



2023 2024 ANNUAL REPORT



Accountability Innovation Uniqueness Relationships Contribution CHOICE

Pursuing truth, acknowledging Indigenous territories, and encouraging reconciliation for First Nations, Inuit and Metis peoples, a land acknowledgement is one small action in a process of reconciliation. We acknowledge that the land upon which we work is situated upon traditional territories of the Erie, Neutral, Huron-Wyandot, Haudenosaunee, and the Mississaugas of the Credit First Nations. The territory mutually covered by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Iroquois Confederacy, the Ojibway and other allied nations that peaceably share and care for the resources around the Great Lakes. Today, this is the home to many Indigenous People from across Turtle Island and we are grateful to have the opportunity to work in this community, on their territory.



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.

From Leslie, Kim Ann + Brigitte



A MESSAGE FROM THE BOARD CO-CHAIRS & EXECUTIVE DIRECTOR

Reflecting on the past year, success is the single word that reflects the outcomes achieved across Brantwood Community Services. This year's annual report shares both the efforts and achievements from Brantwood's strategic plan.

A focus on growing the workforce included training that reskilled Team Members supporting health changes an aging population faces from diabetes to dementia. As an organization, we continued to shift from person centered supports to person directed supports. From listening to people's choices to following people's direction so that they are living a life of their choosing. As an organization, Brantwood expanded connections across the Province so that we may both share and learn from the best practices of other agencies in the Developmental Services Sector.

As a member of the MCCSS and Provincial Network Workforce Initiative, we facilitated Operational Leadership and provided a unique perspective at the Collaborative Table.

There was even more success with Brantwood and our Union partners SEIU ratifying a 3 year Collective Agreement stabilizing the workforce and supporting good relationships with Team Members. We are proud of Brantwood's annual turnover rate of less than 4% in a Sector struggling with recruitment and retention, while celebrating retirements of 30+ year Team Members and recognizing the dedicated professionals who have chosen a career in Developmental Services and Brantwood to do their good work. This year's success is built on the dedicated efforts of all Brantwood Team members and the Leadership Team. On behalf of the Board of Directors, we want to thank each Team Member for their dedication, and for growing supports to reflect what people want and how they want to be supported. We also recognize families, friends and community partners for your support and partnership.

Journey to Belonging supports Brantwood's Mission and Vision and together we are supporting people to live their life as they choose. This is the road that will lead to a community where every member realizes full citizenship and belonging. We also want to extend our appreciation to the volunteer members of our Board of Directors and send special recognition to both Margot K. and Joanne L. who have completed their final term on the Board. Together they have each dedicated 9 years in supporting Brantwood to successfully navigate challenging times, celebrate successes and they have made a difference every day.

Leslie, Kim Ann + Brigitte

Robert K.



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

Fair Winds and Following Seas

The phrase fair winds and following seas is one of the most known sailor sayings. It indicates that the sailors will probably have a “perfect day on the sea” and for the past 2 summers, Robert has experienced perfection

Burlington Able Sail has recognized the need for accessible sailing experiences for people with physical disabilities. Robert has a passion for the water and through Able Sail has been able to glide across the water just like everyone else.

Burlington Able Sail instructors utilize accessible lifts that allows Robert to get onto the sail boat. Sitting in the front seats, Robert enjoys the air, water and sounds for a full sailing experience.

The instructors have taken the time to get to know Robert and understand that he is visually impaired and they provide him opportunity to explore the boat through touch, even giving him the ropes to help him feel like he is part of sailing the boat.

Robert receives the right supports, at the right time to live a life of his choosing and for the entire summer, Robert and his Able Sail instructor stretched their legs and shared their passions.

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 2023/24.

- Virtual Reality Training in partnership with LCDS including medication and a new meal supports module
- Expanded Community Connections serving people to belong in their community
- New partnerships to support friendships and relationships with Friends4Kindness
- Committee Member of MCCSS Workforce Initiative - Communications Committee and the Collaborative Table
- Participant in SPARC project to assess organizational readiness for J2B



Refocusing on a Life of their Choosing

76 People Served

Refocusing on people living a life of their choosing so that their community reflects the diversity and abilities of the people served by Brantwood was the focus in 2023-2024.

18 Housing Options 15 Locations

People supported reconnected with families and friends, doing what they wanted to do and returned to sharing birthdays, vacations, art exhibits and concerts.

Residential supports also evolved to meet the changing health needs of people served including the installation of X/Y lifts, training for staff and the implementation of an electronic medication system.

2 people were supported to transition from long term placements at the local hospital to a home of their own with the support of the DSO, Brant community planning table, MCCSS, and Brantwood.

Delivering on our commitment to people, goals achieved included connecting with family, learning to ride a horse, graduating, and sailing.



A Word from People We Serve & Their Families

June 23, 2023 was a big day! Actually, it was a big deal kind of big day! Jenni graduated high school and celebrated with her fellow graduates and teachers. Especially proud given all the challenges she had in her life starting with the loss of her mom in 2019, moving into a new home, developing new connections, attending school and navigating the pandemic.

In a beautiful, personally chosen, royal blue dress with gold embellishments including shoes and eye shadow, Jenni shared with us her excitement. Jenni felt like a million bucks, was excited to celebrate and was just like every other graduate. Jenni's team worked hard to make sure she had choice and voice in what she wore and who also took the time to make sure they wore royal blue at Jenni's ceremony. These are the rewards that people allow us to experience when supports = goals achieved. Congratulations Jenni!

"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.



Commitment to Inclusion & Belonging



18 Vehicles
150,000km
on the Road

People accessing day or leisure supports are now following their passions in their community. Community Connections takes the service to people so that people can be active members of their community.

89 People Served

Staff are specifically recruited for Community Connections to better match candidates who are interested in directly supporting people in their community with a focus on skills, background with similar interests, to support choice and belonging for people supported.



**23,470+ Hours of
Supports**

Community Connections relies on accessible vehicles to support community goals. Special thanks to the Brantwood Foundation for supporting the purchase of accessible vehicles.



Community Collaboration

Housing that “Checks All the Boxes”

June 2024, Brantwood welcomed MCCSS Minister Parsa and MPP Bouma to explore the housing renovations and vision with the 25 Bell Lane location.

Originally, Bell Lane supported 7 people in one home and after investing Financial Flexibility, the home was duplexed into a 4 bedroom space and 3 individual mini-apartments with a shared kitchen and living room.

Brantwood continues to invest in changes with the support of MCCSS and local government so that we can explore how the current housing can better reflect people's choices and affordability.

Friends4Kindness

Friends4Kindness hosts inclusive themed dances to promote social opportunities and relationships. When looking for a space to host the dances, Brantwood was excited to be selected as the location. Themes have changed each month from glow party, Halloween, Christmas ugly sweater and more. Connecting with others is an important outcome for people we serve and Brantwood is happy to partner with Friends4Kindness.



A Word from Custom Seating Clinic Customers

261 Wheelchair Repairs & Assessments

22 New Custom Inserts

Brantwood's Custom Wheelchair and Seating Services is in a business transformation. The team has been working with a company to grow it's services under a new brand in 2025. Customers continue to enjoy the excellent products and services provided by the Seating Team alongside a new Occupational Therapist.

"Richard and Drew always come through for us at the Brantwood Seating Clinic. Our son, Calum, needs a highly customized wheelchair to fit all his medical equipment. They both listen to our extensive requests and find creative and functional suggestions to make it all work. They are always willing to brainstorm with us and modify everything until it perfectly meets his unique seating needs while keeping in mind his chair's aesthetics. Richard's compassionate and friendly personality makes the seating clinic comfortable for Calum during this labour-intensive work. Many medical appointments can be overwhelming but we always look forward to working with Richard and Drew.

Calum, Leslie & Kris



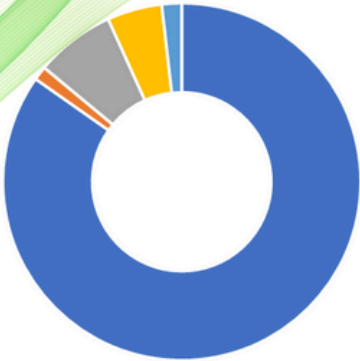
Financials 2023 - 2024

The Fiscal year 2023-24 continued to focus resources on delivering services to people supported in a variety of settings: 24/7, Supported Independent Living, Shared Care, Respite and Community Connections.

Brantwood also invested in replacing aging infrastructure including HVAC systems, accessible bathtub replacements, and updating all fire alarm systems as copper landlines are no longer being serviced.

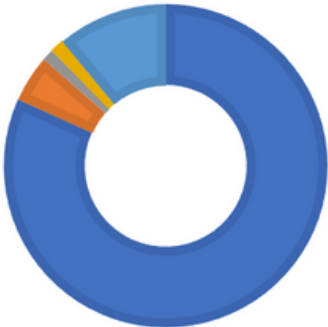
The year ended with a successful ratification of a three - year agreement with SEIU and funding from Canada-Ontario Community Housing Initiative (COCHI) for \$44,970 to complete capital projects including shower replacement and fencing by March 2025.

2023-24 REVENUES



- 84.7% MCCSS
- 1.3% Rents
- 7.2% Fee for Service/Recoveries
- 5.0% ODSP Recoveries
- 1.8% Operating Grants

2023-24 EXPENDITURES



- 81.7% Salaries, Wages & Benefits
- 4.7% Food, Supplies, Repairs and Maintenance Costs
- 1.2% Utilities
- 1.4% Vehicle Costs
- 11.0% All Other Business

Inn on Strawberry Hill Reopens

**25 People Served
800 Nights/Days of Respite**



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

**19,200 Hours of
Support**

The Inn has welcomed many new guests who have experienced changes within their family. Respite provides an important break for everyone and for some, allows other family members to focus on their health and recovery.

The Inn continued to support friendships and connections throughout 2023/24 with friends planning their stays to be together. The Inn also supported the emergency needs of the Brantford community supporting over 10 weeks of emergency respite.

**632 Nights of
Support**

**2 Urgent Response
Requests for
Emergency Respite**



Clinical Services

Clinical Backoffice

Sensity and Brantwood continue to strengthen health supports through a collaboration of sharing RPNs to assist with regulated supports including controlled acts training, medication injections, trach care, and g-tube changes .



A member organization of the Specialized Clinical DS Network, in 2024 Brantwood supported the rename and redesign of this provincial advocacy group that advocates for the importance of clinical services and funding in the DS Sector including Behaviour Consultants, Psychiatrists and RPNs.



MicroCredential Pilot

Funded by MCCSS, the Provincial Network and Ontario Tech University launched the Microcredentials Pilot to support capacity building and reskilling in the DS Sector. The pilot was limited to nursing and allied health professionals. Brantwood was invited to participate and provide feedback on the modules specialized for dual diagnosis and mental health supports: Mental Health Pharmacology, Trauma Informed Care, and Mental Health Law. Following the completion of each microcredential, Brantwood evaluated the content and provided considerations for future delivery. The goal is to complete the evaluation and finalize modules that can be taken by all staff working in Developmental Services.



10 team members completed training at Provincial Conference for Equity Diversity and Inclusion.

24 Team Members completed Diabetes training presented by Canadian Diabetes Clinic for staff supporting people with Type 1 diabetes.

3.9%
Turnover
Rate

GROWING OUR WORKFORCE

20 Leaders Completed Financial Literacy, Communication and Coaching Training

Review and redesign of medication administration training to include modules on ShareVision and additional follow with trainer at 3 months to enhance learning and support for learning transfer

2 Train the Trainers completed The National Task Group (NTG) Canadian Consortium for Dementia Capable Support of Adults with Intellectual Disabilities & Dementia

8 staff completed the Geneva Centre Autism Training to better support people they serve.



Grow a Skilled, Diverse & Engaged Workforce 2023-2024



Human Resources focused on the strategic goal of growing a skilled and diverse workforce over the past year. All team members completed Person Directed Choice Training. This series focused on choice and voice and the responsibilities of team members to deliver outcomes people want. The interactive sessions are followed by discussions at team meetings so we are always putting people we serve first.

Brantwood celebrated years of service and wished long term team members "Happy Retirement" and appreciation for a dedicated career in Developmental Services.

Employee Milestones

25
YEAR

Christie Newnham
Kelly Wetherup

15
YEAR

Meg Creighton
Corryn Smith

10
YEAR

Andrew Bandy

5
YEAR

James Dal Bello
Chaelene Fox
Jackie Godby
Biju Kurian
Eric Tsekpo
Colleen Wright

HR completed an Orientation review with feedback from leadership and frontline team members resulting in changes that includes additional information on Journey to Belonging, career pathing at Brantwood and tours with personal introductions for new hires.

Human Resources also expanded collaboration with local and Provincial groups including the Workforce Planning Board of Grand Erie, the South Central HR Committee, and the Provincial Network HR Committee. Learning from others and supporting initiatives across the Sector ensures we remain an employer of choice.



Grow a Skilled, Diverse & Engaged Workforce



Lambton Community Developmental Services (LCDS) received \$179,400 in an innovative training project to train DSPs using custom-made virtual reality training modules to improve skills or gain the training needed to start rewarding careers in the industry.

Fall HR Forum, Brantwood and LCDS enter into a collaborative agreement to establish additional VR training modules for the sector and develop a training library. Phase 1 completed in the 2023/24 fiscal year, with LCDS providing 5 modules including medication training, fire extinguisher, and vehicle check. Phase 2 will invite other DS organizations to join the collaborative with the addition of a new training module in 2024/2025.

Brantwood commissioned Melcher to develop module 6 - Meal Supports. This module focuses on the staff role in meal preparation and consistency, how to support different people with their meals.

2024/25 goals: implement VR meal supports to all frontline staff
Explore VR and AI model to develop Leadership training (coaching)
Introduce opportunity for agencies to join the VR Collaborative at Fall HR Forum



JzB  technology





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 Board of Directors welcomed Jordan William through a partnership with Wilfrid Laurier University's Youth Leaders on Board program. Jordan joined the Board on her placement gaining experience and providing a diverse perspective to the Foundation Board.

The Annual Wheelchair Basketball Tournament welcomed 12 teams from Brantford, Brant and Six Nations with the Branlyn Neighbourhood Association claiming the victory. A great event and partnership with tournament co-host Participation Support Services raising awareness and over \$7500.

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. Every dollar makes a difference, every day.

Annual Charity Golf Tournament

50/50 raised \$2860
Sponsorships raised \$13,750
Online auction raised \$5775
Over \$38,000 Raised

Join us May 22, 2025
for the 2nd Annual
Jo-Anne Flood
Charity Golf
Tournament

Board of Directors

Nancy Faulds
Jessica Graham, Vice Chair
Erik Hager, Chair
Roy Whynot, Treasurer
James Yuhasz

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

Phillip Boudreau

Tim Clipperton

Larry Lewis



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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
- Head Injury Rehabilitation Ontario
- Woodview Autism and Mental Health Services
- Sensity
- Friends4Kindness

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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