



Brantwood
COMMUNITY SERVICES

2024 2025
ANNUAL REPORT



Accountability

Innovation

Uniqueness

Relationships

Contribution

CHOICE

Brantwood acknowledges 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, Contribution, Choice,
Relationships, Innovation,
Accountability**

From Nancy + Brigitte

A MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR



Brantwood Community Services continues its journey in realizing our Vision of *a community benefitting from diversity in culture, life experience and abilities*. Our annual report is a reflection of the work we have done together alongside team members, leaders, volunteers, family, friends and funders. We value these collaborations and relationships and share this report as a celebration of our achievements to date and the opportunities ahead.

As we explore technology to improve service delivery and efficiencies, the launch of Sihata in 2024 allows for people to schedule their lives and supports based on their staffing preferences, goals, and interests. As an organization we continue to identify efficiencies that improve the experience for people we serve and for the team members providing the supports.

The development of a skilled workforce continued in 2024 2025 through training and development in Person Directed Choice, communication and conflict resolution, operational leadership, and advancing equity and inclusion. Brantwood collaborates with local and Provincial groups including the Grand Erie Workforce Planning Board, Local Planning Tables, Developmental Services Workforce Initiative, and the Provincial Network HR Committee to ensure Brantwood is well positioned for the changes ahead.

Conversations That Matter relaunched to connect team members from across the agency, to learn, listen and grow from one another. Shout outs and supervisions continue to reflect a culture of connectedness and peer recognition. The great work we do is because of the great people that make up Brantwood's team.

As we continue through our strategic plan, the most noticeable success is the expansion of Community Connections. This community based model in place of day supports continues to grow with over \$1million invested in connecting people to their community. This success is about choice and inclusion for people and reflects our vision of a community that benefits from all abilities.

We also pause to recognize and appreciate the impact that Brantwood's services have on others. A long time supporter and father, gifted \$500,000 of his estate to the Brantwood Foundation as a testament to his gratitude and support for the services delivered by Brantwood to his family members.

Nancy + 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 vision including key accomplishments in 2024/25.

- Expanded Community Connections serving people to belong in their community
- Discharge Planning Committee member for the Brant Community Healthcare System
- Specialized Clinical DS Network Board member, and Strategic Planning committee
- Amalgamation of Brantford-Brant Six Nations and the Haldimand Norfolk local Planning Tables
- Committee members of MCCSS Workforce Initiative - Communications, Core Competencies and the Collaborative Table
- Maintain a skilled staff team with less than 5% turnover



Keeping Family Together

76 People Served

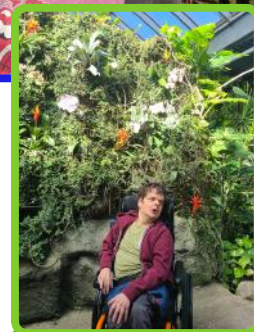
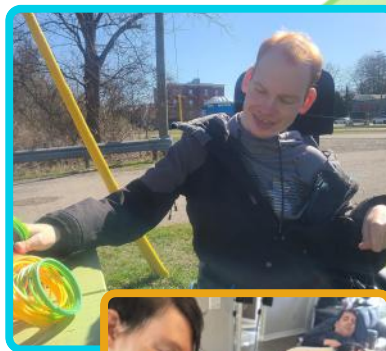
Brantwood provides supports and services in a variety of models that ensure people with complex medical, behavioural and developmental disabilities have tailored supports to meet their needs.

In 2024 2025 Brantwood planned for 2 sisters who lived with an aging family member. The concern was that there would be no place for them should their family member be unable to support them. Although their supports were different, both sisters wanted to stay together.

Brantwood responded with an opportunity for both sisters to live beside each other, while having their own individual supports and space. Today, they maintain their relationship alongside a new relationship with their family member and friends.

18 Housing Options 15 Locations

Brantwood continues to deliver on full lives and individual choices while supporting people who have been misplaced in hospital. In 2024 2025, Brantwood supported 2 people to transition out of hospital and into their home. These are important ways that Brantwood supports Brantford-Brant, our community resources, and delivers on our Mission, Vision and Values.



A Word from People We Serve & Their Families

"it is bittersweet for all of them—he is the baby and always has been, we have always taken care of him. So, when we don't have to it's almost like something is missing, but at the same time he is living his own life and that's all we could have ever wished for him".

Debbie

Bradley grew up and lived on his family's farm, first with his parents and then with his brother and his wife. A brother to 5 siblings, he was always surrounded by love. Supported by Brantwood, it was time for Bradley to start his own next chapter. Since moving into his new home, Bradley never wants to stay in one place too long and puts in an endless amount of steps throughout his community from trail walking, Valley Zoo, to swinging and sometimes, a little relaxation time at the Salt Caves.

Brad is living the next chapter of his life with his family right along side with him. They continue to create new memories with family dinners at the farm to drives and times spent with his brother. Brantwood is honoured to support Bradley and his family to maintain their relationship in this next chapter.

Commitment to Inclusion & Belonging



59,000+ Hours of Supports

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.

101 People Served

Fishing, baseball, beach days, weddings, new friendships, book clubs, art classes, hockey, trail exploration, dances, friendships, surprise birthday parties, sailing, volunteer positions, skating, zumba, massage and hydrotherapy, concerts, employment, music in the park, coffee and meals with friends.



19,612 Days of Support

A dedicated team of professionals provides the supports through Community Connections. As we continue to reimagine service delivery, these are a sample of the interests that Community Connections provides supports for and, ensures that people have opportunities to meet new people and are a part of their community.



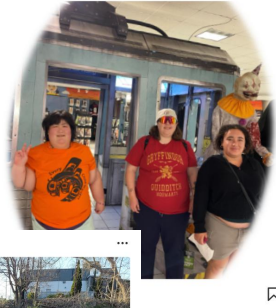
Opportunity Turns to Friendship

A significant barrier faced by people with developmental disabilities is isolation. Recognizing that many people lack unpaid, relationships and friendships, Community Connections identified 4 people who had similar interests, but had not yet had the opportunity to meet each other.

Supported by a Brantwood Team Member, a journey of introducing these 4 people began with a focus on:

- Learning social skills - a new skill when people have only spent time with family and/or paid staff
- Appropriate relationships - how to have a conversation and understand how to respond
- Confidence - building each person's confidence so that they feel valued and can see the value in others
- Give and Take - when someone had a new idea and others were not sure they wanted to try it, together they took risks and found things they liked to do.

Along the way, they also grew to appreciate each other and a friendship grew. Today, 4 strangers have become 4 friends doing what they want to do, when they want to do it



Brantwood Custom Wheelchair & Seating Clinic



The Seating Department continues to thrive throughout Brantford, Brant County, and nearby regions. Known for outstanding customer service and fast emergency response, the department specializes in delivering personalized wheelchair solutions designed around each individual's comfort and postural alignment.

158 Assessments



11 New Custom Inserts



268 Wheelchair Repairs



20 NEW Custom Wheelchairs



"The Brantwood Seating Clinic made a new custom wheelchair for me. I got to pick yellow and grey for my wheelchair. I am very comfortable in my new wheelchair. I like working with the Tina the Occupational Therapist and Drew and Richard the seating technicians. Every time I go to the Seating Clinic they make me feel welcome and comfortable. Thank you for making my wheelchair comfortable".

Bonnie

Growing A Skilled & Diverse Workforce

Over the past year, Brantwood Team Members have expanded their knowledge and strengthened partnerships across the Province through participation in numerous professional development opportunities including workshops, webinars, and conferences to enhance service delivery.



Clinical Services

RPN Supports and Clinical Backoffice



Throughout the year, Brantwood's Registered Practical Nurses (RPNs) ensured that all Direct Support Professionals (DSPs) and Frontline Leaders remained current in medication administration and controlled acts. This year, the RPN team improved the delivery of Annual Training by shifting to a group training format, allowing for more efficient completion of required sessions.

In addition to training, RPNs actively support individuals by attending medical appointments, assisting during hospital visits, and preparing for annual physicals. The team also maintains a strong collaborative relationship with Sensity, providing approximately six hours of monthly clinical support focused on medication training, injections, G-tube care, and other controlled acts



Clinical Services remain a cornerstone of Brantwood's legacy. Brantwood is proud to offer clinical services and holds a valued seat on the Specialized Clinical Developmental Services Network (SCDSN) Board of Directors. Brantwood team members contributed to the development of the Network's Strategic Plan, played a leadership role on the conference planning committee, and helped initiate and design the SCDSN website. Brantwood continues to be an active participant in the network, working alongside fellow members to advocate for a robust and coordinated system of specialized clinical supports.



Inn on Strawberry Hill



25 People Served
765 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 continues to welcome guests for stays that allows a temporary break for holidays, family members recovering from surgery, to hang out with friends, and to support transitions. Stays are scheduled across the year for up to 2 weeks in length.



Not your average *hotel*, guests enjoy barbeques, cooking meals, learning skills towards independence and have the opportunity to book stays with friends.

**Prioritizing
Brantford-Brant**

As Brantford-Brant continues to grow, so has the need for emergency and temporary respite supports. Brantwood continues to prioritize temporary fee for service respite for those living in Brantford-Brant.

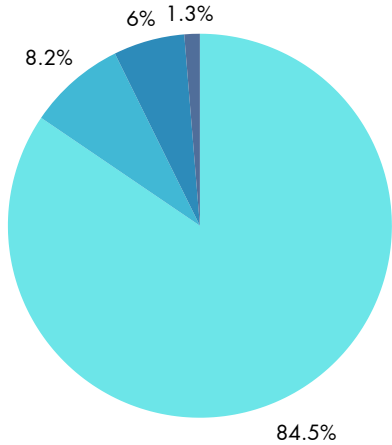
Financials 2024 -2025

The fiscal year 2024-2025 proved to be another successful year for Brantwood Community Services. Continued support from the Ministry of Children, Community and Social Services (MCCSS) allowed us to provide exceptional, ongoing assistance to the people we serve and their families.

Throughout 2024-2025, Brantwood effectively managed its expenditures while making strategic investments including sensory spaces, training and development, and appliance replacements. Project funding from the Canada-Ontario Community Housing Initiative, provided for fencing and gate replacement to enhance security, and funding for a shower renovation to increase accessibility.

2024 2025 REVENUE

- 84.5%** MCCSS
- 8.2%** FEE FOR SERVICE/
BACK OFFICE
- 6%** ODSP RECOVERIES
- 1.3%** OPERATING GRANTS



2024 2025 EXPENSES

82.3% Salaries, Wages & Benefits



4.0% Food, Repair & Maintenance

1.2% Utilities



1.6% Vehicle Costs

10.9% All Other Costs

Grow a Skilled, Diverse & Engaged Workforce 2024-2025

Human Resources continues work on the strategic goal of growing a skilled and diverse workforce in 2024-2025. All team members completed Person Directed Choice Training. This series focused on choice and voice and the responsibilities of team members to deliver outcomes based on what people want. The interactive sessions are followed by discussions at team meetings to focus on the people the team supports and to always put people's choice first. Over 30 Team Members participated in conferences throughout the year including:

- OADD (Ontario Association on Developmental Disabilities) Conference
- OASIS (Ontario Agencies Supporting Individuals with Special Needs) Conference
- Provincial Network HR Forum
- Developmental Services Technology Forum



Employee Milestones

25

Beth Eacrett
Sherri Flood
Melissa Silverthorn

20

Jaymie Lynn Byrne
Stacey Buck
Kerri Larsh
Richard Hardman
Julie Wagenaar

15

Meg Creighton
Mike Mitchell
Lindsay Molesworth
Brian Ornowka

10

Jillian Butcher
Trista-Lee Knibbs

5

Grant Byres
Jennifer Durham
Sonia Hayer

THE EPIC JOB FAIR



ADVANCE YOUR SKILLS | CREATE YOUR FUTURE

Epic Jobs 2024 gave 2,500 students from across the Grand Erie region a chance to learn about the trades in a fun way including private companies, trade unions, post-secondary schools and community organizations including Brantwood! Team Members Richard, Jacqueline and Norah had hands-on, interactive activities, for students to grab their attention. Our goal is to inspire the next generation of Brantwood Team Members and to share different stories of how our team members chose Developmental Services, a career that makes a difference every day.

Brantwood continues to support and partner with the Grand Erie Workforce Planning Board, Grand Erie District School Board, Brant Haldimand Norfolk Catholic District School Board, South Central HR Committee, and OADD to inspire the future workforce.





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 welcomed 11 teams from Brantford, Brant and Six Nations with the Brantford Police Services (BPS Raptors) claiming the victory. A great event and partnership with tournament co-host Participation Support Services, raising awareness and over \$10,000 for shared by both organizations.

Brantwood Foundation acknowledges the support of donors throughout the year including Memorial Gifts, Foundation donations and Estate Donations. The Board continues to prioritize the purchase of wheelchair accessible vehicles to ensure people supported by Brantwood Community Services have a life of their choosing.

Annual Charity Golf
Tournament

**Over
\$36,000
Raised**

Join us
May 21, 2026

**Jo-Anne Flood
Charity Golf
Tournament**

Board of Directors

Jessica Graham, Vice Chair

Erik Hager, Chair

Roy Whynot, Treasurer

James Yuhasz

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

Victor Bartlett

Reg Lonsdale

Morris MacQueen

Hinderieka Reed



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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
- Head Injury Rehabilitation Ontario
- 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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Instagram
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