

Annual Report 2009-2010



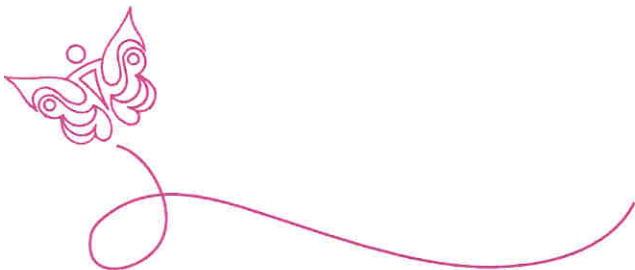
SUNBEAM



CENTRE

RESIDENTIAL

DEVELOPMENT



INSIDE

An overview of the Achievements at Sunbeam Centre during 2009–2010.



Denise Grenier & Rosie Steffan
(St. Jacobs) ride the train.

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HIGHLIGHTS

- Paramedic student practicum continued.
- New 'Champlain House' renovated and occupied.
- New clients served in residential, respite, day program and at DSA C.
- Service awards given to 47 staff.
- DSA C Services provided to over 1,500 clients.
- "Licensing" & "Compliance Reviews" achieved.
- MCSS "Wage Gap" enhancements given to staff.
- Operating budget produces small surplus.
- Significant physical plant repairs performed.
- Over 1900 Volunteer hours provided.
- MFTD March break & summer camps continued.
- Jennifer Jarvis received a Sandi Miles Scholarship.
- DSA C given lead for all Central West Region "SIS" & "Application Package" initiative.
- "Increasing Community Capacity" commitments honoured.
- Revised Collective Agreement with C.A.W. achieved.



ON THE COVER

Logan Callaghan &
Marcel Carvalho (Sims),
with MISTY.

*Those who attain excellence commonly spend life in one pursuit;
for excellence is not often granted upon easier terms.*

**SUNBEAM CENTRE OFFICERS
AND MEMBERS OF THE BOARD OF DIRECTORS
2009 - 2010**

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

Graham Dare
Simon Farlow
Natalie Hadland
Valerie Harrison
Bharat Kannan
Sam McElrea
David Otto
Dan Schumacher

HONORARY DIRECTORS

Peter Sims
Dr. John Whaley

President's Message

Unless you try to do things beyond what you have already mastered, you will never achieve excellence.

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.

We continued to enjoy a collaborative and mutually supportive relationship with our Ministry funders. As part of the further unrolling of their "D.S. Transformation" agenda, we agreed to assume responsibility for Support Intensity Scale and Application Package administration across all Central West Region; and share the lead in their "Person-Directed Planning" initiative. Our year end balanced budget demonstrated responsible financial management and respect for the taxpayer's dollar. In light of the 2010-2011 Provincial Budget, with its wage controls and revenue freeze, we will be hard pressed to repeat this result.

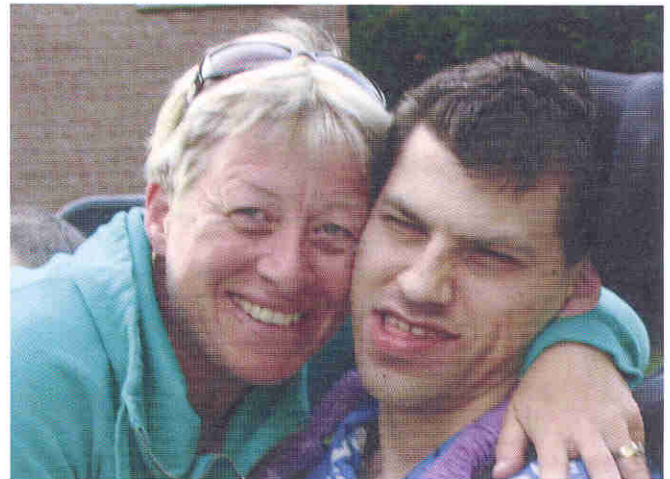
Service wise, we moved forward, offering supports to new clients and in new creative ways. Our Champlain House was fully renovated and occupied by our "Rainbow" men last November. Our other physical environments were also enhanced and deficiencies corrected.

As my first formal year as the President of Sunbeam Centre ends, I take great pleasure in providing a brief review of our fiscal year 2009-2010.

Our accountability for client services was certified by Ministry 'Compliance' and 'Licensing' reviews.

Internally we successfully renewed a Collective Agreement with the Canadian Auto Workers Union; celebrated with close to 50 men and women at our 31st Annual Staff Service Awards Evening; and advanced our Strategic Plan in several areas.

I would close by thanking my fellow Directors for the expertise and insight they bring to the Board table; and similarly thank our Executive Director and his senior staff for the highly professional and competent manner that they administer the business of our agency. And I would be remiss if I did not acknowledge and thank our professional and care staff for their continuing commitment to Sunbeam.



Bernie Handke & Shane VanDerAa (Zeller).

Dwayne Kuiper
President

Executive Director's Message

Excellence always takes place within a framework of high expectations.

Our Mission

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

The Ministry of Community & Social Services kept us no less busy this past year with its continuing "Transformation" agenda. We dealt with draft "Regulations" from *Bill 77*; a call to review the *Child & Family Services Act*; Standards for Customer Service from the *Accessibility for Ontarians with Disabilities Act*; and the launch of the standardized Application Package and Supports Intensity Scale.



Bob Roeder (Tradewinds) & Dianne Walters at Oktoberfest.

As promised, MCSS provided both an operating budget economic increase and 'Wage Gap' dollars this past year. A one time "Minor Capital" subsidy and an "Infrastructure" grant

I am very pleased to cover the highlights for the year 2009 - 2010, in this new edition of our Annual Report.

allowed us to complete physical plant repairs, and enhancements, as well as some equipment replacement. Careful management of expenses all year long resulted in a small operating budget surplus at year end.

On its tenth year anniversary, the Sandi Miles Scholarship was awarded to Jennifer Jarvis, daughter of staff member Ann Barnard.

We once again welcomed new clients into residential, day program, and onto DSAC case loads. Our "Increasing Community Capacity" initiative commitment was honoured in the fall.

At the close of a great year, we were shocked over the contents of the new provincial budget. Immediate wage freezes for non union staff and the same for our union staff at the end of current Collective Agreement terms; combined with no economic adjustment for our base budget in 2010-2011, is as draconian a measure as we have ever experienced.

Enjoy reading the successes delineated in this Report. They will be hard to come by next year.

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



Medical Director's Message

Every step you take should move you in the direction of excellence.

Our Core Values

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

As I pen a report for the past year to document my observations for 2009-2010, I can scarcely believe that I have had the real privilege of being Medical Director for 21 years. It appears that time goes by very quickly as you work with people you admire and respect.

As always, staff of Sunbeam continue their dedicated and collective efforts to achieve and maintain the highest quality of life for our clients. All staff should be very proud of their efforts and the success in achieving this goal.

The past year saw us reduce the number of acute care hospital days to 158, an astounding 36% below the year previous (254 days). There are many reasons for this, such as the ability of Vos and Whaley Houses to care for acutely ill clients that formerly might have had to be admitted to, and stay in hospital much longer. I also believe, that the ever increasing assessment skills of our staff in house, allows us to intervene earlier in the course of illness before hospitalization is necessary.

Another unique initiative has been the continued attendance of Advanced Paramedics as part of their practicum; which familiarizes



Wendy King & Meghan Argue (Rothsay) at the Butterfly Conservatory.

them with our population, thus benefiting us, as well as the general public they will serve later.

The 'negatives' this year were: our 3 deaths (as per last year); and the low compliance from staff for H1N1 and influenza immunizations. Efforts will be made to reassure staff of the safety and efficacy of these immunizations, and thus improve compliance.

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

Striving for excellence is motivation of itself.

As always, the Ministry of Community & Social Services provided both annualized and fiscal operating subsidies. First, an annualized increase of 1.76%, raised our base operating budget to approximately \$13.25 million. Fiscal funding (programs & services) of \$1.76k was also contained in our Service Contract, along with the ‘Dedicated Housing’ funding (\$36.7k); a ‘Minor Capital’ grant (\$21k); an ‘Infrastructure’ grant (\$39k); and one-time equipment and replacement funds (\$80k).

Approximately \$155,000. 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 surplus of approximately \$35k. with a Consolidated (combined operating and non operating) Statement deficit of approximately \$30k.

The Non-Operating (Capital) Fund grew again

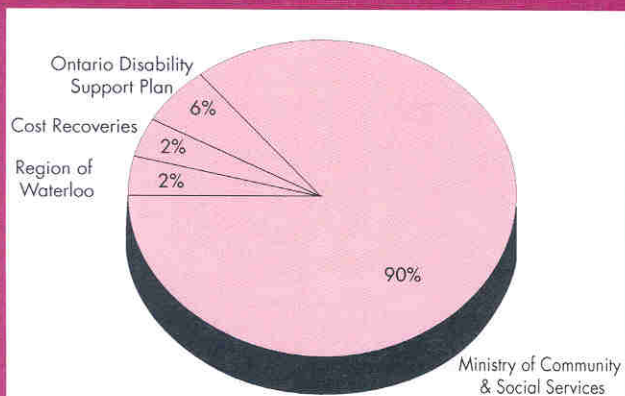
over the year. Gifts of \$1,000 or more were received from Peter and Betty Sims, Ben and Paula Spengen, Jeannette Sutherland, Bernadette Schneider & Family, Rev. Richard Horning, David J. Westfall, Ross & Doris Dixon Foundation, Lions Club of Kitchener, St. Jacobs Lions Club and The May Court Club of Kitchener Waterloo.

This support, along with MCSS funding, 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.

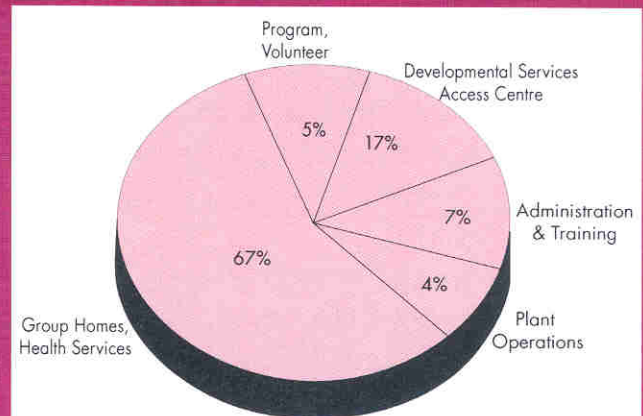
As in past years, we demonstrated fiscal responsibility to the tax payers of Ontario by remaining vigilant of our spending, in order to achieve a fiscal “balance” in revenue/expenses. In fact, we saved the province money with a small operating surplus. With no new government revenue to come in the new year, it may be very difficult to repeat this achievement.

Cheryl Hugill
Treasurer

Operating Revenue Sources (%) in 2009-2010



Operating Expense Distribution (%) in 2009-2010



Residential and Professional Services

Excellence doesn't come to you.... you go to it.

The Residential and Professional Services Department of Sunbeam wishes to recognize the excellent work of Sunbeam's dedicated staff, in providing quality care to our clients.



Liz Quammie (Cornridge) & Joanne (Paradise) with Chris & Margaret Landsborough, & Trish Halsted at Grand Bend.

It is only because of their remarkable commitment and talents that we are able to accelerate the uptake of leading edge practices in our organization today.

We extend a warm welcome to several new staff this year, including Luke Hoffer R.N., who joined our Supervisory ranks; after having worked for us as an R.N. His enlightened leadership, progressive management practices and years of experience will help us in providing the best continuum of care for our clients and their families.

2009-2010 Occupancy At Year End



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

RESIDENTIAL & PROFESSIONAL SERVICES

To be successful, we need to take the lessons we learned from the past and apply to present and future challenges. We need to share our lessons, listen to one another, and capitalize on opportunities to change the way we have done things. This will instill trust, confirm that we do know what we are doing, (that we have learned from our past), and help us enhance our standards of care.

2009-2010 Resident Data



New Full Time Admissions: 3

Paradise (1)

Breckwood (1)

Zeller (1)

Deaths: 3

Respite Days : 1189 days

MFTD Camps: 17 children



Joy Middleton shows Annette Hrab & volunteer Lawrence Verduyn how to catch the 'big one'.

Issues related to caring for our clients, particularly healthcare issues, are becoming increasingly more challenging. H1N1 (sometimes called swine flu) is a new Influenza virus causing illness in people. This virus is spreading from person – to – person, worldwide, probably in much the same way that regular seasonal influenza viruses spread. Last November Sunbeam formed a partnership with the Waterloo of Region of Waterloo Public Health Department and hosted an H1N1 Influenza Immunization Clinic for our clients and staff. This was followed by administration of the regular Influenza vaccine. Despite our best efforts, we did experience an outbreak of Influenza A at one of our homes. In addition we had an Enteric (intestinal) outbreak and a second Respiratory outbreak, impacting two additional homes. Next season we are hoping to provide additional educational opportunities for staff, using our experience and lessons learned from this season.

The partnership we developed with Conestoga College last year to provide Advance Paramedics with a one-day practicum at Vos House continues this year. This accredited program prepares Primary Care Paramedics with the knowledge, skills, attitudes and

judgment necessary to practice advanced emergency 'pre-hospital medical care' within their scope of practice. It allows our staff and the Paramedics to function as important team members. They become familiar with our clientele and staff, which in turn helps to reduce their anxiety when responding to 911 calls.

At Halloween this year, staff continued the tradition of ensuring their homes were spooky and scary to keep the evil spirits away! This year Vos/Whaley took top prize with their giant spider and ghoulish decorations! Way to go everyone!

Last year MCSS introduced the "Increasing Community Capacity" initiative. We proposed adding one new client to both our Residential Program and Day Program Services. This goal was achieved last fall.



Vicky Kunkel & Joy Middleton (St Jacobs) with Kris Villemare at Halloween.

PROGRAM, PROFESSIONAL & COMMUNITY SUPPORTS

Day Program staff continue to meet the goal of 'respecting client choice' through enhancement of client leisure interests. An Activity Calendar helps guide everyone and clients enjoy old

favorites such as Snoezelen, Therapeutic Pool, Adventure Room, Life Skills and Drum Therapy. Twice this year, 8 clients enjoyed an eight week horse back program at Pride Stables.

Clients also took pleasure in our annual trip to the Black Forest Inn for dinner and live entertainment at Christmas time.

Clients and staff had a great time in Niagara Falls, where one client decided to exercise his choice and headed for the USA, via the Peace Bridge. Fortunately, he realized it is better to be a Canadian!

We also relied on the old faithful local activities such as outings to the Butterfly Conservatory, Toronto Zoo, Kitchener's Children's Museum or just a nice treat at Tim's or the Mall.



Suzanna Rabak (Cornridge) at the waterfall.

exciting and rewarding. Socializing, making new friends and completing assigned tasks, contribute to a positive experience for all.

Community volunteering occurred with one of our ladies taking Mobility Plus to Nine Pines Group Home, where she volunteered by delivering mail, completing some chores, and playing games with other clients.

Similarly, one of our men took Mobility Plus to Breckwood Group Home, where he also delivered mail and helped out with some chores.

'Friendship Club' is co-sponsored by Sunbeam Centre and Forest Heights Long Term Care Centre. Every week, several of our clients enjoy a trip to the Forest Heights Centre for 'drop in' and entertainment.

March Break MFTD Camp served 6 full time children and everyone had a great time. Highlights of the week included music appreciation, baking, swimming, bowling, a St. Patrick's Theme Day, and the all time favourite, a trip to Chuck E Cheese.

Summer MFTD program provided a 5-week experience for 15 children. We served 3 children who attended two or more weeks.



Dan Eichler (Champlain) cuts a rug with Patrese Leentjes at Valentines dance.

The KidsAbility volunteer outing continues to be a popular activity that the clients find



Vanette Holness, Donna Monroe & Jackie Thornton with the 'kids' at Storybook Gardens.

The program included visits to Churchill and Waterloo Park, Chuck E Cheese, bowling, Greenway Blooming Centre & Natuarium. We also enjoyed using the pool, Snoezelen, Spa and did some baking.

Summer Day Program served an additional 9 adult clients over 6 weeks. Two of those clients eventually joined our full time Day Program.

'Drop-In' occurs every Tuesday morning. This popular program caters to a wide audience, with attendance as high as 160 participants. They might be making a craft, playing bingo or horse racing, or being entertained by the Steel Drum Band, Summit Jazz Band, Mime story teller or an Elvis impersonator. Refreshments follow all the activities.

Massage Therapy

It was another great year for Massage Therapy as a total of 47 clients received massage. The addition of myofascial release techniques has resulted in earlier and more effective treatments. Exploring the value of contrast hydrotherapy for reducing edema and muscle spasticity has been worthy of note, as well as extremely beneficial. This new program will be expanding in the next year. The sighs, smiles and relaxed limbs at the end of a

treatment are always satisfying. Seeing gradual, long term calming effects for some of our clients gives us encouragement that the effect can result in long term changes as well.

Volunteer Services

"A volunteer is a person who can see what others cannot see; who can feel what most do not feel. Often, such gifted persons, do not think of themselves as volunteers, but as citizens – citizens in the fullest sense: partners in civilization."

Former President George Bush

It has been a successful year for the Volunteer Services Department. The volunteer base has increased by twenty-four (24) per cent from 2008-2009. The national trend of increased short term and episodic volunteering remains,



Salome Bauman(volunteer) entertains Melissa Buckley- Blais (St.Jacobs) at her farm.

which equates to the challenge of retention for agencies across the non-profit sector. We have been working diligently to incorporate these short-term volunteers (mainly students) to meet the needs of both our organization and these

individuals. A number of recruitment strategies were utilized to attract volunteers. They included radio advertisements; articles in rural, urban and small community newspapers; the Volunteer Action Centre database; meetings with interested groups in the community; and Volunteer Fairs at local Colleges and Universities.

Sunbeam is fortunate to be located in a community that is home to several post secondary institutions. In addition to the partnership we have with Community Service Learning students from Wilfrid Laurier University, we have had the pleasure of building a new relationship with the McMaster University/Conestoga College BScN program. In September 2009 all first year students were required to complete a volunteer term of two school calendar years in a non - clinical capacity with a non - profit agency. We accepted seven students who are placed as Apartment Program Recreation Volunteers, Day Program Assistants, Pool Assistants and Friendly Visitors.

The Sunbeam volunteer opportunity has become a popular choice for post secondary students who have learned about the positive experiences gained, from former student volunteers. This has assisted in maintaining a positive standing for Sunbeam Centre in our Community.

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

Volunteer positions include: Friendly Visitors, Pool Assistants, Day Program Assistants, Apartment Program Recreation Assistants,

2010-2011 Service Goals

- Actively seek a 'new home' for the ladies of Rainbow 43;
- Continue to respond to the increased demand for Respite and Day Program supports;
- Explore opportunities to increase group home efficiencies, improve client care, and support staff satisfaction and happiness;
- Explore and encourage new learning opportunities for all staff;
- Continue recruitment for Volunteer Services;
- Expand # of clients receiving Massage Therapy;
- Embrace change and respond in a positive manner;
- Align leadership both medical and non medical with the SRDC mission, vision and strategic objectives.

Reading Buddies, Computer Buddies, Special Events Assistants, Musical Performers, Early Years Centre Assistants, and Outing Assistants.

A total of 68 Volunteers contributed 1920 hours of service this past year. We are grateful to this dedicated group of individuals who give selflessly of both their time and energy.



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

Excellence is the maximum utilization of the ability you have.

The Developmental Services Access Centre has served as single point of access to developmental services in our region since April, 2000. During this tenth year of service to our community, we have provided support to over 1,500 individuals and families!

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
- Clinical Services
- Passport Coordination
- Respite Coordination
- Autism Supports
- Informational Services

DSAC Intake/Resource Supports

One of DSAC's primary functions is assisting individuals and families in connecting with residential, respite, and community participation support programs in our Region. For us, the initial step is linking with a member of our intake team.

A DSAC Intake Worker assists an individual and family during their early connection with our agency. First, we will confirm eligibility for developmental services, typically based on review of a psychological assessment. Then, we will identify current and future goals and



needs. For those involving developmental services and supports, we will facilitate referral to these programs. For those that involve connection with other community resources, we can provide information on these. After initial connection with our agency, DSAC's intake team is available for any future service needs, questions, or assistance with problem-solving that may arise.

During 2009 – 2010, DSAC's intake team met with 438 children and their families and 244 adults and their caregivers in order to access developmental services. For individuals seeking more intensive planning assistance, DSAC provides service coordination.

Service Coordination Services

Service coordination assists individuals and families in:

- Identifying goals, interests, and needs;
- Identifying personal and community resources that can help meet those needs; and,
- Developing a plan to accomplish those goals.

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

For children and families, Service Coordinators often helped in connecting with summer recreation and camp programs, working through respite or service needs, supporting collaborative strategies with schools, and accessing other community programs. In addition to this, Children's Service Coordinators also organize Sib Shops throughout the year. Some of the themes covered by this past year's Sib Shops included "Sibs in Space" and "Sibs Gone Wild!". Over 185 children and families were served through DSAC's Children's Service Coordination team.

For youth between 16 and 25 years of age, DSAC's Youth Service Coordinators can assist in making the transition from high school to adult life. This includes planning for job, recreational, and other opportunities in our

community. It can also include developing strategies with a young person and their family to work towards greater personal independence. DSAC continues to facilitate "Planning a Good Life After School!" networking evenings during the year.

In addition to youth service coordination, Foundations support is offered through DSAC. This support helps people work on goals through provision of time-defined supports. This could include job coaching, support in learning bus routes in order to participate in community activities and programs, and other ways to explore our region's rich cultural and recreational opportunities. Building on personal independence – while strengthening community involvement – are key aims of this program. In 2009 – 2010, 135 young people and their families were served through our youth service coordination and Foundations programs.

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

For adults seeking support – especially those living on their own in our community, adult service coordination can be of assistance. An Adult Service Coordinator helps people with problem-solving in budgeting, parenting, health, housing, and other needs. They can also



assist in accessing community resources such as mental health, counseling, recreation, or other services. In 2009 – 2010, 172 adults were served through DSAC’s Adult Service Coordination program.

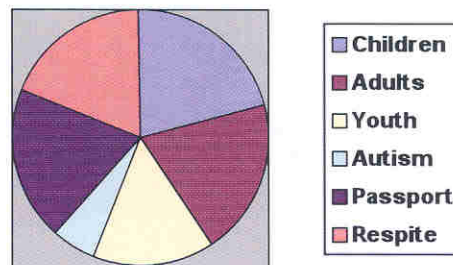
During the past two years, DSAC has offered autism service consultation support to our community. This includes support with personal planning and service coordination, facilitating social skills groups, and providing time-limited in-home support for developing parenting strategies. Fifty-one children have received support through our Autism Service Consultant.

In addition to service coordination, DSAC provides additional support to families and service providers through respite and Passport coordination. Respite coordination involves coordination of respite referrals with those programs offered through partner agencies, maintenance of Waterloo Region’s information on respiteservices.com, and assistance in problem-solving on an individual level, where necessary. Passport coordination assists individuals in applying for community participation support after high school. This could include employment or volunteering support in the community – or more structured day options offered through developmental service providers. Individuals can also apply for “direct funding” support with which to create their own service plan. In 2009 – 2010, 171 people were served through respite coordination; 172 people were served through Passport coordination.

Service Resolution

Service resolution provides interim and longer-term planning support to individuals and families in urgent need of assistance. This

COORDINATION SUPPORTS PROVIDED IN 2009–2010

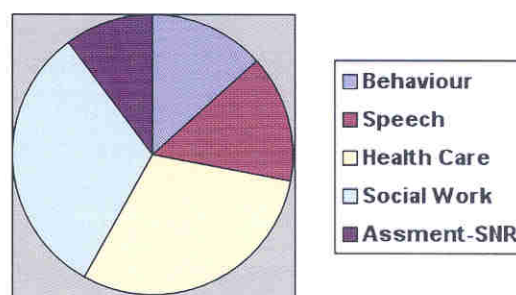


includes children and adults with developmental disabilities, and children with mental health needs in Waterloo Region. This enables prioritization of supports and services where necessary, in partnership with developmental service agencies. In addition, support is provided to young adults who are transitioning from child welfare to developmental services’ programs. In 2009 – 2010, 15 children and adults were assisted through developmental services’ Service Resolution function.

Clinical Services

DSAC offers support and consultation through its five clinical disciplines: health care, behaviour management, speech and language, and social work consultation.

CLINICAL ASSESSMENTS AND CONSULTATIONS IN 2009-2010



Health Care Consultation includes controlled act training for agencies for community living, health care assessment and follow-up, and

sexual health and safety education training support with our partner boards of education. In addition to this, we have worked with Region of Waterloo Public School Board and partner agencies to offer “Sex Esteem,” a two-day workshop which provides opportunities to discuss sexuality and relationship-related issues. During the past year, 259 people have been served through DSAC health care consultation (inclusive of training programs).

Behaviour Management Services are provided through both groupwork/workshops and individual consultation. Typical referral concerns include parenting strategies, dealing with aggressive behaviour, or more complex behavioural needs. One hundred and sixteen people were served through DSAC behaviour consultation services and programs during the past year.

In 2009 – 2010, 128 people were served through DSAC Speech and Language services. These services include group and individualized support, including assessment. Consultation, swallowing assessments, and tools for augmentative or alternative communication. Workshops and “make it and take it” evenings were also offered during the year.

Social work consultation was offered to 274 people during the past year. This focused in particular on the facilitation of parent support groups throughout the year. Individual consultation was also offered, where warranted.

Special Needs Resourcing

DSAC provides psychological assessment and behaviour consultation support to licensed

child care programs in the Region of Waterloo. This is operated in partnership with the Region’s Child Care Special Needs Resourcing Partnership, which is a collaboration of seven community agencies that support children with special needs in licensed childcare settings in our Region. The vision of the Special Needs Resourcing Partnership is that “all children and their families can participate in quality inclusive child care services.” During the coming year, we will be participating in the Region’s *Raising the Bar* quality initiative, further strengthening the quality of supports offered to children with special needs. In 2009, 90 children were served through Region of Waterloo-funded services at DSAC.



SPECIAL NEEDS RESOURCING PARTNERSHIP AGENCIES

- Sunbeam Centre (DSAC)
- Kidslink
- KidsAbility Centre
- Family & Childrens Services
- Community Living Cambridge
- Elmira District Community Living
- K-W Habilitation Services

Training and Development Supports

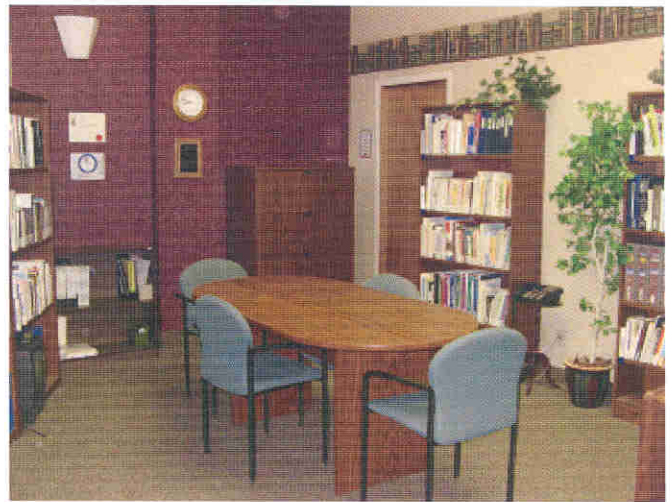
DSAC continue to offer training and educational supports throughout 2009-2010. Topics were both “theoretical” and of practical application.

TRAINING PROGRAMS OFFERED IN 2009-2010

- Introduction to Asperger Syndrome
- Gaining Insight into the World of Autism
- How to Write Social Stories
- Understanding Behavioural Difficulties In Autism
- Using Visual Displays to Improve Communication
- Understanding Anger
- Foundations for Behaviour Intervention
- Ethical Behaviour Management
- Financial and Legal Consent
- Medical Consent
- Sleep and Settling Problems
- Developing Social Skills

Informational Services and Administrative Functions

DSAC offers informational and resource support to individuals, families, and community partners who are connected with the agency. This includes publication of the “DSAC Connection” newsletter, containing information on DSAC and community events and programs; maintenance of the agency’s website, and the coordination of training and educational



DSAC Resource Library

programs. These programs are advertised in our agency newsletters, published throughout the year. In addition, videoconferencing continues to be offered at DSAC, in partnership with the Community Network of Specialized Care – Central West Region. Many of the videoconferences focus on topics related to dual diagnosis and behavior. As well, families and community partners regularly use the resources at DSAC’s resource library, located at its’ Kitchener location.

In addition to this, our administrative team manages the agency's client information system, “Webtracker”, reception services, and the day-to-day operations of our offices in Kitchener, Cambridge, and Elmira.

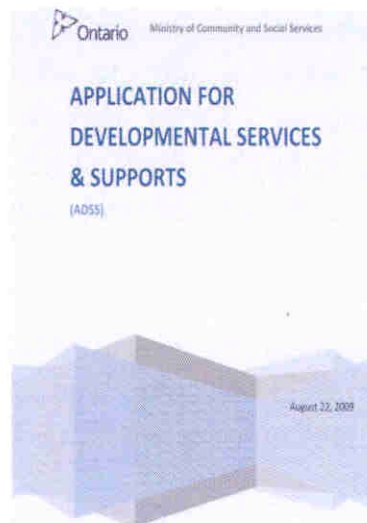
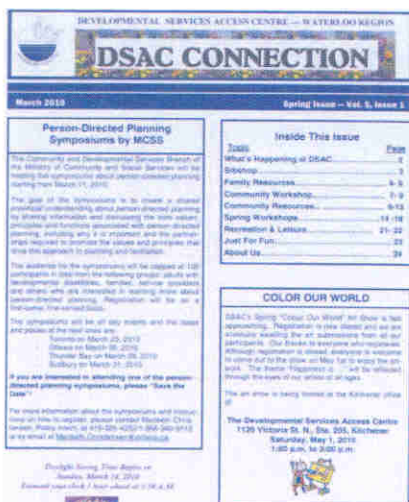
Early Years Drop-In Centre

Sunbeam’s operates a “satellite” Early Years Resource Centre and Toy Library, located at Pioneer Park Christian Fellowship Mennonite Church on Biehn Drive in Kitchener. This program is linked with the Our Place Family Resource and Early Years Centre. Regularly scheduled drop-in programs and activities are offered to children and their caregivers every week (with special events planned for holiday occasions). Approximately 100 children and



families regularly access our programs annually.

provide planning support to people on the Passport waiting list. This project will continue to March 2011, and is made possible by a federal-provincial partnership. We are working with several other agencies in Central West Region on this initiative, including lead agency, Community Living Mississauga.



Trends for the Future

During the past year, DSAC has participated in three key projects: implementation of the Application for Developmental Services and Supports in Central West Region; provision of person-centred planning support to individuals on the waiting list for the Passport initiative; and implementation of a new Joint Health and Safety Committee specific to DSAC.

Implementation of all parts of this plan will continue through 2010 – 2011.

We look forward to an exciting 2010 – 2011!

Ontario’s Application for Developmental Services and Supports is currently being implemented with selected target groups across the province. It includes use of the Supports Intensity Scale, a tool for assessing an individual’s support needs with everyday life activities. In Central West Region, DSAC is leading this effort, one that will continue into the 2010 – 2011 fiscal year. Full implementation of this application process is planned for 2015.

Building on the work that DSAC has done around person-centred planning over the past five years, the agency is participating in a person-centred planning initiative that will

Support Services Report

Excellence is dependent on effort.

The Support Services Departments of Sunbeam are responsible for executing those routines that allow the organization's direct services units to offer programs to our clients. These include: hiring; paying the bills; buying the supplies; managing records and maintaining our physical plants.

We honoured 47 employees at our 31th Annual Staff Recognition evening, lauding their dedication to Sunbeam of 5 to 35 years.

A renewed Collective Agreements was negotiated with the CAW.



Dr. Lawton with 35 year staff (l-r) Annette Hrab, Pat Mustafa, Sue Emery, & Rena French.

MCSS Compliance reviews were successful at Breckwood, Zeller, Tradewinds, Nine Pines and Paradise; while Childrens' Licensing reviews were similarly achieved for The Apartment, Kingsdale, Sims, Vos and Whaley.

We also celebrated the retirement of our Director of Plant Operations, German

STAFF RECOGNITION

- 19 five year staff
- 13 ten year staff
- 1 fifteen year staff
- 7 twenty year staff
- 2 twenty five year staff
- 1 thirty year staff
- 4 thirty five year staff

Crespo, after 30 years of yeoman service to Sunbeam. Subsequently, we welcomed a new Director, Darcy Woodhall. Between the two of them, and their staff, a plethora of projects were launched and completed. Work to the main building included: roof repairs, a new fire alarm panel; a new pool heater; boiler and water heater refurbishing, sun shelter removal; new flooring and painting.

Major work in Community Living included: new roofing at Rothsay and Nine Pines; cupboard repair at Nine Pines; office construction at Cornridge; window covering replacement and painting of Tradewinds; and top to bottom renovations at Champlain (including a new stairlift). In addition, smaller physical plant repairs, and preventative maintenance was performed at many locations, including installation of anti scald devices to all group home water heaters. Fire Department inspection certification was received for all our residential and program sites.

New furniture, appliances and a mini van were obtained for several homes.

Service Locations

Excellence is the progressive realization of worthy goals.

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 Home

43-595 Greenfield Avenue

Kitchener, ON N2C 2N7

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

Tel: (519) 894-1734