



## ANNUAL REPORT 2015-2016

# A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

This past year has been very active, with many celebrations and successes, the expansion of services and the development of a new strategic plan.

As funding is increasingly provided directly to individuals and their families through the Passport program, we continue to develop new ways of providing fee-for-service activities that enhance lives and respond to a person's interests and needs. Brantwood offered new opportunities through the expansion of respite, day supports, employment and volunteer readiness initiatives.

Early in 2016, Brantwood Community Services began work on a new strategic plan. As part of the Board's planning process we carried out surveys and held individual interviews with a wide range of stakeholders, to ensure feedback was provided from as many people as possible. We heard from people supported, their families and friends, front line staff, managers, senior leaders as well as our community partners and funders. Through the strategic planning process our Board of Directors confirmed our mission, vision and values and identified three strategic areas of focus and 12 goals related to service enhancement, community outreach and capacity development.

We extend our appreciation for every person and organization that supports Brantwood. We would like to thank the Ministry of Community and Social Services, the Brant United Way, the Brantwood Foundation and our donors for their support.

As we move into a new fiscal year, we are excited about the opportunities that lie ahead. Thank you to all our staff, volunteers and board members for their ongoing support. Your generosity of time, dedication and energy continues to sustain us in our mission.



Dr. Alfred Hauk,  
BOARD CHAIR



Jo-Anne Link,  
EXECUTIVE DIRECTOR

# STRATEGIC DIRECTIONS



**1.1** Increase opportunities for different residential/ service options that respond to the evolving needs and interests of people supported and their families.

**1.2** Expand efforts to develop increased employment and volunteer opportunities for people supported.

**1.3** Position the Recreation Therapy Centre as a community resource.

**1.4** Pursue new service initiatives involving long-term care and aging, transitional aged youth, people experiencing autism and other emerging service areas.

**2.1** Engage families, the community and people supported in advocacy on behalf of individuals with disabilities.

**2.2** Pursue development, collaboration and partnership initiatives that enhance the lives of people with disabilities.

**2.3** Raise public awareness and understanding of Brantwood and the people it supports.

**3.1** Foster positive staff morale, teamwork and internal communication.

**3.2** Improve the efficiency of recruitment and selection processes.

**3.3** Ensure ongoing training and development to enable staff to be effective in a constantly evolving service and organizational development environment.

**3.4** Diversify revenue streams through capital fundraising, grants, social enterprise and fee-for-service initiatives.

**3.5** Develop service performance and outcome metrics as a basis to assess and report on organizational effectiveness.

## 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

# 76



PEOPLE RECEIVE 24/7  
SUPPORT

# 3



PEOPLE LIVE INDEPENDENTLY  
WITH VARYING AMOUNTS  
OF SUPPORT

# 1,087

PEOPLE WITH COMPLEX  
AND CHALLENGING  
NEEDS RECEIVE CLINICAL  
SERVICES (NURSING,  
SEATING, KINESIOLOGY)

# 40



PEOPLE USING  
COMMUNITY DAY  
SUPPORTS

# 49



PEOPLE PURCHASING  
SERVICES

# 110



AMAZING VOLUNTEERS  
PERFORMED 740 HOURS  
OF SERVICE

# 97



PEOPLE USING  
BRANTWOOD MOBILITY &  
SEATING SERVICES

## BRANTWOOD BY THE NUMBERS



# 100%

OF FAMILIES REPORTED  
EXCELLENT CARE &  
SUPPORT

- ▶ 230 dedicated professional staff
- ▶ 200 employees certified in Person-Centred Thinking
- ▶ 31 employees marked milestones of 5 – 30 years of service
- ▶ 16 service locations
- ▶ Achieved 100% Ministry Compliance

### EMPLOYEE MILESTONES:

We thank each of the following employees for your dedication and passion to improve the lives of people we support and we recognize your milestone years of service.

#### 30 YEARS

Darlene Roesch  
Richer Arsenault

Christal Hosie

Lisa Figueiredo  
Sherri Flood-Richard

#### 5 YEARS

Amanda Broughton  
Brian Ornowka  
Catherine

#### 25 YEARS

Shannon McPhee

#### 10 YEARS

Deidre Pruder  
Jaclyn Read  
Jan Pikula  
Karen Krueger  
Kerri Larsh  
Laurie Schermerhorn  
Natalia Kalinina  
Pauline Quelch  
Tracy Humphrey

Humble-Muise  
Deborah Lawson  
Elizabeth McGrath  
Jerry Vansickle  
Jo-Anne Link  
Karin Bell  
Martyn Camper  
Meredith Bowditch  
Sarah Green

#### 20 YEARS

Sandra Thompson

#### 15 YEARS

Allison Hutson  
Barbara Mawdsley  
Becky Sinning  
Betty Gordon

### Brantwood Gives Back

Brantwood employees raised over \$10,000 for our local United Way during the Fall Campaign. Brantwood received a United Way “Spirit Award” in recognition of our successful workplace campaign.





# SUPPORT SERVICES

*Residential supports for transitional aged youth and adults continue to include group living environments, specialized supports, overnight respite, shared-care and supported independent living to those with a developmental disability who may also present with physical, health and other complex challenges.*

Brantwood continued to expand respite services to address the growing need in our community for these services. We continued to offer overnight accommodation in one of our 24-hour, fully-staffed homes as well as a hotel-like respite experience at the Inn on Strawberry Hill where guests have use of the hydrotherapy pool, fitness centre, and multi-sensory room. We also offered one week of March Break Escape and six weeks of Summer Escape.

In 2015, Brantwood introduced a two day training opportunity for all staff on Person-Centred Thinking from Helen Sanderson and Associates. This approach, used extensively throughout the developmental services sector, promotes choice and control and ensures the person is included and is at the center of our thinking and decisions. We are using this training at support planning meetings to help us develop action plans that support possibilities for people that lead to fulfilled lives. Our ongoing commitment is to train all new employees.

People supported have participated in activities that

are important to them. Some highlights include Scott's trip to the Daytona 500, travels to sporting events, Luke's Lucky Pucks Ball Hockey League, Cindy's work with the Closet Door, Richard's cupcake fundraiser for the SPCA, Disability Mentoring Day, Alyssa's graduation from high school and her new paper route, and Kristin and Luke's Chili Willy Cook-Off. Tim has become a voting member on the County of Brant Accessibility Advisory Committee and is advocating for more sidewalks in his community.

It has been a challenging year with several people requiring hospitalization for a variety of health concerns. Brantwood's nurses and direct support professionals have worked with physicians and health care staff to advocate for the people supported and their care. Palliative care support was provided with the help of the palliative care outreach team and the Community Care Access Centre.

Over the next year we will begin work on developing a Transitional Living Learning program and alternative living plans.



**Rick raised \$667 for his favourite charity - the Brant County SPCA**



**Tim now sits on the County of Brant Accessibility Advisory Committee**



**Scott travelled to Daytona Beach in Florida last February to see the Daytona 500**

# RECREATION THERAPY CENTRE

The Recreation and Therapy Centre (RTC) at Brantwood provides opportunities for people in the community to improve or maintain their physical wellness in a fully accessible environment. Brantwood continued to grow and expand services in the RTC during the past year. Memberships to the pool and multi-sensory room have increased and seniors' fitness programs are popular choices.

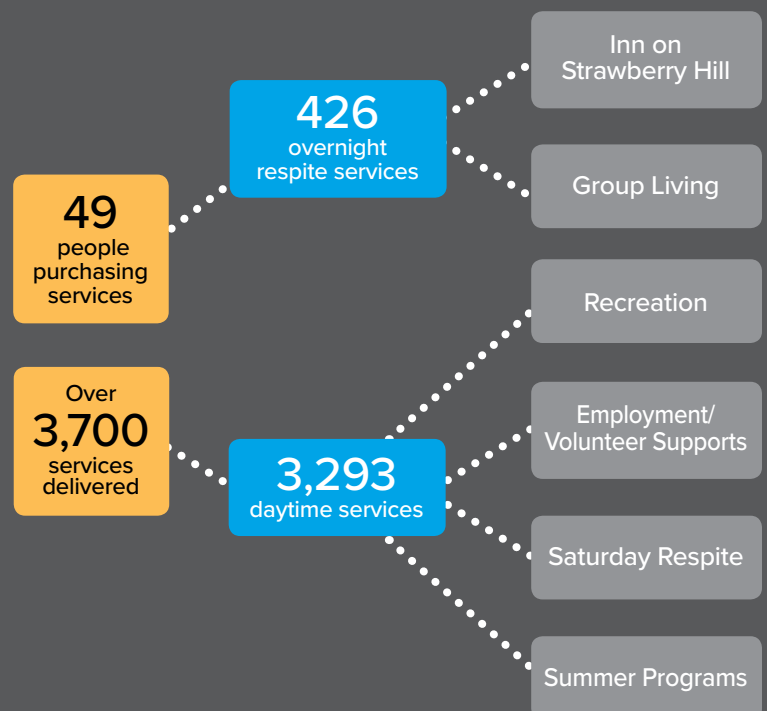
Over the past year, we worked to make the centre more accessible. Through the support of the federal government and contributions from the Brantwood Foundation, additional accessible washrooms were added throughout the RTC. We also continued to expand the range of accessible exercise equipment in our physical management area. Brantwood received a grant from the Aberdeen Health and Community Services Foundation to purchase a CrossFit trainer that is fully accessible and has been a great addition to our centre.



## PASSPORT SERVICES

Passport is a funding program used to help adults with a developmental disability to live more independently and be involved in the community. The government program allows families to purchase services and supports from the agency of their choice.

Brantwood continues to expand our capacity to serve more people in our community through fee-for-service options. The variety of supports purchased reflects the diverse needs of the people and families we serve. Fee-for-service supports increased by 99% over the previous year.



# BUILDING ON SUCCESS

Community day supports provided through the **Foundations for Success** program assist people in achieving their goals and pursuing their passions. Courses are offered under four pillars of service: Therapeutic Recreation; Healthy Relationships and Safety Skills; Life Management; and Employment Readiness and Supported Volunteerism.

In 2015-2016, the Foundations for Success program expanded to 32 classes and 40 members.

**Karen** has a passion for art and had the opportunity to express herself through art pieces that she creates in the Creative Arts program. She is dedicated to making pieces that are uniquely hers and puts a lot of thought into each step of the process. Karen is very proud of her creations and decided to insert some of her work at our annual craft and vendor sale. Everyone loved her handiwork and her crafts sold quickly. In addition to the money Karen made from her Creative Arts projects, her confidence and belief in her talent has flourished.



KAREN



## DISABILITY MENTORING DAY

On October 28, 2015, Brantwood coordinated Brant County's first Disability Mentoring Day. Five employers took part in the day which promotes career development for job-seekers with disabilities through hands-on career exploration and ongoing mentoring relationships.



# THANK YOU TO OUR VOLUNTEERS



## SEVEN BRANTWOOD VOLUNTEERS WERE PRESENTED WITH VOLUNTEER SERVICE AWARDS THIS YEAR:

Charlene Nicholson (Board Member)	5 yrs
David Bailey (Board Member)	5 yrs
Carla Nardone	10 yrs
Billy Atkin	Youth
Emily McInnes	Youth
Isaac Sinning	Youth
Lauren Pearce	Youth

Brantwood is very fortunate to have a strong group of volunteers who spend time with the people we support, help with events, sit on our Board and committees or provide administrative and program support. Our total number of volunteers grew to 110 last year. Most of our volunteers tend to volunteer on a consistent and regular basis and 56% of our volunteers have been with us for two years or more.

## Changing the Landscape Through Work and Volunteerism

The past year saw an increase in the number of people supported by Brantwood working and volunteering in our community. Over 175 hours of volunteer work was provided last year to the Rotary Air Show, Brant/Brantford Chamber of Commerce, the Salvation Army, the Closet Door, Brant Park, the Equal Grounds Community Garden, Agnes Hodge School, the Brantford Christian School and more.

In February 2016, Brantwood received a three-year \$280,000 grant from the Ontario Trillium Foundation to expand our Work-Abilities pre-employment program. This funding has allowed us to continue our goal of reducing social isolation for people with disabilities by building connections within their community through work, self employment and volunteerism.

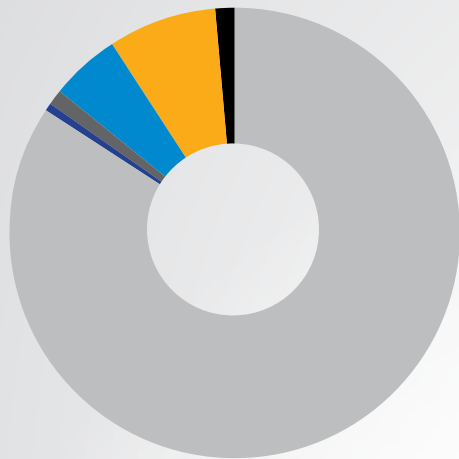


**DAVID** graduated from the Work-Abilities program and obtained a volunteer position at Brant Park – Grand River Conservation Authority. David volunteers one morning per week and completes a variety of maintenance jobs around the park. David says “working with the employees at Brant Park makes me feel good; I get to work outdoors and get exercise.”

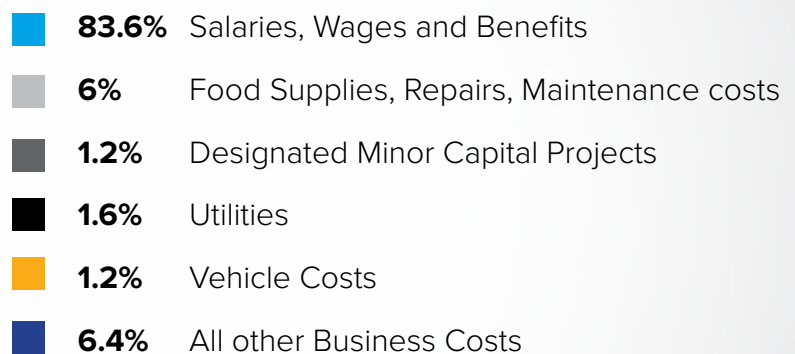
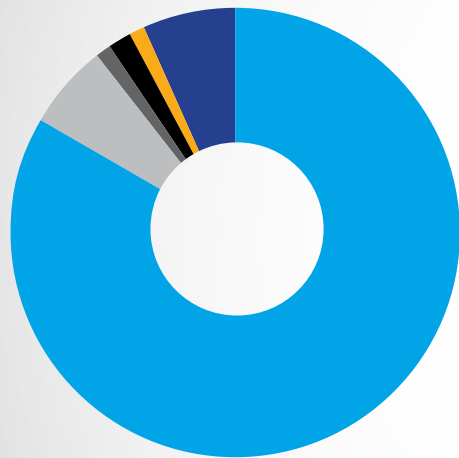


# FINANCIALS 2015/16

REVENUE: \$12 MILLION



## OPERATING EXPENSES



# BRANTWOOD LEADERSHIP 2015/16

## Board of Directors

David A.B. Bailey  
(Past Chair)

Josie Bethune

Cindy Chatzis

Nora Fueten

Doug Fulcher

Dr. Alfred Hauk  
(Chair)

Margot Kneale

Joanne Lewis

Everill Muir

Cory Munro  
(Vice-Chair)

Charlene Nicholson

Eddy Vance

## Honorary Board Members

Sherron Birkett

Patrice Burke

Rudy Florio

John McVicar

Alayne Sokoloski

Vyrt Sisson

## Foundation Board

Sherron Birkett  
(Chair)

Anne Buchanan

Rudy Florio

John McVicar

Rob Nagy

Vyrt Sisson

## Senior Management Team

Jo-Anne Link  
(Executive Director)

Steve Wood  
(Director of Finance)

Lori Broughton  
(Support Services Director)

Brigette O'Neil  
(Support Services Director)

Jacki Blenkinsop  
(Quality Assurance Manager)

Audrey Casey  
(Nurse Manager)

Vicki Schweyer-Querney  
(Passport/ Recreation  
Therapy Centre Manager)

Alice Thornton (Human  
Resources and  
Administration Manager)

# THANK YOU TO OUR COMMUNITY



## HIGHLIGHTS FROM 2015 – 2016

- On May 28, 2015, one-hundred-and-fifteen golfers enjoyed a fun, sunny day at Northridge Golf Course. Over 20 volunteers and 30 corporate and community sponsors helped to raise over \$39,000 for Brantwood.
- On January 23, 2016, Brantwood and Participation House Brantford hosted the 26th Annual Wheelchair Basketball Tournament at the Branlyn Community Centre with the support of the North Brantford Lions Club. Sixteen teams competed, raising over \$6,000 to support Brantwood and Participation House programs.
- Staff at the Scotiabank Lynden Park Branch organized and hosted a Deck the Halls Community Dance in December in support of Brantwood. Scotiabank staff presented a cheque for \$7,448 to Brantwood which included a matching donation from Scotiabank.
- Brantwood received a \$5,000 grant from The J.P. Bickell Foundation to help with the purchase of a wheelchair accessible van. Accessible vans play a key role in keeping the people Brantwood supports active in the community.
- Aberdeen Health and Community Services Foundation provided a \$6,500 grant to support the purchase of a recumbent cross trainer for Brantwood's Recreation Therapy Centre.
- Brantwood received a \$2,000 annual grant from the David and Joyce Moss Fund at the Brant Community Foundation to be used for creating sensory memorial gardens. The grant was used in 2015 to create a memorial space at the Mt. Pleasant group home which includes a garden and small accessible walkway. This is a memorial garden for Mark Ogden, a person who lived at Mt. Pleasant and passed away in 2013.



# THANK YOU FOR YOUR GENEROSITY

Brantwood Community Services and the Brantwood Foundation are very grateful to the many donors, volunteers, and supporters who help us provide the best possible services and supports. Thank you to all the people who have made donations, golfed in our annual golf tournament, played on a wheelchair basketball team, or sponsored one of our events. We appreciate your generosity, support and commitment to Brantwood and our mission.

## 2015 GOLF TOURNAMENT SPONSORS

### Cart Sponsors

Hearth and Home  
Remedy's Rx

### Corporate Sponsors

Arthur J. Gallagher & Co./  
Stevenson & Hunt  
BML Roofing  
Brant Mutual  
Brant Naval Veterans  
Association  
ClassMed  
Creative Carriages  
Filion Wakely Thorup  
Angeletti LLP  
Gates Canada  
J.W. Westman Inc.  
Millard, Rouse & Roseburgh  
LLP  
Parkway Dentistry  
Roulston's Pharmacy

### Tee and Green Sponsors

Advanced Cellular/ Bell  
Canada  
Anthrafilter  
The Bakker Family  
Brant Mutual  
Clarence St. Dental  
Cowan Insurance  
EMNM Concrete Contracting  
Everill Muir  
Investment Planning Corner/  
Colin M. Corner  
Investors Group  
J & K Grohn Building  
Supplies Ltd.  
J.H. Cohoon Engineering Ltd.  
Kirsten's Back Porch  
Sharon Murray-Regan  
Partner Automotive &  
Industrial Supply  
Paulsan Construction

Professional Mobility and  
Medical Supplies  
Radcliff Services  
Right Choice Contracting  
Roulston's Pharmacy  
Scotiabank  
Tim Horton's  
Williamson Group  
Waterous Holden Amey  
Hitchon LLP  
West Brant Window World

### Hole in One Sponsor

RBC Royal Bank

## 2016 WHEELCHAIR BASKETBALL TOURNAMENT

### Chair 4 Change Sponsors

Atlas Hydraulics  
Investors Group  
St. Basil's Catholic Women's  
League

### Wheelchair Basketball Teams

Another Round  
Branlyn Neighbourhood  
Association  
Brantford Jail  
Brantford Police Service  
Brantford Professional  
Firefighters  
Brantwood Community  
Services  
Brant Mutual  
Fanshawe College Nurses  
Ghost Encounters/  
Participation House  
Investors Group  
JCI  
Onondaga Firefighters  
Paris Party  
Spoke Benders  
St. George Applefest

The Wellington Squares

*Thank you also to the Lions  
Club of Paris and the North  
Brant Lions Club*

### Donations in Kind

Culligan Water  
Greg Szak  
Murray Lawrence  
Estate of Mary Jeffrey Collier  
Deborah Hillner  
Zehrs Markets –  
King George Rd.  
Brantford Culligan  
Investors Group  
Brant News  
Brantford Expositor

### Foundations

Aberdeen Health &  
Community Services  
Foundation  
Brant Community Foundation  
David & Joyce Moss Fund  
at the Brant Community  
Foundation  
The Lorne and Elsie  
Hankinson Charitable Trust  
J.P. Bickell Foundation  
Ontario Trillium Foundation  
Samuel W. Stedman  
Foundation  
Stephen Smith & Dorothy  
Woltz Foundation

### Corporations

ClassMed  
RBC Foundation  
Scotiabank

### Government Grants

City of Brantford  
Enabling Accessibility Fund  
(ESDC)

## Other Organizations and Groups

Brant United Way  
Paris Lioness Club  
United Way of Toronto  
Hydro One Employees' and  
Pensioners' Charity Trust

## Donations in Memory of

Fred Dudszus  
Stella Florio  
Hans Hartel  
Henry Lamers  
Judith Neumann  
John Swistara

## Donations in Honor of

Darren Forster's 50th Birthday

### Leave a Legacy

Are you looking for a way to make a lasting impact on the lives of adults and youth with developmental challenges? A bequest to the Brantwood Foundation through your will is an easy and direct way to ensure that Brantwood is able to continue delivering essential services to the people we support and their families. Please contact the Foundation office for additional information.





# IN MEMORIAM



## **CALLA HILLNER**

Calla brought an incredible joy and lightness to her friends and all of the staff team at the Bell Lane home. She was frequently heard belly laughing and her wide smile never failed to brighten a person's day. Calla moved to Bell Lane in August 2014 from her family's home in Port Dover. With her move to Bell Lane, her days and evenings became filled with new friends, music groups, moccasin making, painting, boat cruises and parties. Calla passed away on December 20, 2015.



## **HENRY LAMERS**

Henry Lamers passed away peacefully with his sister at his side on March 19, 2015. In the days leading up to his passing, Henry had visits from friends and staff who had known him through the years. Many of them shared with Henry, and his sister, their memories of happy times together. Other staff shared stories of trips to Lamers family reunions in the summers and spoke of Henry's love of music and sporting events. Henry initially moved to Brantwood in April 1968 from his parents' home in Stratfordville and became a permanent resident in 1987, supported at the Tollgate and Bell Lane homes.



## **MARIE CASAGRANDE**

Marie lived at home with her parents and siblings until the age of two. She moved to Brantwood in 1967 and in later years was supported at the MacBride and Tollgate homes. Marie loved to laugh out loud and enjoyed choir practice. She was gentle, affectionate, strong willed and attentive to her surroundings. Marie passed away at her home just before Christmas.



## **ALLAN WHITE**

Allan lived on the family farm with his parents and siblings until the age of 11. He moved to Brantwood in 1982 and was supported at the Nelson, McBride and Bell Lane homes until he passed away on March 24, 2016. Allan was kind, gentle and affectionate. He loved his family, drives in the country, engine noises and tractors.

**Brantwood Community Services**  
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519-753-2658  
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Like us on Facebook and follow  
us on Twitter - @brantwoodcs



Brantwood Community Services empowers people with developmental challenges in their pursuit of a full life. The agency operates a full range of residential supports including group homes, supported independent living apartments, a variety of respite services, community day supports, employment supports, a Recreation Therapy Centre that offers a variety of general interest and leisure programs and a mobility clinic that produces customized wheelchairs, seating and positioning products.