

# Shining the Light



ANNUAL REPORT  
2016/2017

# Vision:

Inclusive Communities  
where people of all abilities

# ARE VALUED

# Mission:

PROVIDING INNOVATIVE OPPORTUNITIES  
that enable the people we support  
to reach their goals and achieve  
RECOGNITION *of their value*  
in the community



## President's Report Cheryl Hugill



By all measures 2016/2017 was a successful year for Sunbeam Centre. We saw the introduction of new programs and services, we were identified as a low risk agency through the government's Transfer Payment Risk Assessment process, and we met all service and financial targets.

In addition to nine returning Board members, we accepted three new individuals to the Board of Directors. Please join me in welcoming Shamendree Naidoo, Lynn Woodbeck and Deb Conte to the Board. Their backgrounds in Accounting, Education/Administration, and Marketing, respectively, and their personal attributes will make a positive impact on the Board and Sunbeam now, and in the future.

Sunbeam launched two related initiatives during the 2016/2017 fiscal year.

Recognizing that Sunbeam needs to increase our presence in the community and identify additional sources of revenue we have initiated a *Fund Development Plan*. More information will be made available throughout the coming years as we move forward with this strategy.

Sunbeam has also contracted with FJ Galloway and Associates to lead us through the development of a three-year *Strategic Plan*. Organizations use Strategic Plans to; set priorities, develop and communicate common goals, determine where to focus energies and resources, and to strengthen operations. One of the key components in the development of a strong Strategic Plan is the involvement of stakeholders in

the process. I am happy to say that more than one hundred fifty (150) people have participated through focus groups, surveys, and individual interviews. Participants in the process included; people supported by Sunbeam and their families, employees, volunteers, donors, reps from our funding Ministries, and partner organizations. A sincere thank you to everyone who participated in the process.

The information gathered and opinions expressed by participants are critical to the development of a set of strategic themes, both opportunities and challenges, that may lie before Sunbeam Centre for the 2017 to 2020 period. In order to develop the three year Strategic Plan, these themes were examined and prioritized by the Board and Senior Management at a workshop in May. The Strategic Plan will be posted on our website for easy access once it has been approved.

I would like to take this opportunity to thank all our employees and volunteers for their extraordinary efforts over the past year. Your contributions have allowed Sunbeam to achieve our Mission.

Over the coming year, Sunbeam will put in place measures to help us meet the goals that will be established by the Strategic and Fund Development Plans. We know now that will include reaching out to the community, to increase our presence. We also know now that we will continue to work hard alongside our stakeholders to improve and grow our services.





## Executive Director's Report Bob Butella



The work of this organization is not only incredibly needed but also incredibly inspiring and this is why we chose for this year the theme of "Shine the Light" on Sunbeam.

It's so important to celebrate our successes and new initiatives. The depth and breadth of the services provided by Sunbeam make us unique in the DS sector. Our ability to provide high quality services and supports to such diverse groups is widely recognized. This diversity, however, also makes us keenly aware of the unmet need in the Waterloo Region and across the province. We have successfully worked with our community partners and the Ministries of Community and Social Services & Children and Youth Services to develop new services to help meet these needs.

One area where we see a significant increase in demand for services is with the number of transitional aged youth requiring service coordination. These youth come from Waterloo, Wellington, Halton, Peel or Dufferin and have been placed by a child welfare agency. Once these young adults reach eighteen (18), and are no longer eligible for supports through the children's system, Sunbeam assumes the responsibility of overseeing the placement with the main objective being to help find a permanent setting. Several transitional aged youth connected with our service coordination program were living with families in a foster arrangement. Where this is a good fit for all involved and it is the preferred model of service, we will help to maintain that relationship through our newly approved Host Family Program.

Sunbeam received approval to open a new group home in Kitchener that is now a home to four young men in 2017. This expansion will enhance our expertise and provide resources that over time, may be directed to other areas.

In March, Sunbeam received confirmation of funding to provide Coordinated Service Planning (CSP) through Ontario's Special Needs Strategy. This will streamline service provision for children with highly complex service needs involved with multiple agencies. Led by Sunbeam Centre, this is a partnership between fifteen (15) agencies and three (3) school boards in Waterloo Region.

This year, we will continue to advocate for funding of a full time adult respite program at Sunbeam. The support of families in this process certainly gave strength to our proposal - it allowed for a very clear articulation of the need. We have expanded our conversations to include the Ministry of Health and Long Term Care through the local LHIN (Local Health Integration Network). There is increased interest from both MCSS and the LHIN and we are hopeful that we will get approval sometime during this fiscal year.

A special highlight for me this year was the *Lighting of the Green*, which was a beautiful celebration of the holiday season complete with cookies and treats provided by the Family Advisory Group, the Buddy Choir, a Swing Band, and of course, the lighting of our front green space (i.e. *The Green*). The look of awe, common across the faces of our clients, their families, and many community members was inspiring. We plan to continue this type of community focused event in the years to come.

» Executive Director's Report continued from page 4

There are two other exciting projects underway at Sunbeam that will continue into the coming year including the development of a Strategic Plan and the development and implementation of a Fund Development Plan. We have contracted with Flow Office Wisdom to implement a Fund Development Plan that will include: fund raising events and activities, Legacy giving, corporate and foundation supports, media campaigns to help raise awareness. We are confident that through this process we will meet our goals of increasing our public presence and securing new revenue sources.

I would like to thank all employees and volunteers for their contributions towards the aims of the organization. Your dedication, enthusiasm and commitment have helped us to provide such a high level of support to so many people across a large number of program areas and geographic locations.

The 2016/2017 was a busy, productive and successful year for Sunbeam Centre. I fully expect that 2017/2018 will be so as well.



## Communities We Serve

Sunbeam Centre's services span across many communities throughout Waterloo, Wellington, Dufferin, Halton and Peel.

Our reach is wide and our impact matters.



### Group Homes (Community Living)

Community homes for people with disabilities



### DSRC

Clinical and case management services for children and adults with a developmental disability and autism, and their families



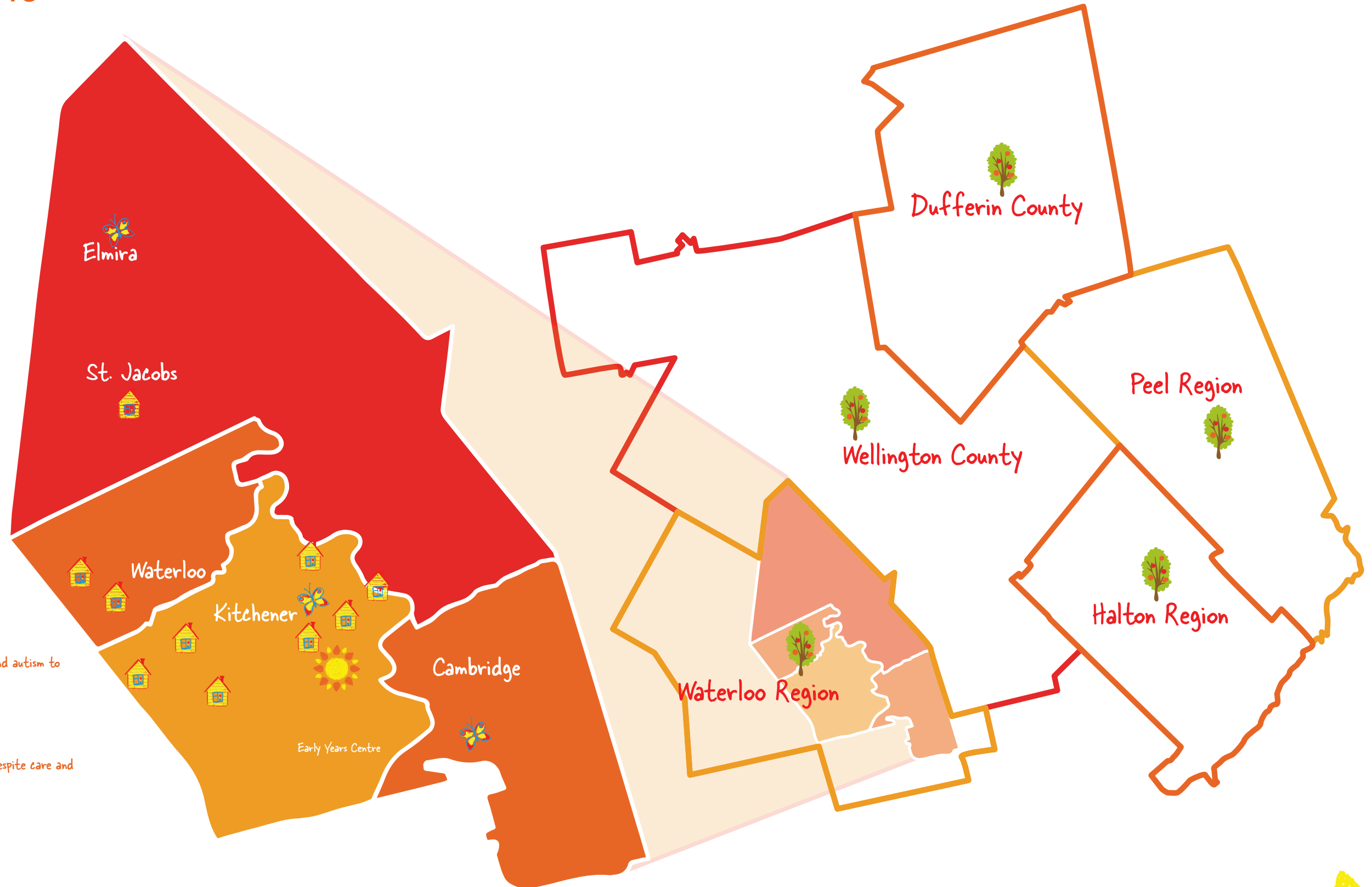
### DSO Central West

Assist adults with developmental disabilities and autism to access support services



### Sunbeam Centre (Kingsway)

Head office, residential care, day programs, respite care and specialized facilities and services



## Anything is Possible

Sunbeam Centre has been a major player in Melissa's world for almost as long as she can remember. As she runs through her schedule for the week it is obvious that Sunbeam Centre's facilities and staff comprise a significant portion of Melissa's day to day life. She has support to do things like swimming, where she actually gets the opportunity to experience walking, cooking classes, karaoke (her favourite tune to belt out is "Only Hope" by Mandy Moore), spa treatments, and movies in the afternoons. She does many of these activities in the company of her boyfriend, whom she met at Sunbeam, and the other friends she has made here. All of these activities seem to bring joy to Melissa, but nothing quite as fully as her newest undertaking – Salsa Dancing.

With the assistance of some of Sunbeam's staff (whom Melissa refers to as "more like family - are like mother figures"). Melissa has acquired a teacher, "G", who comes to the Sunbeam Centre gym on Saturdays and Sundays to teach her Salsa Dancing (although they have also ventured into Merengue and Tango). Sometimes her friends or her boyfriend join in on the fun as well. During her learning, there have definitely been times when Melissa has been told "You can't salsa dance." While this could of course be very frustrating, Melissa matter-of-factly informs these nay-sayers that "G" adapts the dances to fit her abilities. The friends who join her in her lessons have the ability to walk, but have never made Melissa feel like they won't dance with her, or won't be her friend because of her wheelchair. "My friends don't look at me and see a disability. They see more."

How do you feel when you dance? "Like a new part of me comes to life"



## Supporting a Strong and Compassionate Community

**Laura Thies** Director, Developmental Services Resource Centre has been with Sunbeam since 2001. She is responsible for the operations of Developmental Services Resource Centre (DSRC). Laura looks most forward to seeing people in service have success and live their dreams.

### 2016/17 Successes

This year we received the greenlight from the necessary organizations and agencies to move ahead with implementing our Special Needs Strategy, based on a proposal we had submitted. This is a community project which we have been working on for two years. We are very excited to begin to see this come into effect and enrich the lives of those we serve.

Another success this year has been Sunbeam's participation in the Host Family Provider program. We launched this program as of January 2017 and currently have 5 folks being supported in this model. These participants do not have the profile of typical Sunbeam clients and are living outside of the KW region.

### Other Key Highlights

- We exceeded our targets for the Applied Behavioural Analysis program.
- In 2016 we provided more service than ever before, and have been able to maintain our Service Coordination with no wait list, and have moved many into Clinical Services with little to no wait list.

36

Average referrals per month - little to no wait list!



— Unknown

## Living Life with Passion

**Ladonna Ireland** RN Director, Residential and Professional Services has been in this position with Sunbeam since 2014. She is responsible for overseeing the delivery of care and professional support provided to clients receiving residential, respite and day program services. Ladonna looks most forward to seeing the smiles on the faces of the clients and working collaboratively with their families and staff.

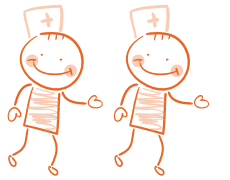
### 2016/17 Successes

We began the year with the realization that the residential model we were working under did not allow us to assist the maximum number of people. With some creative thinking, we developed a "Shared Space" model for our children's residential program, which has been a great support to families. This model allows families to have a residential bed one week/month which allows them to plan around the time that they will have 24 hour support for their child while maintaining a traditional family home life the rest of the month.

We finished renovations on our second Respite space in 2017. We are in the midst of recruiting staff and look forward to being able to offer predictable respite care for families of both children and adults. We have no funding currently for adult respite and as a result, costs are significant. To keep the services affordable, the Board of Directors, has agreed to underwrite the cost of adult respite care, to make it more accessible for more families.

### Other Key Highlights

- Purchased, renovated, furnished and staffed a new group home, welcoming new residents early in 2017/2018
- New Physicians brought on board, processes streamlined, and client specific training offered
- Added one new supervisor position and replaced retiring members of the management team
- Hired more than 20 new Direct Support positions through the Parkview Opening and respite program
- Increased Community Nursing Staff, improving client care, staff support
- Implementation of an electronic record keeping solution to maximize efficiency and accuracy in client care management



In the community homes, the addition of a second community RN has doubled availability of nursing services to those residents

33%

more children being cared for in the residential program

— African Proverb



## Proud Moments for Sunbeam



**Carole VanDerVoort**

A 17 year Sunbeam employee, was awarded for an Ontario Volunteer Service Award based on her volunteer work with the Ontario Association on Developmental Disabilities, where she has served for 15 years. Carole works in an Assessor/Service Navigation role within the DSO and spends her days interacting with clients and their families. This is a demanding role, which Carole strives to offer support and information to all families who's files pass by her desk. Carole's involvement with the OADD has taken many forms, such as Conference Chair and Board Member for 6 years and the organization of their conference every year, for frontline staff and management of developmental services agencies in Ontario. Carole often tries to incorporate Sunbeam staff as presenters, and encourages colleagues to attend as well. Carole brings her best self to both her work with Sunbeam and her volunteer work with the OADD, and Sunbeam is thrilled to benefit from having someone with her level of passion on board.



**Patia Schacht**

Sunbeam volunteer who reached 1000 hours service this year. Patia is a retired staff member.

## There is a "U" in Volunteer

**Laurie Yeo-Schmidt** is the Coordinator, Volunteer Services. Laurie has been with Sunbeam since 1995. She is responsible for volunteer program planning, recruitment, screening, orientation, training, placement, supervision, record keeping, evaluation and recognition. She recognizes and appreciates the cooperation and support of the dedicated Sunbeam staff to help make the volunteer program a success. Laurie looks most forward to hearing from clients and volunteers about how volunteering has made a difference in their lives.

### 2016/17 Successes

This year at Sunbeam our volunteers played a huge role in enhancing our client experiences. Volunteers have served in positions that see them interacting and building relationships with people we support, providing access to activities such as music, swimming, and reading, and assisting our staff in various programming tasks. The work of Sunbeam is certainly better for the dedication of our incredible volunteers. We celebrate and admire each volunteer and desire for them to experience growth and satisfaction through volunteering with us, just as much as we want their work here to impact the growth and satisfaction of Sunbeam's clients. Volunteers are matched to assignments that use their gifts, strengths and interests.

### Other Key Highlights

- Patia, a Sunbeam volunteer, reached 1000 hours of service
- Carole, a Sunbeam employee who has exemplified our culture of volunteering, was nominated for an Ontario Volunteer Service Award

**115**

Volunteers

**3300**

volunteer hours spent

### Quote from Samantha Volunteer, Future Nurse

"Whether you are a healthcare provider or a volunteer, I find that often times we tend to focus on what we are personally gaining from an experience, failing to recognize the reciprocating impact we have on the other. From my time spent at Sunbeam I have gained so much insight caring for a population where everyone is non-verbal with various sorts of mental and physical disabilities. I have learned to make adjustments in my approach, just as I would in my care for a patient if I saw fit. I have also learned how significant time spent with the patient is, and how just by sitting with them and trying to understand what they are trying to get across to you, reduces their anxieties."



— Unknown

Sunbeam owes much of its success to the dedicated volunteers who support our staff and clients. Their dedication to our organization and care for our clients is beyond what we could ever have planned for.

**Thank you to our dedicated board members:**

- Cheryl Hugill — President
- Erika Traub — Vice President
- David Otto — Treasurer
- Sandra Roxborough — Secretary
- David Dietrich
- Mark Schneider
- Eleanor Whitelock
- Ben Spengen
- Deb Pickles
- Lynn Woodbeck
- Deb Conte
- Shamendree Naidoo



## Not An April Fool's Joke

Salome did not come to her volunteer role at Sunbeam in a way that one would expect. While out for a walk one day, Salome saw one of Sunbeam's client's, Joy, all alone on the trail and thought it strange. She ran to see if help was needed, and then saw an overturned wheelchair and heard someone calling for help. That someone was a Sunbeam worker who was caring for another client, Melissa, who had been thrown from her chair. Salome and the worker were able to carry Melissa back to her chair, which had previously been carried up the embankment by two other passersby. This is definitely the most "movie worthy" volunteer recruitment story in Sunbeam's vault!

Melissa was so grateful for the help that she insisted Salome come visit at the centre. Salome quickly became enamoured with the clients, and was invited to become a volunteer. After moving through the process, including getting a police check (they found nothing!), she began her career volunteering with Sunbeam. Over the past 8 years, she has built relationships with many people. She spends time during her shifts doing arts and crafts, braiding and fixing the clients' hair (yes, even the boys!), and throwing a ball with her dog Growler, who is also a frequent visitor. Salome enjoys having the clients to her family farm, and had one person supported by Sunbeam, Rosy, volunteer in her quilt shop, folding fabric.

While Salome certainly has had a positive impact on the people at Sunbeam, they are not the only ones who have benefitted. Salome had been feeling quite depressed prior to becoming involved with Sunbeam, and credits the clients with helping to bring her out of that shell. They care for one another, and have built up a beautiful community together. They interact like family; touching, joking, supporting one another. Salome and those she works alongside agree that this is not just a home. While the staff at Sunbeam are wonderful, they are there to fill very practical needs. Volunteers like Salome serve as visitors; gentle presences, caring friends and familiar faces. It is a community filled with good people doing good work.





# Timeline

1956

Pieter and Joanna Vos welcomed into their home in Kitchener a child with mental and physical handicaps. Within a few months they were caring for 20 children. Soon after a larger house was purchased in Waterloo and the number of children increased to 40. A second building was then purchased and housed another 20 children.

1964

Additional homes were added in Doon and Conestoga bringing the number of children being supported to 145.

1966

Sunbeam became a non-for-profit corporation under the name "The Sunbeam Homes for Retarded Children (Waterloo).

1971

The Kingsway property was purchased.

1972

155 Staff, 126 children moved into the Kingsway building.

1981

Major renovations and expansion and relocation of many residents to group homes throughout Ontario often closer to their own family homes.

Group home in St. Jacobs opened to 5 residents.

1985

Sunbeam Residential Development Centre was officially opened with renovations to the main building included a therapeutic pool, gymnasium and three classrooms.

1990

Community Living era of Sunbeam began. This included the addition of the Nine Pines home in Kitchener.

1993

2 more group homes were inherited from M.C.S.S..

1994

Snoezelen Room, the second of its kind in Ontario, was built at the Kingsway Centre for use by residents and clients in the community for relaxation and gentle quiet.

1996

Construction and opening of Tradewinds and Cornridge group homes.

1997

Snoezelen Spa was created allowing for sensory/relaxation elements with the therapeutic effects of a whirlpool spa.

Day Program Services became available for clients living at home with their families.

1999

Paradise and Rothsay Group Homes were built.

2001

Breckwood and Zeller Group Homes were built.

2004

End of 48 years institutional care; construction and opening of Kingsdale, Sims, Vos and Whaley Homes for 20 residents & included new medically fragile & technology dependent community clients.

2005

New mission, vision and values were set in motion.

2009

Rainbow Group Home for men moved from a small rental accommodation to their own 4 bedroom home in Kitchener.

Champlain House Group Home for men purchased for four men as a 24/7 group home.

2011

Sunbeam assumed responsibility for operating Developmental Services Ontario - Central West Region (DSOCWR).

2013

Closed Rainbow Group home for women and opened Eagen home.

2015

Name change from Sunbeam Residential Developmental Centre to Sunbeam Centre.

Board engaged in Governance work - re-writing Agency By-Laws and Governance Policies.

Began to offer Passport options.

2016

Added Host Family Program model of residential services to our menu of service options.

2017

Open our 15th group home - Parkview for 4 young men with autism and medical needs.

## 1500+ Transformation

assessments  
completed

10,997

registered with the  
DSO Central West  
region

**Gary Whetung** is the Director of Developmental Services Ontario Central West Region. Gary has been with Sunbeam since 1999, when he began as a Behaviour Consultant with Community Resource Services. He is responsible for overseeing the adult access and intake functions of the DSO in Waterloo, Wellington, Halton, Dufferin, and Peel Regions. But of all the things that has motivated Gary during his career with Sunbeam, it has been Ontario's Transformation of Developmental Services that is most near and dear to his heart. He envisions an Ontario that includes all people in our communities – where all people are valued and able to share their gifts and talents with others.

### 2016/17 Successes

This past year, the DSOs and the Ministry began to harness the power of technology for much better, much more efficient service planning. Significant changes were made to our provincial database that not only allowed us to record and store planning information on a personal level, but also allowed us to link with service agencies effectively to “match” people to their programs and services.

My team's ability to cope with change has been a huge asset this year. While change has been a constant for the DSO since we opened in July 2011, during the past year the pace has intensified a great deal. It has required both attention to detail, and the ability to not lose sight of the “big picture” – namely, this province's “Transformation” in how Ontarians view and relate to people with developmental disabilities.

We were also able to clear the backlog of people needing developmental services application packages across our communities. This has enabled us to improve the “front door” experience of people seeking our assistance. Moving beyond “process” to an outcomes-based focus for the DSO will drive our efforts in the coming year, especially in terms of “service navigation” – the ability to connect people with a wide variety of community supports that can support their needs and goals.

### Other Key Highlights

- Implemented new service navigation elements into our service model, giving us the ability to provide additional support meeting needs
- Provided more extensive assistance with applying for the Ontario Disability Support Program, finding out about community recreation programs, learning about health and other resources, etc.
- Developed a new framework for providing information, which includes our website and Ontario 211 collaboration
- Improved cohesion across the board by implementing the DSCIS system improvements and ensuring our agency policies and practices were aligned with the provinces updated standards and directives, namely around the connecting people with services

*“Transformation isn't  
about improving.  
It's about re-thinking.”*

— Malcom Gladwell

## Improved Connections

**Tim Wilson** Director of Human Resources and Administrative Services has been with Sunbeam since 1989. He is responsible for overseeing the Administrative functions of Human Resources, Finance and Information Technology. Tim looks most forward to seeing issues resolved and improvements made to the workplace.

### 2016/17 Successes

This year the IT department was able to participate in some major advancements that have led to improvements across multiple departments. One of the most significant was providing two mobile technology carts for use by on-site doctors and Nurse practitioner. These carts provide wireless connectivity to allow the medical specialists to connect with both internal and external data bases during client visits. This means that Sunbeam's doctors have easy, quick access to charts, medical histories, treatment plans, etc. both in preparation for and during patient examinations. This upgrade will significantly impact the efficiency and accuracy of health care provision.

### Other Key Highlights

- We have implemented improvements to our wireless network to increase accessibility in our day programs, respite care, and group homes. Clients and staff are now better able to benefit from use of tablets, Smart TVs, and laptops
- Sunbeam has implemented the new Ontario Developmental Services sector initiative called Core Competencies. This new program will help to professionalize and create clearer career paths in the Developmental Services field, and will also help to create increasingly positive workplace experiences throughout the sector

16

Bandwidth for  
faster more reliable  
internet access

Joining  
120

other agencies who  
have adopted the  
Core Competencies  
Program in Ontario



— Mark Twain

## Donor Appreciation

Thank you to the many individuals, families, businesses, community organizations and foundations that supported us in 2016/2017 to raise \$191,255.28. No words can express how grateful we are for such generosity. Every dollar makes a huge impact.

### INDIVIDUALS/FAMILIES:

Brubacher, Bruce  
 Bechtloff, Gillian  
 Bock, Rhonda  
 Bock, Willard & Ethel  
 Case, Beverley  
 Coulman, Patricia  
 Gorel, Robert  
 Hanna, Lynne  
 Larson, Anna  
 MacDonald, Jane  
 Sitts, Stanley & Judith  
 Timms, David & Carmaine  
 Veitch, Jim  
 Weber, Elias  
 Adams, Mary  
 Barnett, James  
 Bater, James  
 Coehlo, Rita  
 Davis, Patricia  
 Delahey, Patricia  
 Eastman, Wynne  
 Fraser, Ian  
 Geisbrecht, Norman & Helen  
 Gentile, Susan  
 Hartleib, Paul  
 Hazelwood, Joan  
 Hoffman, Ken  
 Jackson, David & Sheila  
 Kemp, Sally  
 Kennedy, Ann Marie  
 Kraszewski, Tamara  
 Kuttis, Katrin  
 Lackner, Nancy  
 Lane, Keith & Martha  
 Leinweber, Johann  
 Luckasavitch, Elenor  
 Mackrael, Linda  
 Main, Neil  
 Martz-Melanson, Debra  
 McKenzie, Cheryl  
 McNeill, James  
 Mitchell, Elizabeth  
 Mullin, Janet  
 Rosekat, Dave  
 Schmidtke, Norm & Helen  
 Shalay, Stanley

Sprung, Peter  
 Stewart, Roger  
 Sutton, Barry  
 Thomas, Zelda  
 Tweedie, Tom  
 Widmeyer, Lynn  
 Wilhelm, Richard & Eileen  
 Wittnebel, John  
 Danayka, Rosemary  
 Franck, Gisele  
 Gilles, Roy & Marlene  
 Jackson, Carol  
 Arsenault, Marilyn  
 Cushing, Neda  
 Ewart Class, Carol  
 Hardacre, Lana-Lee  
 Mason, Eileen  
 Morris, Alex & Joyce  
 Sterner, Susan  
 Sutton, Brian  
 Williams, Chuck  
 Kenel, Marie  
 Lewis, John  
 Banks, John  
 Bristow, John  
 Casher, Tom  
 Coburn, Neil  
 Crofoot, Lois  
 Daniel, Kristie  
 Deckert, Helen  
 Des Cotes, Shelley  
 Dube, Ann  
 Fowler, Elizabeth  
 Freeman, Donald  
 Frid, Ken  
 Haase, Murray  
 Hemphill, John  
 Howey, David  
 Lackner, Heather  
 Lackner, John  
 Lang, Doug  
 MacGregor, Marjorie  
 Maki, Lynda  
 Martin, Quentin  
 Mason, Greg  
 McFarlane, Jacquelynne

Paterson, David  
 Reynolds, Mary  
 Richards, Eric  
 Richards, Warren  
 Sargant, William  
 Shantz, Malcolm  
 Sparry, Ellen  
 Taha, Monir  
 Tedesco, Vince  
 Thomson, Jay  
 Veale, Barbara  
 Wallace, George  
 Webb, Peter  
 West, Lucille  
 Brundula, Dan  
 Archer, Don  
 Day, Ellen  
 Forwell, Margaret  
 Logemann, Irmgard  
 Grant, Donald  
 John Davidson, Cathay Weston  
 Wagner, George & Nancy  
 Westman, Colin  
 Berg, Patrick  
 Bergman, B.  
 Bromley, James  
 Clow, Andy  
 Dunker, Bill  
 Fessenden, John & Valerie  
 Garfat, Louise  
 Hachborn, Walter  
 Hayes, Beverly  
 Hennesly, Philip  
 Jones, David  
 Laverty, Alison  
 Matsui, Mas  
 McElrea, Sam  
 McKinnon, Joan  
 Moore, Gordana  
 Norman, Robert  
 Otto, David  
 Rabak, Amedeo  
 Schneider, Peter  
 Schwark, Ron  
 See, Joyce  
 Stephens, Jim

Szuck, Maryanne  
 Tukums, Leo  
 Walker, Emma  
 Weber, John & Wendy  
 Whaley, W.  
 Widdes, Deb  
 Wismer, Sandra  
 Karl, Betty  
 Pugh, Kenneth  
 Mann, Robert  
 Brough, Ted and Mary  
 Dalley, Robert  
 Mahony, Michael  
 Rancourt, Mary  
 Spengen, Ben & Paula  
 Husser, Sandra  
 Honsinger, Phil and Bette  
 DiCecca, Catherine  
 Heffler, Gerald  
 Hugill, Cheryl  
 Schwark, Judith  
 Seabrook, Joan  
 Tait, James  
 Weiss, Hans  
 Whitelock, Eleanor  
 Hahn, Glen  
 Bowey, John & Susan  
 Jenkins, Dennis and Patricia  
 Roeder, Alice  
 Seegmiller, Harold  
 Wilson, Tim  
 Lengyell, John  
 Pickles, David & Deb  
 Butella, Marion  
 Sims, Peter  
 Westfall, David  
 Jack, Roderick & Alberta  
 Hickson, Stephen  
 Rousseau, John  
 Jaglowitz, Mark  
 Jolicoeur, Kathy  
 Seidl, Manfred  
 Schiedel, Fred

### ORGANIZATIONS/SERVICE CLUBS:

Foxboro Green Care Committee  
 Peacebuilders International Canada  
 Early Years Health Program Halton Region  
 Conservation Halton  
 Faculty Association University of Waterloo  
 Jacob Hespler SS Staff Association  
 Foxboro Green Events Committee  
 Foxboro Green Line Dancers  
 United Way - Greater Toronto  
 Lions Club-St. Jacobs  
 St. Luke Catholic Elementary School

### BUSINESSES:

Equitable Life of Canada  
 PSG Plumbing & Heating LTD  
 Martin Mills Inc.  
 Toyota Motor Manufacturing Canada Inc.  
 Woodhouse Construction

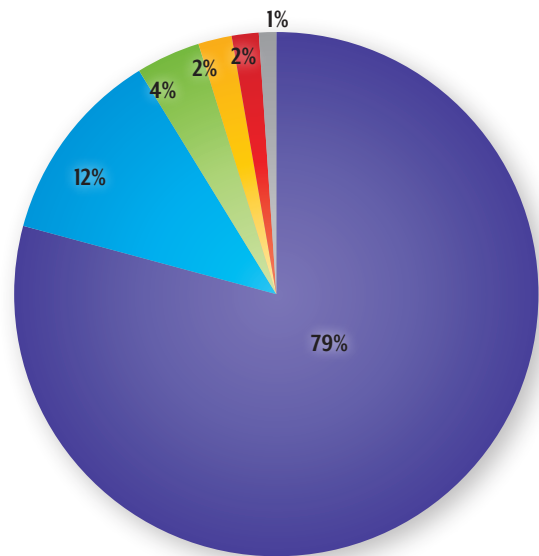
### FOUNDATIONS/ESTATES:

Ross & Doris Dixon Charitable Foundation  
 The Columbus Family



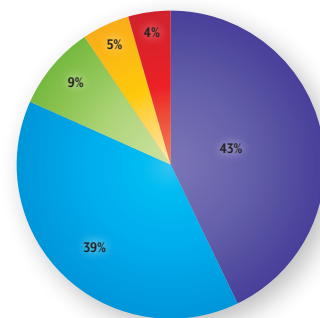
# Financial Statements

## Operating Revenue Sources 2016/2017



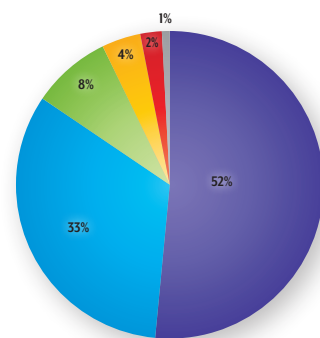
- Ministry of Community & Social Services
- Ministry of Children & Youth Services
- Ontario Disability Support Program
- Other Income and Cost Recoveries
- Region of Waterloo
- Passport

	Finance	2016-17	2015-16
Revenue	Operating	29,652,549	27,182,255
	Non-Operating	359,238	168,785
	<b>Total Revenue</b>	<b>30,011,787</b>	<b>27,351,040</b>
Expenses	Operating	29,652,777	27,223,995
	Non operating	206,526	190,885
	<b>Total Expenses</b>	<b>29,859,303</b>	<b>27,414,880</b>
	<b>Surplus/Deficit</b>	<b>152,484</b>	<b>(63,840)</b>



### Where Money Was Spent

- Developmental Services Resource Centre
- Group Homes & Health Services
- Developmental Services Ontario
- Programs & Volunteers
- Plant Operations



### How Money Was Spent

- Wages & Benefits
- Purchased Client Services
- Supplies & Equipment
- Purchased Services Professional & General
- Occupancy Costs
- Travel

## Shine Your Light

Everybody deserves caring, safe environments, where they are valued and have opportunities to participate in a community.

Every day we support, care for and share in friendship with hundreds of individuals in our community with complex developmental disabilities to enhance their quality of life.

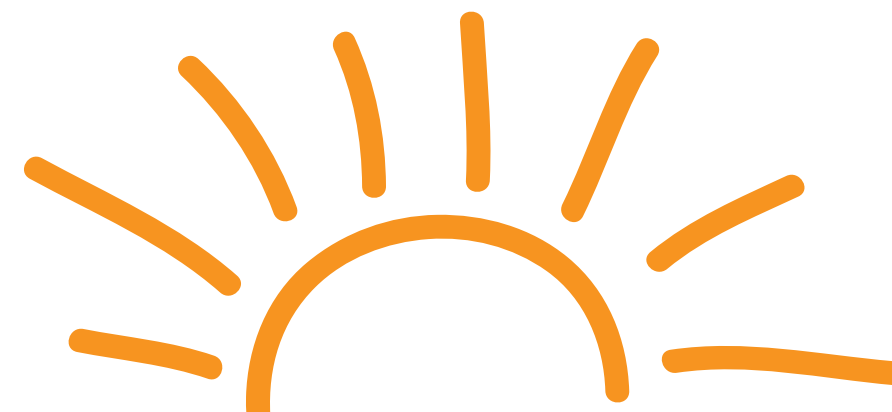
With your help we can continue to enhance our services, see more clients, support more families and ensure we have safe and effective environments.

### How Can You Help?

- Create a fundraiser and we'll support your efforts. Talk to us about our wish list. You could host a dinner party, challenge your co-workers, have a car wash. The possibilities are endless.
- You can make an introduction to anyone you know who would love what we do and can support us.
- Every donation counts go to [www.sunbeamcentre.com](http://www.sunbeamcentre.com) and donate now.

### We're on Facebook

Reach out to the Fundraising team at [fundraising@sunbeamcentre.com](mailto:fundraising@sunbeamcentre.com)





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