

2022 2023 ANNUAL REPORT

Accountability Innovation

Uniqueness

Relationships

Contribution CHOICE

From Leslie, Kim Ann + Brigitte

A MESSAGE FROM THE BOARD CO-CHAIRS & EXECUTIVE DIRECTOR



As we turn our focus beyond the unprecedented times of the pandemic, 2022-2023 was a year of resilience, change and growth. We take with us a shared experience of care and concern for one another, the strength of our organization and services, and the need for personal connections.

In 2022, we began working on our NEW strategic plan. Amplifying the voice of people we serve was central to the question where do we go next?

Refocusing on our Mission, empowering people of all abilities to have a life of their choosing, we continued to find new ways to support people including the NEW Community Connections program, REOPENING the Inn on Strawberry Hill and the renovation of Bell Lane to ensure that housing continues to evolve and meet the goals of people we serve.

The 2022/23 Annual Report reflects a variety of accomplishments achieved across the organization. It includes feedback we have received on how people have experienced our services and the difference we have made in their lives.

Looking back on the past year also shines a light on the skilled, dedicated and important people who deliver these services, Brantwood Team Members. Our thanks goes out to every Direct Support Professional, Clinical and Seating Professional, Maintenance and Housekeeping Professional, Leader and Volunteer. Our appreciation to the leadership and guidance of the volunteer Board of Directors. Your dedication has been undeniable over the past three years and despite the challenges, you delivered and made a difference to the people we serve, every day.

Leslie, Kim Ann + Brigitte

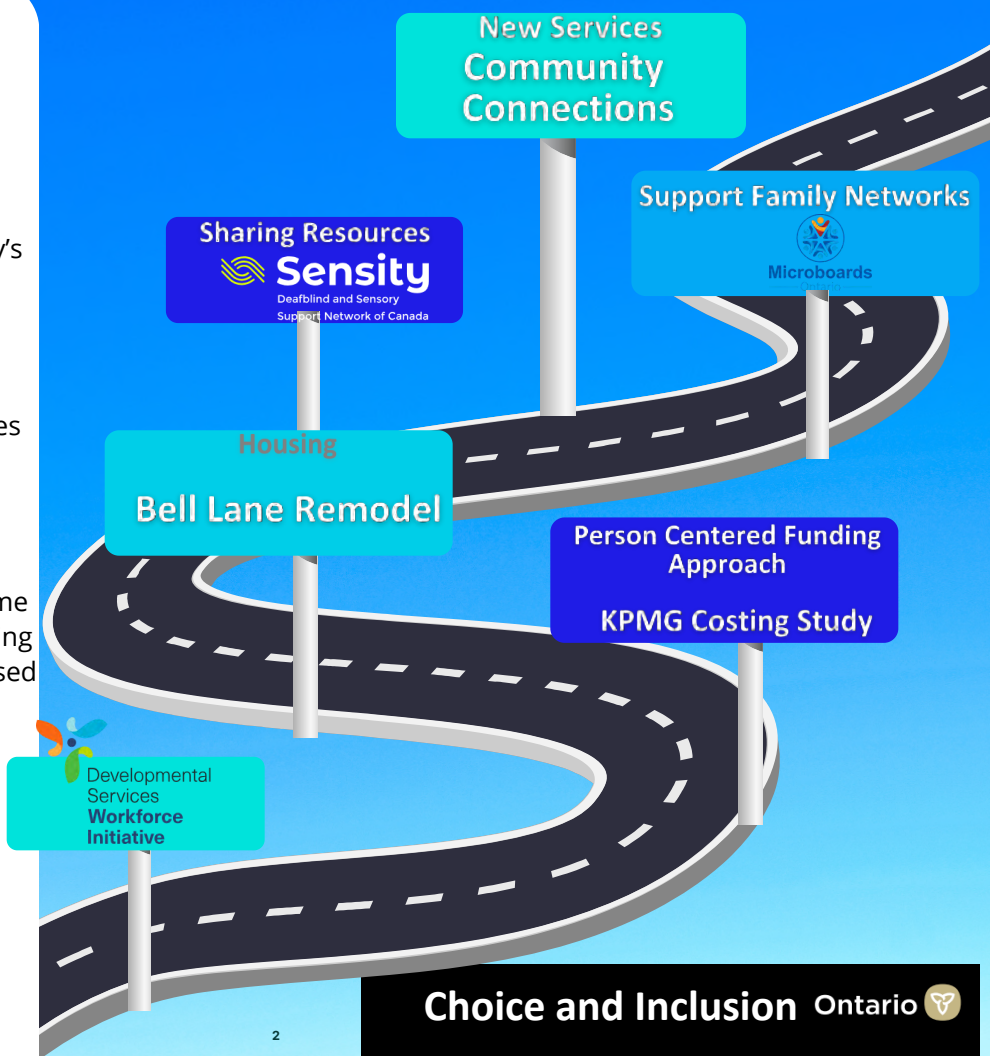
Journey to Belonging: Choice and Inclusion

Developmental Services Reform Framework

MCCSS Journey to Belonging Developmental Services Reform Framework lays out the ministry's long-term vision for developmental services in Ontario, where people with developmental disabilities are supported to fully participate in their communities and live fulfilling lives.

Brantwood has been working to grow our services to deliver outcomes aligned with the ministry including key accomplishments in 2022/23.

- Remodel of a Group Home to 2 homes providing for the right support at the right time
- Shifted congregate day programs to connecting and supporting people to live community based lives
- Enhanced back office connections to include clinical services
- Supporting family networks and supported decision making with Microboards Ontario presentations
- Chair of MCCSS Workforce Initiative - Operational Leadership Program



NEW Shared Health Services



Shared Clinical Services: Sensity

Brantwood was once a Schedule II Institution that included ministry funded clinical supports.

As Brantwood shifted services we continued to maintain clinical positions including RPNs, Occupational Therapists, and Seating (Wheelchair) Technician.

Many organizations in the Developmental Services Sector do not receive funding for clinical positions and yet, they require registered clinical professionals to deliver training to comply with Quality Assurance Measures and controlled acts.

In 2022, Sensity and Brantwood joined together to provide clinical services in training, health supports and vaccinations. This partnership reflects the depth of skills at Brantwood, our partnerships with local organizations and provides for sustainable health supports in our community.

OHS Community Leader Award Winner

Throughout the global pandemic, Brantwood Community Services has continued to deliver 24/7 supports, protecting vulnerable citizens and sharing critical policies and procedures across the province and sector. Sherry Novak, RPN and Director of Inclusive Housing and Complex Support, performed a critical role supporting Brantwood and the Joint Health and Safety Committee, as the IPAC Champion for Brant and leading the Rapid Antigen Collaborative. In September 2022, Sherry won the Honourary OHS Community Leader Award for her incredible work.



Brantwood Community Services is dedicated to
"Actively supporting new possibilities for people that lead to a fulfilled life."

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: Each person we support is unique and their needs must be addressed from a person centered perspective.

Contribution:

Each person has values and gifts and can make meaningful contributions to the community.

Choice:

People with developmental disabilities have the right to make informed choices for their lives.

Relationships: Meaningful relationships and partnerships are instrumental in enhancing the quality of life of people supported.

Innovation:

Brantwood values innovation, learning and the use of best practice.

Accountability:

Brantwood is accountable to its stakeholders for outcomes, quality and effective stewarding of resources.

Reimagining Housing & Supports

76 People Served

As people change, Brantwood has reflected on meeting the future housing and support needs of people served in addition to reimagining supports within the current housing stock.

18 Housing Options 15 Locations

With MCCSS support and financial flexibility, the Board of Directors approved the extensive remodel of a home supporting 7 people with diverse needs.

The home provided 24/7 supports while some people required far less. This resulted in people being over supported and unable to perform or develop independent skills.

The new renovation duplexed the original home. One home supports 4 people requiring ongoing supports and the new home supports 3 people with the right support at the right time based on their essential life plan. Each of the 3 bedrooms also includes a private space, a private bathroom and laundry capacity.

The renovation reflects Brantwood's commitment to meeting the current and future, person centered supports for the people we serve.



A Word from People We Serve & Their Families

"Brantwood empowers people of all abilities to have a life of their choosing," and as adults transitioning into services and supports, the experience is exciting, emotional and the start of something new.

Marvin and Nancy Elgersma share their experience as parents who received news in 2022 that a resource at Brantwood had been matched to their daughter, Lauren. Brantwood continues to work with people served, their family, friends and existing supports to successfully transition into their new home.

"Lauren moved in on Valentines day! She was welcomed with a beautiful arrangement of balloons! The staff were so interested in getting to know her and we thought this was just amazing how everyone showed such concern about the success of this huge move for Lauren and our family.

Successful it was! Lauren has a pink room (her favourite colour!), filled with her belongings and pictures. Her plan and goals are followed with us included in any changes."

"Lauren has adjusted easily and happily, coming home regularly and still has her long time Passport Worker to provide weekly supports. This has given Lauren familiarity and continuity while facing her huge life transition of moving. Of course Lauren coming home has helped us as parents deal with the huge change and emotions of not always being there.

How do we feel today? THANKFUL!

Lauren is happy and has adapted to her new home! We are thankful that the staff include us as parents to be a support in Lauren's life by making us feel at home and we are a part of all of her decisions.

Can anyone look after Lauren better than us, her parents? What I can say is that we are working together as a team that surround our daughter in love, care and success with her new life in her new home."

Marvin & Nancy Elgersma

Reimagining Inclusion & Belonging



85 People Served

Our supports and services serve to achieve our Vision of a community benefitting from diversity in abilities. We grew our leisure and respite services to better reflect our Vision with a successful year of Community Connections.

9600+ Hours of Supports

In place of congregate day supports, we reorganized staffing, added to the team, fully utilized our vehicles and took supports to people so they could access interests, hobbies and passions in their community.

16 Vehicles
11,220+ Hours on the Road



People accessing day or leisure supports are now enjoying their passions in their community. They are better able to develop connections and friendships doing the same things, the same way that all community members do.

The response has been clear with increasing requests for Community Connections, we are moving towards inclusion and belonging.

Brantwood's Strategic Priorities



2023 - 2026 Strategic Priorities



MAXIMIZE CHOICE & INCLUSION FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES



CREATE MEANINGFUL CONNECTIONS ACROSS ALL STAKEHOLDERS



GROW A SKILLED, DIVERSE & ENGAGED WORKFORCE

People Minded Business

Using an inclusive process of consultation, collaboration, and co-creation, Brantwood learned first-hand about what matters most to over 231 people representing all of our key stakeholder groups.

We are pleased to share the 2023-2026 Strategic Priorities that reflect the feedback, opportunities and priorities ahead.

59 Focus Group Participants

27 Interviews

145 E-Survey Respondents

Inn on Strawberry Hill Reopens



24 People Served 796 Nights/Days of Respite

The Inn on Strawberry Hill provides overnight respite to people and their families living in Brantford -Brant.

A new staff team came together and provided experiences including dance parties, picnics and outdoor movies.

19,000 Hours of Support

The Inn welcomed people back for it's first full year of service since March 2020 and it was a busy year.

Many people and their families were struggling as services struggled to reopen throughout the pandemic.

796 Nights of Support

Respite provides an important break for everyone and as one parent shared "Witnessing the devotion of all staff, I have no doubt my son is well cared for and will continue to have a fulfilled and meaningful life."

A Word from Custom Seating Clinic Customers

Brantwood's Custom Wheelchair and Seating Team, build custom molded seating for wheelchair devices that match the contours of a person's body. Ideal for people who are prone to leaning, pressure sores, discomfort or sliding.

"It is truly a team approach when anything is being repaired, altered or upgraded for her ever-changing needs. She is treated with respect, consideration and all movements or touching is requested out loud and directly to her. We have never been disappointed with the brainstorming, craftsmanship or timeliness of projects being completed.

Her health relies on her day-to-day positioning in her wheelchair and that all necessary changes are completed in a timely manner. I attribute some of our daughter's success and good health based on the expertise of all her team members.

Thank you for providing a service, which I deem priceless for the wellbeing of our daughter."

Sherry Lawrence

Frontline Team Members Receive Permanent Compensation Enhancement

Throughout the pandemic, the Ontario Government acknowledged and invested in team members delivering essential services. This included the Pandemic Premium, Temporary Pandemic Pay, and the Temporary Wage Enhancement. We have appreciated this acknowledgement and investment both critical to the people we serve and the people working at Brantwood and in the Developmental Services Sector.

In April 2022, the Ontario Government announced that this investment would be permanent ensuring that all Frontline Direct Support Professionals and Frontline Leadership would continue to receive the \$3.00 Permanent Compensation Enhancement. As we continue to advocate for additional funding and compensation, in May 2022, the Ontario Government invested up to \$5000 as a retention payment to our RPN team members. These investments continue to signal the important skills and supports make in the lives of people we serve.

Employee Milestones

30
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R

Chris Rowen

25
Y
E
A
R

Beth Eacrett

Renee Minshall

20
Y
E
A
R

Michelle Dixon

Stevie Greentree

Brandi Franklin-Totten

15
Y
E
A
R

Brendon

Hiscock

Tammi Smith

10
Y
E
A
R

Andrew

Bandy

Amanda Kiff

Julie Kiff

5
Y
E
A
R

Jean-Jacques Carr

Taylor Chabot

Jeanette Crnolic

Dwayne Hess

Amanda Hosie

Biju Kurian

Melissa Malloy

Christin McGrath

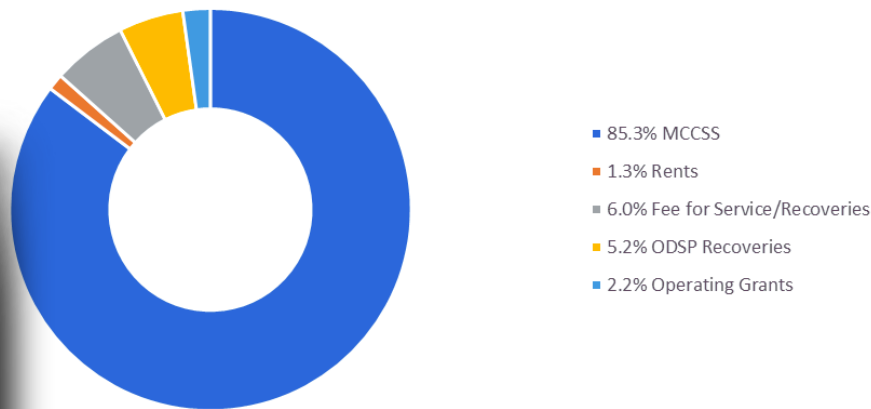
Mukaramot Oyeleye

The Fiscal Year 2022-2023 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.

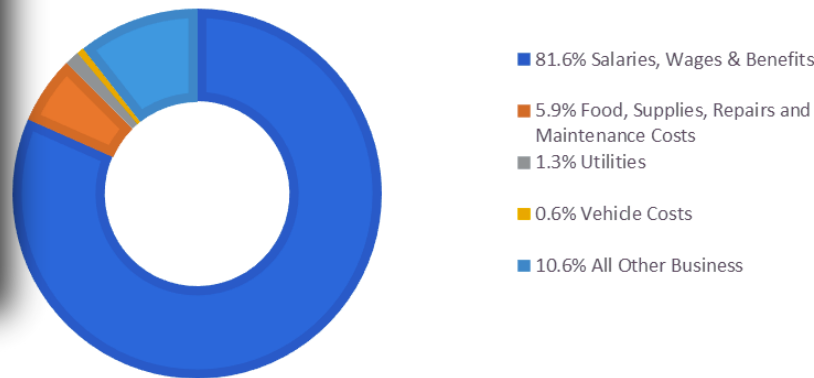
The Permanent Compensation Enhancement and RPN retention funding was distributed to qualifying team members in 2022-2023. In the fall of 2022, Brantwood participated in the MCCSS Costing Study conducted by KPMG.

Throughout 2022-2023, Brantwood managed expenditures and made key investments including the replacement of equipment including lifts, HVAC systems and PPE supplies.

2022-23 REVENUES



2022-23 EXPENDITURES





The Brantwood Foundation continues to support the work of Brantwood Community Services raising funds and awareness for the delivery of essential services and supports for people with developmental disabilities.

The Annual Wheelchair Basketball Tournament resumed in January 2023 celebrating the partnership between Participation Support Services and Brantwood Community Services. The Tournament attracted 10 teams and raised over \$6500.

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.



Board of Directors

Peter Albano, Chair
Sherron Birkett
Ron Birkett
Erik Hager, Vice Chair
Roy Whynot, Treasurer

*Remembering Those Who
Were Family, Friends, and
Important to so Many.*

Henry Kowalec

Jay Dunham

Perry White

Kenneth Wilson

Tammy Lynn Scott

Marcel Cloutier

Pamela Nickmann

Arnold Steenkamer



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
- Sensity

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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