



**Empowering People of All Abilities**



**2019-20 ANNUAL REPORT**

# A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

As we head into the final year of Brantwood Community Services current strategic plan, we are proud to reflect on all that has been accomplished since its launch in 2016/17. Our collective efforts to innovate and advance the organization were validated this year when Brantwood was awarded a three year international accreditation from CARF. This international accreditation represents the highest level of accreditation that can be given to an organization and tells all our stakeholders that Brantwood meets the highest standards of quality and operational excellence.

Driven by the diverse and changing needs of people supported and families as well as changes in government policy and funding models, we continue to restructure Brantwood to expand and improve our service delivery, optimize our operations and achieve strategic outcomes. The Parents Helping Parents Resource Group continues to meet monthly. We developed new residential supports focusing on supported independent living and enhanced existing residential services to better meet the needs of youth transitioning to adult supports. We are excited about future housing opportunities with Habitat for Humanity and projects supported by Canada Mortgage and Housing Corporation.

We continue to transform the Abilities Centre's supports to be a facilitator of inclusive community based activities that meet the goals of the people who use them. The addition of a new Aktion Club is a good example of a community partnership that recognizes the value and gifts of people with disabilities to make meaningful contributions to their community. Brantwood now offers day, evening, weekend and vacation style respite with "before and after hours" support to help families achieve work-life balance. Respite spaces at the Inn on Strawberry Hill were filled most weekends throughout 2019/20.

We continue to take steps to strengthen our financial position. We aligned our funding allocation to meet

the increasing complex needs of people we serve. Through careful planning and strategy, we diversified our revenue streams by growing our fee-for-service programs and expanding Brantwood's Back Office Corporate Services in the areas of facility services, administration, IT, clinical consultation, accounting and finance. New policies, processes and HR systems have been introduced to enhance, streamline and maximize these functions.

The Board of Directors continues to monitor all aspects of Brantwood's operations and the strategic report card reflects Brantwood's performance. The many achievements and advances of the past four years can be attributed to Brantwood's exceptional employees and volunteers, whose creativity and commitment are the cornerstone of Brantwood's success.

The year ahead will be challenging as we move through the global pandemic. Please consider a donation to the Brantwood Foundation to support our ongoing work.

We thank the people we support and their families, all employees, volunteers and members of the Board, our community partners, funders and donors—for their many contributions. Together, we have made great progress. The years ahead will, no doubt, bring new challenges and changes, but we are confident, with your continued commitment and support, that Brantwood's future will remain bright.



Dr. Alfred Hauk,  
BOARD CHAIR



Jo-Anne Flood,  
EXECUTIVE DIRECTOR

# PASSPORT, ABILITIES CENTRE & RESPITE

Opportunities expanded throughout 2019/20 for community involvement, social and communication skills building, independence training, healthy living, recreation, leisure and respite.

The Abilities Centre launched a new **Learning and Leisure Guide** – a user friendly and accessible guide outlining all program and course descriptions in an easy to navigate format.

The **Parents Helping Parents** Resource Group held monthly meetings to develop a support network and share solutions. Families have appreciated the availability of Abilities Centre respite services while they are participating in the monthly Parent Helping Parents meetings.

A **Kiwanis Aktion Club** offered new service leadership opportunities throughout 2019. Aktion Club members worked together to serve and improve their communities and made an extraordinary impact on the lives of those around them.



We think Brantwood is the 'best of the best' and know our daughter is happy and getting exceptional supports.

MOM OF PERSON SUPPORTED



Our son loves Brantwood and being at the Inn.

PARENT OF PERSON SUPPORTED AT  
THE INN ON STRAWBERRY HILL



## WE HEARD YOU!

This year we focused on what people and their families said they needed most and how Brantwood could best support those needs. **Respite** supports were identified as the **#1 priority** and Brantwood responded with:

- Additional opportunities for overnight and weekend respite by opening up a 6th bed at the **Inn on Strawberry Hill**
- Added 2 additional weeks of **Summer Escape**
- Provided **extended hours** with "Before and After" Respite supports through the Abilities Centre
- Added new **Christmas and New Year's** respite supports

An expanded focus on Respite services to people and families proved to be valuable as the **Inn on Strawberry Hill** was booked at capacity every weekend throughout the year and **Camps** were fully booked for all 10 weeks.

# RESIDENTIAL OUTCOMES ANNUAL REPORT 2019-2020

Every year, Brantwood Community Services supports people with establishing and achieving personal goals in addition to providing supports that reflect each person's uniqueness, choice, relationships, and personal values. The Outcomes Report specifically targets measures specific to assessing how effectively Brantwood is supporting people. The 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 either met the goal, but didn't do as well as planned but feel like we're on the right track.



**WE ARE WORKING ON IT!** We didn't meet the goal, and we still have some work to do.

## PERSON CENTERED GOALS AND SUPPORTS

What Supports Focused On	Our Grade	Statistical Results
Develop outcome-based personal goals with specific steps and timelines.		<b>100% of people supported have new outcome-based, time bound goals</b> <ul style="list-style-type: none"> <li>• Training provided to all management in the creation of outcome-based plans and goals</li> <li>• All residential support goals reflect specific steps and timeframes</li> <li>• Software changes to ShareVision supporting a goal based/person centered life by: eliminating daily documentation to focus on goals and progress updates; Goal section revised to include boxes to outline specific timeline steps to achieve goals and define staff supports</li> </ul>
Supporting people to obtain meaningful volunteer and/or employment opportunities		<b>18 people supported have volunteer/employment goals</b> <b>78% of people have achieved this goal</b> <ul style="list-style-type: none"> <li>• Volunteer opportunities include: assisting at a horse farm, providing retail assistance to a fundraising clothing store, delivering meals to vulnerable citizens, modelling in a fashion show, and playing a Halloween character for a farm raising monies for charity</li> <li>• Employment opportunities include: stock position at local whole foods grocer, dishwashing at local restaurant, and an entrepreneur running a baked goods business</li> </ul>
Supporting people with the administration and understanding of their medication		<b>100% of people supported with medication are educated and assisted with administration</b>

What Supports Focused On	Our Grade	Statistical Results
Supporting people to independently self-administer their medication		<p><b>3 people supported have a medication self-administration goal</b></p> <p><b>100% of people supported are independently taking and managing their own medication</b></p>
Supporting people to maintain friendships and family relationships		<p><b>100% of people supported are assisted to maintain current friendships and family relationships including the use of technology to stay connected</b></p>
Supporting people to develop new friendships and relationships		<p>25 people supported want to meet new friends and develop relationships</p> <p><b>64% of people supported have established a new friendship and/or relationship this year</b></p>
Supporting people to develop life skills		<p>42 people supported want to develop life skills including money management, cleaning, grocery shopping and cooking</p> <p><b>81% of people supported are semi or fully independent in specific life skill development</b></p>
Utilize feedback to increase engagement with families to identify and respond to existing or emerging support needs		<ul style="list-style-type: none"> <li>• <b>Parents Helping Parents</b> Resource Group, welcomed <b>3 new families</b> to the group, established a Facebook page and hosted guest presenters including Development Services Ontario</li> <li>• Created opportunities to hear from a variety of family members by hosting a <b>Strawberry Social</b> with over <b>100 people in attendance</b></li> <li>• Utilized feedback to increase Respite to meet family needs including 2 additional weeks of Summer Escape and day/overnight Inn Respite during December</li> </ul>



# HUMAN RESOURCES REPORT

## JOB FAIR

3 Brantwood Champions at the Epic Job Fair with over 2000 students in attendance



## PERSON CENTERED THINKING

2 NEW Person Centered Trainers



### In 2019/2020, Human Resources Focused on Expanding Development Opportunities & Innovation including:

- Developing new partnerships and collaborative development opportunities
- Participation in local Labour Market initiatives
- Increasing internal career pathing and development for employees
- Expanding opportunities with area colleges and universities



## DSP CERTIFICATE PROGRAM

Delivered NEW DSP Certificate Course to 13 Community Participants



## SAFETY CARE

2 NEW DSP Safety Care Trainers & Safety Care Committee



## ADVANCED TECHNOLOGY

Expanded technology for employees including Employee Portal & Paystub Viewer



## NETWORKING OPPORTUNITIES

NEW Networking Opportunities including 4 Share Shops for Abilities Team Members and 12 organizations from across Southwestern Ontario



## STUDENT OPPORTUNITIES

Expanded Opportunities for College & University Students: Westervelt College, Mohawk College, Fanshawe College, and Wilfrid Laurier University



## PROFESSIONAL DEVELOPMENT

75 DSPs completed Professional Development through Community Inclusion Conference & Training in Leadership, Dementia, Facilitation and Open Future Learning

# UNIQUENESS

CONTRIBUTION



RELATIONSHIPS



INNOVATION



CHOICE

# ACCOUNTABILITY

# FINANCIALS 2019/20

The Fiscal Year 2019-20 was another successful year for Brantwood Community Services.

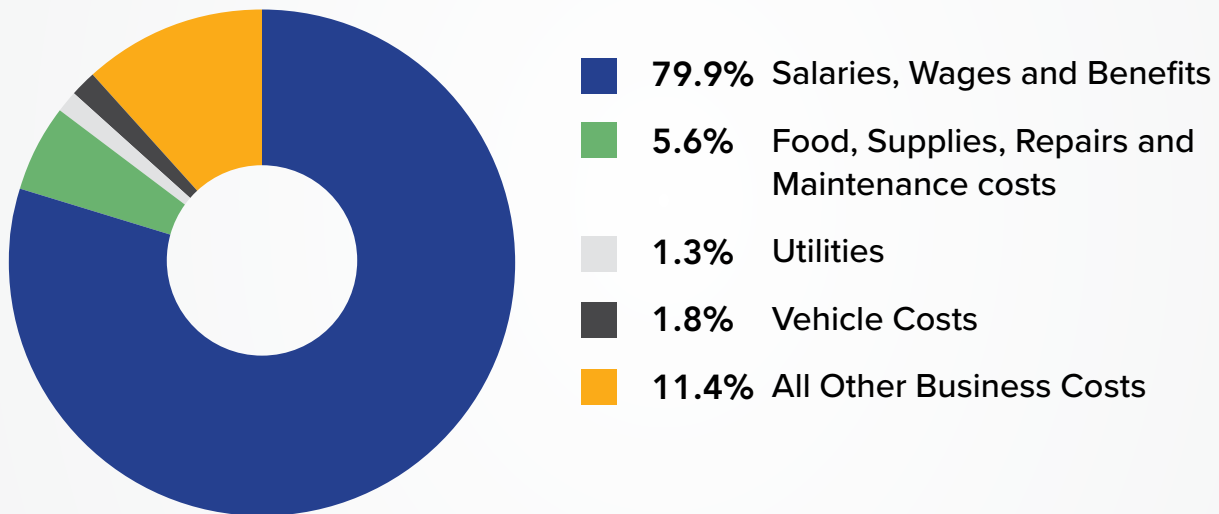
Continued financial support from the Ministry of Children, Community and Social Services enabled Brantwood to provide exemplary on-going support to people and their families throughout the year

As well, Brantwood had another year of increased

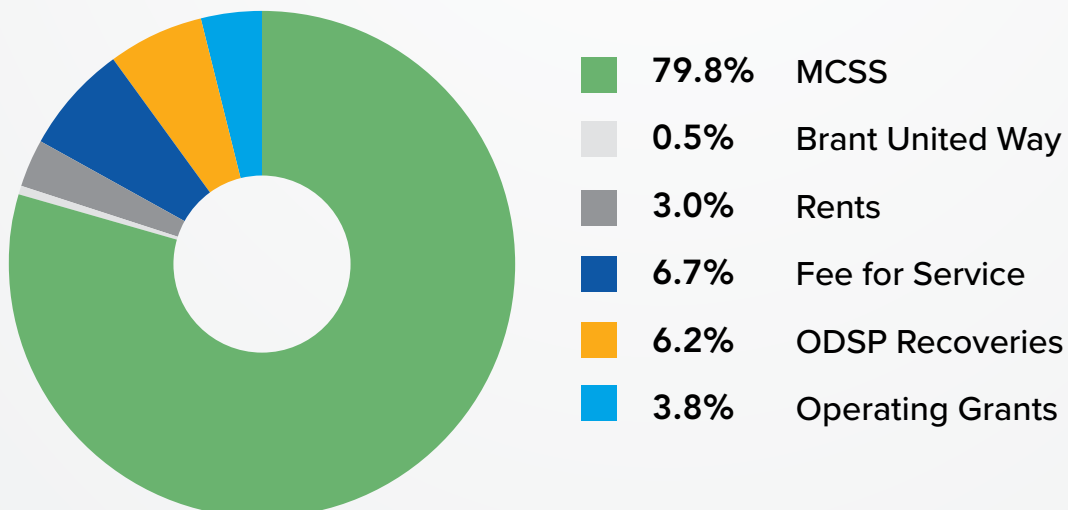
revenue through the Fee-for-Service and expansion of Brantwood's Corporate Back Office services that includes: IT, Finance, Administrative, Housekeeping and Maintenance.

Throughout 2019/20, Brantwood managed expenditures and completed annual upgrades to homes, equipment, wages and benefits.

## EXPENDITURES



## REVENUES



Audited Financial Statements available upon request.



# YEARS OF SERVICE AWARD RECIPIENTS

We thank each of the following employees for their service to Brantwood and recognize their milestone years of service.

## 20 YRS

BETH EACRETT  
MELISSA SILVERTHORN  
SHARON RIVERS  
KATHLEEN DOUGLASS  
CINDY HENLEY

## 15 YRS

ANNE BATCHELOR  
STACEY BUCK  
JAYMIE LYNN BYRNE  
JOANNE CLARKE  
RICHARD HARDMAN  
JACKIE SYMS  
JULIE WAGENAAR  
CANDY WOOD

## 10 YRS

MEG CREIGHTON  
JENNI HUNTER  
MARION ISMOND  
MIKE MITCHELL  
LINDSAY  
MOLESWORTH  
SEBIA SHIZHA  
VICTORIA WASYLYK

## 5 YRS

AMBER BONNIE  
DANIELLE DUNKLEY  
KATIE GREEN  
KAREEMA GREY  
CLIFFORD JACKSON  
TRISTA-LEE KNIBBS  
JENNA SIMS  
NICOLE SMALL  
NADIA SUTHERLAND

## GROWTH OF 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.

### OUR PARTNER ORGANIZATIONS INCLUDE:

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



# BRANTWOOD FOUNDATION

## Thank you to our Community



### 23<sup>RD</sup> ANNUAL CHARITY GOLF TOURNAMENT - - SOLD OUT -

The 23<sup>rd</sup> Annual Golf Tournament was held on May 28, 2019. It was the first time in several years that the tournament sold out in record time, thanks in part to the participation of former Toronto Maple Leaf star Wendel Clark. Participants raised over **\$31,000, towards the purchase of an accessible wheelchair van**. The Brantwood Foundation Golf Committee thanks all the golfers, volunteers, sponsors, local businesses and individuals who donated to our live and silent auctions for their generous support. A special thank you to **Wendel Clark** who joined us for dinner after the tournament. He provided plenty of stories and anecdotes of his time in the NHL. A special thank you to **Strodes BBQ & Deli** for once again catering our lunch.



### ABERDEEN FOUNDATION & WEST BRANT WINDOW WORLD SUPPORTS EXPANDED RESPITE

Renovations of the Inn on Strawberry Hill were completed and a Grand Re-Opening and Ribbon Cutting ceremony were held during the Annual Strawberry Social. Brantwood welcomed over 100 guests to the Abilities Centre on Saturday June 22<sup>nd</sup>, 2019 along with dignitaries from Brantford City Council and MPP Will Bouma and MP Phil McColeman. Guests were treated to music, refreshments, tours and they were impressed with the Inn's new furniture, natural light and inviting space. Thank you to **Aberdeen Foundation** and **West Brant Window World** for their financial, capital and donation of labour in helping to renovate the Inn to accommodate the growing demand for service and changing needs of people supported.

## DONATIONS FROM RBC AND FOUNDATION FOR HUMAN DEVELOPMENT PROVIDE HUGE IMPACT FOR OVERNIGHT RESPITE

In 2019-20, a grant from **RBC** and donation from the **Foundation for Human Development** supported Brantwood's Summer Escape program and overnight respite at the Inn on Strawberry Hill. 12 camp participants and their families received 1 week of overnight respite and Summer Escape camp resulting in 84 nights of critical family supports. The Brantwood Foundation thanks RBC and the Foundation for Human Development for their ongoing support.



## 25TH ANNUAL WHEELCHAIR BASKETBALL TOURNAMENT RAISING AWARENESS

On February 22, 2020, The Brantwood Foundation, in partnership with Participation Support Services hosted the **25<sup>th</sup> Annual Wheelchair Basketball Tournament**. 13 teams faced off for a day of fun and friendly competition, raising awareness of two important organizations and raised over \$6,000. Thank you once again to the **North Brantford Lions Club** for hosting this event.



## CHAMBER OF COMMERCE BRANTFORD-BRANT — "BUSINESS AFTER HOURS"

The Brantwood Foundation hosted a Chamber of Commerce Brantford-Brant – "Business After Hours" event on March 10, 2020 at the Abilities Centre. The Abilities Centre welcomed **over 75 guests** from the local business and non-profit community. Guests took tours of the Abilities Centre and the Inn on Strawberry Hill to learn more about all the supports and services offered through this unique community hub.



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.

# With Thanks and Recognition

Our primary funder Ministry of Children, Community and Social Services and acknowledgement and appreciation to the Brant United Way



Raising funds for the purchase of accessible vehicles and specialized equipment.

519-753-2658 ext.11  
jweberman@brantwood.ca

## Abilities Centre Hub Partners:

- Lansdown Children's Centre - Kids Country Inn
- Twin Lakes
- Alzheimer's Society Brant
- Head Injury Rehabilitation Ontario (HIRO)



Parents Helping Parents | chumble@brantwood.ca

## Board of Directors for 2019/2020

### BRANTWOOD COMMUNITY SERVICES BOARD:

**Chair**  
Dr. Alfred Hauk, ND

**Vice Chair**  
Rob Nagy

**Treasurer**  
Kim Ann Laush

Josie Bethune  
Scott DeGroot  
Doug Fulcher  
Amy Kendall  
Margot Kneale  
Joanne Lewis  
Cory Munro  
Joe Travoto

### BRANTWOOD FOUNDATION BOARD:

**Chair**  
Sherron Birkett

**Vice Chair**  
Peter Albano

**Treasurer**  
Roy Whynot

Ron Birkett  
Anne Buchanan  
Lauren Freeborn  
John McVicar  
Rob Nagy

**Senior Management Executive**

**Executive Director**  
Jo-Anne Flood

**Director of Operations**  
Brigette O'Neill

**Director of Finance**  
Stephen Wood

## Vision

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

## Mission

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

## Values

- Uniqueness
- Contribution
- Choice
- Relationships
- Innovation
- Accountability



## Strategic Focus Areas

- Service Enhancement
- Community Outreach
- Capacity Development

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



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Follow us on Twitter & Instagram  
@brantwoodcs



Brantwood Community Services empowers people of all abilities to have a life of their choosing. The agency operates a full range of residential supports including 13 group homes, supported independent living apartments, innovative shared care, a variety of respite services, a Community Day Supports program, employment supports, The Abilities Centre that offers a variety of general interest and leisure programs and a Seating Clinic that produces customized seating and positioning products.