



Brantwood

COMMUNITY SERVICES

2021-2022

ANNUAL REPORT



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

How We Work



UNIQUENESS

EACH PERSON WE SUPPORT IS UNIQUE
AND THEIR NEEDS MUST BE ADDRESSED
FROM A PERSON CENTERED
PERSPECTIVE.



CONTRIBUTION

EACH PERSON HAS VALUES AND GIFTS
WHICH ENABLES THEM TO MAKE
MEANINGFUL CONTRIBUTIONS TO THE
COMMUNITY.



ACCOUNTABILITY

BRANTWOOD IS ACCOUNTABLE TO ITS
STAKEHOLDERS FOR OUTCOMES,
QUALITY AND EFFECTIVE STEWARDING
OF RESOURCES



RELATIONSHIPS

MEANINGFUL RELATIONSHIPS AND
PARTNERSHIPS ARE INSTRUMENTAL IN
ENHANCING THE QUALITY OF LIFE FOR
PEOPLE SUPPORTED.



INNOVATION

BRANTWOOD VALUES INNOVATION,
LEARNING AND THE USE OF BEST
PRACTICE.



CHOICE

PEOPLE WITH DEVELOPMENTAL
DISABILITIES HAVE THE RIGHT TO MAKE
INFORMED CHOICES FOR THEIR LIVES.

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

Message from the Board Chair & Executive Director

2021-2022 is a year to be celebrated with a diverse and dedicated workforce delivering the services essential to the people Brantwood serves, to have a life of their choosing.

As Journey to Belonging, the plan to reform Developmental Services continues, Brantwood responded, Chairing the MCCSS and Provincial Network's Workforce Initiative - Provincial Operational Leadership Sub-Committee and as the MCCSS IPAC Champion for Brantford-Brant. We continued to reimagine services that reflect community, inclusion, and choice with the Community Connections program delivering over 4400 hours of individualized supports and bringing Kinesiology supports directly to people in their homes and neighbourhoods. These are a sample of the successes you will see throughout the 2021-2022 Annual Report finishing the year with the reopening of the INN on Strawberry Hill, welcoming guests and providing the opportunity for people we serve and their families to take a break.

Brantwood Community Services ended the year as the inaugural recipient of the Chamber of Commerce Brantford-Brant Business Excellence Award for Diversity, Equity, and Inclusion. This new awards recognizes organizations that demonstrate an exceptional commitment to creating workplaces that are inclusive, respectful and reflective of the community in which they exist. Diversity and Inclusion is our past, present and future as we continue to journey to a community that benefits from diversity in culture, life experience and all abilities.

On behalf of Brantwood's Board of Directors, we thank the people who choose Brantwood for their services and have moved alongside us this year as opportunities continued to open up. Thank you to the families whom we value in partnership and collaboration as we continue to understand how and what supports and services look like, today and into the future. To the volunteers who continue to show invaluable support and stewardship through the Brantwood Foundation and the Brantwood Board of Directors, thank you. Our thanks and appreciation to the dedicated team members and leaders who continued to face the challenges of the pandemic and go above and beyond every day.

We are optimistic about the future having accomplished so much throughout our 108 year history and look forward to continued success, with kindness and gratitude.

Sincerely,

Rob Nagy



Human Resources



The partnership across Brantwood can be seen in the success of the Joint Health and Safety Committee (JHSC). Over the year, the JHSC met 28 hours, made critical recommendations and decisions related to vaccination, rapid testing, PPE and policies including a new protocol planning for low, medium and high staffing challenges throughout Omicron and an Early and Safe Return to Work Protocol.



Brantwood is proud to be a Chair of the MCCSS Operational Leaders Subcommittee and support the Ministry's Workforce Initiatives including the Modernized Core Competencies and the Marketing and Recruitment materials to address the challenges to attract professionals to meaningful positions in Developmental Services.



Brantwood Community Services was the inaugural winner of the Chamber of Commerce Brantford-Brant award for Diversity and Inclusion sponsored by OLG.

Brantwood Community Services has been committed to building a healthy and inclusive community and workplace. We provide supports to a diverse population and we know that the more diverse the perspectives, experiences, gifts and talents of our team members, the better we'll be able to match supports to people we serve.

For over 100 years, Brantwood has been committed to delivering supports and services that promote the inclusion of all people celebrating diversity and growing as a community benefitting from diversity in culture, life experiences, and abilities

"I am honored to be nominated for FRONTLINE FRIDAY!

I am just doing what I love, and love working for Brantwood."

Human Resources

In 2021-2022, Human Resources collaborated with partners and team members to join and grow with Brantwood.

2.17% *Average Turnover Rate*

WELCOMED 62 NEW TEAM MEMBERS

Direct Support Professional

13 Student Placements

160 DSPs trained in NVCI

4 DSPs path to Supervisor

3 Supervisors path to Manager



Employee Milestones

35 YEAR

Maryke DeVries

30 YEAR

Tracy Mackie

25 YEAR

Miranda Willson

20 YEAR

Chris Calder

15 YEAR

Lindsay Sheppard
Cantwell
Margaret Tavares
Stephanie Holt

10 YEAR

Meagan Collins

5 YEAR

Marianne Armstrong
Carolyn Bourgeois
Chelsey Clark
Tonia Dool
Laura Green
Teresa Howe
Laura Jerome
Sasha Newsome
Sherry Novak
Brigette O'Neill
Danielle Vanthuyt
Jade Wakeling

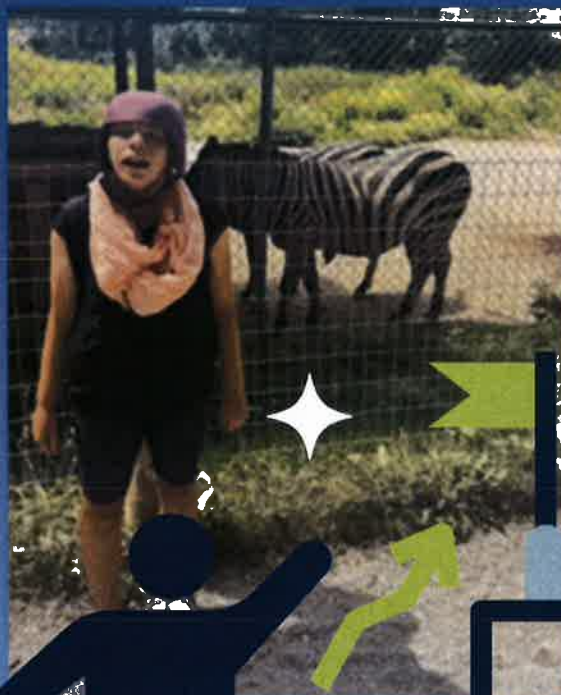
*THANK YOU
for Making a Difference
Every Day*

"I realize that the situation has been very trying, but we are all in this together and I think Brantwood has done a very good job at keeping our loved one's and staff safe during this pandemic"

Residential Supports & Services



2021-2022 over 200 team members served 74 unique individuals across 14 settings. We continued to reimagine housing and technology with a renovation of a larger home resulting in 3 individual spaces and a 4 person home. This supports our commitment to individualized living and supports, and continues to move away from congregate living. Training and supports were provided across the organization highlighting person directed planning and outcomes. As Journey to Belonging continues to evolve, Brantwood continues to put the person, their dreams, goals and supports at the center of all we do.



Supported 75+ Goals

Provided 800 hrs of Crisis Supports

Welcomed 2 New People

Abilities Centre, Passport & Respite Services

In 2021-22, the Abilities Centre continued to partner with Funders and local organizations to expand the Abilities Centre Hub and to align day, leisure, and respite supports with MCCSS' Journey to Belonging.

The continued support from the Foundation for Human Development providing critical funding to ensure additional mileage, PPE and additional staffing hours for cleaning were not passed on to people served and their families.

As the pandemic continued to challenge reopening plans, the need for families supporting their loved one at home to have a break grew. In March 2022, Brantwood responded with the successful reopening of the respite location Inn on Strawberry Hill supporting 11 people with 29 nights of overnight respite in this first month.

Community Connections continued to grow providing leisure and community based passport supports to people in their neighbourhood and throughout their community. This new model of leisure and community based services builds capacity for the person, supports social inclusion and continues to reflect person directed outcomes.



**Community Connections supported
27 people
delivering 4700 hours of
individualized supports**

Strategic Plan Report Card



We met our goal and have a pretty good handle on things



We met the goal, but didn't do as well as planned and are on the right track



We didn't meet the goal and are still working on it



Our Grade

Support people across lifespan, across systems, sectors and government



IPAC HUB facilitated 14 presentations to expand understanding of congregate care to Public Health, supporting people in congregate care throughout Brantford-Brant. Advocacy and success with updating Outbreak definition reducing the isolation and impact to people supported. Planning meetings for safe return to in person learning for 2 people supported. Brantwood Chairs MCCSS Workforce Initiative Leadership Committee that developed and delivered Provincial Leadership Development Series across Ontario. Certified 4 N95 Fit Testers and completed Fit Tests and training for Brantwood team members and supported 5 local organizations with Fit Testing.

Our Grade

People with developmental disabilities will be able to access activities and programs in their community



Delivered 4700+ hours of Community Connection supports. Established Person Directed Outcomes Leads for outcome based planning. Aligned budgets with individual goals to support better, community based, outcomes Education and training on outcome based service delivery: 16 presentations (all teams/all locations), 4 individual meetings and 6 virtual Question and Answers sessions delivered

Our Grade

Develop technology and virtual service delivery options that compliment in person supports



Spirit Club launched providing an online platform for exercise and wellness. Over 10 people participate weekly in Spirit Club. Partnered with the Sanderson Centre to evaluate BlindSquare navigation technology for Bell Lane remodel. IPAC Hub Champion for Brantford Brant partnering with 10+ organizations to deliver the Rapid Antigen Collaborative under Directive 6.

Strategic Plan Report Card

Our Grade

Improve the use of digital platforms and online resources to find and access supports



Completed 6 new intakes into 24/7 supports via hybrid and virtual meetings.
ShareVision policy portal under development to replace policy system for the organization.
Developed in-house Donor portal in ShareVision. Cost reduction (previously purchased license for specific software) and enhanced integration.
Digital solutions created for Rapid Testing. Collaborative reducing paper/pen processes including: online screening, consent form, education and test result notices.

Our Grade

Utilize resources planning for new model that supports individualized funding



9 staff successfully linked to support individual person directed goals (based on staff survey).
2 new people transitioned utilizing existing resources paired with additional funding to ensure person had the right supports and to address emergency community needs and priorities.
2 central budget lines (Person Directed Outcomes and Person Directed Health Services) to ensure equitable access to resources.

Our Grade

People with developmental disabilities will be able to access activities and programs in their community



Delivered over 4700 hours of Community Connection supports.
Established Person Directed Outcomes Leads and provided training across Brantwood.
Aligned budgets with outside goals to support better outcomes.
People served supported at community based employment, recreation and with connecting to people in their relationship circle.

Our Grade

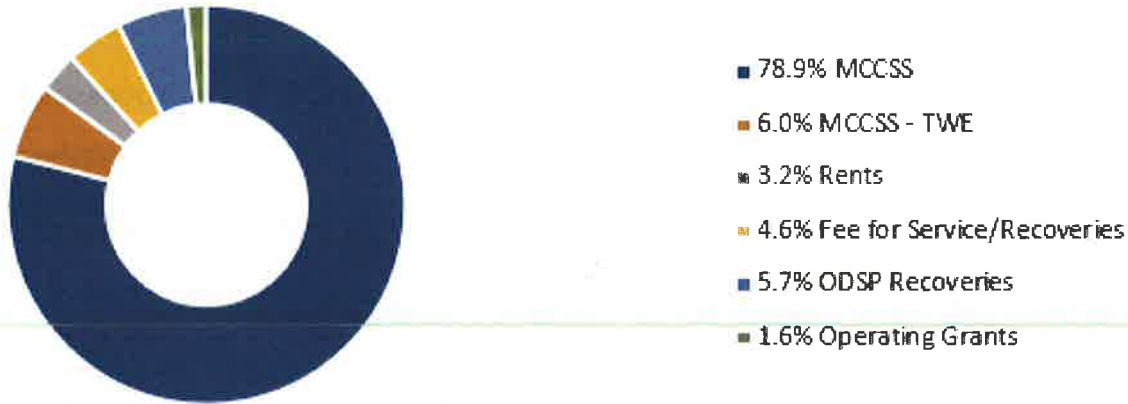
Explore and market the professional skills of Brantwood Community Services workforce to promote the professionalism in the sector, to support consistent compensation and to support a stable workforce



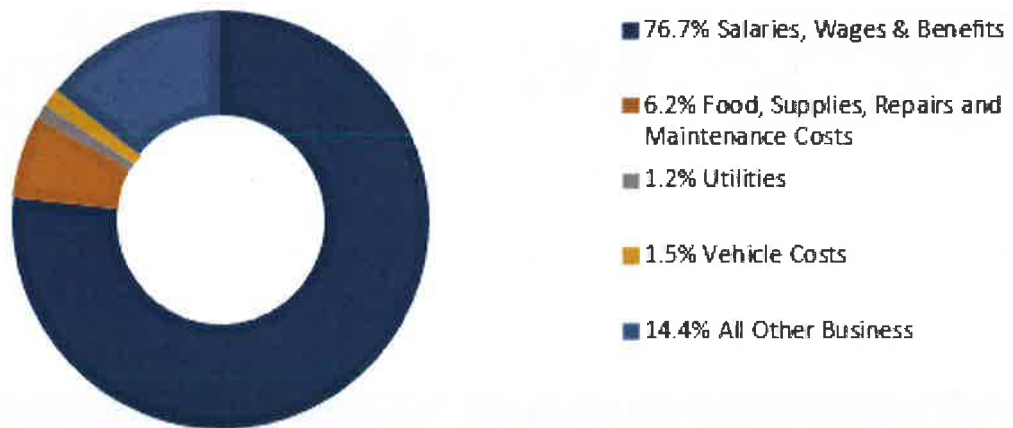
3 billboards used to market Brantwood and targeted recruitment and Facebook ads resulting in 400 unique interactions.
New partnerships with Mohawk College, Westervelt College and Fanshawe College to support PSW student placements and to explore careers in Developmental Services.
Staff surveyed on employee recognition resulting in a new platform Terryberry allowing individual choice in real time.
Transitioned to Canadian CPI Non Violent Intervention Training including 4 Trainers and over 200 staff certified.

Financials 2021 – 2022

REVENUES



EXPENDITURES



The Fiscal Year 2021-2022 was another successful year for Brantwood Community Services. Continued financial support from the Ministry of Children, Community and Social Services enabled Brantwood to provide exemplary on-going support to people and their families.

The Temporary Wage Enhancement was an important investment by MCCSS throughout the Fiscal Year with an announcement of the investment becoming a Permanent Compensation Enhancement in 2022-2023.

Throughout 2021-2022, Brantwood managed expenditures and continued investments in pandemic response measures including HEPA filters and PPE.

Clinical Services

Brantwood's Seating Clinic assists people by assessing and building custom wheelchairs and mobility devices.

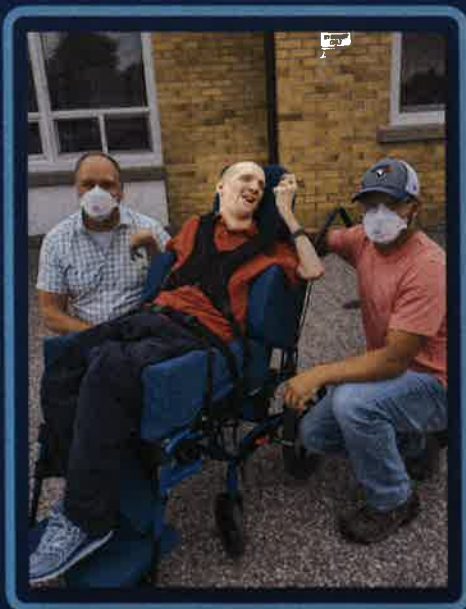
In 2021/22, the Seating Clinic supported over **287 custom seating orders and wheelchair repairs and over 175 Hub Scrubs.**

In May of 2021, a revamp of the supports offered by the Kinesiologist moved from the Abilities Centre to where people lived. 33 plans were developed and people were supported to ride bikes, take walks and complete Range of Motion exercises to improve their health.



Brantwood's **MCCSS IPAC** (Infection Prevention & Control) **Champion** supported **25+ congregate care providers** in partnership with the Brant County Health Unit. Completed **10 onsite IPAC assessments**, over **2200 rapid tests across 11 organizations**, and supported **4 organizations** by providing **onsite N95 Fit-Testing.**

Brantwood's RPN team supported **74 people with complex medical conditions** and developmental disabilities. Brantwood's dedicated team of RPN professionals **received the Nurses Retention Incentive**, and provided **medication and Controlled Acts training** to over **175 team members.**



"Since I was 5, I have been in the same standard seat that was store bought. It has served me well for over three decades, however as I've grown, it became clear that a specialized seating system was required. I was introduced to Richard, Drew, and Adrianna. Over several appointments, we worked together to design a seating system that would work for me. The first meeting we discussed and assessed my physical needs, and my lifestyle. All of us agreed that in order to get the best seating system possible, we needed to communicate and work as a team. Drew, Richard and Adrianna, Brantwood's Seating Clinic team, were exceptionally professional, friendly, knowledgeable and skilled. They have built me a useful, comfortable, and classy seating system". - TEDDY



Brantwood Foundation

**25TH ANNUAL CHARITY
GOLF TOURNAMENT**
WALTER GRETZKY MUNICIPAL GOLF COURSE
SAVE THE DATE
THURSDAY MAY 25, 2023



Following a pause in 2021, the Brantwood Foundation hosted the 24th Annual Charity Golf Tournament with special guest Doug Gilmour. With over 100 golfers and 21 Sponsors, the Foundation raised over \$20,000 towards the purchase of an accessible van. Our thanks to the Walter Gretzky Municipal Golf Course team, all the golfers who celebrated and supported the Foundation and the Sponsors who continue to support the Foundation every year! The Board also thanks the Golf Committee for their dedication and commitment in delivering an exceptional tournament.

The Foundation for Human Development continues to prioritize the people served through Brantwood with a generous donation of \$20,000. This funding has been used to offset additional costs related to the pandemic to ensure that people can still access the same level of critical supports they and their families need.

The Brantwood Foundation also recognizes the continued support of Future Flow, Strodes BBQ & Deli, and Hearth & Home. Join us at the 25th Charity Golf Tournament on Thursday May 25, 2023 at the Walter Gretzky Municipal Golf Course.

HEARTH & HOME

Millards Chartered Professional Accountants

TriCarm Software Inc.

Clarence Street Dental Group

OE Business Imaging

Filion Wakely Thorup Angeletti LLP

GT French

Home Hardware West Brantford Hausers Pharmacy

Brantford Chrysler Dodge Jeep Ltd. Nufloors Simcoe

Lefebvre & Lefebvre LLP BML Multi Trades

Desjardins Insurance Lance Calbeck Realtor

Paulsan Construction Inc. Oakes Welding

Guthrie & Associates Radcliffe

THE CREW

Brantwood Foundation
Board of Directors

Peter Albano, Chair
Sherron Birkett
Ron Birkett
Lindsey Campbell
Lauren Freeborn
Erik Hager, Vice Chair
Rob Nagy
Roy Whynot, Treasurer

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



Jeremy Oattes



Scott Tweedle



Tod Garvey

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
- Woodview Autism and Mental Health Services

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.



RBC
Foundation

Ontario



Ministry of
Children, Community and Social Services



25 Bell Lane
Brantford, ON N3T 1E1
info@brantwood.ca
519-753-2658
www.brantwood.ca

Like us on Facebook and
Follow us on Twitter &
Instagram
@brantwoodcs



