



Brantwood
COMMUNITY SERVICES

Annual Report

2014-2015



MISSION, VISION & VALUES

Mission

Brantwood empowers people with developmental challenges in their pursuit of a full life.

Vision

A community benefiting from diversity in culture, life experience and abilities.

We Value:

- People and the choices they make for their lives
- The human spirit and potential that lies within each person
- Supports that help people live, learn, love and have a life of their choosing
- Meaningful relationships that develop from common bonds and interests
- Self determination and its dream about a life that goes beyond basic needs
- Fairness, dignity and respect
- A commitment to partnerships, collaboration, advocacy, and community contribution
- Accountability, best practice and innovative leadership
- Investing in a skilled and caring staff who are committed to life long learning

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Front cover picture: Matthew, Eric, Steve, Chad and Robbie volunteering at the annual community clean-up day at Mohawk Park.

MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

In 2014, the provincial government announced an \$810 million investment over three years for the Developmental Services sector – the largest ever funding increase to the developmental services system in Ontario. Future priorities for the funding include the elimination of waitlists, improved support for navigating life transitions, employment for people with disabilities, residential support needs, innovative housing solutions and the opportunity to address system pressures and sustainability.

Over the past year Brantwood placed significant focus on quality assurance and new opportunities for people with developmental disabilities. We expanded supported independent living options. We developed a model of service for those individuals and families purchasing supports with their passport funding. People are purchasing these services and telling us they want more. We successfully piloted a pre-employment service with many positive outcomes and we offered support through a growing roster of recreation leisure programs. We also continued to deliver supports requiring a high degree of skill and competency to transitional aged youth and adults with complex needs.

Promoting employment for people with disabilities is a key priority for the ministry and for Brantwood. We are excited about the opportunity to facilitate “Disability Mentoring Day” in October 2015. We recognize that more work is needed to help improve employment outcomes for persons with disabilities all across Ontario. We will be engaging with the community, business and service sectors on this important topic.

Over 2015/2016 we will continue to navigate through challenges and change. Our work will be guided by the development of a new Strategic Plan and the ministry's Multi-Year Developmental Services Investment Strategy.

In closing, we are fortunate to have a committed workforce of 225 employees, 65 volunteers, supportive families, a resilient management team, strong community partnerships and a board of directors who collectively provide sound leadership. Thank you to everyone who enabled growth and development as the cornerstones that define Brantwood as an organization that strives to provide outstanding support to assist people in their pursuit of a full life. Your efforts and contributions have made possible the success stories that have unfolded over the past year.



David A. Bailey
Board Chair

Jo-Anne Link
Executive Director

BOARD OF DIRECTORS 2014-15



During 2014/15 the Board of Directors said goodbye to Janis Monture and Denys Jones. We welcomed Everill Muir and Joanne Lewis.

Brantwood Community Services and the Brantwood Foundation are governed by a dedicated Board of Directors; individuals from the community who possess unique backgrounds, skill sets and perspectives. Elected at the Annual General Meeting, the Directors are entrusted with the organization's affairs and provide strategic direction.

Brantwood Community Services Board of Directors

David Bailey (Chair)
Josie Bethune
Cindy Chatzis
Doug Fulcher
Dr. Alfred Hauk
Joanne Lewis
Allan & Patricia Longboat
Janis Monture
Everill Muir
Cory Munro
Charlene Nicholson
Eddy Vance

Honourary Board Members

Sherron Birkett
Patrice Burke
Rudy Florio
John McVicar
Vyrt Sisson
Alayne Sokoloski
Paul Stillman

The Brantwood Foundation Board of Directors

Sherron Birkett
Rudy Florio
Denys Jones
John McVicar (Chair)
Rob Nagy
Vyrt Sisson

RECREATION THERAPY CENTRE SERVICES



Physical fitness for all ability levels has always been a priority for Brantwood. This year marked much growth at the Recreation Therapy Centre. Our space was redesigned to offer more services to more people than ever before. Brantwood's fitness and physical management area now houses a large, open and welcoming fitness classroom that is a joy to exercise in.

We also expanded our partnership with Certified Fitness Instructor Lisa Roney, owner and service provider of S.T.A.R.S – Sport Training and Recreational Services. Lisa delivers chair exercise, boot camp, yoga and strength training

programs and modifies the program for each ability level. Her classes are interactive, fun, engaging and open to everyone in the community.

Water Art, our hydrotherapy pool exercise program, also expanded with morning and afternoon classes. Classes are now structured and are categorized into three intensity levels: range of motion and relaxation, active and gentle aerobic, and high energy aerobic.

In cooperation with the Adult Recreation Therapy Centre (ARTC), Brantwood now offers free senior fitness classes through the SAFE Zone program.

TOP 5 GENERAL INTEREST CLASSES:

1. COMPANY'S COMING: COOKIE EDITION

2. FUNCTIONAL FITNESS TRAINING CLASS

3. TRAILBLAZERS

4. EXPRESS YOURSELF WITH MUSIC

5. POTTERY

The Recreation Therapy Centre is now coming to life in the evening as well. This year we hosted 20 evening classes and 126 people joined us over the year to learn a new interest, have fun and get fit.



SUMMER ESCAPE AND MARCH BREAK

The recreation-based summer programming expanded this year to offer a fun and safe learning environment during July and August for young people with developmental disabilities. An additional week of programming was offered during March break. The feedback we received from the participants was very positive and we will continue offering these seasonal opportunities.

FOUNDATION FOR SUCCESS PRE-EMPLOYMENT PILOT PROGRAM

In looking around workplaces, it is evident that there are not enough vocational opportunities for people with developmental disabilities, especially for those who also present with more complex challenges.

In 2014, Brantwood began to address the growing unemployment crisis for people with developmental disabilities by securing funding through the Ministry of Community and Social Services to pilot a pre-employment skill-development program. This program, "Foundation for Success," helped people prepare for competitive employment. Participants began their journey in an eight week in-class program learning basic job-readiness techniques. They then practiced these skills through placements in Brantwood's Café, where they learned merchandising, cash and customer service skills.

If ready for competitive employment or self-employment, graduates were referred to local employment service providers. If the graduate required more time to fulfill their employment

goal, Brantwood helped them obtain a volunteer placement where they gained valuable experience and provided assistance until natural supports within the person's network were available.

Twenty-two people completed the program and 19 of the graduates found volunteer placements. Five of the graduates are now employed, and six of the graduates were referred to Ontario Disability Support Program Employment Service Providers.



WHAT WE WANT EMPLOYERS TO KNOW

In 2014, Brantwood learned a great deal about what people with disabilities want us to know when assisting them in looking for work. Graduates of the Foundation for Success program authored *“What We Want Employers to Know,”* an employer guide to strengthening business through the hiring of a person with a disability.



BRENDA'S STORY

Brenda, looking for motivation and purpose, completed the Foundation for Success Program. She discovered her passion and learned how to budget her money. Brenda now incorporates savings into her budget and this will one day result in a trip to South Africa, a dream she holds dear.

Through the program Brenda now volunteers four to five hours per week. She is developing skills painting furniture and is very proud to say that everything she has painted so far has been sold. She meets many new people in the shop, helps customers pick out paints and answers their questions, giving her the opportunity to develop customer service skills.

Brenda has also transferred the skills she has learned into helping out with a new community endeavour that has potential to add to her savings. Look out Africa, here she comes!

RICHER'S STORY

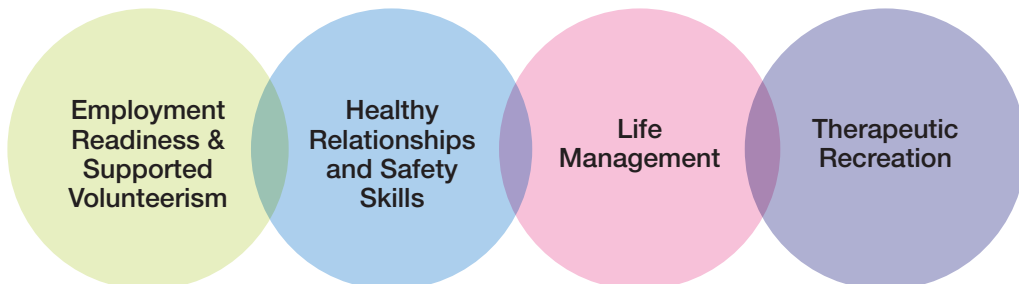


Rocky working in the Brantwood café.

Richer (affectionately known as Rocky) has been a valued volunteer at Brantwood for over 29 years. Rocky enrolled and graduated from the Foundation for Success pre-employment program. He was hired by Brantwood and is a proud member of the Recreation and Therapy Centre team working in our in-house Café and laundry services. “I enjoy taking responsibility for the Café. I go shopping, choose which items to buy and do deposits at the bank. I really enjoy working here and was really excited and happy to get my first pay cheque from Brantwood.” Rocky hasn’t made too many changes as, like many of us, he likes his routine; but he does enjoy having the extra money to save for vacation time. Now that Rocky is a Brantwood employee he attends all the staff training and team building activities. “I like being included; I go to training with all the staff now and I like going out to dinner with them too.”

THE COMMUNITY DAY PROGRAM TRANSITIONS TO FOUNDATIONS FOR SUCCESS

Based on the success of the Foundation for Success pilot program, Brantwood has transitioned its Community Day Supports program into a skill-development and pre-employment program called Foundations for Success. Brantwood now offers a menu of supports under four main pillars:



PASSPORT SERVICES

Brantwood has a number of services that can be purchased directly from the agency using Passport funding. Thirty-five people purchased over 1000 individualized services from Brantwood in 2014/2015.

One of the services available for purchase with Passport Funding is Person-Directed Planning. Person-directed planning assists a person to plan for their life, now and in the future. It is a tool to help people direct their supports to achieve the things they want and need. This tool also helps others involved with the person to understand how to provide the best support for the individual and ways they can assist in achieving their goals.

35
PEOPLE
Purchased over
1000 individualized
services

David performing at the "One Note, One Night" musical event at the Brantford Arts Block.



DAVID'S STORY

One of David's goals is to become famous in order to advocate the endless possibilities available for people with disabilities. David's person-directed plan has led him to involvement in the Ichthy's Theatre Group, a spotlight performance in the "One Note, One Night" musical event at the Brantford Arts Block performing his original songs, and a Rogers Cable "Inside Brant" interview and song performance.

Today David is working on producing his own music CD and pursuing other theatre work. Through Person-Directed Planning, David is well on his way to achieving his goals and dreams.

It is our goal for *everyone* supported by Brantwood to become vibrant citizens involved in our community.



Community Connections are personal support networks (family/friends/community) based on the concept that cultivating relationships is essential for us all to have a sense of belonging and community.

People at Brantwood are active in the community and give back in many ways. Over the past year people supported by Brantwood volunteered at the Tim Horton's Onondaga Farm Camp, the Re-Store, Lock and Key Treasures, Salvation Army Food Bank, K-9 Case Dog Training Centre, the Chamber of Commerce, The Closet Door and Brant Country Singers. They competed in Harmony Square's Chilly Willy Cook-Off and also gave back to the community by participating in walks for cancer research, Multiple Sclerosis and the Stedman Hospice.



LUKE'S STORY – A PERFECT COMMUNITY CONNECTION!

Luke's story is an inspiration we can all learn from. He had a dream and did not give up on it, or give in to barriers. His dream was to be a part of a sports team. However, as he uses a wheelchair, he was unable to find a team that would include him - so he created his own league! Luke is now the successful Manager of the Lucky Pucks Ball Hockey league.

With determination and excitement Luke thought 'outside the box' and he made his dream come true. Lucky Pucks is an inclusive Ball Hockey league where players of all ages and all abilities are welcome to join. As Luke's poster slogan

says "Ability is Limitless." Players who use wheelchairs independently participate by having their ball hockey sticks fastened with Velcro to their wheelchairs. Those needing assistance to move about on the playing field have others assist.

Luke researched venues, recruited volunteers and promoted his plan. The league was held at Woodman Park Community Centre for seven weeks earlier this year. A roster of players will be signing up again this fall.

Luke feels it is not a big deal that he uses a wheelchair - It only means he can go faster!

GROWTH AND DEVELOPMENT:

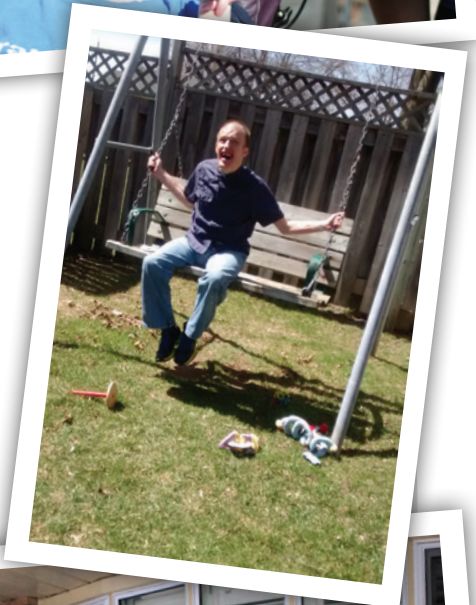
Residential & Health Supports

This year the outstanding themes for Residential and Health Supports were growth and development.

Residential services at Brantwood continue to include group living, overnight and vacation respite, shared-care and supported independent living. In October, a new supported independent living opportunity was developed and three young men now live with minimal supports and they are experiencing independence in a new way.

For people supported, it is not person-centred planning that matters as much as the pervasive presence of person-centred thinking. If people who use services are to have self-directed lives within their own communities, then those who are around the person, especially those who do the day-to-day support, need to have person-centred thinking skills. This year, all Brantwood employees were trained in Person-Centered Thinking (PCT). This approach will have a very positive impact on how the agency develops customized supports.

In addition to PCT, several staff acquired Social Role Valorization and Individualized Optimal Service Design training. Both training opportunities continue to improve the way Brantwood assists people in their pursuit of a full life.





GROWTH AND DEVELOPMENT CONTINUED

Brantwood recognizes that there are people who require specialized services to meet their complex needs so they too can enjoy all that community living offers. In 2014/2015, nursing supports were increased to 24 hours a day in order to provide supports to people with complex health challenges. Palliative care support was provided with the help of the Palliative Care Outreach Team and the Community Care Access Centre.

Brantwood continues to build strategic partnerships with the developmental services worker, social services, recreation therapy, occupational therapy and nursing programs at Fanshawe and Mohawk College. Throughout the year we provided numerous student placement opportunities.

It has been a challenging year but one with many celebrations for the people we support. This year also marked the passing of Corrine, Henry and Rodney. Thank you for all you taught us. You are missed.



SEATING CLINIC

Brantwood's Seating Clinic specializes in the fabrication of custom products for wheelchairs, beds and other daily sitting and resting surfaces. These include bed rail pads, chest straps, customized padding for bedroom areas and upholstery. Our Occupational Therapist, Kinesiologist and Technicians have many years of experience in the field.

Brantwood's experienced staff provided satisfying solutions in the areas of:

- Postural support for individuals travelling in vans.
- Custom padding around hard or sharp objects found in the home
- Specialized seating for wheelchairs and repairs
- Custom soft mattress covers to protect against incontinence
- Protection from self injurious behaviour

2014/2015 was an outstanding year for the Clinic which touched the lives of 116 Individuals directly supported by Brantwood as well as another 80 Individuals who only use Brantwood's Seating Clinic services.



The Seating Clinic's Paul Riddle (right) with Jessie Gregory of the Canadian Women's National Sledge Hockey Team.

THANK YOU TO OUR EMPLOYEES



Dianne Belliveau retired in 2014 after 21 years of service as Executive Director of Brantwood. Throughout her career at Brantwood Diane was known for her commitment to getting people a good life, connecting people supported with their

families and ensuring people supported were part of the community. We thank Dianne for her years of service and for being a motivating and inspiring leader. Other employees who retired in 2014/2015 included Estrellita Estoesta, Kandy Burtch , Wayne Harris, Loraine McIntyre and Loraine Verplanke.

Brantwood was pleased to welcome 50 new employees throughout 2014/2015. The majority hired were Direct Support Professionals who provide front line support. Brantwood prides itself as an agency that provides a continuous learning environment and development opportunities to all employees.

Brantwood's annual Staff Appreciation Day was held in February, with over 180 employees and retirees in attendance. Perfect Attendance Awards were presented to 15 employees, two of whom reached 20 years of perfect attendance. Years of service awards were presented to 26 employees for reaching milestones of 5, 10, and 15 years of service. This year Brantwood welcomed one employee into the Silver Service Club, bringing the Silver Service Club members up to a total of 40 employees who have achieved 25 years of service.

STAFF SERVICE AWARDS

25 YEARS

Mary Sadler

15 YEARS

David Braun

Beth Eacrett

Melissa Silverthorn

Cindy Henley

Jeanne Stephens

Kathleen Douglas

Sharon Rivers

10 YEARS

Jackie Syms

Heather Towler

Joanne Clarke

Candy Wood

Helen Lahey

Anne Batchelor

JamieLynn Byrne

Julie Wagenaar

5 YEARS

Victoria Wasylyk

Lindsay James

Meg Creighton

Marion Ismond

Nicole Ward

Mike Mitchell

Jenni Hunter

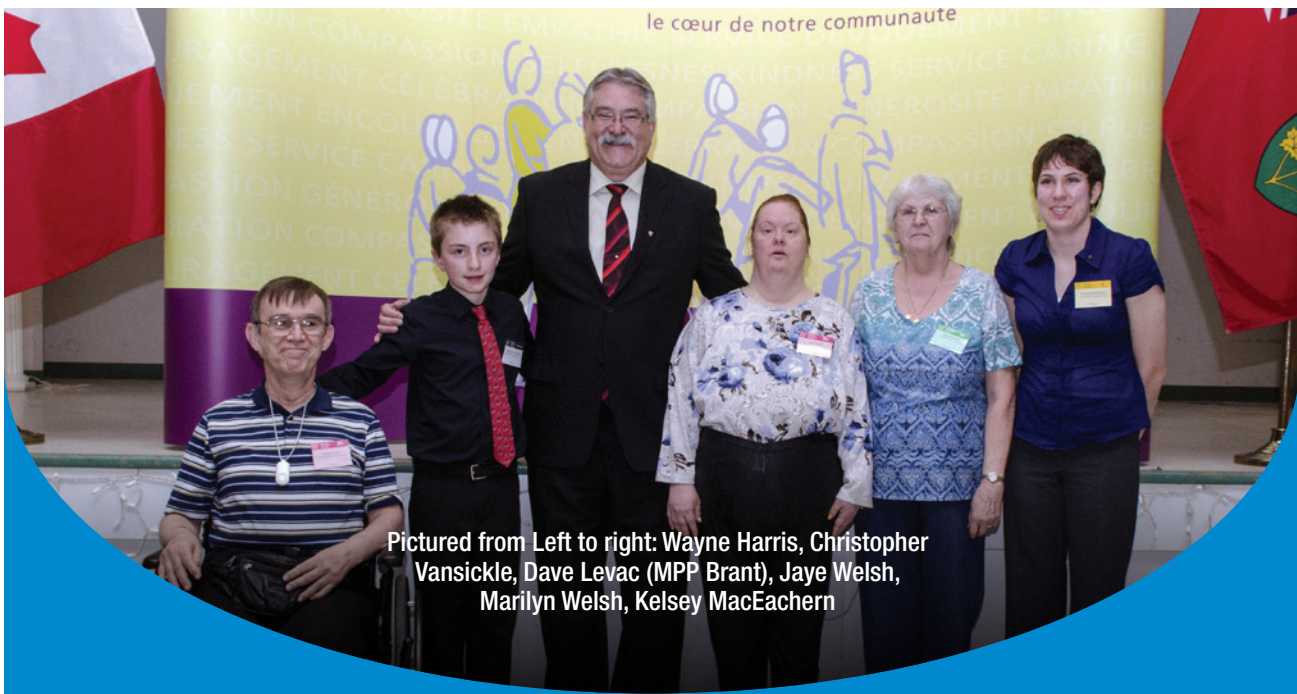
Sebia Shizha

Lindsay Molesworth

Josh Panton



Mary Sadler accepting her Silver Service Award from Executive Director Jo-Anne Link and Board Chair David Bailey.



Pictured from Left to right: Wayne Harris, Christopher Vansickle, Dave Levac (MPP Brant), Jaye Welsh, Marilyn Welsh, Kelsey MacEachern

THANK YOU TO OUR VOLUNTEERS

Brantwood Board Chair, David Bailey was recognized this year with a Brant County Lifetime Achievement Award for Outstanding Volunteerism. Some of David's volunteerism includes work with Brantwood Community Services, the Boys and Girls Club, the Rotary Club of Brantford and the Brant Community Foundation.

Brantwood has over 60 volunteers who regularly donate their time and talents across the agency. A number of Brantwood volunteers were presented with Ontario Volunteer Service Awards this year.



David Bailey (right), and Paul Mitchell receiving their Lifetime Achievement Awards for Outstanding Volunteerism (Image courtesy of Brant News).

- Candy Clark** (15 Years)
- Ralph Harris** (10 Years)
- Wayne Harris** (20 Years)
- Kelsey MacEachern** (5 Years)
- Logan Mathews** (5 Years)
- Alayne Sokoloski** (15 Years)
- Christopher Vansickle** (5 Years)
- Jaye Welsh** (20 Years)
- Marilyn Welsh** (10 Years)

BUILDING & PROPERTY HIGHLIGHTS

Brantwood's Facility Services provides general repairs, housekeeping and maintenance services for all of Brantwood homes, the Recreation Therapy Centre, Community Living Brant, Twin Lakes and Lansdowne Children's Centre. Some of the 2014/2015 facility upgrades and repairs at Brantwood included:

- Renovations to the Recreation Therapy Centre to support the expansion of services, new technology and quiet space
- Conversion of the Snoezelon Room to a Multi-Sensory Room with improved electronics, lifts and sensory equipment
- Improved accessibility
- Creation of the Inn on Strawberry Hill Respite Program
- Installation of energy efficient tankless water heaters, hydraulic lifts, tubs and change tables

Brantwood was successful in obtaining minor capital funding from the Ministry of Community and Social Services, the Federal Enabling Accessibility Fund, the RBC Foundation, Aberdeen Health and Community Services Foundation and the Brant Community Foundations to enable the completion of some of these projects.



FINANCIAL HIGHLIGHTS

Revenue from all sources in the year 2014/2015 approximated \$11.5 m.

Brantwood is funded by seven main sources:

- Funding from Ministry of Community and Social Services
- Brant United Way
- Rent & Maintenance Fees
- Recreation Therapy Centre memberships
- Fee for service revenues from individuals and families who use their passport funding to purchase individualized services
- Municipal, provincial and federal grants
- Donations from foundations, individuals, families and corporations and fund raising events

The financial year that encompassed 2014/2015 brought some much needed funding increases to Brantwood. Specifically, Wage Enhancement funding was received from the Ministry of Community and Social Services and passed along to front line employees. As well, one-time minor capital funding enabled Brantwood to purchase a number of lifts as well as renovate living areas in a number of our group homes.

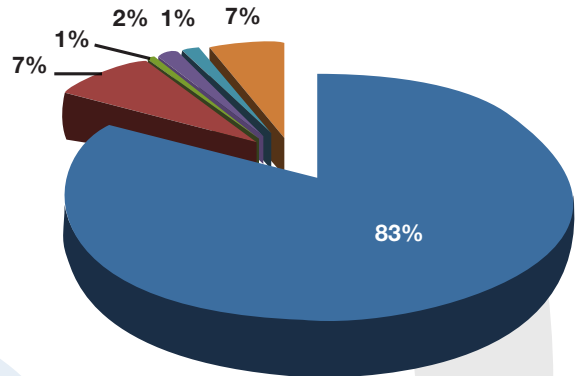
Overall, the financial results for the fiscal year ending March 31, 2015 finished close to expectations. All departments worked diligently to adjust their spending where necessary and we continued to achieve efficiencies with staffing, supplies and the day-to-day operational necessities.

As always, the largest expense category was employee wages and benefits which accounted for 83% of the total expenditures. This was followed by Food and Supplies at 7%.

As highlighted in the Facilities Department report, Brantwood was able to renovate and repair group homes as well as purchase many new pieces of equipment this past year due to additional funding that was received.

In summary, this was a very exciting year for Brantwood as growth occurred on many fronts, both operationally and financially.

EXPENDITURES



- Salaries, Wages and Benefits
- Food, Supplies, Repairs, Mtc.
- Designated Minor Capital Projects
- Utilities
- Vehicle Costs
- All Other Business costs



THANK YOU TO OUR COMMUNITY: THE BRANTWOOD FOUNDATION ANNUAL REPORT



Fundraising events formed a key part of the Foundation's fundraising efforts in 2014/2015. The 18th Annual Charity Golf Tournament was held on May 29, 2014 at Northridge Golf Course. One hundred and twenty five golfers and over 30 corporate and community sponsors helped to raise \$40,000 for Brantwood. Over 30 volunteers contributed to making this fun community event a great success.

On January 31, 2015 Brantwood and Participation House Brantford hosted the Annual Wheelchair Basketball Tournament at the Branlyn Community Centre. This year marked the 25th year of the event which raises funds for the two organizations and helps to bring attention to their work in the community.

Brantwood continued to receive strong support from the community for our programs and services. The RBC Royal Bank Foundation and the Aberdeen Health and Community Services Foundation provided grants to support the upgrade of the Multi-Sensory Room. The Multi-Sensory Room provides an environment for relaxation and learning through gentle stimulation

for people who have developmental challenges, perceptual challenges and autism by stimulating their visual, auditory and tactile experiences. Brantwood also received support from the City of Brantford to purchase a SMART Table. The SMART Table promotes learning through audio, visual and hands-on interactive experiences, and increases hand eye coordination and communication skills through fun collaborative learning activities.

2014 marked another very successful United Way agency fundraising campaign. Brantwood staff raised \$8,900 for the Brant United Way through hosting a number of creative fundraising events and initiatives during the fall campaign. This was an outstanding show of support for the United Way and its importance to our community on behalf of the entire Brantwood team.

Funds raised by the Brantwood Foundation this year also helped to support the purchase of a wheelchair accessible van for Brantwood's Beckett Home. The van plays a key part in keeping people supported participating in the community.

THANK YOU FOR YOUR GENEROSITY

We would like to extend our gratitude to everyone who contributed to the success of Brantwood over the past year. None of our accomplishments would have been possible without the involvement of people we support, their families, volunteers, staff, board members, donors, event supporters, community partners and funders.

THANK YOU DONORS (\$500+)

Aberdeen Health & Community Services Foundation
Affleck Greene McMurtry
Brant Naval Veterans Association
Brant Mutual
Brant United Way
Ceridian
The Corporation of the City of Brantford
ClassMed
Creative Carriages Ltd.
David and Joyce Moss Fund at the Brant Community Foundation
Dolch'Eh Bistro Inc.
Filion Wakely Thorup Angeletti LLP
Future Flow Consultants Inc.
Gates Canada
Hearth & Home
Eeke Hornibrook
Hydro One Employees' and Pensioner's Charity Trust
J.W. Westman Inc.
Millard, Rouse & Rosebrugh LLP
Sharon Murray-Regan
RBC Royal Bank Foundation
Remedy's Rx
Scotia Bank
Stephen Smith and Dorothy Woltz Foundation
United Way Toronto
Via Rail Canada
Woodbury Farms Ltd.



DONATIONS IN KIND

Advantage Vinyl
Blueprint Agencies
Brant News
Brantford Expositor
Carol and Brad Holmes
Sandra Salvucci
Zehrs King George Rd.

DONATIONS IN MEMORY OF

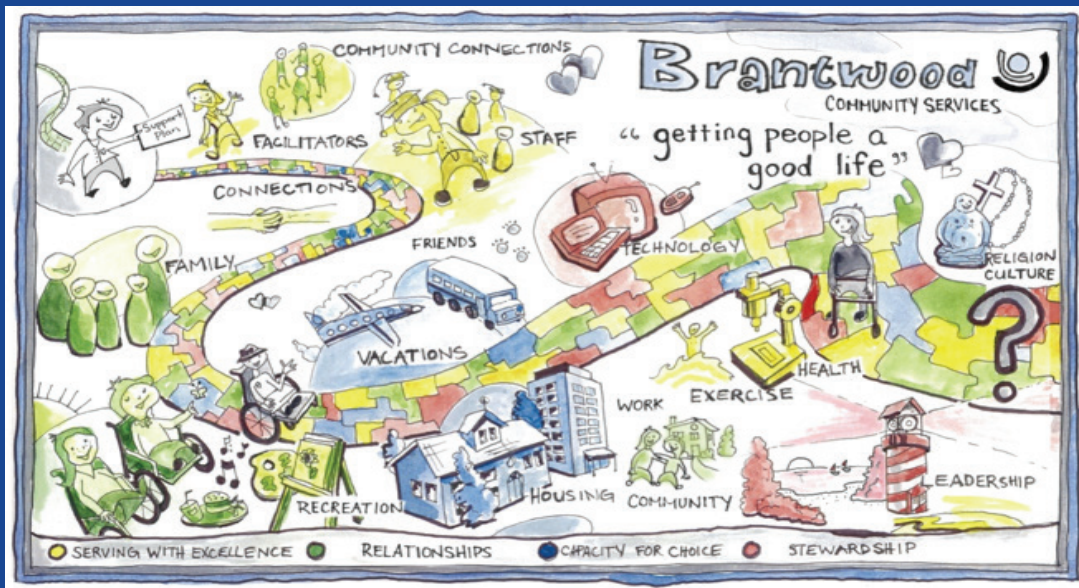
Rachel Folsetter
Helen Jennings
Henry Lamers
Frieta Lembke
Rodney Murray

GOVERNMENT GRANTS

Ministry of Community and Social Services Enabling Accessibility Fund
Ministry of Community and Social Services Inclusion and Employment Opportunities Partnership Fund



Brantwood Community Services is a not for profit, social agency in Brantford, Ontario that empowers people with developmental challenges in their pursuit of a full life. The agency operates a full range of residential supports including twelve group homes, specialized residential services, supported independent living, community day supports, pre-employment training, a Recreation Therapy Centre, a variety of Respite supports, and a Seating Clinic that develops and produces customized seating and positioning products.



Brantwood Community Services

For opportunities to become involved with Brantwood,
or to learn more about the agency visit:

www.brantwood.ca



Like us on Facebook and follow us on
Twitter! Twitter - @BrantwoodCS



For further information about Brantwood's services
please call:
(519) 753-2658 Ext. 157

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