



Helping People Live Great Lives



2018-19 ANNUAL REPORT

A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

Over the past year Brantwood Employees, Volunteers and Board Members collectively operationalized the 3rd year of Brantwood's 5 Year Strategic Plan focusing on key priorities of Service Enhancement, Community Outreach and Capacity Development. We are impressed with the exceptional creativity demonstrated by our front line and leadership teams in identifying service opportunities that met the needs of people and families. Brantwood made progress on how we support people with complex needs and developed meaningful supports for people purchasing service. Some highlights this year include:

- Opening of Brantford's newest community hub – The Abilities Centre
- Creation of two new residential spaces; Supported Independent Living (SIL) and Intensive Residential Support
- A 2018 Canadian Non Profit Employer of Choice Award
- Delivery of valued and "fun" Fee for Service options
- Renovation and expansion of the Inn on Strawberry Hill respite program
- Leadership development for front line and management staff
- A new Parent Resource Group
- Work underway to secure CARF accreditation
- Improved Board governance policies

In October 2018, we celebrated the grand opening of our newly named Abilities Centre. This new hub brought people, organizations and resources together to deliver social, health, counselling, recreation and respite programs. The sharing of Brantwood's facilities and resources has created vibrant meeting spaces and services for hub partner organizations Alzheimer Society, Brant Head Injury Rehabilitation of Ontario, Kids Country Inn and Twin Lakes. The Abilities Centre has allowed Brantwood Community Services, in partnership with others, to deliver expanded supports

in an environment where government funding has not kept up with the growing and complex needs of our community.

Although we are living in uncertain times as a government funded service, we recognize that in a challenging economic climate, it is vitally important to meet the needs and goals of people we support while remaining responsive to change. Our commitment to our community is to dig deep for creative yet sustainable solutions to meet the growing needs and challenges within the Sector. We believe that Brantwood Community Services is well positioned to address the many opportunities and challenges presented to us and we look forward to working with our partners, funders and stakeholders to expand our capacity to realize our mission "Brantwood empowers people of all abilities to have a life of their choosing."

We thank the members of the Board of Directors who volunteer their time and expertise to guide the work of Brantwood. We also extend our gratitude to all the donors and our major funders – the Ministry of Community, Children and Social Services, the Brant United Way and the various foundations that support our work.

As we close another successful year, we would like to thank all our employees and volunteers for their continued exemplary support of people and families served by Brantwood. Because of you – **People are living great lives!**



Dr. Alfred Hauk,
BOARD CHAIR



Jo-Anne Flood,
EXECUTIVE DIRECTOR

BRANTWOOD BY THE NUMBERS

465 People and their families received services from Brantwood in 2018/19

16,505 Visits to the Abilities Centre

645
Days of overnight Respite

Achieved
100%
MCCSS compliance

63
People using passport to purchase services

80
Individuals in residential services

263
employees
• 111 F/T
• 152 P/T

72
People using Kinesiology supports

33
People receiving employment supports

204
Seating and Mobility customers

13
Individuals receiving funded community day supports



RESIDENTIAL SUPPORTS

One Relationship, One Goal, One Community - One Person at a Time

In 2018/19, the focus of Direct Support Professionals and the Leadership Team has been to put the right supports in at the right time; empowering people of all abilities to have a life of their choosing. The team looked beyond each homes' bricks and mortar and focused on each individual person - their unique goals, developed a plan and watched the success from a distance.

Teamwork Makes the Dream Work



This year, Brantwood once again partnered with the Ministry of Children, Community and Social Services (MCCSS) to respond to needs within our local community. Without any physical space to address a housing need for a young man, MCCSS provided

capital funding to Brantwood allowing for the creation of an apartment. Since July 2018, William has thrived! He took to his new space with energetic curiosity and quickly made it his home. Over the last year everyone in William's life has worked with passion and diligence to help him discover who he is and allow him to grow to be the best version of himself. With the right supports, in his own apartment, he has been able to be part of the community frequently and has been able to make friends – he has never been less alone.

One year later, William has a drastically different life full of positive relationships, being active in his community, and learning skills around independence and communication. William's future is bright and Brantwood will continue to support him as he travels down his path.

Location + Supports = Opportunities

Few things have such a huge impact on happiness and the enjoyment, depth and plain fun of life as the relationships we have. Jordan moved into a home in Mt. Pleasant when a resource became available. Through the planning process it was identified that a rural community was limiting Jordan's ability to achieve his goals including developing new relationships, connecting with his family, and joining athletic groups. A young man should be out and about tasting and living life, and together with Jordan, the Brantwood residential team, brought this vision to life. "After moving back to Brantford, I joined Special Olympics and my Coaches say I improve every week! My dad and my aunt cheer me on! I've made new friends and I get to hang out with my friend from church. After a practice, my dad helped me test out his motorcycle."

Paullette, Danny, Oakley & Tiley

"Just over a year ago, I was enjoying a relaxing afternoon in my backyard, looking out into the park when I first met my neighbour and now friend, Paullette. Paullette was walking her dogs Oakley and Tiley when she said "Hi" and I invited her and her dogs into my backyard. I knew immediately I liked her and I love dogs.



Over the past year, Paullette and my relationship has grown from neighbours to friends. We get together every week sharing stories, greeting each other on beautiful days and spending time with Oakley and Tiley. We've even found time to go to a Blue Jays game and Cirque du Soleil together in between our walks and baking dog treats. I am so happy to have met a friend like Paullette and of course her dogs Oakley and Tiley too!!!!"



Someone who loves a neighbor allows him to be as he is, as he was, and as he will be.

- MICHEL QUOIST



PASSPORT, ABILITIES CENTRE & RESPITE

People looking for reliable, individualized, meaningful and quality services enjoyed shopping at **Brantwood's Abilities Centre** for a range of educationally based supports and respite that focused on life management, employment readiness, healthy relationships and land/water fitness.

The Abilities Centre offered:

- Access to technology
- Social and communication skill building
- Pre-employment Training
- March Break and Summer Escape Camps
- Recreation & Leisure
- Cooking classes
- Independence training
- Physical fitness
- Healthy living classes
- Community involvement
- Friendship

The Inn on Strawberry Hill was a popular service that provided opportunities for families to enjoy worry-free relaxation, knowing that their loved one was enjoying a supported and fun respite experience. Throughout 2018/19, the Inn on Strawberry Hill hosted weekend and weeklong stays.



We like the fact that our daughter is in a safe environment and we don't have to worry about her.

MOM OF PERSON SUPPORTED



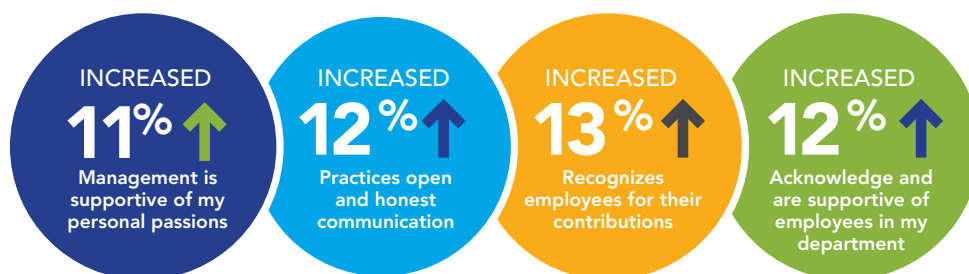
Great support personnel, great venue. Opportunities for lots of different activities and to develop relationships.

PARENT OF PERSON SUPPORTED



BRANTWOOD BUILDS AN EVEN STRONGER, MORE ENGAGED WORKPLACE CULTURE

For the second year, Brantwood Community Services was recognized as a Canadian Nonprofit Employer of Choice (NEOC) Award winner. The Canadian Nonprofit Employer of Choice™ Award (NEOC) recognizes organizations that have committed themselves to better business management practices ensuring successful mission achievement. This award is a reflection of all the great working relationships, experience and accomplishments of every Brantwood employee. In 2018, an internal NEOC Review Committee comprised of employees from across the Agency, reviewed the 2017 NEOC survey findings and developed a workplan to address how we could build on our areas of strength. The NEOC workplan resulted in significant improvements in just one year as reported in the 2018 NEOC Survey including:



Brantwood continues to be an active member of the Developmental Services Human Resources Strategy Provincial Core Competency Committee and delivers training throughout the province to partner organizations on topics including Coaching, Behaviour Based Interviewing, and Leadership.

Conversations that Matter – A New Networking Opportunity for Direct Support Professionals

Throughout Brantwood we heard feedback from Direct Support Professionals (DSPs) that there are limited opportunities to meet other DSPs from different locations. A new opportunity to engage staff in 2018/19 in Peer-to-Peer Connections was introduced as Conversations that Matter. Conversations that Matter includes up to 8 Direct Support Professionals and meetings are held monthly. Since the launch, sessions have been held with free flowing conversations tackling what matters most to the participants and have included topics of planning, how to reduce medication errors and recognizing team members for great work.



Developing Skills for the Future

Brantwood continues to recognize and develop internal employees for careers within the organization. The depth of skills and knowledge and the exceptional strength of Brantwood employees is paramount to delivering outcome based person centered supports.

- ✓ "Just Say Yes" Weekly Recognition Program
- ✓ 3.9% Average Turnover Rate
- ✓ Over 260 Full and Part Time Professionals
- ✓ 1 New Safety Care Trainer
- ✓ 100+ Employees Trained in Coaching
- ✓ New Behaviour Night Float DSP Position
- ✓ 3 New DSPs Joined the Supervisor Team

YEARS OF SERVICE AWARD RECIPIENTS

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

40 YRS

RITA CARROLL

25 YRS

JACKI BLENKINSOP

CHRISTINE ROWEN

20 YRS

RENEE MINSHALL

CHRISTIE NEWNHAM

KELLY WETHERUP

15 YRS

MICHELLE DIXON

REBECCA DUARTE

BRANDI FRANKLIN-TOTTEN

STACY NOBLE

STEPHANIE
LANGHORN

10 YRS

BRENDON HISCOCK TAMMI SMITH

TYLER-LYN PETER YOUNG

MCDONALD

CORRYN SMITH

5 YRS

REBECCA BACON

ANDREW BANDY

TINA BERKELEY

JONATHAN CRAIG

STEVEN GZIK

JENNIFER JOHNSON

AMANDA KIFF

JULIE KIFF

NATASHA ROUSE

SARAH THOMAS

LEADERSHIP

BOARD OF DIRECTORS

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Josie Bethune

Doug Fulcher

Dr. Alfred Hauk (Chair)

Amy Kendall

Margot Kneale

Joanne Lewis

Cory Munro (Vice Chair)

Everill Muir

Robert Nagy

Alayne Sokoloski

Eddy Vance

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Ron Birkett

Sherron Birkett (Chair)

Anne Buchanan

John McVicar

Robert Nagy

Roy Whynot

HONOURARY BOARD MEMBERS

Sherron Birkett

Patrice Burke

John McVicar

Charlene Nicholson

Paul Stillman

SENIOR MANAGEMENT EXECUTIVE

Jo-Anne Flood – Executive Director

Brigette O'Neill – Director of Operations

Stephen Wood – Director of Finance

YEAR 3 STRATEGIC PLAN REPORT CARD

Every year, Brantwood Community Services sets work plan goals and activities that align with our 5 year Strategic Plan. At the end of each year we evaluate how we did. The following report card shows areas we have been working on and how we did over the last year.

What do the grades mean?



THUMBS UP: We met our goal and have a pretty good handle on things.



WE DID OK: We either met the goal, but didn't do as well as planned but feel like we're on the right track.



WE ARE WORKING ON IT! We didn't meet the goal, and we still have some work to do.

What We Wanted To Do

Our Grade

Comments






Service Enhancement

Increase opportunities for different service options.		<ul style="list-style-type: none"> Converted Group Home space at 95 Tollgate to SIL Completed renovation for new apartment at Centre, and exploring new housing opportunities with CMHC and Habitat for Humanity Use of technology to promote independence
Increase respite offerings and provision of emergency respite.		<ul style="list-style-type: none"> Moved respite away from people's homes to the Inn Responded to multiple community respite emergencies Opened Inn on Strawberry Hill every weekend plus 6 weeks of Summer Escape (3 weeks with overnight)
Sustain Work-Abilities Program		<ul style="list-style-type: none"> Ontario Trillium Grant funding ended, sustaining Grant application unsuccessful
Position the Recreation Therapy Centre as a community resource.		<ul style="list-style-type: none"> Created on site Community Hub with Alzheimer's Society, Brant Head Injury, Lansdowne's KCI, Twin Lakes & Brantwood and rebranded as the "Abilities Centre" Implemented online registration via my.communityhub.ca Acquired new paint, parking spaces, flooring, signage, furnishings and equipment
Integrate PCT (Person centred thinking) principles throughout the organization in ELP planning and training.		<ul style="list-style-type: none"> 44 new DSPs trained in PCT 2 Supervisors completing PCT Trainer Certificate Nursing team integrated with physicians and DSPs to provide holistic person-centered supports New PCT goal outcomes include new friendships, volunteering, privacy enhancements, skill development, medication self-administration, use of technology to enhance communication with family and independent living

Community Outreach

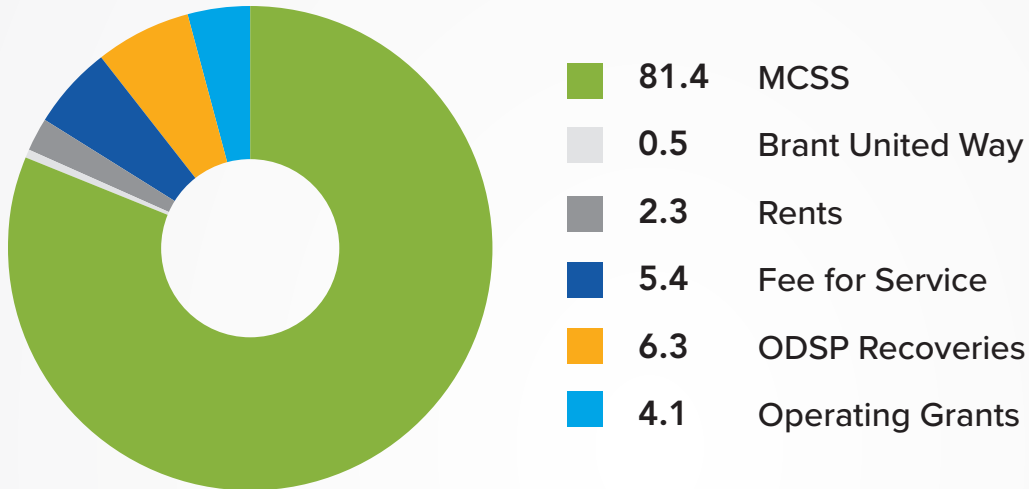
Increase engagement with families, community and people supported.		<ul style="list-style-type: none"> Successfully held 20 recruitment fairs that attracted people to come work at Brantwood Provided training to 18 families "Successful Parents/Happy Families: 12 Strategies for Stressful Times" Satisfaction Surveys – positive feedback Strawberry Social enjoyed by 98 attendees Website and social media traffic increased Implemented monthly Family Resource Group
Increase capacity to meet needs of people supported with complex high needs		<ul style="list-style-type: none"> New DSP night float position created. Senior Staff chairing local and regional planning tables. Developing opportunities with CMHC – National Housing Strategy. Enhanced our knowledge on use of technology in delivering supports.

Capacity Development

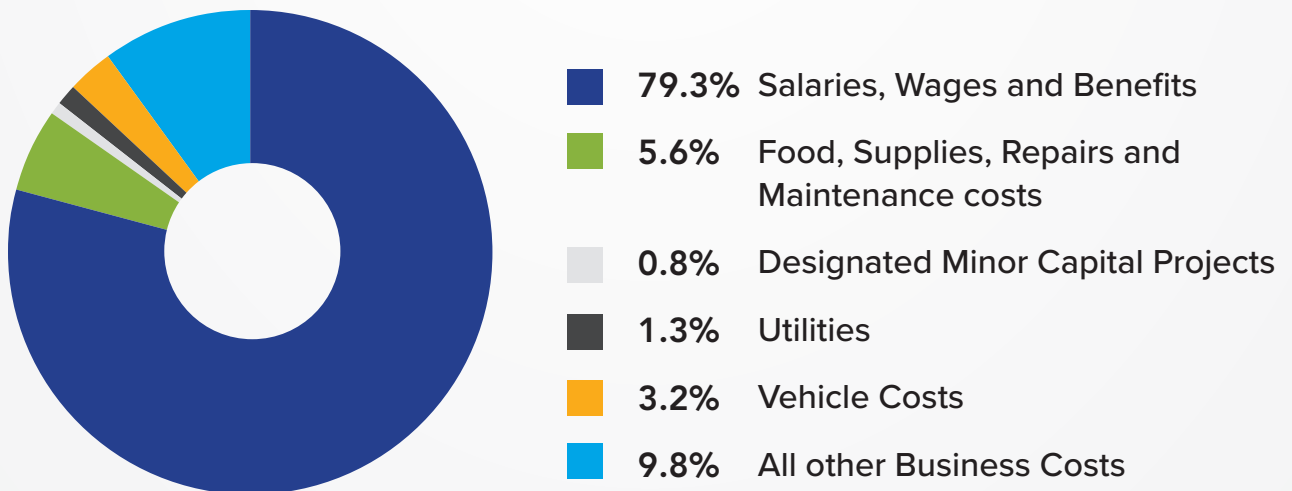
Enhance communication across Brantwood to ensure: <ul style="list-style-type: none"> • Planning • Consistent Supports • Problem Solving • Recognition 		<ul style="list-style-type: none"> • Regular staff supervision meetings • Executive Director Weekly News • Weekly recognition of staff on social media • Feedback from focus groups informed staff scheduling pilots • Implemented succession plan with new finance department model • Use of Sharevision modules in all non- residential support locations • Implemented recommendations from the 2017 Canadian Non Profit Employer of Employer of Choice Award (NEOC) • Awarded 2nd consecutive Canadian Non Profit Employer of Choice Award for 2018
Enhance HR communication to ensure consistency and partnership with Brantwood employees.		<ul style="list-style-type: none"> • Transitioned to electronic pay stubs and T4s • Booster sessions offered to support CARM • Significantly enhanced culture of recognition across the organization • Trained all employees in Conversations that Matter
Improve recruitment and selection processes.		<ul style="list-style-type: none"> • Participation in community based job fairs to access untapped labour market using NEOC and DS HR Provincial Marketing Tools • Recruitment and orientation processes more efficient • Member of Workforce Training Board • Core Competency Provincial Lead • Staffing levels stable
Effective Training and Development		<ul style="list-style-type: none"> • Open Future Learning –on line learning available to all • “Coach Approach” Management Training • “Coaching Conversations” Training for DSPs • Safety Care Booster Sessions • Invited outside agencies to training resulting in network development for Supervisors • Evaluated MOL and PHSA modules – no platform to support it and our system better meets needs • Strengthened medication training • External partner organizations participated in Brantwood’s Management Training • Conference/Training in Palliative Supports, Safety Care, Inclusive Communities, Dual Diagnosis, HR Strategy
Diversify funding Streams		<ul style="list-style-type: none"> • Submitted RFP for back office support. – Not successful • New - Sharing office and programming space with Alzheimer’s and Brant Head Injury Providing some back office support • Foundation secured funding to enable renovations at the Inn
Enhance capacity of IT to secure against loss of data and cyber attacks		<ul style="list-style-type: none"> • Use of the Cloud • Security audits/software upgrades/KnowBe4 services to safeguard/protect external threats • Implemented recommendations arising out of security audits • Hardware and software upgrades
Develop service performance and outcome metrics as basis to assess and report on organizational effectiveness		<ul style="list-style-type: none"> • Achieved 100% MCCSS Compliance • Decision made to pursue CARF Accreditation by March 2020

FINANCIALS 2018/19

REVENUES



EXPENDITURES



Audited Financial Statements available upon request.

BRANTWOOD FOUNDATION



While we receive some government funding, these funds do not meet all the needs of the people we support. The Brantwood Foundation increases the profile of Brantwood and raises funds.

The 22nd Annual Golf Tournament was held on Thursday May 24th, 2018. We enjoyed great weather and participants helped us raise over \$31,000 towards the purchase of a new wheelchair accessible vehicle. The golf committee thanks all the golfers, volunteers, sponsors and local businesses and individuals who donated live and silent auctions and for their generous support. A special thank you to Strodes BBQ & Deli for catering a delicious lunch.

On January 20, 2019 The Brantwood Foundation, in partnership with Participation Support Services hosted the Annual Wheelchair Basketball Tournament. Thirteen teams faced off for a day of fun and friendly competition. Thank you once again to the North Brantford Lions Club for hosting this event. The Foundation was also the beneficiary of the 3rd Annual Comedy Improv Festival. Attendees enjoyed watching Luke Turner perform as a new member of the troupe this year! Thank you to organizers Martin Smith, Kevin Proctor and Stephen B Andrews.

The Brantwood Foundation was once again a recipient of several grants and donations that subsidized or covered the costs of Summer and March Break Escapes, Foundation for Success Community Day Supports and overnight respite at the Inn on Strawberry Hill.

Lastly, the Brantwood Foundation received generous donations from the Aberdeen Foundation

and West Brant Window World, to renovate and expand the Inn on Strawberry Hill. The renovations to the Inn included new windows, flooring and home life furnishings and the creation of an additional lounge for our guests. Guests of the Inn and their families all love the new space!

We acknowledge the Board, families, sponsors and community for supporting our events and thank everyone for their contributions of time and donations.



Submitted by Sherron Birkett, Chair, Brantwood Foundation and
Juliana Webberman, Fund Development Coordinator

IN MEMORY



Tracey Hornibrook

Tracey was a trailblazer, telling her story through the same eyes that understood every moment and conversation she had with another. Whatever room Tracey entered, she would light it up. Fondly remembered as a compassionate and caring daughter and friend.



Nicole Jeanne Corriveau

For over 53 years, Nicole shared her life and family with Brantwood. A cherished sister, loving aunt and great-aunt, Nicole was a strong self advocate who loved her family as much as she was loved back.



Stephen Bakker

Stephen is remembered as a sports fanatic, moving freely on the skating rink, a contagious smile and infectious belly laugh. Stephen was an adored son, brother and friend touching the lives of many through his years.

Leave a Legacy

A gift in a Will or a legacy gift is one of the most significant and lasting contributions you can make towards people of all abilities to have a life of their choosing. Every donation will lead to the delivery of supports and services to people with developmental disabilities that are person centred, enhance the opportunities available, and create a community of inclusion. Contact the Brantwood Foundation today at 519-753-2658 x 114 and begin your plan to leave a legacy.



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Like us on Facebook and
Follow us on Twitter & Instagram
[@brantwoodcs](https://www.facebook.com/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, The Abilities Centre that offers a variety of general interest and leisure programs and a Seating Clinic that produces customized seating and positioning products.