the winner of last month's activity with the jumbled words relating to Leading Others. Janette is a fitting winner as she is the service manager for cluster 1. Gauging by her pop star young looks, you wouldn't think to know she has contributed many years of service to CLGW. Janette is a mentor who coaches and inspires her team. She leads by example and motivates others towards a common vision. Anyone who knows Janette will also say she has a great sense of humour. As we did not have her prize at the time of the picture, a wooden statue was used as a temporary stand in. Thanks so much for participating in September's Core Competency newsletter activity!

Happy Thanksgiving from your Core Competency team! May you be thankful and spend the holidays with family and loved ones.

While the Thanksgiving holiday is a perfect time to indulge in delicious foods, before reaching for that third or fourth serving of pumpkin pie, think to yourself, "A moment on the lips, a lifetime on the hips!" Happy Thanksgiving everyone!

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## YOUR CORE COMPETENCY TEAM

Brenda	<a href="mailto:brandell@clgw.ca">brandell@clgw.ca</a>	Laura	<a href="mailto:ghanley@clgw.ca">ghanley@clgw.ca</a>
Debb	<a href="mailto:dyoung@clgw.ca">dyoung@clgw.ca</a>	Linda	<a href="mailto:lclyssy@clgw.ca">lclyssy@clgw.ca</a>
Hailey	<a href="mailto:hlang@clgw.ca">hlang@clgw.ca</a>	Lori	<a href="mailto:lmorrison@clgw.ca">lmorrison@clgw.ca</a>
Jennifer	<a href="mailto:jmcglen@clgw.ca">jmcglen@clgw.ca</a>	Lori	<a href="mailto:lziegler@clgw.ca">lziegler@clgw.ca</a>
Joanne	<a href="mailto:jsmithers@clgw.ca">jsmithers@clgw.ca</a>	Jonah	<a href="mailto:jjunod@clgw.ca">jjunod@clgw.ca</a>



In loving memory of Gord Scanlon,  
(1949-2014)

May you always be wearing a stylish fedora, drinking a cold beer, and smoking "eight" cigarettes. You are in our thoughts, and are greatly missed.