



## ANNUAL REPORT 2016-2017

# A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

Helping people to live great lives and making an impact throughout Brant is what drives Brantwood's work each and every day. We are able to do this through the professional work of Brantwood employees and the generosity of volunteers who give of their time and wisdom to make this community and our organization a better place.

Brantwood Community Services recently completed its first fiscal year since launching the new strategic plan and we are pleased to announce that the new plan shows the organization is on track to achieve its goals by 2021.

## During 2016/17 Brantwood:

- Provided supports to over **627** individuals and their families
- Developed an **Innovative Shared-Care** space at Paris Road providing supports to 2 new individuals
- Supported the Ministry of Community and Social Services (MCSS) **Multi-Year Residential Planning** by developing a space for a young man transitioning to adult services
- Hosted **family information sessions** on the Registered Disability Savings Program (RDSP) and Henson Trusts
- Connected with 45 youth **transitioning** from school to adult developmental services
- Achieved **100% compliance** with regulations related to Quality Assurance Measures
- Increased **fee-for-service** supports by 33%
- Further developed our **expertise** in delivering palliative supports (end of life care)
- Provided **"If You Lead They Will Follow"** training to Brantwood's leadership team

- Participated in the Ministry's **Personal Outcomes Pilot Study** to ensure the interests and voice of people receiving complex supports were heard
- Improved recruitment, selection and onboarding of new employees; **stabilizing** our workforce
- Successfully negotiated a new **3 year collective agreement** in partnership with SEIU
- Launched a new **website** ([www.brantwood.ca](http://www.brantwood.ca))
- Provided administration, program space, housing, housekeeping, and maintenance services to Operation Lift, Lansdowne Children's Centre, Community Living Brant, Participation House, Bethesda (Twin Lakes) and the Boys and Girls Club of Brantford

These accomplishments highlight the tremendous effort and dedication of our staff and volunteers to ensure opportunities and success are found for those who seek our supports and services. Brantwood offers our sincerest thanks to out-going board member Nora Fueten. We also acknowledge our funders – the Ministry of Community and Social Services, the Brant United Way and the multiple foundations and donors that support our work. We greatly appreciate and rely on your support.



Dr. Alfred Hauk,  
BOARD CHAIR



Jo-Anne Link,  
EXECUTIVE DIRECTOR



# SUPPORT SERVICES

*Brantwood's residential supports include group living, specialized intensive supports, shared-care, overnight respite and supported independent living to those with a developmental disability who may also present with physical, health and other complex challenges.*

A person centred thinking approach builds capacity to ensure person centred practice and this ultimately results in opportunities for people to achieve their dreams and build networks of support.

In support of Brantwood's Strategic plan, and the Ministry's Multi-Year Residential Planning, we expanded our Specialized Residential program and welcomed Matthew to Brantwood.

Gaining the required expertise to deliver behavioural supports has strengthened Brantwood's capacity to deliver much needed services. Through our specialized residential homes and with the help of behaviour consultants and direct support professionals, persons with developmental disabilities are living inclusive lives and experiencing full citizenship in their community.

*"Respite services have made a difference in our family's life, giving us an opportunity to breathe".*

PARENT OF A PERSON SUPPORTED

*"I really like Brantwood's supports because it gives my son some independence, but it's also good for him because he has made friends and they don't force him to do things he doesn't want to do – he gets to choose!"*

PARENT OF A PERSON SUPPORTED

Brantwood increased Weekend Respite services offered at the Inn on Strawberry Hill and opened up a new Innovative Shared-Care apartment at Paris Road. This apartment offers respite for two families and provides two people with a transitional living environment that develops and fosters independence skills.



*Brantwood Seating Clinic staff Richard Hardman assisting Nathan*

In addition, Brantwood has been incredibly responsive to community emergency needs for those requiring overnight or day respite. Many of Brantwood's teams have been flexible and creative in providing temporary solutions to those families in crisis.

Opportunities for people to experience full citizenship remains one of our priorities. Many examples of this were seen throughout the year and we continue to work on enhancing this for everyone we support. Meaningful new opportunities have been experienced by many including new friendships, stronger ties with family, participation in local government and community events, dream vacations, employment and giving back to their community through volunteering and fundraising.

*"The staff are excellent and know just what to do to help my daughter feel comfortable. She looks forward to the time away from home and I get a much needed break. Thank you for going the extra mile and providing person centred services."*

PARENT OF A PERSON SUPPORTED TALKING ABOUT THE INN ON STRAWBERRY HILL

Health supports remain strong at Brantwood. In the past year there have been minimal hospitalizations and when needed, palliative care support was provided. Our pharmacy provider worked with us to ensure safe medication practices. Brantwood's Direct Support Professionals and the Nursing team continue to strive and advocate for the best services for the people supported by Brantwood.

# BRANTWOOD BY THE NUMBERS

**627** People (unduplicated) and their families received services from Brantwood in 2016/17

**9600** 9,600 Visits to the Recreation Therapy Centre



# RECREATION THERAPY CENTRE: DELIVERING SERVICES OUR COMMUNITY NEEDS

Continued learning is a goal supported by Brantwood's Foundation for Success (Community Day Supports) program that now delivers over 50 **life skill** and **community** classes.

Community access to Brantwood's Recreation Therapy Centre increased by 56% this year. Neighbours, seniors, cultural groups and other people in the community enjoyed pool memberships, water fitness classes, drumming, multi-sensory, evening recreation and general interest programs.

Fee-for-Service and Passport Funding Programs grew by 33% over the previous year, with the majority of people purchasing day services (Foundations for Success) and overnight respite.

## WORK-ABILITIES

Sixteen people graduated from Brantwood's Work-Abilities pre-employment program in 2016, enhancing their skills to become employment ready. Graduates have gone on to find regular employment, trial placements or volunteer positions in the community.

Work-Abilities underwent a transformation over the past year, with a greater focus on identifying practical occupational skills, developing the competencies through hands on practice and community based work trials. The program included both internal and external placement opportunities as well as business planning workshops for those participants interested in developing their own micro business.



*Paws Pet Bakery supplied an opportunity for Work-Abilities participants to have an external placement.*

**Work-Abilities is supported  
by a grant from the Ontario  
Trillium Foundation**



**120**  
Pool & Multi-Sensory  
Memberships

**414**  
Days of Overnight  
Respite

**7**  
Weeks of Summer  
& March Break  
Escape Camps

**32**  
General Interest  
Evening Classes

**167**  
Monthly  
Kinesiology &  
Fitness Sessions

**261**  
Mobility & Seating  
Customers

**9,600**  
VISITORS



# SECOND ANNUAL DISABILITY MENTORING DAY (DMD)

In partnership with Dolphin Digital Technologies, Brantwood hosted Brantford's Second Annual Disabilities Mentoring Day (DMD) on October 26, 2016. DMD facilitated the pairing of persons with disabilities with companies that utilize the skills they have or are developing through training. Eight people gained insight from employers about job requirements, job duties and where the mentee skills sets are a best fit. The mentees demonstrated to local employers that it is their ability that counts, not their disability. DMD employers included The City of Brantford, Brantford Cyclepath, The Hampton Inn, ShopBrantford, Toppers Pizza, Brantford Symphony Orchestra and PCT Computers. Register your business today and become a mentor – [www.brantwood.ca](http://www.brantwood.ca)



*Paul helping to build a computer at PCT Computers as part of Disability Mentoring Day.*

## Summertime Adventures

Summer Escape offered 6 weeks of fun and engaging activities for people between the ages of 16-28. The participants were able to explore their community, visit museums and be involved in crafts and activities designed specifically for each weekly theme. The chance to try new experiences and the friendships that were formed were memorable for everyone.

This experience was enhanced for several families as eight people had the opportunity to stay overnight at the Inn on Strawberry Hill throughout the week and attend the Summer Escape program during the day. This funded opportunity was made possible through the generosity of the **Royal Bank Foundation**.



*Heather and Erin participating in Summer Escape.*

The overnight stay allowed families to receive the respite that was desperately needed and the participants got to enjoy staying in a hotel-like setting. The overnight guests were able to enjoy Brantwood's Recreation Therapy Centre in the evening where they could wind down after a busy day by enjoying a relaxing swim in the warm water pool, going for ice cream or spending some quiet time in the multi-sensory room.

# THANK YOU TO OUR VOLUNTEERS



Brantwood's 73 volunteers contributed 1,197 hours of service in 2016-17. Four of these volunteers were presented with Ontario Volunteer Service Awards this year.

<b>Vyr Sisson</b> (Honourary and Foundation Board Member)	<b>35 yrs</b>
<b>Patrice Burke</b> (Honourary Board Member)	<b>15 yrs</b>
<b>Rudy Florio</b> (Foundation Board Member)	<b>10 yrs</b>
<b>Doug Fulcher</b> (Board Member)	<b>5 yrs</b>



We congratulate all of the volunteers on their milestones and thank them for their years of service to Brantwood.

We are happy to report that seven of Brantwood's volunteers (including Brenda, pictured left, with Lori) were taken off the volunteer list in 2016-17, as their relationships transitioned to natural friendships.

## Volunteer Appreciation

Brantwood hosted a Volunteer Christmas party on December 11, 2016 at the Sanderson Centre as an opportunity to celebrate and thank Brantwood's many volunteers and to recognize their tremendous contributions to the community and the people we support.



## Brantwood Gives Back

Brantwood employees raised **\$9,123** for the Brant United Way during their fall campaign. Working together, Brantwood received the Management - Union Award from the United Way in recognition of our successful workplace campaign.



# EMPLOYEE MILESTONES

We thank each of the following employees for your service to Brantwood and we recognize your milestone years of service.

## 5 YRS

MATTHEW HENDRY

VICKI SCHWEYER-QUERNEY

## 10 YRS

MELISSA HEATH

ROBIN HINES

STEPHANIE HOLT

JAIMIE MACTAVISH

LINDSAY SHEPPARD-CANTWELL

MARGARET TAVARES

DEBRA THORNBERRY

## 30 YRS

JEFF BLUE

MARYKE DEVRIES

## 35 YRS

GILDA FULLER

CATHERINE HARRIGAN



## BRANTWOOD LEADERSHIP 2016/17

### Board of Directors

David A.B. Bailey (Past Chair)

Josie Bethune

Cindy Chatzis

Nora Fueten

Doug Fulcher

Dr. Alfred Hauk (Chair)

Charlene Hofbauer

Margot Kneale

Joanne Lewis

Cory Munro (Vice-Chair)

Everill Muir

Rob Nagy

Charlene Nicholson

Alayne Sokoloski

Eddy Vance

### Foundation Board

Peter Albano

Ron Birkett

Sherron Birkett

Rob Nagy

Rudy Florio

John McVicar

Anne Buchanan

Vyrt Sisson

### Honorary Board Members

Sherron Birkett

Patrice Burke

John McVicar

Paul Stillman

Vyrt Sisson

### Senior Management Team

Jacki Blenkinsop (Quality Assurance Manager)

Jo-Anne Link (Executive Director)

Sherry Novak (Nurse Manager)

Brigette O'Neill (Director Support Services & Human Resources)

Vicki Schwyer-Querney (Passport/Recreation Therapy Centre Manager)  
Steve Wood (Director of Finance)



# FINANCIALS 2016/17

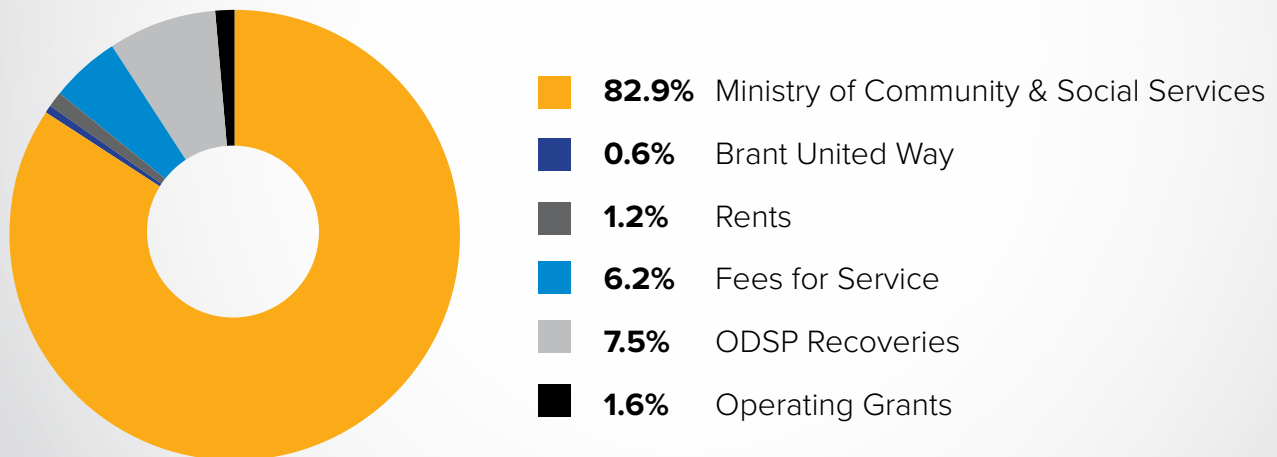
Brantwood along with its provincial counterparts in Developmental Services, experienced significant financial pressures during the 2016/17 fiscal year.

Rising operational costs, including food and utilities and ever increasing administrative pressures related to the Ministry of Community and Social Services (MCSS) Transformation Agenda is now at a critical point with resources maximized to meet current service delivery levels. With no new base budget funding from MCSS in over eight years, Brantwood continues to operate in an ever challenging financial environment and continues to advocate for provincial funding changes through its membership with OASIS and the Provincial Network.

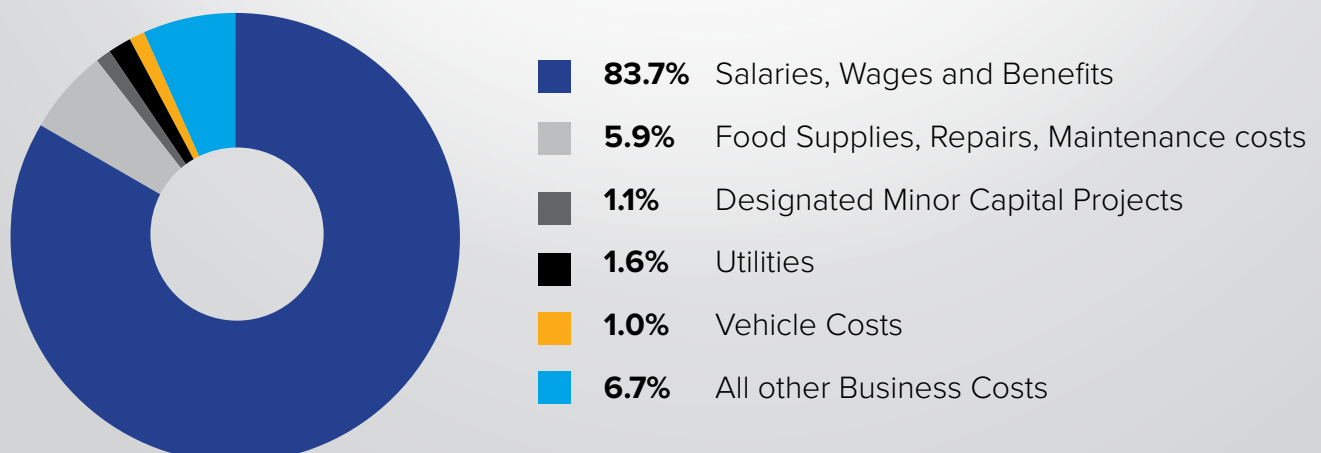
Despite these significant challenges we have continued to provide the highest quality of services. Our goal remains to maximize the funds spent on services while minimizing administrative costs. Ongoing support from our funders, donors and the dedication of our volunteers and employees make it possible for Brantwood to deliver supports. We thank our funders and donors for their continued confidence in Brantwood Community Services.

Audited financial statements can be found on the agency website ([www.brantwood.ca](http://www.brantwood.ca)).

## REVENUES



## EXPENDITURES



# THANK YOU TO OUR COMMUNITY

## HIGHLIGHTS FROM 2016 – 2017

- On May 25, 2016, one-hundred-and-thirty-one golfers came out to Northridge to participate in the 21st Annual Charity Golf Tournament. Over 30 volunteers and 40 corporate and community sponsors supported the event which raised a total of \$30,000. Thank you to the 80 local businesses and individuals who donated silent and live auction items and to Strodes BBQ & Deli for generously donating the lunch for the event. Funds raised at the event will go towards the purchase of a wheelchair accessible vehicle for Brantwood.
- On January 26, 2017, Brantwood and Participation House Brantford hosted the 27th Annual wheelchair Basketball Tournament at the Branlyn Community Centre with the support of the North Brantford Lions Club. Sixteen teams competed, raising over \$6,000 to support Brantwood and Participation House. Thank you to all of the volunteers who helped at the event including all of the referees from the Brant Norfolk Basketball Association, and to the Investors Group for their sponsorship of the Stationary Chair Challenge.
- Brantwood was successful in raising over \$33,000 in grants and individual donations to support the purchase of a HubScrub. This automated wheelchair cleaning service cleans and disinfects wheelchairs and other mobility devices, saving on labour and helping to reduce infections. The unit was purchased in early 2017 and the initial focus has been on the people supported by Brantwood as



the first users of the service. A start-up marketing and business plan is being developed and once the plan is complete Brantwood will be reaching out to the community to further expand the business. Brantwood will also be hiring a person with a disability to assist with the operation of the HubScrub service. Thank you to all of the funders and individual donors who supported this project.

- Brantwood was very pleased to be the recipient of funds raised through the 1st Annual Brant Improv Festival, which took place on January 26-27, 2017. Attendees enjoyed samples of improv comedy, improv painting, improv music, and improv fashion over two nights. Thank you to organizers Martin Smith, Kevin Procter, Steven B. Andrews and Kis Productions for all of the work that went into planning the event and for so generously donating the funds raised to Brantwood.



*If you are interested in hosting a Third Party Fundraising event to support Brantwood, contact us for more information.*

**Brantwood**  
FOUNDATION

# THANK YOU FOR YOUR GENEROSITY

Brantwood Community Services and the Brantwood Foundation are very grateful to the many donors, volunteers, and supporters who help us provide the best possible services and supports. Thank you to all the people who have made donations, golfed in our annual golf tournament, played on a wheelchair basketball team, or sponsored one of our events. We appreciate your generosity, support and commitment to Brantwood and our mission.

## 2016 GOLF TOURNAMENT SPONSORS

### Cart Sponsors

Eudemonic Empire  
Hearth & Home  
Roulston's Pharmacy

### Corporate Sponsors

Advantage Vinyl  
Blueprint Agencies  
BML Roofing Systems  
Brant Mutual  
Brant Naval Veterans Association  
ClassMed  
Creative Carriages  
Filion Wakely Thorup  
Angeletti LLP  
Gates Canada  
J.W. Westman  
Millards  
Parkway Dentistry  
Remedy's Rx  
Zehrs

### Tee and Green Sponsors

Arthur J. Gallagher Canada Limited  
Brant Mutual  
ClassMed  
Cowan Insurance  
Everill Muir  
Gates Canada  
Girardin Ontario Inc.  
Harold & Goetz Building Products Ltd.  
Colin M. Corner, Steve Sztricksko Weath Advisors, IPC Securities Corp.  
J & K Home Building Centre  
J.H. Cohoon Engineering Ltd.  
Kirsten's Back Porch  
Lefebvre and Lefebvre LLP  
Millards  
MMMC Architects

Dave Levac MPP Brant  
Ms. Sharon Murray-Regan  
Neda Fence  
Oakes Welding  
OE Business Imaging Inc.  
Parkway Dentistry  
Partner Automotive  
Paulsan Construction Inc.  
Professional Mobility and Medical Supplies  
Radcliffe Service Inc.  
Right Choice Contracting  
ShareVision  
The Bakker Family  
The Williamson Group  
Tim Horton's  
Waterous Holden Amey  
Hitchon LLP  
West Brant Window World

### Hole in One Sponsor

RBC Royal Bank

## 2017 WHEELCHAIR BASKETBALL SPONSORS

Investors Group

### Wheelchair Basketball Teams

Another Round  
Awesome Rookies  
Branlyn Neighbourhood Association  
Brant Mutual  
Brantford Business Networking Group  
Brantford Professional Firefighters Association  
Brantford Police Service  
Brantwood Community Services  
Ghost Encounters/ Participation House  
Investors Group  
JCI Brantford  
Onondaga Fire Department

Paris Party  
Spoke Benders/ Participation House  
St. George Applefest  
Wellington Squares

### Donations in Kind

The Estate of Mary Jeffries  
Collier

### Foundations

Aberdeen Health & Community Services Foundation  
Brant Community Foundation  
Roger and Edith Davis Foundation  
The Lorne and Elsie Hankinson Charitable Trust Foundation  
Samuel W. Stedman Foundation  
Sifton Family Foundation  
Stephen Smith and Dorothy Woltz Foundation

### Corporations

ClassMed Division of Centric Health  
Hydro One Employees' and Pensioners' Charity Trust Fund  
Investors Group Financial Services Inc.  
Meridian Credit Union Good Neighbours Program  
RBC Foundation

### Government Grants

City of Brantford  
Enabling Accessibility Fund (ESDC)

## Other Organizations and Groups

Brant United Way Choices  
Rotary Club of Branford – Sunrise  
United Way Toronto & York Region  
Partner Automotive and Industrial Supply

## Donations in Memory of

Maria Cirone  
James Clifford Bowker  
Stella Florio  
Adele Gemmiti  
Jean Hutchinson  
Catherine Stephenson  
Ingeborg Wagner  
Allan White  
Patricia Young

### Leave a Legacy

Are you looking for a way to make a lasting impact on the lives of adults and youth with developmental challenges? A bequest to the Brantwood Foundation through your will is an easy and direct way to ensure that Brantwood is able to continue delivering essential services to the people we support and their families. Please contact the Foundation office for additional information.





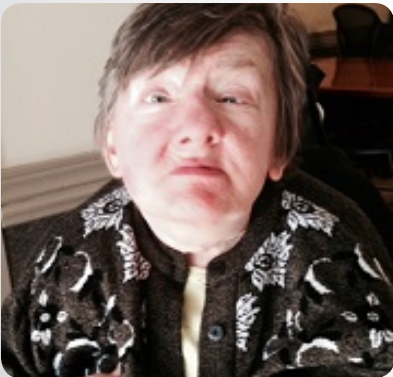
# IN MEMORIAM

*At Brantwood Community Services we are privileged to have happy memories of the people that we have lost this past year. Our hearts go out to the families, friends and loved ones of:*



## GEORGE POWELL

George Powell moved from Huronia to our Dundas home in 2007 and he spent his later years at Bell Lane where he lived a life of his choosing. George was a ray of sunshine and he always put a smile on everyone's face. He enjoyed his weekly Tai Chi group and loved spending time with his friend Mike. George had a very active social life and loved to be around people. He passed away April 26, 2016.



## BRENDA CONWAY

Since the age of 42, Brenda enjoyed a life planting roots in her community as she moved out of an institution and into her own home. Brenda was supported to live a great life by the Mt. Pleasant team starting in 2013 and more recently, the Bell Lane team since February 2016. Brenda is remembered as a very smart lady, with a gentle soul and a love to help others.

Brenda was particular about her friends, but her relationship with her brother Gerry was very special. Gerry once said that Brenda enjoyed shopping just as much as he did and that she must have gotten it from him. Brenda and Gerry have spent some great shopping time together over the last year buying furniture and decorations for her room. Brenda's sister-in-law and friend, Brenda Lee, will always hold a special place for Brenda as well.

## MISSION

Brantwood empowers people of all abilities to have a life of their choosing.

## VISION

A community benefitting from diversity in culture, life experience and abilities.

## VALUES

Uniqueness | Contribution  
Choice | Relationships  
Innovation | Accountability

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info@brantwood.ca  
519-753-2658  
www.brantwood.ca

Like us on Facebook and follow us on Twitter - @brantwoodcs



Brantwood Community Services empowers people of all abilities to have a life of their choosing. The agency operates a full range of residential supports including 13 group homes, supported independent living apartments, innovative shared care, a variety of respite services, a Community Day Supports program, employment supports, a Recreation Therapy Centre that offers a variety of general interest and leisure programs and a Seating Clinic that produces customized seating and positioning products.