



ANNUAL REPORT



**Independent
Living Centre**
of WATERLOO REGION

The ILCWR Vision

VISION

Together, Freedom Through Access and Choice

MISSION

To support persons with disabilities by:

- facilitating individual growth towards greater independence
- creating opportunities to make informed choices
- assisting in the removal of barriers to full participation in the community
- improving the capacity of caregivers to assist and support them
- helping to increase the community's acceptance and integration of them

PHILOSOPHY

ILCWR believes in and supports the rights and responsibilities of persons with disabilities and those persons working with them.

ILCWR believes that accommodation, which embraces the diversity of persons with disabilities and is sensitive to unique needs, is essential to support persons with disabilities to exercise their rights and responsibilities.

ILCWR believes that persons with disabilities are equal to their fellow citizens and must have access to the unique supports they need to be empowered to fully participate in their communities. ILCWR is also responsive to the needs of those who support persons with disabilities, such as staff, family members, friends and volunteers.

ILCWR believes that the mandates and regulations of government and funders are minimum requirements that must be met.

ILCWR believes in advocating for the elimination of barriers and in challenging public attitudes.

ILCWR believes that clear, respectful and open communication among all parties is required to achieve its purpose and vision.

VALUES

Justice

- fairness and objectivity
- equal and open opportunities for all

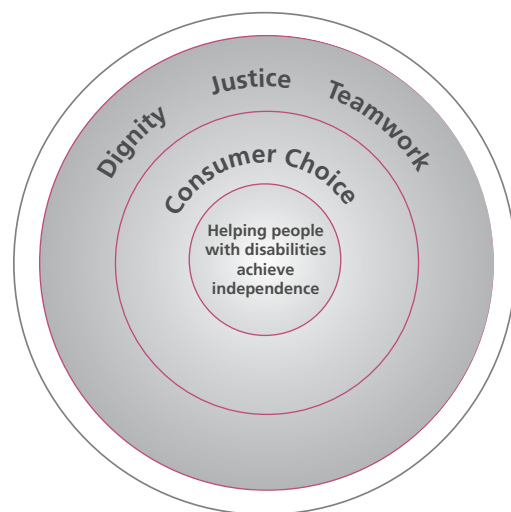
Dignity

- showing respect towards others and expecting it in return
- a caring and considerate attitude

Team Work

- working towards the good of the whole
- building an integrated community
- developing mutually beneficial partnerships
- creating an organizational culture that fosters innovation, humour, flexibility and accountability

ILCWR CULTURE





Message from the President and Executive Director

Another year and another annual report, filled again with a host of activities. As we look back on the past twelve months, we feel very satisfied with the many programs that have been with us for years, and continue to make people's lives fuller and more complete. We are also impressed with the creativity and resourcefulness of our staff as they develop new initiatives.

With a little funding from IL Canada, we began a series of workshops focussed on healthy eating. Our consumers gobbled it up! The 'Food for Thought' series will continue into our next fiscal year and we're exploring a funding opportunity to work with a number of community partners to expand the program.

For over two decades our Kids on the Block program has entertained and educated school-age children about disabilities. Our public awareness efforts have expanded with programs like Beyond Barriers and Access 4 All. We are now planning to reach further into the community and offer consulting services to assist organizations as they begin to comply with the new standards from the Accessibility for Ontarians with Disabilities Act.

This year marked a return to strategic planning. Actually, we never really abandoned it, but rather chose in 2005 to do only a minor tune-up of our existing plan. This time we went for a full-blown process including interviews with key informants, joint board and staff planning sessions and a consumer forum. Our strategic directions are now set for the next three years.

ILCWR continues to play a key role in the collaborative effort to improve the health care system in Waterloo Region. Besides attending frequent WWLHIN-sponsored sessions, staff are active in many networks and task forces including: Community Support Services Network, Attendant Services Network, Health Human Resources Council, Supportive Housing Group, System Focused Analysis Group.

We are grateful for all the financial support we receive: major funding from the Waterloo Wellington Local Health Integration Network (WWLHIN) for attendant services; ongoing grants from the United Way of Kitchener-Waterloo and Area, the Region of Waterloo, KidsAbility, the Centre for Independent Living Toronto for community support services; and numerous one-time contributions from Cambridge United Way, K-W Community Foundation, Cambridge Community Foundation and so many others.

We are especially thankful to the many people who are key in making ILCWR tick: our board who keep an eye on the big picture; our staff who deliver our services and programs under the IL philosophy; our volunteers who pitch in for special events; and of course our consumers who direct their own services and keep reminding us who the experts really are.

Sue Morgan
President

Fred Kinsie
Executive Director

Attendant Services

“Coming on to the Outreach program was the best decision I ever made. Even though my disability has progressed, I’m getting out more and have become more independent. I would never have thought this was possible!”

These words from a person receiving Outreach Services capture the essence of what it is that we try to do through our Attendant Service Programs: helping people with disabilities to achieve independence using a model that is based on consumer participation and direction.

Through our various Attendant Service programs, we assist about 200 individuals with personal support, home making, and activities of daily living in their own homes.

There were several highlights during the past year. Over the winter and early spring we were able to bring eight new people on to the Outreach Program and three new people into our Supportive Housing projects. We were also able to increase by one the number of Supportive Housing units in our “stock.” While this may seem like a small increase, it is a great achievement because not only does it reverse the trend of having to shrink our numbers to meet budgetary restrictions, it also enabled one more individual to live independently and participate in the community.

Another success in the past year was the introduction of an orientation program for the new consumers of our services. The goal of the sessions was to give participants greater skills in learning how to get their needs met through our unique services and to introduce them to the wide array of programs that are offered here at the Centre by the Community Support Services (CSS) team. These sessions were well received and we have seen some of the new people participating at CSS programs and events, more fully utilizing all we have to offer.

Our efforts over the past year to raise the profile of the agency and the benefit to the greater health system in the eyes of the Waterloo Wellington Local Health Integration Network are coming to fruition. In April 2009 the Board of the WWLHIN approved in principle the most significant increase to the Outreach budget in the history of the program. Once fully implemented we

will be providing services to at least 25 more people, allowing them to live rich and rewarding lives in their own home.

We will continue to seek opportunities to expand our Supportive Housing services in the coming year.

All of these successes would not be possible without the hard work and dedication of our staff.

Attendants, supervisors, and support staff alike deserve great praise for the difference their efforts make in the lives of our consumers every day.



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Community Support Services

Where has the year gone? It has been busy here at ILCWR and you will see in all the reports that a lot has been going on and staff has been working diligently.

A warm welcome to Jim Ducharme, our terrific receptionist who also takes care of the Information and Referral requests that come through. As the first point of contact, Jim is doing a terrific job taking care of information collection and dissemination.

PEER RESOURCE AND ADVOCACY

What an incredible year! We recently held our 2nd Annual Family Picnic and Barbecue, which is always a lot of fun for everyone who attended, including consumers, staff, friends, families and children. This event is definitely a highlight of the year, but does not stand alone. Over the past year we had our annual Balcony Garden and Christmas Cookie Baking events, and last fall held an ILCWR agency information session for young adults with disabilities and their families.

We had some great workshops as well, including a series of guest speakers presenting information on financial planning, ODSP, RDSP, and income tax. IL Canada sponsored our "Food For Thought" series of workshops designed at providing information and resources on healthy eating. Each workshop included a "hands-on" cooking demonstration, where we learned how to make something, got to prepare our own rendition of it, and then of course, ate it!

Our Consumer Express newsletter is designed by and for consumers and not only provides an arena for our consumers to express themselves, but also offers up-to-date information on ILCWR and community happenings. We were able to publish four issues over the past year.

Youth In Transition

This past year we were able to expand our program thanks to the generous funding of the Kitchener Waterloo Community Foundation, as well as our partnerships with Participation House and KidsAbility. We now offer two programs that are distinguishable by age: 15 to 18, and 18 and up. This gives us the opportunity to plan more age-appropriate activities and provide information that is more relevant to each group of participants.

The Teen program - offered in partnership with KidsAbility - gives youth the opportunity to engage with their peers and prepare for the leap into adulthood. The group participates in both educational and recreational activities. Some discussion topics include stress management, goal setting strategies, healthy living and eating. In addition, the group enjoys social time as well as many craft and baking nights.

The Young Adult Program continues to offer many of the original elements from last year's youth group, including fantastic meals, movie and game nights, and guest speakers. In addition, each participant performs a self assessment and sets personal goals that can be accomplished over the course of the program. The young adults will then work with the program facilitator one-on-one to learn about and attain these goals. The youth in transition programs continue to receive high praise and positive feedback from participants and their families.

Women's Group

In addition to having several social get-togethers at Head Office throughout the year, in May of 2008, the Women's Group had a lesson in art therapy, in which they learned that a picture really does say a thousand words. The group was asked to draw a tree representing who they were before a specific trauma in their lives, a tree representing who they became after the trauma, and a tree representing who and where they would like to be in the future. Everyone learned that their drawings said things about them that they did not even realize themselves.

In the fall of 2008, Sherry Erb from the Kitchener Public Library spoke to the Women's Group about all the services offered by the library, including the Visiting Library Services for people who have difficulties getting to the library. The session was very informative and even people who thought they knew about the services learned something new.

There was a Christmas luncheon in December and it turned out to be the most popular event of the year. It has since been decided that the Women's Group loves to eat, so we will be doing more of that in the future.

If you are interested in becoming involved with the Women's Group, please contact Joyce Nieuwesteeg.

Continued next page

Community Support Services *cont'd*

INDIVIDUAL ADVOCACY

Individual Advocacy has been busy assisting the consumers to live independently in our community. The program allows one-on-one sessions with the consumers to help them to discover what they need and want to reach their goals. Workshops and events based on what they ask for have answered many questions and resolved many issues.

DIRECT FUNDING

For the past 15 years, Direct Funding has been extremely beneficial to those who have been receiving the funding. It is an Ontario wide program that currently supports a total of 672 Self Managers. In the Waterloo Region, there are currently 31 self-managers on the program. The Direct Funding program provides funding for attendant care for those people with a permanent disability. It gives them the opportunity to be in control of their own lives and allows them to be more active members within their own family and community. Although there is a waiting list, the program is still accepting applications at this time.

PUBLIC AWARENESS AND EDUCATION

Kids on the Block

It was a fantastic year for the Kids on the Block program (KOB). We performed 90 shows to an audience of almost 7,000. The increase in numbers means not only that the program has been able to educate more children about disability awareness and inclusion but that the program has generated more donations to the agency this year as well.

Children often send thank you letters and cards to the puppets after a show so we decided to start a KOB Pen Pal program. After the presentation the kids are encouraged to write their favourite puppet a letter asking any questions they didn't get the chance to ask during the show. Within a week the puppet sends a letter back accompanied by an autographed photo and KOB stickers. This new addition to the KOB program is receiving rave reviews.

Thanks to the generosity of the McKesson Foundation we are now able to order the much

anticipated Children's Mental Health/ADHD program; topics which are frequently requested but until now we were unable to offer.

Access 4 All

This was the first full fiscal year for our newest education program entitled ACCESS 4 ALL (A4A). This program was intended as a follow-up workshop to the KOB program and was designed for students in grades 5-8. A4A is a hands-on program that allows participants the opportunity to discover solutions to barriers while having fun. In our first year we gave 21 presentations to 580 participants. The aim of the program is to get youth thinking about accessibility and barrier-removal. Judging by the evaluations, the program has been well received from teachers, counselors and participants alike.

Beyond Barriers

Beyond Barriers (formally known as Sensitivity Training) is our disability awareness program designed for high school, post secondary students and the general adult population in the Region. In this program teens and adults are given the opportunity to gain insight into some of the barriers that exist for so many people with disabilities in our community. Through discussions, activities, videos and guest speakers participants discover the benefits and rewards of a diverse and inclusive community. We presented 10 workshops to over 400 participants this year and expect the numbers to increase greatly in the upcoming year.

In addition to the above listed disability awareness and inclusion programs we gave many community presentations during the fiscal year.

Access 2010

Many of you will remember that back in the 90's, ILCWR presented the "Access" shows. After taking a bit of a break we are again hosting "ACCESS 2010". This two day trade show with workshops and entertainment will be held at the Kitchener Auditorium on Friday September 17th and Saturday September 18th, 2010. We are busy planning and preparing for this event which will showcase many products and services for people with disabilities and their families. Mark the date on your calendar and more information will be forthcoming.

SUMMARY OF REVENUES & EXPENDITURES

Year Ended March 31, 2009

REVENUES

Ministry of Health & Long-Term Care	\$4,953,838
Independent Living Canada	63,935
Centre for Independent Living Toronto	72,896
United Way of Kitchener-Waterloo	45,158
Fees for Service	285,235
Donations, Interest, Miscellaneous & Other Grants	76,862

TOTAL REVENUES \$5,499,924

EXPENDITURES

Supportive Housing	\$2,136,846
Outreach	2,442,221
Community Support Services	230,501
Administration	658,814
Capital Expenditures	3,021
Depreciation*	40,471

TOTAL EXPENDITURES \$5,511,874

DEFICIT \$-11,950

*Depreciation is a non-cash expenditure used to depreciate capital assets on the balance sheet.

STATISTICS

PROGRAM

Community Support Services 1,693 contacts
(Information and Referral, Peer Support, Individual Advocacy)

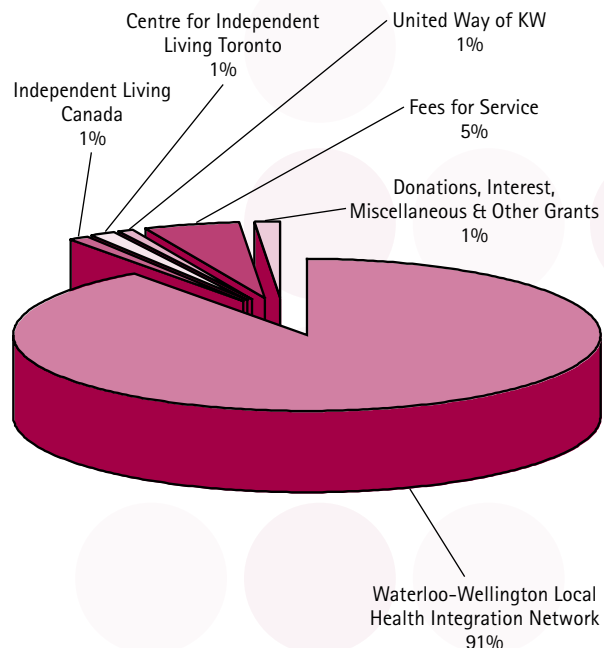
Public Awareness & Education 7,926 contacts

KOB	90 presentations	6,884
A4A	21 presentations	580
BB	10 presentations	429
YIT	4 presentations	33

Attendant Services

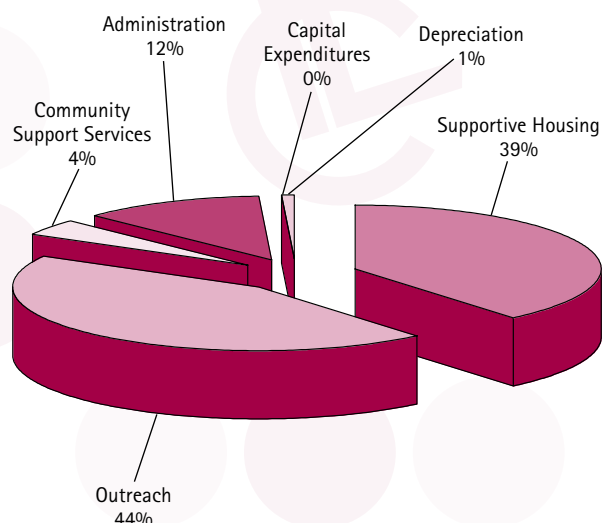
Outreach	178 consumers	99,313 hours
Supportive Housing	38 consumers	12,351 days

SOURCE OF FUNDS



USE OF FUNDS

SERVICE LEVELS



ILCWR Staff

MILESTONE STAFF

Celebrating Significant Milestones

5 Years

Bibi Zabar
Alexandra Jucknies
Susan Moyer
Elsie Ayre
Marilyn Martin
Sandy Stauffer
Jean Morby
Carol Schmidt
Tracy Spencer
Shantkumar Bhola
Maria Muntean
Elisa MacRae
Teresa Bower
Belinda Talarico
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Ana Gonzalez
Zali Ayah
Sheila Joyner



10 Years

Diane Peters
Sherri Phillips
Garnet King
Maddoline Stiller
Pat Smith
Debra Davies
Lorene Collingwood
Lisa Coulas
Judy Richardson
Louise St. Croix



15 Years

Catharine Brown
Brian King

20 Years

Paula Saunders (A)
Ronda Betcher (*picture unavailable*)
Bil Smith (B)
Catherine Evenden (C)

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ILCWR Staff Contacts

ILCWR Telephone 519 571 6788

ADMINISTRATION

Christina Churchill	Employee Health Coordinator	ext 7480
Jim Ducharme	Reception/Information and Referral	
Fred Kinsie	Executive Director	ext 7471
Angela Korn	Human Resources and Finance Director	ext 7473
Jessica Linthorne	Executive Assistant	ext 7425
Joyce Nieuwesteeg	Administrative Assistant	ext 7489
Amy Ross	Human Resources Coordinator	ext 7475
Bil Smith	Attendant Services Director	ext 7481
Tracy Spencer	Finance Coordinator	ext 7484

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Lorene Collingwood	Regional Direct Funding Coordinator	ext 7479
Dan Lajoie	Peer Resource and Advocacy Coordinator	ext 7477
Andrena Lockley	Public Awareness and Education Coordinator	ext 7474
Paula Saunders	Community Support Services Director	ext 7478

ATTENDANT SERVICES

James Downham	Outreach Supervisor	ext 7490
Cindy Guy	In-Home Respite and Outreach Supervisor	ext 7482
Karen Mahovlich	Outreach Supervisor	ext 7491
Allan Russell	Mooregate and University Project Supervisor	519 745 5949
Leanne Schade	Attendant Services Program Support	ext 7483
Sandy Stauffer	Shamrock Project Supervisor	519 746 1312
RuthAnn Wassing	Kiwanis Project Supervisor	519 650 0843



**Independent
Living Centre**
of WATERLOO REGION

127 Victoria Street South, Suite 201
Kitchener, Ontario
N2G 2B4

Phone: 519-571-6788
TTY: 519-571-7590
Fax: 519-571-6388

Website: www.ilcwr.org
E-mail: info@ilcwr.org

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