

Annual Report 2008-2009



SUNBEAM



CENTRE

RESIDENTIAL

DEVELOPMENT



INSIDE

An overview of the Achievements at Sunbeam Centre during 2008 – 2009.



Lisa Beaudro & Drew Pavelich (Zeller)

Governance	1
President's Message	2
Executive Director's Message	3
Medical Director's Message	4
Financial Report	5
Residential and Professional Services Report	6
Developmental Services Access Centre Report	11
Support Services Report	18
Service Locations	19



ON THE COVER

The "Day Program" crew at Storybook Gardens

HIGHLIGHTS

- *Advanced Paramedics practicum begins.*
- *First of 2 new Rainbow G.H.s purchased.*
- *Operating Budget surplus achieved.*
- *The "Bistro" program area opened.*
- *Revised Collective Agreement with ONA achieved.*
- *New clients served in residential, respite, & day program.*
- *DSAC Services provided to over 2,000 clients.*
- *"Increasing Community Capacity" commitment made.*
- *Schedule I clients admitted to residential services.*
- *MCSS "Wage Gap" enhancements given to staff.*
- *Repairs & maintenance projects carried out.*
- *Service awards given to 23 staff.*
- *MFTD March Break & Summer Camp continue.*
- *1575 Volunteer hours provided.*
- *Participation in MCSS Transformation "Application Project" continues.*
- *New ramped mini-van acquired.*
- *"Licensing Reviews" achieved.*
- *Service Resolution now covers children with mental health issues.*



The noblest search is the search for excellence.

**SUNBEAM CENTRE OFFICERS
AND MEMBERS OF THE BOARD OF DIRECTORS
2008-2009**

Andy Clow, *President*
Dwayne Kuiper, *Vice-President*
Sandra Roxborough, *Secretary*
Cheryl Hugill, *Treasurer*
Graham Dare, *Past President*

Natalie Hadland
Phil Hennelly
Bharat Kannan
Sam McElrea
David Otto
Dan Schumacher

HONORARY DIRECTORS

Peter Sims
Dr. John Whaley

President's Message

Excellence is to do a common thing in an uncommon way.

Our Vision

Achieving excellence in all that we do will demonstrate dedication to those we serve, maintain our vital role within our community, and show leadership in our field.

As I end my final term as President of Sunbeam Centre, I am exceedingly pleased to offer my comments for our 2008-2009 Annual Report.

Throughout my tenure as President

I continued to be awed by the breadth and scope of services that our organization offers to individuals and families. I am often astounded at the philosophical and practical hurdles that are thrown at us from so many sources, and I am likewise amazed at how our senior staff are able to overcome those hurdles and keep us on the path of **excellence**. My thank you is offered to them and to all our staff, for their dedication and commitment to quality service. A special thanks is extended to Dr. Lawton, a great administrator, for his timely advice and excellent support during my tenure. My last thank you is reserved for my colleagues on the Board of Directors, who govern Sunbeam with great insight.

In the past year, we have demonstrated our financial accountability to government and the tax payer, and we look forward to continued excellent results from MCSS's new "Risk Management" process. We continued to participate in our government's "Transformation" agenda by admitting new

Schedule 1 adults into care. We are concerned over MCSS's "Increasing Community Capacity" initiative, but, nonetheless, will provide new residential and day program spaces for waitlisted clients in the new year. Finally, we have remained engaged with MCSS in their "Application Pilot" Project, and in discussions regarding "Application Entities".



Joy Middleton (St. Jacobs) smiles for the camera.

Internally we successfully renewed a Collective Agreements with ONA; celebrated with two dozen men and women at our 30th Annual Staff Service Awards Evening; and advanced our Strategic Plan with the purchase of a new Group Home to replace one of our rented "Rainbow" accommodations.

It has truly been a remarkable year of successes and advances, as will be born out by your reading the body of this Annual Report.

Andy Clow
President



Executive Director's Message

Excellence is the result of always striving to do better.

Our Mission

Dedicated to enhancing quality of life for individuals with diverse and complex developmental challenges.

I am pleased to present the Annual Report, for 2008-2009 highlighting Sunbeam's activities over this past fiscal year.

The Ministry stayed true to its promise, and provided an overall small economic budget increase, plus "wage gap" dollars for salaries and benefits. Despite the economic downturn, we expect that both an economic adjustment and the final year of wage gap will be forthcoming in 2009-2010. A "Discretionary Capital" subsidy permitted some building repairs, and equipment replacement. Prudent financial management was exercised all year long, and resulted in a small operating budget surplus at year end.

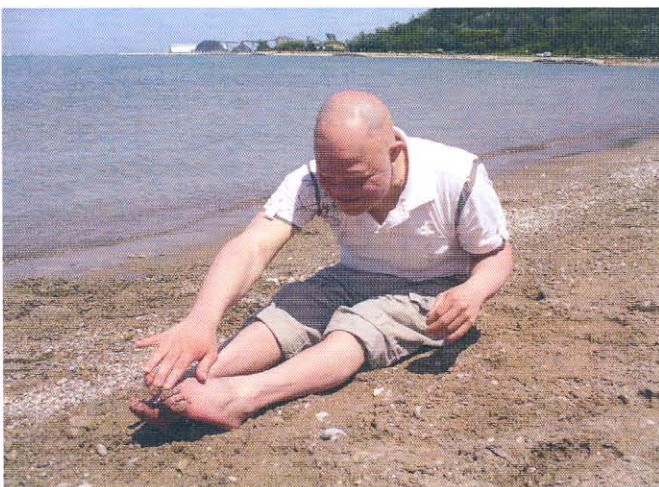
The Ministry of Community & Social Services' kept us very busy this past year with its continuing "Transformation" agenda. This included closing Schedule I facilities; the introduction of Bill 77, *Services & Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*; proposals for restructuring Access Centres; the universal Application process; Risk Assessment; and the Increasing Community Capacity initiative. The impact of all of these will be rolled out over the next several years.

Overall, we served new clients in respite, residential, and Day Program Services, admitting a Schedule I client and two very high need complex care children. DSAC maintained a heavy case load and served new clients as well. At year end, we used our capital reserves to purchase a new group home, to replace a rental property.

We see the new year bringing its own challenges, to be added to our already existing "full plate".

The successes delineated in the remainder of this Report are yours to study. As always, they exist through the combined efforts of a dedicated staff, a supportive Board of Directors, and a caring community. At Sunbeam, we remain *dedicated to excellence*.

M. Shaune Lawton, Ph.D., C.Psych.
Executive Director



Alex Dean (Nine Pines) enjoys the beach.



Medical Director's Message

In every thought and action, think excellence.

Our Core Values

Advocacy
Accountability
Caring
Choice
Commitment
Empowerment
Excellence
Innovation
Leadership
Respect
Support
Teamwork

As I approach my 20th year as Medical Director, it is again a pleasure and privilege to submit my observations of the past year, for this Report.

I remain most impressed by the efforts made by staff to provide the best quality of life possible to this special population. These efforts to optimize quality care for all clients has met

with success, for which all members of the care team can be extremely proud.

Staff should also be proud of the fact that the number of days clients spent in acute care hospital barely increased; up only 5 days from the 254 reported last year. One reason for this is that Vos and Whaley have been created and staffed to provide short term health assessment and treatment, for clients who live in our satellite homes. Almost 190 such client days were spent in Vos – Whaley, rather than in hospital.

A problem this past year was the fact that time involved with the Ministry of Health & Long Term Care in “prequalification”, delayed the release of influenza vaccine to us. One result was a very low rate of staff immunization. I believe this to simply be an aberration, which is unlikely to repeat itself. Staff do realize the importance of maintaining their immunization, to optimize the health of clients and their own families.



Oh..la..la ! Melissa Buckley-Blais (St. Jacobs) & Anette Ross under the Eiffel Tower.

There were three deaths this past year. While difficult to deal with, we must recognize the increased rate of mortality in this health-compromised population.

Finally, I conclude by restating my satisfaction with working with this special population and its dedicated caregivers.

Dr. Pierre Kugler, M.D., C.C.F.P.
Medical Director



Financial Report

Excellence is a direction, not a place.

The Ministry of Community & Social Services provided annualized and fiscal operating subsidies. First, an annualized increase of 2%, raised our base operating budget to approximately \$12.6 million. Fiscal funding of \$1.51 was also contained in our Service Contract, along with a “Dedicated Housing” Agreement (\$36k); and a “Minor Capital” grant (\$19k). MCSS eventually provided ~\$570k in new annualized funding from their “Wage Gap” initiative. Finally, an additional \$170k was provided in one time funding in March, 2008.

Approximately \$161,000. in revenue was provided by the Region of Waterloo to support preschool professional services. Funds received directly by adult residents from the Ontario Disability Support Plan and Cost Recoveries (activity fees, interest, etc.) accounted for the balance of our operating fund revenue. Audited Financial Reports revealed a year end Operating fund surplus of approximately \$24k with a Consolidated Statement deficit of approximately \$10k.

The Non-Operating (Capital) Fund grew again over the year. Gifts of \$1,000 or more were

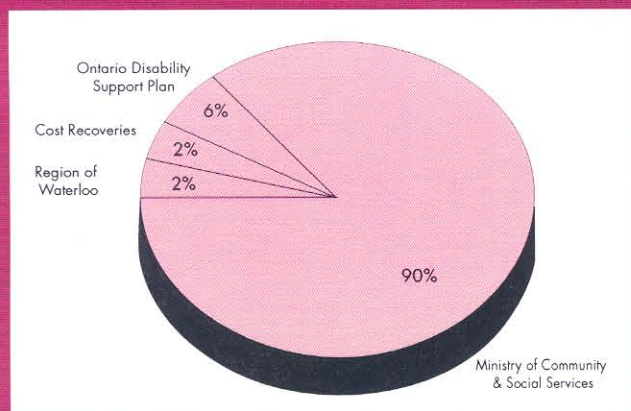
received from Peter and Betty Sims, Ben and Paula Spengen, David J. Westfall, Ross & Doris Dixon Foundation, CIBC Wood Gundy World Markets – Childrens Miracle Day, Toyota Motor Manufacturing, Lions Club of Kitchener and SPEBSQSA.

This support enabled us to complete repairs, and acquire new or replace equipment. We gratefully acknowledge all other individual, corporate and service club partners who helped enrich our Non-Operating Fund this year, either through cash gifts or donations in kind.

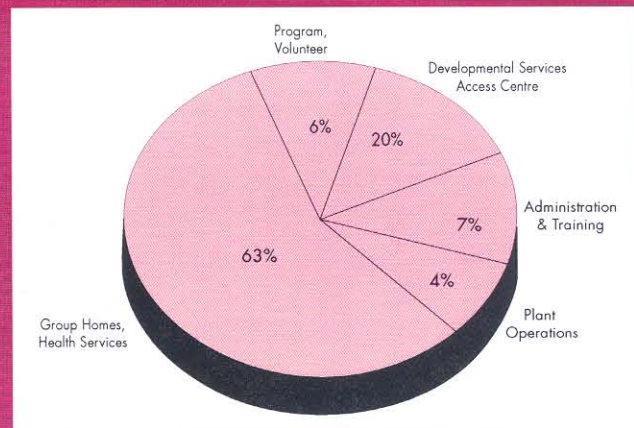
As in past years, we demonstrated fiscal responsibility to the tax payers of Ontario by remaining vigilant of our spending, in order to achieve a fiscal “balance” in revenue/expenses. We achieved this goal. Despite a gloomily economic picture, we believe that, with an increase in annual revenue from the province, we will be able to deliver quality services and supports in the upcoming year.

Cheryl Hugill
Treasurer

**Operating Revenue Sources (%)
in 2008-2009**



**Operating Expense Distribution (%)
in 2008-2009**



Residential and Professional Services

Listening To The Voice Of The Future, Not The Past

The Residential and Professional Services Department of Sunbeam employs collaboration and partnerships to ensure we are doing what is necessary to advance our services and programs to clients, and to support our staff throughout the organization.



Front ramp at the new Champlain House

We are extremely good at figuring out how to problem solve and improve client outcomes and maximize resources.



2008-2009 Resident Data

New Full Time Admissions: 4

Kingsdale (1)
Whaley (3)

Deaths: 3

Respite Days : 1285 days

MFTD Camps: 24 children



2008-2009 Occupancy At Year End

Rainbow 43 (4)	Rainbow 45 (4)
Cornridge (5)	Tradewinds (6)
Nine Pines (5)	St. Jacobs (6)
Paradise (6)	Rothsay (6)
Zeller (6)	Breckwood (5)
Kingsdale (6)	Sims (5)
Vos (5)	Whaley (4)

RESIDENTIAL & PROFESSIONAL SERVICES

Issues related to caring for our clients, particularly healthcare issues, are more complex than ever before. As our population ages they present a constellation of medical and health related challenges. This is evidenced by more frequent and longer hospital stays, and transfers from Community Living group homes to Vos and Whaley for extended observation or nursing care. Day to day routines are usually relatively simple, but we recognize that at times staff feel overwhelmed coping with client illness and family expectations/demands. Our staff needs to be commended for their commitment to providing exemplary care, advocacy, education and fostering dignity and, respect of our clients. Staff help us to understand problems or scope of issues and are willing to challenge boundaries if a better





Breckwood yard decorated for Halloween

solution can be realized. They recognize that we need to stop doing what is not of value, protect what is valuable and invest in the future!

We were thrilled to begin a partnership with Conestoga College this year to provide Advance Paramedics with a one-day practicum at Vos House. This accredited program prepares Primary Care Paramedics with the knowledge, skills, attitudes and judgment necessary to practice advanced emergency 'prehospital medical care' within the scope of practice of their role as Advanced Care Paramedics. It allows Vos House staff and the



*Lisa Christoff (Breckwood) and Michelle McDonald
"clown" around.*

Paramedics to function as important team members becoming familiar with our clientele and within the health care delivery system, helping to reduce anxiety when responding to 911 calls.

This past year we dealt with an Influenza B outbreak in Whaley/Vos House. The strain identified was not included in the vaccine for 2009 and this causes concern if there ever were an influenza pandemic. This occurs when a new strain of the influenza virus is transmitted to humans and are unaffected by any immunity people may have to older strains of human influenza. They can spread extremely quickly and infect large numbers of people. When it spreads on a worldwide scale and infects a large portion of the human population it is known as influenza pandemic. Preparedness planning is essential to ensure that all parts of the health care system have in place the systems and procedures that will allow Ontario to identify an influenza pandemic early and minimize its impact. At Sunbeam we have developed internal Policies and Procedures to address this possibility and have supplies, such as gowns, masks and gloves to last for at least six weeks.

The Province continued with its 1987 commitment to closing the province's remaining facilities for adults with developmental disabilities and by the end of March, 2009 had achieved this goal. Community agencies like ours responded to the need to repatriate facility residents, and in May 2008 we admitted a 57 year old man who had spent the last year of his life, by himself, on the Medical Ward of Huronia Regional Centre. We and his family are extremely pleased that we have been able to introduce him back to a "quality of life".

At Halloween, the staff introduced the first annual Group Home decorating contest. The judges were unable to identify a “sole” winner, so all homes that participated won a “pizza” party for clients and staff.

MCSS also introduced the “Increasing Community Capacity” initiative and we have responded by agreeing to add one new client to both our Residential Program and Day Program Services.

PROGRAM, PROFESSIONAL & COMMUNITY SUPPORTS



The “gang” at Grippen Lake

The Day Program change to a client CHOICE based model, continues to be a successful initiative while challenging staff to think ‘out side the box’.

This paradigm shift strives to meet the goal of “respecting” client choice, replacing what was previously planned on the daily Activity Calendar. Clients can choose between the Games, Craft and Adventure room, the Green House, Multi Media, Spa Salon or Galaxy. The ‘Bistro’ was opened this past year and provides another lunch time location choice. Past favorites such as Snoezelen, therapeutic pool, and life skills continue to be popular, and the addition of Drum Therapy this year enhances

the recreational and leisure opportunities for all clients.

KidsAbility volunteer outings continued to be a popular activity that clients look forward to each week. This allows opportunities for the



Rainbow clients enjoy a swim.

development of ‘soft skills’ such as socializing and communicating in addition to achieving task oriented responsibilities. Other volunteer options include visits to Nine Pines and Breckwood group homes, where clients deliver mail, help with chores and grocery shopping,



Duane Primeau (Tradewinds) opens a birthday gift.

provide opportunities to develop identity and values, socialization, choice making, or play games with clients.

The March Break Camp served 6 full time children. Each year new clients are added to the program, joining school buddies or making new friends during their stay. Highlights of the week included a visit to Kitchener Children's Museum, a St. Patrick's Theme Day party, and the all time favourite Chuck E Cheese, family entertainment centre.

Drop-In occurs every Tuesday morning at Kingsway. Its popularity within the community continues to grow as indicated by client attendance of 165 on one occasion. Clients participate in creative crafts, bingo, or horse racing. Special guests have included a Steel Drum Band, Summit Jazz Band, Kelly Klow, a mime storyteller, and Tiger Paws Exotic Petting Zoo.



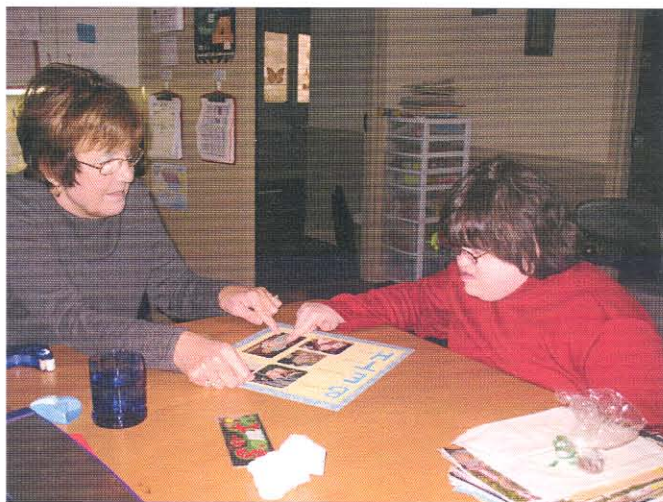
Gerhard Breckner (Zeller) "rocks" to Lindsay Norris's music.

Summer MFTD program provided a 5-week program for 18 children. Summer Day Program served an additional 11 adult clients over 6 weeks. The programs included visits to Churchill Park, Waterloo Park, Chuck E Cheese, and Greenway Blooming Centre & Natuarium. Clients also enjoyed baking, bowling, swimming, and Snoezelen Spa.

Volunteer Services

It has been both a challenging and productive year, due to recent restructuring of the program and rebuilding of the volunteer base. Also, with the national trends of volunteerism changing to more short term and episodic volunteers, retention remains a challenge for agencies across this sector. Volunteer Services has been working diligently to meet the needs of these short-term volunteers (mainly students) while utilizing new recruitment and training strategies to lengthen the duration of their involvement and to attract longer - term volunteers. Recruitment strategies included quarterly radio advertisements, regular articles in rural, urban and small community newspapers, utilizing the Volunteer Action Centre's data base, local colleges and Universities, and letters to local High Schools.

Volunteer positions include; Friendly Visitors, Recreation Assistants, Pool Assistants, Early Years Centre Assistants, Day Program



Volunteer Chris Fallows works with Beth Greener (Breckwood)

Assistants, Apartment Assistants; Reading Buddies; Computer Buddies, Special Events, Musical Performers and Outing Assistants.



For the 2008-2009 fiscal year there have been a total of 52 volunteers who provided 1575 hours of service to enhance the lives of our clients! Of the 52 volunteers, seventy-seven per cent continue to work with our clients. Thirteen of the volunteers have completed over 50 hours of service and are receiving a special recognition certificate during volunteer appreciation week.

The Volunteer Services Department now features a "Volunteer Spotlight" section in the Beam Me Up newsletter to promote the importance of volunteerism at Sunbeam, to inform others of the successful matches that have been occurring and to say thank you to our volunteers and the staff who support them.

2009-2010 Service Goals

- Increase enrolment in Day Program Services and Community Living in accordance with MCSS "Increasing Community Capacity Initiative";
- Prepare for the "occupancy" of Champlain House for Rainbow 45 men;
- Continue to review policies and procedures, in particular to meet Ministry of Labour requirements;
- Ensure that our roles and skill sets are strengthened in the transition in our aging population;
- Strengthen our partnership with Conestoga College, investing in student placements that include Registered Nurses, Registered Practical Nurses and Advance Paramedics;
- Continue to respond to the increased demand for respite supports;
- Continue to redevelop the role of Volunteer Services, providing meaningful matches between clients and volunteers;
- Think openly and encourage divergent perspectives.



Developmental Services Access Centre-Waterloo Region, Early Years Drop-In Centre

Excellence is the crowning quality.

The Developmental Services Access Centre offers a range of professional and support services to people with a developmental disability and their caregivers. It assists individuals and families in connecting with developmental services and programs as well as other community resources. As of March 31, 2009, over 5,400 people were registered with our agency.

DSAC Intake/Resource Supports

DSAC Core Services

Our agency is comprised of qualified professionals in the areas of:

- Intake/Resource Support
- Service Coordination for Adults, Youth, and Children
- Service Resolution
- Foundations
- Psychology
- Behavior Management
- Speech-Language Pathology
- Social Work
- Health-Care Consultation
- Autism
- Informational Services

DSAC's intake/resource team provided support to 441 children/families and 375 adults during the past year. In connecting people with developmental services and supports, DSAC confirms that individuals have an intellectual

disability and/or an autism spectrum disorder. We then identify immediate needs and goals, accessing other DSAC services to support these. For some people, this may consist of service coordination and planning support. For others, training and consultation support from our clinical team may be useful. For all people connected with our agency, we provide ongoing informational and resource supports through our newsletters, publications, and web site.

DSAC further helps to link people with the residential, respite, and Passport/Community Participation Supports provided by our developmental service partner agencies. In 2008-2009, this resulted in:

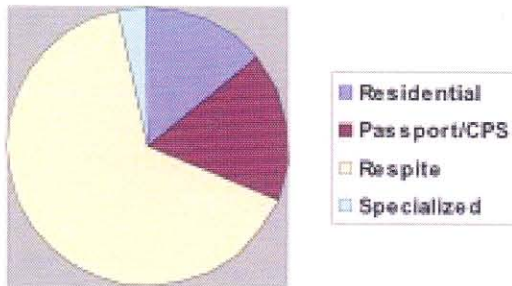
- 69 referrals for residential supports;
- 316 referrals for respite support;
- 82 applications (completed) for Passport/Community Participation Supports;
- 16 referrals for specialized programs (CPRI and Central West Specialized Developmental Services.)

During 2008–2009, DSAC's intake team concluded its involvement with a pilot project implemented by the Ontario Ministry of Community and Social Services. This project tested a new application form and process for all adult developmental services in the future. The final research phase of the project ended

during the summer of 2008.

DSAC was one of a number of agencies that provided feedback on the final draft and implementation of the application tools.

REFERRALS TO D.S. PROGRAMS OUTSIDE DSAC IN 2008-2009



In addition to its intake functions, DSAC also handles respite referral and coordination for the developmental services system in Waterloo Region. Waiting list management, tracking of referrals, and maintenance of the Waterloo arm of the respiteservices.com web site are three of the key functions of the service. In 2008-2009, 316 people made referrals for respite in our Region.

D.S. RESPITE PROVIDERS IN WATERLOO REGION

Aldaview Services
Community Living Cambridge
Elmira District Community Living
Extend-a-Family Association
K-W Habilitation Services
Kids Country Club
Parents for Community Living
Sunbeam Residential Development Centre

AGENCIES / PROGRAMS FOR WHOM WE PROVIDE INTAKE SUPPORTS

- Aldaview Services
- Christian Horizons
- CPRI
- Central West Specialized Developmental Services
- Community Living Cambridge
- Elmira District Community Living
- Extend-a-Family
- Forest Heights Long-Term Care Adult Recreation Program
- K-W Habilitation Services
- Parents for Community Living
- Sunbeam Residential Development Centre

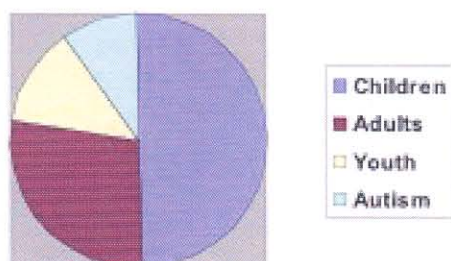
During 2009–2010, DSAC has been asked by MCSS to coordinate the completion of application packages and “Supports Intensity Scales” in Central West Region. This work is part of the implementation of the application packages, for all individuals, across the province, due to be completed by 2015. During the coming year, application packages will be completed for a finite number of “transitional-aged youth” and adults at risk.

DSAC’s Service Coordination Functions

DSAC hosts a service coordination team that support people of all ages and their families. Service coordinators can assist in identifying

goals, interests, and needs, and then provide assistance in identifying and connecting with community services and resources that may be of support. This is always based on a service plan or other tool, “PATHs”, for example, can help an individual and their support network develop a personal vision for their life, outlining steps necessary to achieve that vision.

SERVICE COORDINATION SUPPORTS PROVIDED IN 2008–2009



Our children’s service coordination team helps parents and families connect with summer recreation and camp programs, explore respite options, and access other community programs. They can also work with a child, their parents, and their school team on common issues. SibShops, weekend get-togethers for siblings of children with disabilities, continue to be offered by our team, and are very popular. During 2008-2009, 386 families were served through the children’s service coordination team.

Adult service coordinators serve people 18 years of age and older who live independently in the community. In some situations, they can also assist adults living at home with their families. Assistance with problem-solving, some budgeting needs, and accessing community supports are typical reasons for referral. The role of adult service coordinators

will undergo some scrutiny in the next few years as the “transformation” of developmental services unfolds. In 2008–2009, 221 adults were served by the adult coordination team. Finally, DSAC’s autism service consultation service has continued to expand during the past year. In 2008-2009, the development and facilitation of social skills groups and enhancement of respite options were key features of the service. 76 people were served through our autism services.

Youth Service Coordination and Foundations

Our youth service coordination team focuses on young adults making the transition from school to adult life. This often involves helping individuals and their parents renegotiate their roles and expectations of each other. Youth service coordinators often help people explore recreational, vocational, and other opportunities in our community. DSAC’s Foundations program continues to serve young adults who are making the transition from school to post-graduation community involvement – or who have graduated previously and are looking at ways to expand their connectedness within the community. The Foundations program can assist in achieving personal goals through the provision of time defined supports.

In 2008-2009, 104 young people were served through the youth service coordination team and Foundations.

The Passport Initiative

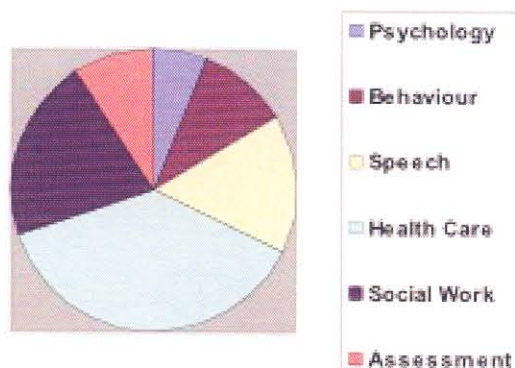
Passport assists individuals to access community participation supports, including

life skills programs, jobs in employment support programs, recreation, or supervised work settings. People can also use passport to access direct funding for implementing a personalized plan. 82 people completed applications for Passport in 2008–2009, with 238 people remaining on waiting lists overall. We continue to provide networking and transitional support that helps people plan for the transitions to come, and explore options in the community that may be of interest now – particularly through our “Planning for a Good Life” networking evenings.

Clinical Services

DSAC offers psychological, behaviour management, speech and language, health care, and social work consultation services to our community, provided through group, brief intervention, and individualized services.

CLINICAL ASSESSMENTS And CONSULTATIONS IN 2008-2009



During the past year, DSAC said goodbye to Annette VanHouten, Psychological Associate,

who retired after twenty-two years of service to our organization. During her time with us, Annette developed a strong reputation for her assessment skills, especially in regard to autism spectrum disorder, and we will miss her insightful approach to serving people in our agency! We will continue our recruiting efforts for this position, but are proceeding with a contracting plan to ensure continuity of assessment services.

DSAC continues to contract with the Regional Municipality of Waterloo to provide assessment services in the areas of psychology and behaviour. Referrals are made through the Special Needs Access Point (SNAP), operated by KidsLINK. During the past year, 67 children were served through psychological services at DSAC.

Behaviour management services are provided using group and brief intervention approaches. Groups are organized around key themes such as general behaviour management strategies, sleeping issues, anger management, and promoting social skills. More intensive follow-up can be provided, when necessary. Additionally, we have presented workshops at agency planning events and the Ontario Association on Developmental Disabilities conference. During the past year, 38 children and 38 adults were served through behaviour consultation individualized services.

Speech and language services also provide group and individualized support, covering a wide range of needs including promoting speech/language skills, teaching augmentative communication approaches, swallowing assessments, and developing visual tools/resources to aid communication. We have also identified a much higher demand for

Boardmaker referrals. In 2008–2009, 58 children and 53 adults were served through DSAC speech and language services.

DSAC's health care consultation services continue to provide support to individuals needing health care assessment/follow-up, controlled act training, and sexual health and safety education with our partner boards of education. In addition, DSAC concluded its role in an important project this past year with the closure of Ontario's remaining regional centres. During 2008–2009, 213 children and 59 adults were served through DSAC's health care consultation services.

Finally, DSAC continues to provide social work consultation support through both individual, brief therapeutic approaches, and continuation of family/parent support groups. In 2008, we were able to start a support group just for dads; the feedback on this group was very positive, and we will be continuing this in the Spring of 2009. 154 children and adults were served through social work consultation group and individual supports in 2008–2009.

Service Resolution

One of DSAC's key system functions is service resolution – the interim and longer-term planning support provided to people in urgent need of assistance. It involves coordination of system resources through active partnering with other developmental service providers and community programs. Through service resolution, access to residential, respite, and community participation supports is coordinated and prioritized. During 2008–2009, service resolution functions at DSAC were expanded to include children with mental health needs. This resulted in the creation of a new community service resolution

committee focused on children with both developmental and mental health needs. During 2009, the committee's Terms of Reference will be confirmed, and key components of the service model will be initiated or implemented.

As of March 31, 2009, 39 children and adults were listed in DSAC's Service Resolution registry. Additionally, we are assisting 13 transitional-aged youth currently in the care of Children's Aid Societies plan for moving to developmental services programs.

Training and Development Supports through DSAC

DSAC continue to offer training and educational supports throughout 2008-2009. Topics included speech and language,

A SAMPLE OF TRAINING PROGRAMS OFFERED IN 2008-2009

- Controlled Acts
- Behaviour Intervention
- Autism
- Speech & Language
- Sexual Health & Safety
- Social Skills Development
- Understanding Anger

controlled acts training, behavior intervention, and autism — related themes. Videoconference-based programs further expanded the variety of topics covered. Additionally, DSAC partnered with Extend-a-Family to provide training to respite workers of people with autism. 277 people were served through these supports. These supports will continue through the coming year.

In 2008–2009, DSAC was pleased to support a number of person-centred planning training activities in our region. Several staff from our agency participated in the “Summer Institute,” a forum for exchanging views and ideas with others around meaningful inclusion in community. Additionally, we coordinated person-centred planning sessions in October 2008 and January 2009, bringing Jack Pearpoint and Lynda Kahn from Inclusion.com to our region. In total, approximately 100 people participated in these training events.

Informational Services and Administrative Functions

DSAC offers a variety of informational supports to individuals, families, and community partners throughout the year. This includes publication of the agency’s newsletters, community workshops and presentations, and operation of two websites - www.dsac-wr.com and the Waterloo arm of the respiteservices.com website. Videoconferences are also offered throughout the year, making training programs and resources from other parts of the province accessible to our region. This is done in partnership with the Community Network of Specialized Care – Central West Region.

During the past year, DSAC also partnered with

other autism service providers in Central West Region to develop and provide resources for respite workers of people with an autism spectrum disorder (ASD.)

Early Years Drop-In Centre

Our Early Years Resource Centre and Toy Library is located in the lower level of the Pioneer Park Christian Fellowship Mennonite Church on Biehn Drive in Kitchener. We serve over 150 children and families in this section of the city with regularly scheduled drop in programs and events offered throughout the year. This has included family get-togethers and our annual Christmas party. We also continue to work with our “hub”, Our Place Family Resource and Early Years Centre, in Kitchener.

Trends for the Future

Several trends will impact DSAC’s operation over the next several years. Presently, the Ministry of Community and Social Services is preparing to implement “application entities” for accessing adult developmental services in every region of the province. These gateways will complement or replace existing access mechanisms, and cannot help but impact on our services.

In addition, services continue to become more individualized and flexible. “Direct funding” options and increased pressure to link with generic community services will become more obvious over time, and already influences how DSAC helps people identify and meet personal goals and needs. “Person-centred planning” approaches will continue to draw attention and influence service delivery.



DSAC WEBSITE HOME PAGE

www.dsac-wr.com

A third trend, realignment of children's and adult service systems, will further impact how we do business in the future. In 2008, the Ministry of Children and Youth Services announced the creation of children and youth planning councils in each part of Central West Region. These councils will separate out children's planning from the more generalized developmental services planning that has occurred previously. And as mentioned previously, DSAC's service resolution functions now cover children's mental health as well as developmental services.

Finally, in implementing all of the system changes to come, we will be exploring new ways to use technology to support this. Changes are likely in our client information systems, especially for adults. Tools for needs assessment for adults will ensure consistency across the province, and accurate comparisons of communities' service needs. Videoconferencing and other telecommunications tools will help us stay better connected with a variety of programs across the province - while demanding greater sophistication in our need to manage this.

We look forward to the new opportunities and challenges that the coming year will bring, and appreciate the support of the entire Sunbeam family and our Board of Directors in tackling them!



Support Services Report

Excellence is rarely found, more rarely valued.

The Support Services Departments of Sunbeam are responsible for executing those daily routines that allow the organization's direct services units to offer programs to our resident population, satellite offices and homes, and our community. These include: hiring, orienting and linking staff to the organization; negotiating benefits; paying the bills; buying the supplies; managing records and maintaining our physical plants.

In 2008-2009:

We celebrated with 23 employees at our 30th Annual Staff Recognition evening, lauding their dedication to Sunbeam of 5 to 35 years.

We successfully negotiated the renewal of a Collective Agreement with the Ontario Nurses Association.

Licensing reviews were conducted at Kingsdale, Sims, Vos, Whaley, and the Apartment close to year end. Ministry staff were satisfied with requirements in all locations, with only minor issues present. Compliance reviews at our adult homes will take place shortly into the new year.

Our Plant Operations Department focused on physical plant repairs, and preventative maintenance at many locations. Work to the main building involved the addition of automatic doors to the Program wing washrooms and enhancing the "Bistro" Day Program area.

Major work in Community Living included: replacing furnace and A/C units at Nine Pines; replacing Spa tubs at Paradise and Rothsay;

STAFF RECOGNITION

9	five year staff
3	ten year staff
6	fifteen year staff
2	twenty year staff
1	twenty five year staff
1	thirty year staff
1	thirty five year staff

and replacing flooring at Vos, Whaley, Sims and Paradise. Several "face-lifting" projects, e.g., painting, new cupboard fronts, new window treatments, etc. took place at Breckwood, Paradise, Cornridge, St. Jacobs, Zeller, and Nine Pines.

Finally, at year end, a new ramped mini van was added to the vehicle fleet.



Service Locations

Excellence is doing ordinary things extraordinarily well.

Administration & Day Program

Sunbeam Centre

2749 Kingsway Drive

Kitchener, Ontario

N2C 1A7

Web site: www.sunbeamcentre.com

Tel: (519) 893-6200

Fax: (519) 893-9034

Email: postmaster@sunbeamcentre.com

Community Outreach

Developmental Services Access Centre - Waterloo Region

205-1120 Victoria Street North

Kitchener, Ontario N2B 3T2

Tel: (519) 741-1121;

Fax: (519) 743-4730;

Email: dsac1@aibn.com

17 Cambridge Street

Cambridge, Ontario N1R 3R8

Tel: (519) 622-3699

118 Barnswallow Drive

Elmira, Ontario N3B 2Y9

Tel: (519) 669-2070 x 222

Early Years Centre

68 Biehn Drive

Kitchener, Ontario

N2R 1M3

Tel: (519) 744-9223

Residences

The Apartment

2749 Kingsway Drive

Kitchener, ON N2C 1A7

Tel: (519) 893-6200

Nine Pines Group Home

29 Williamsburg Road

Kitchener, ON N2E 1K4

Tel: (519) 743-7820

St. Jacobs Group Home

122 Young Street

St. Jacobs, ON N0B 2N0

Tel: (519) 664-3508

Rainbow Group Homes

595 Greenfield Avenue

Kitchener, ON N2C 2N7

Unit 43, Tel: (519) 894-2098

Cornridge Group Home

325 Cornridge Place

Waterloo, ON N2T 2N2

Tel: (519) 746-0888

Tradewinds Group Home

75 Tradewinds Place

Kitchener, ON N2N 3G4

Tel: (519) 571-8562

Paradise Group Home

521 Paradise Crescent

Waterloo, ON N2T 2N7

Tel: (519) 883-8661

Rothsay Group Home

11 Rothsay Avenue

Kitchener, ON N2B 3A2

Tel: (519) 743-4374

Zeller Group Home

3 Janet Court

Kitchener, ON N2A 4B8

Tel: (519) 896-7619

Breckwood Group Home

26 Breckwood Place

Kitchener, ON N2A 4C6

Tel: (519) 894-1941

Kingsdale House

2745A Kingsway Drive

Kitchener, ON N2C 1A7

Tel: (519) 896-4482

Sims House

2745B Kingsway Drive

Kitchener, ON N2C 1A7

Tel: (519) 896-4549

Vos House

2747A Kingsway Drive

Kitchener, ON N2C 1A7

Tel: (519) 896-4554

Whaley House

2747B Kingsway Drive

Kitchener, ON N2C 1A7

Tel: (519) 896-4559

Champlain House

39 Champlain Crescent

Kitchener, ON N2B 2Y7

