

EMPOWERING PEOPLE OF ALL ABILITIES



2020-2021 ANNUAL REPORT



A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

In 2020/2021, Brantwood Community Services faced the unprecedented threat of COVID-19 and showed how an organization having evolved over 107 years, can triumph with the trust of people supported, alongside the strong support of families, community partners and Funders, with 24hour supports delivered by Brantwood's dedicated employees and committed leadership team.

The Annual Report captures the strength and perseverance through stories, pictures and successes including:

- **Provided supports to over 70 individuals and their families in congregate care**
- **Achieved 100% Compliance with regulations related to QAM and IPAC inspections**
- **Innovated recruitment and selection through virtual career fairs, interviews and digital postings**
- **Awarded 3 Year CARF Accreditation**
- **Successfully negotiated a new 4 year Collective Agreement in partnership with SEIU**
- **Innovated services including new virtual class programming and Community Connections**
- **Partnered with Laurier University User Experience Design Intern who worked with stakeholders in the evaluation and improvement plan for our website**
- **Developed new partnerships with the Brant County Public Health Unit and Ministry of Health as the MCCSS IPAC Hub Champion to support and build capacity in congregate care settings**
- **Hosted and supported Parents Helping Parents Network Group who pivoted to a virtual platform and increased meetings**
- **Welcomed a new Abilities Centre Hub partner – Woodview Autism and Mental Health Services**

We wish to acknowledge and thank people supported and their families for their trust and support. Staff have always played an important role in the lives of people supported and have continued to show what we have always known, the supports they deliver are essential. To our community partners, donors, and Funders we wish to acknowledge the tireless work and support you have provided and we thank the volunteers and members of the Board who continue to monitor all aspects of Brantwood's operations.

The Annual Report is a time that reflects on the true capacity and strength of what can happen when so much is unknown and people come together as a community to provide the best supports to people with developmental disabilities.



Rob Nagy
BOARD CHAIR



Brigitte O'Neill
EXECUTIVE DIRECTOR

PASSPORT, ABILITIES CENTRE & RESPITE

The Abilities Centre provides recreation and learning opportunities for community members including people with developmental disabilities. The health risks related to indoor congregate programs did not stop the Abilities team who pivoted in 2020/21 providing:



Led 3 ShareShops with Provincial Day Programs to Reimagine & Deliver Supports



Supported 9 Families with Connecting & Learning to use iPads and Computers



Developed and Acted on Family Support Need Survey Feedback by Launching Community Connections with Funding From Trillium Foundation



Developed and Delivered over 250 **FREE** Virtual Classes



Provided critical 24hr emergency supports to 2 Families

Brantwood Community Services SEATING CLINIC

The Seating Clinic builds custom wheelchairs and mobility devices as an Essential Service. In 2020/21, the Seating Clinic supported over **287 custom seating orders and wheelchair repairs and over 175 Hub Scrubs**. The Seating Team went to homes VIRTUALLY to help people and their families maintain their mobility devices through a Wheelchair Maintenance video.



Year 5 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 met the goal, but didn't do as well as planned but feel like we're on the right track.



We're 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:		
Develop and enhance alternative housing options		<ul style="list-style-type: none"> Approval to duplex Bell Lane Group Home to reduce the risks of COVID-19. Successful transition of a person supported on pressures list from home to 24hour supports. Honoured request for two family members to live together.
Develop innovative support solutions in response to COVID-19 pandemic		<ul style="list-style-type: none"> Abilities Centre distributed survey to families: 64% of respondents were concerned about safety; 60% preferred community based supports and; 86% reported an immediate need for supports. NEW PROGRAM – Community Connections providing outdoor supports in the person's neighbourhood that is individualized and provided respite/break for families. Established a COVID-19 Staff Advisory Team that developed outdoor activities/options for people supported to ensure safety and wellness. Provided technology and IPAD supports for 9 families to maintain connections while physically apart. Provided Emergency Respite to support community crisis.
Protect the health, safety and wellbeing of people supported against COVID-19		<ul style="list-style-type: none"> Researched, developed and implemented 100+ COVID-19 procedures. Procured over 60,000 surgical masks for Brantwood and community partners. Stabilized and recognized skilled workforce. Supported outdoor visits and virtual connections including provide IT support to families. Advocated and secured local vaccine prioritization for people supported and staff delivering essential services. Selected as IPAC Hub Champion for congregate care settings to build sector capacity. Established and trained an Outbreak Team including RPNs and dedicated Supervisor. Zero (0) cases of COVID-19

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What We Wanted to Do	Our Grade	Comments
Facilitate and grow the Brantwood supported Parent Resource Group.		<ul style="list-style-type: none"> Increased monthly meetings to bi-weekly virtual meetings throughout the Pandemic. 2 new families joined. Parents Resource Group participated in the website redevelopment by providing feedback on needs, wants, and functions.
Increase program offerings with Abilities Centre partners		<ul style="list-style-type: none"> Abilities Centre Leisure Guide redeveloped to delivery over 100 free virtual classes. Community Connections: delivered over 600 hours of 1:1 supports in place of congregate day programs.
Redesign website to be responsive to users' needs.		<ul style="list-style-type: none"> Laurier User Experience Design Intern reviewed 30 Sector websites and completed journey stories with people supported, families, and staff. Board ShareVision portal developed and launched.

Capacity Development

Support Brantwood team members throughout the pandemic		<ul style="list-style-type: none"> Provincial advocacy efforts to support the Pandemic Premium and Wage Enhancement for staff delivering essential services throughout the pandemic. Heroes Work Here sign campaign to raise profile of DSPs, the hidden heroes of the pandemic. Launched LifeWorks, an enhanced 24/7 employee portal, to provide staff with full life supports. Provided equipment and support for administrative staff to work remotely. 24/7 Leadership support, staff cohorting, reallocated resources utilizing RPNs and Seating to support residential services and celebrations including Frontline Friday campaign.
Develop new connections to access an untapped labour market ensuring staffing level stability		<ul style="list-style-type: none"> New partnership with Laurier University – User Experience Program. Partnered with St. Leonard's Community Services to launch Virtual Job Fairs. Addition of 4 students to complete placements including Community Connections and Virtual Class development.
Implement service-based goals measuring individual and program outcomes		<ul style="list-style-type: none"> 70 people received supports to maintain connections through virtual visits, virtual parties, and letter writing. Supported over 150 outdoor visits during COVID. People supported to maintain wellness through trail walks, community walks, bike rides and visits to the airport and train stations. Health supports delivered and maintained through RPNs, at home medical appointments and virtual health appointments.

RESIDENTIAL SERVICES

INNOVATION

CONTRIBUTION

RELATIONSHIPS

CHOICE

ACCOUNTABILITY

UNIQUENESS



70 People Supported

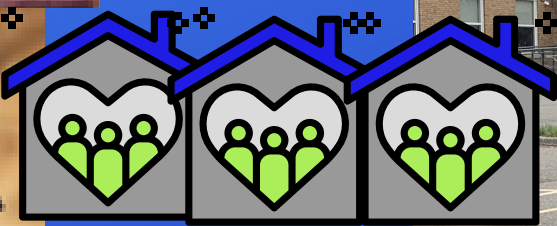
0 Outbreaks



2 New Graduates Celebrated

100%

MCCSS Compliance



3 New Family Connections

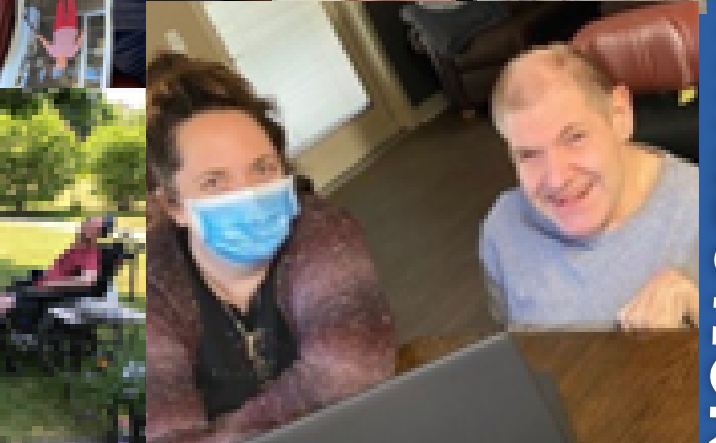
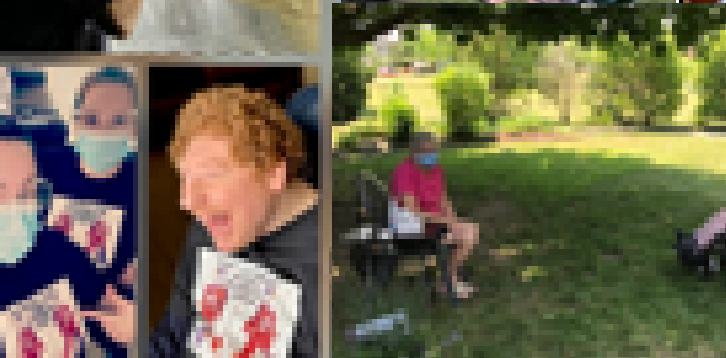
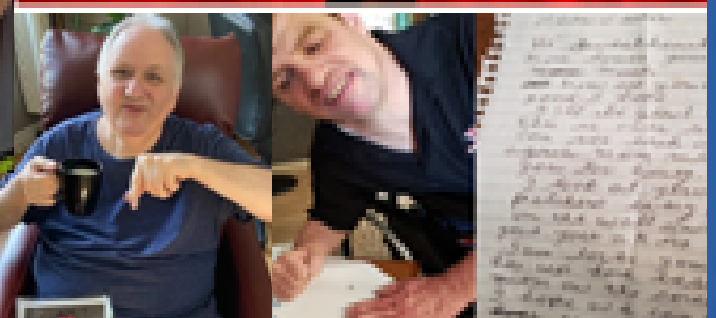
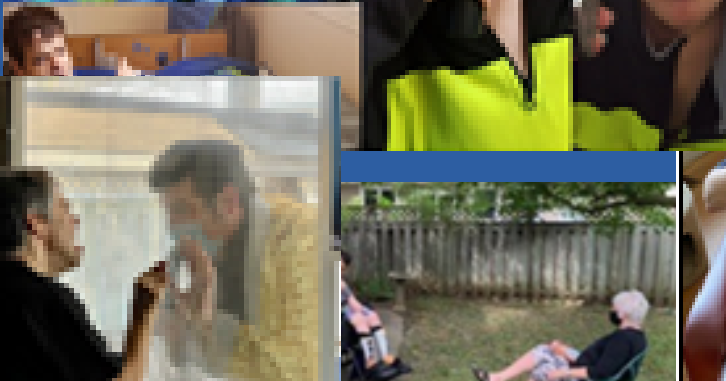
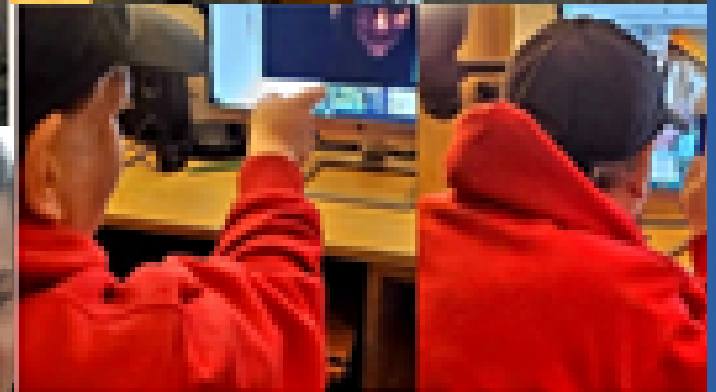
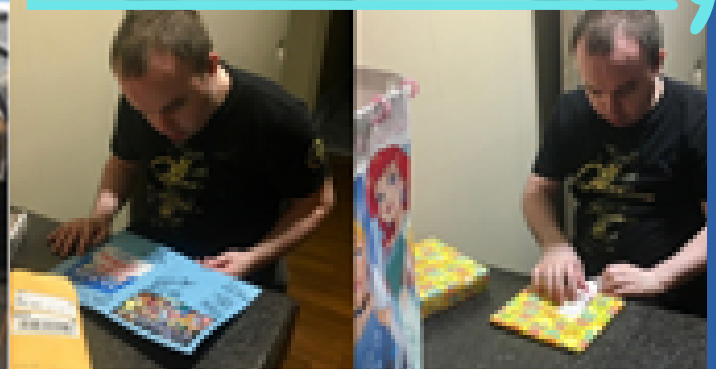


RESIDENTIAL SERVICES

A success to be celebrated in 2020/21 is the social connections that were maintained and developed through letter writing, phone conversations, live video chats using Facetime, Zoom, and outdoor visits throughout the year.

“The birthday plan went virtual, we just arranged everything in advance with family and friends. The virtual party allowed everyone to join in and share a meal, open gifts and enjoy cake.”

“Her parents suggested “Facebook portal” and we set it up on her tv. It was so positive her brother and grandparents would join the calls, so the whole family was included.”



RELATIONSHIPS

CONTRIBUTION

INNOVATION CHOICE

ACCOUNTABILITY

UNIQUENESS



HUMAN RESOURCES

Heroes Work Here

Raised profile of DSPs delivering essential supports through sign campaign Heroes Work Here and #brantwoodstrong lawn signs throughout community

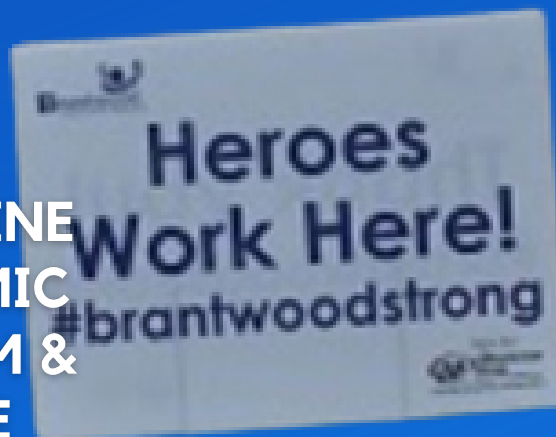
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**YEAR COLLECTIVE AGREEMENT
IN PARTNERSHIP WITH SEIU**

ESSENTIAL



**FRONT LINE
PANDEMIC
PREMIUM &
WAGE
ENHANCEMENT**



2.13% AVG. TURNOVER RATE



Make a Difference
Every Day

**Launched Enhanced
24hr Virtual
Support Portal for
Employees**



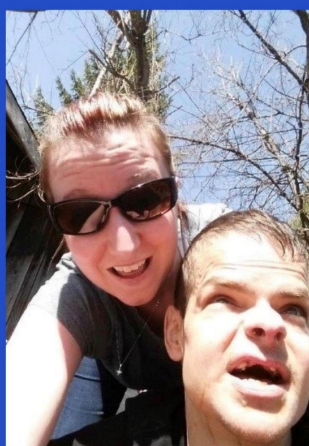
ESSENTIAL

Brantwood Community Services

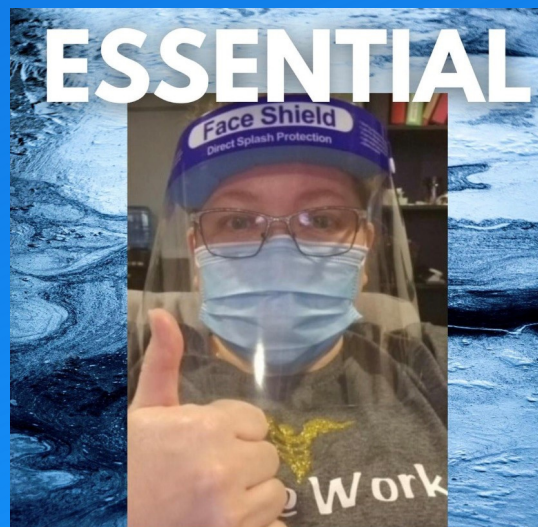


ESSENTIAL

Brantwood Community Services



ESSENTIAL



FINANCIALS 2020/2021

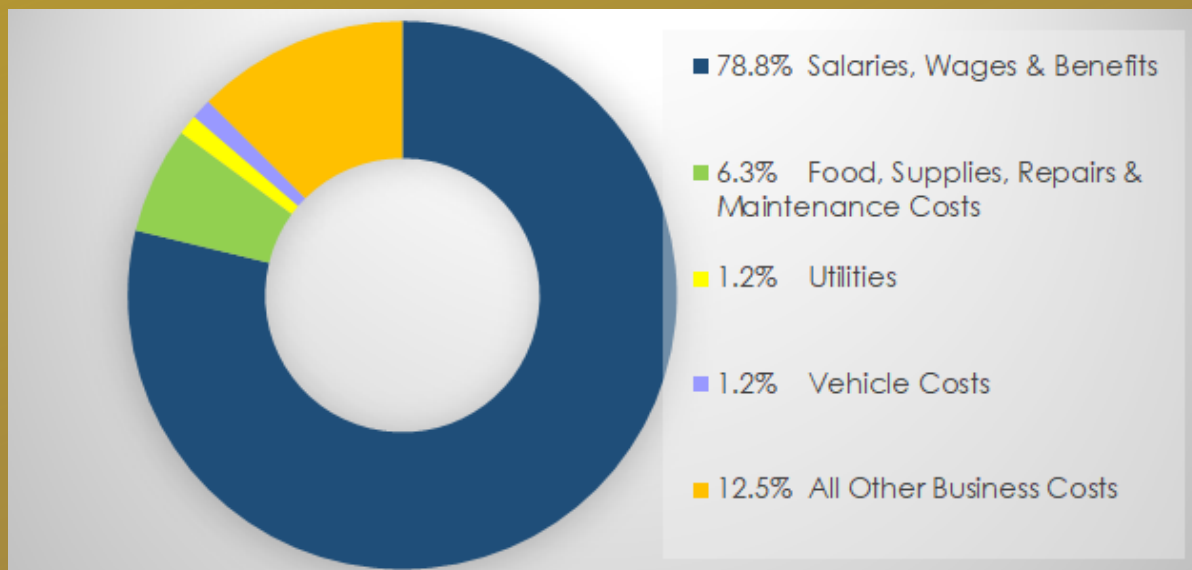
Fiscal Year 2020/2021, Brantwood Community Services faced new challenges due to the declared global pandemic.

Continued financial support from the Ministry of Children, Community and Social Services enabled Brantwood to provide the essential services and supports for people with developmental disabilities to remain healthy and safe throughout the pandemic.

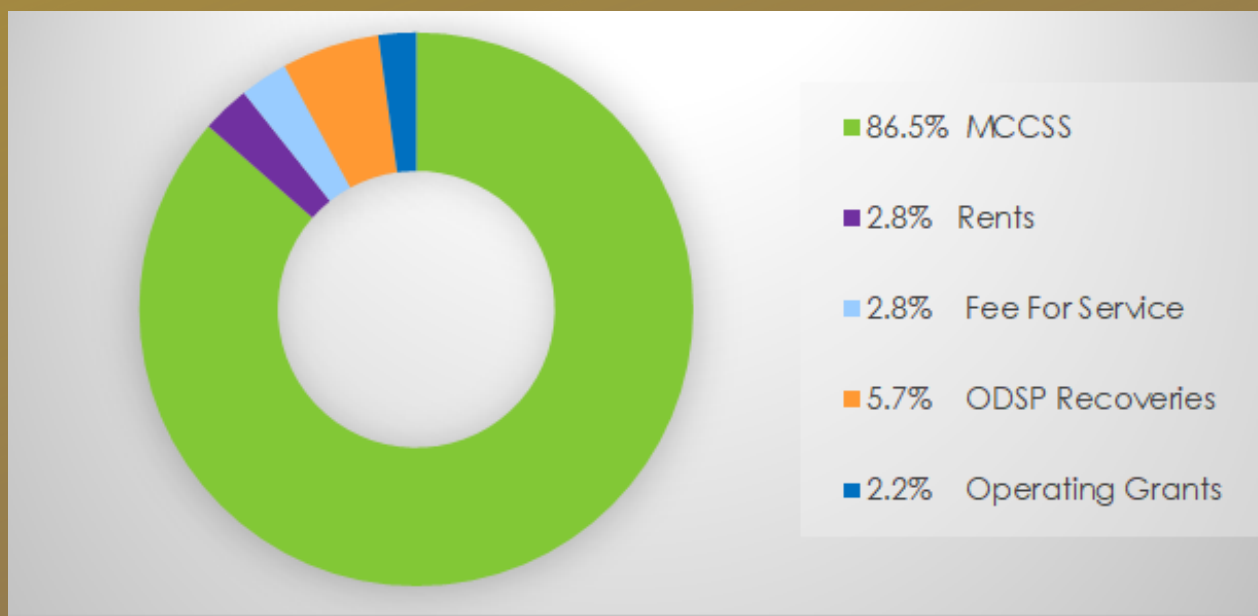
Additional Funding in 2020-2021 included both the Pandemic Premium and Wage Enhancement that bolstered the wages of Direct Support Professionals delivering the essential services.

Fee for Service revenues decreased due to program closures and public health measures, while expenditures increased due to purchasing critical supplies including surgical masks, cleaning supplies and air purification systems.

EXPENDITURES



REVENUES



EMPLOYEE MILESTONES

30
YEARS

Shannan McPhee

15 YEARS

Tracey Humphrey
Natalia Kalinina
Karen Kruger
Kerri Larsh
Jan Pikula
Deidre Pruder
Jaclyn Read
Laurie Schermerhorn

10 YEARS

Beth Ashe
Amanda Broughton
Catherine Humble
Brian Ornawka
Jerry Vansickle

5 YEARS

Crystal Aguilar Lopez
Jillian Butcher
Jennifer Lane
Monica McMann
Brenda Sinclair
Melissa Skelton

25
YEARS

Sandra Thompson

20
YEARS

Lisa Figueiredo
Sherri Flood
Barbara Mawdsley
Christal Hosie
Allison Hutson

THANK YOU

for Making a Difference Every Day



CHAIR

Rob Nagy

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Patricia Buckley, **Director of Finance**
Rachel Atkins, **Director of Inclusive Housing & Complex Supports**
Sherry Novak, **Director of Inclusive Housing & Complex Supports**



BRANTWOOD FOUNDATION

Thank You For Your Support



The Brantwood Foundation paused fundraising efforts in 2020/2021 to support Brantwood Community Services in their efforts to deliver essential services to people with developmental disabilities.

The Brantwood Foundation acknowledges the leadership of the Board of Directors, involvement of Brantwood's employees, and volunteers, families, local businesses and community for their support of our events and contributions of time and donations.



Tuesday, October 12, 2019 marked 15 years of friendship between Ralph and Gary! They are two peas in a pod. They love spending Friday mornings together at the mall, sharing brunch and people watching. Ralph has been a wonderful friend to Gary and has become an important part of Gary's family.

The Foundation received a unique donation made by the Estate of Ralph Harris. Ralph contributed many hours as a volunteer with Brantwood Community Services and through his volunteerism developed a great friendship with Gary. Following Ralph's passing, a donation was made to the Foundation acknowledging his special friendship with Gary.

Actively supporting new possibilities for people that lead to a fulfilled life

IN MEMORY

At Brantwood Community Services we are privileged to have many memories of the people that we have lost this past year. Our thoughts and hearts are with the families, friends and loved ones of



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

CORPORATE BACK OFFICE SERVICES

Brantwood Community Services supports local non-profits to focus on their primary mandates by providing economic value through the purchasing of Brantwood Back Office Services including administration, finance, accounting, IT, maintenance and housekeeping.

- Community Living Six Nations (Ronataskats)
- Willowbridge Community Services
- Community Living Brant
- Lansdowne Children's Centre
- Alzheimer's Society of Brant
- Boys and Girls Club of Brantford
- Community Living Brant
- Head Injury Rehabilitation Ontario

With Thanks and Recognition

Our primary funder Ministry of Children, Community and Social Services and acknowledgement and appreciation to the Trillium Foundation, RBC Foundation, and the Brantwood Foundation.



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