



**Annual Report  
2011-2012**



## INSIDE

An overview of the Achievements at Sunbeam Centre during 2011–2012.



*Jason Dorscht (Cornridge) relaxes at home.*

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### ON THE COVER

*Day Program clients have a snowball fight.*

## HIGHLIGHTS

- A new "Strategic Plan" 2011-2015, approved by the Board of Directors.
- Developmental Services Ontario Central West Region (DSOCWR) operationalized.
- Year End operating budget produces deficit.
- Bronwyn Corrigan receives Sandi Miles Scholarship.
- Over 1600 Volunteer hours provided.
- DSAC becomes DSRC and serves 1,400 clients.
- 3 Year Collective Agreement reached with O.N.A.
- MFTD weekend respite program expanded.
- Service awards given to 35 staff.
- New clients served in residential, respite, day program; at DSRC, and the DSO.
- 'NEW' Applied Behaviour Analysis program begins for children with Autism Spectrum Disorders.
- "Licensing" & "Compliance Reviews" conducted.
- Demand for residential respite increases.
- Physical plant enhancements performed.





## President's Message

***Excellence is the maximum utilization of the ability you have.***

### OUR VISION

Achieving excellence demonstrates dedication to those we serve, validates our vital role within our community, and exhibits leadership in our field.

As my final year as President of Sunbeam comes to an end, I am pleased to write some remarks on the year 2011-2012.

Throughout my three year term, I have been assisted by an able cast of Directors, whose insight and wisdom have been of enormous support. I am grateful for their service. Similarly, I would acknowledge the leadership of our Senior Staff Team, and thank them for the highly commendable manner in which they deal with a plethora of challenges, as they administer our agency. Finally, I thank our professional and care staff for their continuing committed service to Sunbeam.

The first order of business this year was the Board's approval of a revised Strategic Plan; one that will guide our course for the next five years. Thank you to all families and staff who provided input into its creation.

We again struggled with our government's fiscal constraint measures, which forced us to be highly vigilant with expenditures.

Even with these constraints; we enhanced programs and supports; serving new

clients in creative ways; including the successful launch of *Developmental Services Ontario Central West Region*; the new single point of access for adult developmental services.

We celebrated service awards with 35 dedicated staff, thanked our Volunteers, and enhanced our physical environments.



*Rauasi Krem (respite program Vos)*

With no budget enhancements announced for 2012-2013, revenue support from Government will remain frozen at 2009-2010 levels.

Despite this, we are committed to pursuing **excellence** in service delivery into the future.

Dwayne Kuiper  
President

***Excellence always takes place within a framework of high expectations.***

**SUNBEAM CENTRE OFFICERS  
AND MEMBERS OF THE BOARD OF DIRECTORS  
2011 - 2012**

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



## 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

For the 23<sup>rd</sup> year now, it is a distinct privilege to submit some of my annual observations on the past fiscal year at Sunbeam. Every year, it is difficult to do justice to depicting the demonstrated dedication of all who serve this special group of people. The concern, compassion, vigilance and sense of duty, by all, in the face of government's budgetary restraints, has never ceased to amaze and inspire me.

Their collective efforts once again makes Sunbeam Centre stand out as a model for all long term care like agencies in Waterloo Region.

In the past 12 months, our clients spent 59 days in hospital. This is a 34% decrease from the previous year (89), a 63% decrease from the year before that (158 days), and a 77% drop from three years ago (254 days). Such numbers are truly mind boggling; and far superior to any long term care facility I am associated with. We also had 3 deaths this past year, compared to 0 the previous year. Given the severity of underlying illness and disability that these clients suffer from, only three deaths is remarkable.

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The Advanced Paramedics practicum program was in its 3<sup>rd</sup> year; and exposed students to the unique issues presented by our clients. This will prepare them to better deal with like problems in their own work in the community.

There were no documented cases of influenza at Sunbeam this year.

I applaud the entire Sunbeam team's demonstrating **excellence**.



*John Putman (Day Program) enjoys dessert at the Black Forest Inn*

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





## Executive Director's Message

***Excellence is the progressive realization of worthy goals.***

### OUR MISSION

Dedicated to enhancing quality of life for persons with diverse developmental disabilities

This Annual Report, 2011-2012 describes the achievements made by our agency over the past 12 months. We invite you to read same with interest.

Again this year, the *Public Sector Restraint Act* denied our enhancing wages for non union staff, while compelling us to honour compensation increases for our unionized workers. No revenue was provided for these increases.

The government then denied increases in annual operating subsidy for the year, for all programs.



*Beth Greener (Breckwood) and friend at Windreach Farms*

With this barrier, rigid vigilance of spending all year long could not prevent a

significant year end operating budget deficit.

On a more positive note; we moved forward in many areas: the Developmental Services Ontario Central West Region was operationalized; Applied Behaviour Analysis, for Autism Spectrum Disordered Children was initiated; MFTD weekend respite was expanded; DSAC was restructured and renamed; new clients were added to all programs, and physical plant environments were upgraded.

In its twelfth year, the Sandi Miles Scholarship was awarded to Bronwyn Corrigan, daughter of DSRC staff member Tracey-Ann Corrigan.

As always, a dedicated effort by all surmounted obstacles, and demonstrated **excellence** in every area.

My thanks to Board, Staff and Volunteers; your efforts are truly appreciated.

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



## Residential and Professional Services

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

**R**esidential and Professional Services is charged with the primary responsibility of determining and delivering hands on care, treatment, and training to the clients enrolled in residential and day program services at Sunbeam Centre. It also engages the Professional consultants who guide elements like Nutrition, Seating, Recreation and Respiratory Therapy. Finally, it manages Volunteerism in the agency.

It's hard to make predictions, especially about the future, but there are a few things that we can safely predict. One is that our residential clients receive the very best care and service, thanks to the

### 2011-2012 BEDS AT YEAR END

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

### 2011-2012

### Client Data

**New Full Time Admissions: 1**

**New Respite Admissions: 2**

**Respite Days Provided: 868**

**In MFTD Camps: 14 children**

**Deaths: 3**

exemplary high care standards of staff. Despite continued government cutbacks and financial restraints, Sunbeam residential and program staff rose to all challenges.

We would like to sincerely thank all our staff and families for their patience, perseverance and diligence during this past year, and also for the direction and expertise they unreservedly provide. We couldn't do the work we do without the collective efforts and solidarity of all.

### RESIDENTIAL SERVICES

Supervisory assignments were changed during the year. Lianne Cormier-Punter moved to Zeller Breckwood; Bev Clarke





# Financial Report

## *Ingenuity, plus work, plus courage, equals excellence.*

**R**evenue from all sources in the year 2011-2012 approximated \$18m.

Our primary funders, the Ministries of Community & Social Services, and Children & Youth Services, provided annualized and fiscal operating funding within Service Contracts, with no increases to annualized operating revenue. One time funding was supplied through 'Repairs & Maintenance', 'Partner Facility Renewal', and 'Dedicated Supportive Housing' grants. Fiscal revenue also funded the DSO operationalization, T.A.Y. and several other programs.

Approximately \$165,000. 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 (ADP grants, activity fees, interest, etc.) accounted for the balance of our operating fund revenue.

Audited Financial Reports revealed a Consolidated (combined operating and non operating) Statement deficit of approximately \$159,000.

With cost increases beyond our control and revenue frozen at previous year's levels, the Operating fund deficit approximated \$174,000. Even so, this represents less than 1% of overall revenue. Only a last minute 'Capacity Development' grant from government kept the deficit this small.

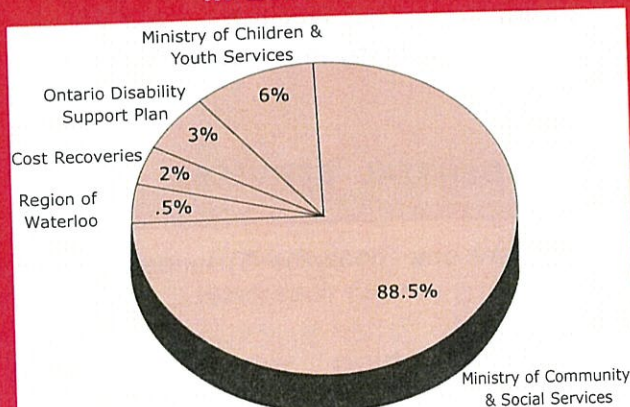
The Non-Operating (Capital) Fund grew again over the year with gifts of \$1,000 or more received from Peter Sims, Rev. Richard Horning, Dave and Deb Pickles, Mr. and Mrs. Glen Hahn, Ross and Doris Dixon Charitable Foundation, Toyota Motor Manufacturing, and the Lions Club of Kitchener.

This support permitted us to improve our physical plant environments and purchase new equipment. We gratefully acknowledge all individual, corporate and service club partners who helped enrich our Non-Operating Fund this year, either through cash gifts or donations in kind.

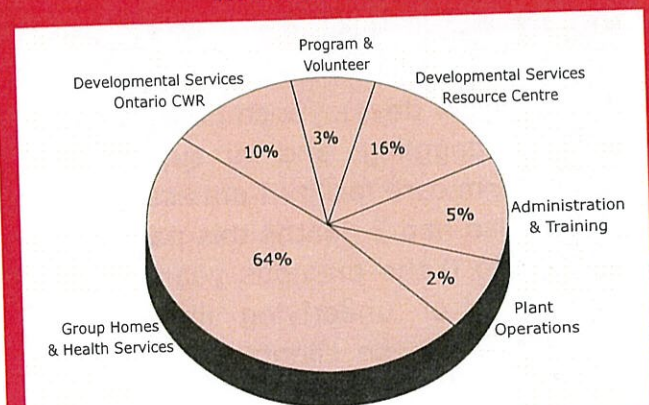
With no incremental government revenue to come in the new year, we will be hard pressed to balance the budget in 2012-2013.

Cheryl Hugill  
Treasurer

**Operating Revenue Sources (%) in 2011-2012**



**Operating Expense Distribution (%) in 2011-2012**







*Theresa Wilson ready for Halloween*

## PROGRAM, PROFESSIONAL & COMMUNITY SUPPORTS

Another year has come and gone and what an exciting year it was for those clients attending Day Program. We served 42 individuals full and part time as well as



*Keith Moore (Tradewinds) and Dawn Polack at Windreach Farms*

3 single day visitors. Several clients have developed **their own** personal goals including auto detailing, housekeeping,

grocery shopping and administrative supports. These special activities permit clients to participate in meaningful work assignments by putting them in charge of defining the direction for their lives, not on the systems that may or may not be available to serve them.

We continue to support each participant from a philosophy of **individual choice** while encouraging each individual in every aspect of the program according to their unique abilities.



*Denise Ottman (Nine Pines) ecstatic over Christmas*

When we support clients to choose their own pathways to success we simply help them to figure out where they want to go and how best to get there.

While providing all the usual in house activities our dedicated staff has continued to develop social inclusion through community outings. This ultimately leads to greater inclusion as valued members of both community and society. Clients enjoyed a Grand River





*BEFORE: Rosie Steffan (St. Jacobs) with friendly snowman*

added Kingsdale to her Vos, and Whaley portfolio; Rob Grimes assumed responsibilities for Sims House; and Annette Hrab became our Day Program Services Supervisor. Gary Gfroerer remained with Rainbow, Champlain, and Rothsay; Luke Hoffer retained Cornridge, Paradise and St. Jacobs; and Ladonna Ireland kept Nine Pines and Tradewinds.

Respite Services took an exciting direction change. The Apartment Program was revamped to have same aged girls or boys spend the weekend together. In some cases, they have attended the same school or Day Program during the week, and now they can hang out with their friends, utilizing all the sensory services of the Centre (gym, pool, Snoezelen), as well as going shopping at the mall or seeing a movie together.

Partnerships with Conestoga Colleges Advanced Paramedic, Registered Practical Nurse (RPN) and St. Louis Personal Support Worker (PSW) programs continue. The students develop and apply their skills individually through 'real-world' situations giving them the confidence,

skills and abilities taught by our staff and their teachers. Sunbeam remains committed to the training of allied health professions, teaming for talent and tailoring our programs to the unique needs of our clientele. Our goal when hiring is to always find the best fit for the position, team and organization as a whole.

Group Home staff, provided a range of exciting programs and activities all year round, in addition to their excellent 'care' provision.

Trips, overnight camping, sensory experiences and special seasonal festivities at Valentine's Day, Halloween and the 'Royal Wedding'.

One extraordinary benefit of Sunbeam's decentralization of residential living into group homes has been the celebration of Christmas. Families have come together to share fellowship, food and presents in their loved ones home environment. No longer do we have the impersonal cramming into the gym for this event.



*AFTER: Rosie's here but her friend has gone*



Rushton Recreation Therapist. The program gave clients the opportunity to experience the many exciting sensory experiences of a summer theme. Activities such as sand and water play, summer crafts, treasure hunts, gardening activities and all things about fishing gave clients an opportunity to experience the tastes, smells, sights and sounds of summer in a fun, lively summer camp setting.

Christmas brought many exciting visitors into the Centre. A local school entertained us with a unique drum exhibition that was enjoyed by all. The women of the "Sunbeam Cookie Club" enjoyed preparing and serving snacks to the students.

Creative activities like indoor snowball games, bobbing for donuts, Christmas sing-a-longs helped us to enjoy this special season.

The Day Program Department is looking forward to 2012, when they will embark on an exciting new program called "Probe The Globe." They will be exploring the sights, sounds, foods, activities and cultures of various countries around our globe.



*Gerima, the 'Drum man' with Day Program client Jason Crozier*



*Best Halloween display winner - Paradise*

## **VOLUNTEER SERVICES**

Volunteer Services has been busy creating meaningful matches between volunteers and our clients. When a volunteer completes all of the screening criteria they are assessed based on their interests, availability, then matched with one of our volunteer position requests.

We are proud to announce that 17 volunteers have completed over 90 hours to date, with the highest number of hours being 391! Some of our most successful matches include a former teacher who does scrapbooking with one of our clients on a weekly basis. The scrapbook is a perfect means for reminiscing, cognitive stimulation, socializing and sharing.

The national trend of volunteerism across the non profit sector is increased short term and episodic positions. Sunbeam continues to incorporate these short-term volunteers (mainly students) to meet the needs of both our organization and these community members.



Boat Cruise, visits to the African Lion Safari, Brantford Zoo, Canadian National Exhibition and many local conservation areas. Everyone had a fantastic experience attending Oktoberfest



*Student Kaitlyn Waters planting St. Patrick's day clover with Shawn Hopkins (Sims) at the MFTD day camp*

celebrations and the Black Forest Inn Dinner and Tribute Variety Show. Theme celebrations included Valentine's and St. Patrick's Day to the most important event of the year, the Royal Wedding ! This history-making extravagant event was enjoyed by all on our big screen television while millions of people around the world watched with us.

Friendship Club is a weekly activity co-sponsored by Sunbeam and KW Habilitation Services at their Studio on Sidney Street. A group of our clients enjoyed an opportunity to socialize with their new friends, participate in new activities and share a beverage together.

Our weekly Drop-In is a popular event attended by up to 160 community and Day Program clients. Many local

entertainers have come to perform for our clients. Clients have enjoyed Sunbeam dances, crafts and games and unique opportunities to meet and socialize with young people living in their community.

The **Great Green Week** was the theme for our March Break Camp which served 7 clients. They experienced Groovy Green Day, All About Frogs Day and ended the week with a very green St. Patrick's Day party.

Both the Summer MFTD Camp and Day program Summer Camp served 7 clients respectively.

These programs were supported with 18 high school or university students. Students play an integral role in helping to enhance client participation and services to families and staff. One of the less obvious benefits of hiring a summer student is the vitality and energy that they can bring to our organization while they gain valuable experience to take forward in their careers. A unique sensory program was developed by Christine



*Day Program's Tonya Benoit makes cupcakes for the 'Cookie Club'*



manuals have also been revised to include this new legislation. All new volunteers complete a questionnaire on the quality and benefits of the orientation session, and there has been a one hundred per cent satisfaction rate. In addition, our staff members have provided positive feedback about the effective and appropriate matching of volunteers to individual clients and the positive outcomes associated with volunteer involvement. This information is gathered through formal assessment tools.

The Volunteer Services Department continues to feature a "Volunteer Spotlight" section in the "Beam Me Up" newsletter to promote the importance of volunteerism here. The feature is a means to communicate the successful matches that have been occurring, what is happening within the Department, to recruit new volunteers and to say thank you to our volunteers and the staff who support them.

### **Volunteer Program Statistics**

A total of 69 individuals volunteered their time in 2011- 2012. Of these 37 continue to provide service to our clients. Volunteers have generously donated 1632.25 hours of service to Sunbeam Centre. If \$15.00 were allocated for each hour of service, it would cost Sunbeam Centre a minimum of \$24,483.75. for this.

### **Volunteer Program Next Steps**

The Volunteer Services Department will continue to provide meaningful and appropriate matches between clients and volunteers and provide extensive training

to enhance the experience of all. We will continue to build and foster partnerships with the community, including the Volunteer Action Centre and post secondary institutions. In addition to

<b>PROFILE OF VOLUNTEERS</b>	
<b>23</b>	<b>Adults: includes 4 SRDC staff members &amp; 1 retiree</b>
<b>13</b>	<b>Board of Directors</b>
<b>10</b>	<b>High School Students</b>
<b>2</b>	<b>WLU Student Placements</b>
<b>6</b>	<b>Other University Students</b>
<b>11</b>	<b>Conestoga College/McMaster RN Placements</b>
<b>1</b>	<b>Conestoga College Social Service Placement</b>
<b>2</b>	<b>Other College Students</b>
<b>1</b>	<b>Individual with Special Needs</b>

providing opportunities for students to complete educational placements, we will focus on recruiting longer-term volunteers, such as adults who are looking for an opportunity to share their talents and learn new skills, and retired individuals. Recruitment strategies will include the use of the Volunteer Action Centre, promoting volunteerism within our Sunbeam Community, health and volunteer fairs and partnerships with local High Schools, Colleges and Universities as well as community newspaper advertisements.

Mary Novak, R.N., LTCAR.  
 Director, Residential &  
 Professional Services



Working closely with local High Schools, Colleges and Universities provides opportunities to earn community service credit or gain experience. The partnership with the joint McMaster University and Conestoga College BScN program remains successful, as it completes its third year. We have had the pleasure of welcoming 18 nursing students as volunteers in a



*Volunteer Coordinator Christine Rushton & the Sunbeam booth at the Region's Volunteer Fair*

non-clinical role to date. This two-year school term commitment has been a positive asset for the volunteers, the clients and staff of Sunbeam.

The partnership allows for consistency and relationship building, both of which contribute to enhancing the quality of life of our clients. The Coordinator, Volunteer Services had the opportunity to speak as a panelist to faculty and students at Conestoga College in the Spring of 2011, and participated in a health fair in September 2011. Feedback from volunteers in all programs has been positive. Many students have chosen

Sunbeam because it was highly recommended by previous volunteers. This has assisted in maintaining a positive reputation for Sunbeam in our Community.

We also have many adult volunteers including a retired individual, staff members, board members. These individuals choose to volunteer for many reasons such as giving back to the community, sharing their skills, gaining experience for future employment or just the sheer joy of helping others.

Many people in our community have limited knowledge about our clients or the services we provide. One of our current volunteers replied to a recruitment ad that was placed in a community paper. The Group Home was in her neighborhood and she thought she would try something completely out of her comfort zone. In a very short amount of time she became attached to our clients and they to her!

Volunteers opportunities include Friendly Visitors, Pool Assistants, Day Program Assistants, Apartment Program Recreation Assistants; Music Performers, Reading Buddies, Computer Buddies, Gardening Volunteers, Early Years Drop In Program Assistants and Outing Assistants.

Each individual who has been accepted into a volunteer position is provided with an intensive orientation session. This includes policies and procedures, communication techniques and programming. Quality assurance training was implemented in 2011 and all existing volunteers have completed this training over the past several months. Training



In addition we remain the single point of access for Children's Developmental Services in Waterloo Region, with the exception of Pre-School Services.

### **DSRC's Waterloo Region Developmental Services Partner Agencies**

- Aldaview Services
- Christian Horizons
- Community Living Cambridge
- Elmira & District Community Living
- Extend-a-Family Waterloo
- KWhabilitation
- Parents for Community Living
- Sunbeam Residential Development Centre

### **SERVICE COORDINATION**

We have three Service Coordination Teams Family and Child Service Coordinators; Youth Service Coordinators; and Adult Service Coordinators. These Service coordination teams have supported approximately 500 individuals and families over the last year.

Service Coordinators assist families in developing individualized support plans in a variety of ways, we offer PATHS, MAPS, The Big Plan and Planning a Good Life After School. The Big Plan and Planning a Good Life After School are targeted for youth transitioning out of school. This year approximately one hundred families and individuals participated in these workshops.

### **AUTISM SERVICES CONSULTATION**

We have one Autism Service Consultant, who provides both clinical and service coordination supports to individuals and families. In the last year 63 families have received this specialized support.

### **RESPITE SERVICE COORDINATION**

The Respite Coordinator facilitated 86 respite referrals to our partner agencies for both children and adults over the last year.

### **TRANSITIONAL AGED YOUTH (TAY) SERVICE COORDINATION**

In August 2010, the Ministry of Community and Social Service asked DSRC to become the primary Case Management agency for all youth leaving child welfare with a developmental disability. In the last eighteen months approximately twenty youth from across Central West Region have moved to Adult Developmental Services. Additionally, we are assisting eleven young adults from other Regions in the province in securing permanent placements in our Region. The TAY Coordinator is currently supporting 70 clients.

### **CLINICAL SERVICES**

DSRC continues to provide in-home clinical services in the form of Speech and Language, Health Care, Behaviour, and Counselling Services. We are no longer able to take any referrals for psychological assessments. We will, however, continue our commitment to providing





# Developmental Services Resource Centre- Waterloo Region

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

**T**he last year has been one of significant change for DSRC.

With the establishment of Developmental Services Ontario, we changed our name from Developmental Service Access



*Our new sign reflecting our new name and co-located partner, DSO Central West*

Centre to Developmental Services Resource Centre. This more accurately reflects our new mandate. We no longer are the single point of access to adult developmental services in Waterloo Region; as this function now sits with the Developmental Services Ontario.

We also separated the administrative structure. That is, DSRC was made an independent unit under Director, Laura Thies and the DSO became its own unit

under Director, Gary Whetung. Head offices for both DSRC and the DSO remain co-located at the Victoria Street address.

DSRC continued to provide services; both Clinical and Service Coordination, to adults with an intellectual disability/Autism Spectrum diagnosis. In

## DSRC SERVICES

- Intake and Referral for Children & Youth Services, as the single point of access
- Service Coordination for Adults, Youth, and Children/Families
- Respite Service Coordination
- Autism Service Consultation
- Transitional-Aged Youth Service Coordination Central West Region
- Clinical Services: Behaviour, Health Care, Speech & Language, and Social Work Consultation
- Service Resolution for Developmental Services & Children's Mental Health
- Applied Behaviour Analysis
- Information, Training and Administrative Services
- Child Care Special Needs Resourcing Partnership
- Ontario Early Years Centre





parent, child, ABA consultant and a clinician. Service will be between two to four hours per week for a period of two to six months, depending on the goal. Service can be individual or in groups and offered at home or in the community. Once service is completed families can be re-referred to the wait list for more service.

The consultants will provide education and instruction to parents/caregivers on how to apply the ABA strategies used to teach their children or youth new skills so that they can help their children maintain and generalize these skills in the future.

### **Some of the In-Service Training Workshops offered by DSRC**

- Understanding Anger
- Foundations for Behaviour Management
- Ethical Behaviour Management
- Understanding Behavioural Difficulties in Autism
- Using Visual Displays to Improve Communications
- Autism & Speech - Language and Communication Skills
- Developing Social Skills
- Prepare Training
- The 3 Rs Rights, Respect & Responsibility

To be eligible a child has to have a diagnosis of an Autism Spectrum Disorder which includes Autism Disorder, Pervasive Developmental Disorder – Not Otherwise Specified, and Asperger’s Disorder. This diagnosis needs to have been made by someone qualified to make it (i.e., physician, paediatrician, psychiatrist, psychologist or psychological associate).

From October 1, 2011 – March 31, 2012 we provided ABA services to 67 children in the form of individual service and groups.

### **CHILD CARE SPECIAL NEEDS RESOURCING PARTNERSHIP (CCNRP)**



SRDC continues to be a member of CCSNRP. Seven community agencies, in partnership with the Region of Waterloo, collaborate to provide resources to Early Learning Child Care Centres (ELCC). These agencies include Community Living Cambridge – Preschool Services, Developmental Services Resource Centre – Preschool Assessment Services, Elmira District Community Living – Preschool Services, Family and Children’s Services – Preschool Support Program, KidsAbility – SPOT and ECE Outreach Services, KW Habilitation Services – Preschool Outreach, and kidsLINK – Preschool Support Services and SNAP. The CCSNRP works together to build the capacity of ELCC’s in identifying and meeting the



psychological assessments to the Child Care Special Needs Resourcing Partnership, funded by the Region of Waterloo. Our consultants continue to offer a wide range of workshops throughout the year on a variety of topics both for individuals and their families/caregivers.

### **DSRC Clinical Services and Supports**

- Behaviour Consultation
- Health Care Consultation
- Psychological Assessment Services (to Preschoolers)
- Social Work Consultation
- Speech and Language Consultation

Our Health Care Consultant continues to work in partnership with the Water Region District School Board to offer sexual health education to children with an intellectual disability from grades seven and up. From April 1, 2011-March 31, 2012 there were 127 students who participated in this program.

Our Health Care Consultant and Social Work Consultant participated on a committee to develop curriculum for abuse prevention through the Quality Assurance Measures (Regulation 299-10). This curriculum is now being used widely across Central West Region. For abuse prevention, DSRC offers its adult clients the option of receiving written materials, one to one sessions with a service coordinator or in group sessions.

## **INTAKE AND REFERRAL**

Our intake staff continue to provide a resource function for children with an intellectual disability and their families. When initially meeting a new child or family member our intake staff provide them with a wide range of information and resources to help them navigate the service system. Children and/or their families can call them at any time for further resources and information. Any child with an intellectual disability and/or autism spectrum disorder, or their family/caregiver, is eligible for resource support.

## **APPLIED BEHAVIOUR ANALYSIS**

Sunbeam Residential Development Centre - Developmental Services Resource Centre has begun a partnership with Kerry's Place Autism Services to offer Applied Behavioural Analysis (ABA) to children with an autism spectrum disorder between the ages of 9-17 years (up to 18<sup>th</sup> birthday) living within Waterloo Region. The funding for this program comes from the Ministry of Children and Youth Services.

ABA is a science, or way to understand and change behaviour. It focuses on how learning takes place; how a person's environment can affect behaviour, and how changes to behaviour take place. The ultimate goal of ABA is to improve socially important behaviours.

The ABA program will focus on four key areas including daily living, communication, interpersonal social, and emotional regulation and behaviour. The goal will be developed jointly with the





# Developmental Services Ontario Central West Region

***If excellence is possible, "good" is not enough.***

**O**n July 1, 2011, Sunbeam Residential Development Centre opened 'Developmental Services Ontario (DSO) Central West Region.' DSO Central West Region became the single point of access to adult developmental services in Dufferin, Halton, Peel, Wellington, and Waterloo Regions. As such, we are one of nine DSO's, created as part of Ontario's "Transformation of Developmental Services." New developmental services legislation, the *Services the Services and Supports*



**CENTRAL WEST REGION**

*Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008,"* outlines the role and function of the DSO's as "application entities." The DSO's are intended to support and promote the principles that have driven the transformation of the developmental services in our province.

## DEVELOPMENTAL SERVICES ONTARIO ORGANIZATIONS IN ONTARIO

REGION	ORGANIZATION
Southwest	Community Services Coordination Network
Central West	Sunbeam Residential Development Centre
Hamilton-Niagara	Contact Hamilton
Toronto	Surrey Place Centre
Central East	YOR-SUP-NET (York Support Services Network)
Southwest	Extend-a-Family Kingston
Eastern	Service Coordination des Services
Northern	Lutheran Community Care Centre
Northeast	HANDS – The Family Help Network

### OUR DSO LOGO



The DSOCWR has a team of nineteen people who serve our large and diverse communities. People can call our toll-free telephone number through which we provide reception services in both official



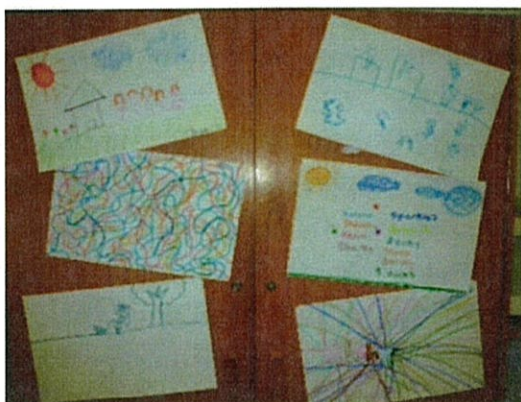
needs of children with social needs. The CCSNRP vision is "All children and their families can participate in quality inclusive early learning and child care services."

In 2011-2012 75 children were served through DSRC's preschool assessments services by providing psychological assessments and behaviour consultations.

## ONTARIO EARLY YEARS CENTRE

Sunbeam Residential Development Centre (SRDC) continues to operate its Ontario Early Years Centre in the Pioneer Park neighbourhood of Kitchener. It is located at the Pioneer Park Christian Fellowship Church on 68 Biehn Dr. The centre operates three days per week, offering drop-in and structured play sessions, along with special activities throughout the year. In the year 2011-2012 there were 2764 child visits supporting 234 children and 1079 parent/caregiver visits supporting 112 parents/caregivers.

## SIBSHOPS



*Sibshop Art*

Sibshops are best described as opportunities for brothers and sisters of children with a Developmental Disability

to obtain peer support and education within a recreational context.



*Sibshop participants at play*

If you ask the 8 – 12 year old sibs who attend, they would just say "they are fun!!" Half day Sibshops, which end with a pizza lunch, are held, on average, three times a year and are run by our Service Coordinators and on occasion a volunteer Sibshop graduate! They are a chance for siblings to have some time focused on them, with some fellow sibs who "get" what it's like to have a sibling with special needs – the joys and the struggles. Sibshops are a celebration of the many contributions made by brothers and sisters. The morning activities may include crafts, games, activities, guests and/or swimming and are generally built around a theme: pajama party, Big Chill, Silly Potter, Sibs gone Wild and Let's Put on a Show, to name a few.

Laura Thies  
Director,  
Developmental Services  
Resource Centre





number that connects people without bilingual reception team at our Kitchener location. We then transfer their call to the Intake/Resource Coordinator who serves the caller's community. Between July 1, 2011 and March 31, 2012, DSO Central West Region received approximately 10,130 calls at its toll-free number.

We also field queries by email or fax. These come from individuals and families and from other service providers, schools, and community partners. We provide information about the developmental services and supports available in the caller's community. We then further describe the application process for services, if needed, including the requirements for eligibility.

services and supports, the application process, and how to services and supports in each of our communities. Both websites are updated regularly.

### THE DSO PROVINCIAL WEB HOME PAGE



### TECHNOLOGY THAT THE DSO CENTRAL WEST REGION USES AND/OR MAINTAINS:

- Ontario's provincial DSO website;
- A DSO Central West Region-specific website
- SynreVoice telecommunications system for community communication and notifications
- Webtracker client information system
- Ontario's Developmental Services Consolidated Information System (DSCIS)

### THE DSO/SOPDI WEBSITE: SOME EARLY STATISTICS

- Number of visitors between July 1/11 and March 31/12: 34,114
- Average Number of Page Views per Visit: 4.5
- Average Amount of Time Spent on the Website Per Visitor: 3 min. 37 sec.
- Visitor Locations Included:
  - 96% from Ontario/Canada
  - 2% from United States
  - 1% from European countries
  - 1% from Asian, Australia & South American countries

In addition to fielding telephone or email inquiries, the DSO provides information via its websites. We administer the provincial DSO websites (English and French) on behalf of our partner DSO's. This website provides information on adult

### Confirming Eligibility for Adult Services

The next step in the application process is the confirmation of eligibility. Prior to July 1, 2011, eligibility for developmental services was based on the *Developmental*



languages. They are then connected with the DSO Coordinator in their community who can begin the application process.

### TRANSFORMATION OF DEVELOPMENTAL SERVICES IN ONTARIO: PRINCIPLES

1. **Citizenship** - supports for people who have a developmental disability promote self-determination and participation in all aspects of community life.
2. **Fairness and equity** - supports are equitable and people with similar situations receive similar supports across the province.
3. **Accessibility and portability** - funding and supports are flexible and go with the person if he/she moves to another community.
4. **Safety and security** - supports are designed to balance appropriate supervision, especially for those who are most at risk, with the right to self-determination, privacy and confidentiality.
5. **Accountability** - service delivery will include mechanisms to hold service providers accountable to the people using their services and the ministry for the quality and outcome of the supports they offer.
6. **Sustainability** - funding and supports are based on assessed needs and available resources in the context of a long-range plan for the developmental services system.

(From Ontario Ministry of Community and Social Services, *Spotlight on Transformation, April 2007.*)

To guide the implementation of our DSO, a "Transition Implementation Advisory Committee" was developed, consisting of service provider and family

representatives from across Central West Region. The Committee provides advice and feedback on the DSO's work in our communities. Our DSO Operational Management Plan activities are reviewed by the committee monthly, as well as the feedback received from people who have been served by the DSO.

In this first Annual Report on the DSO, we will provide an overview of DSO functions and application process in Ontario... how we are applying it in Central West Region... and our key activities/efforts to date. Between July 1, 2011 and March 31, 2012, 922 adults were referred to DSO Central West Region. And in 2012 - 2013, we are planning to complete 783 application packages with applicants for services and supports across our five communities.

### Providing Information

People seeking adult developmental services and supports can contact our agency. We have a toll-free telephone

### CORE FUNCTIONS OF DSO

- provides information to individuals and families about community programs and resources;
- confirms eligibility for services and supports;
- determines service and support needs;
- links people to services and supports; and
- will administer direct funding agreements in the future.





Developmental Services and Supports (ADSS). This tool obtains basic demographic information about the applicant, their key contacts/caregivers, and their current situation. We also identify each person's interests, preferences, goals, dreams, and priorities for planning. We then identify services that the person is currently receiving, and the developmental services the applicant is seeking to support their goals and needs.

In a second interview, we complete the Supports Intensity Scale® or SIS®. The SIS is a needs assessment tool developed by the American Association on Intellectual and Developmental Disabilities. The SIS looks at the kind of support a person needs to be successful with different life activities – at home, in the community, at work, in their relationships, and in different learning/educational opportunities. Instead of identifying a person's strengths and weaknesses, the SIS® can help us identify what a person needs from service providers to enjoy a positive quality of life.

The ADSS and SIS® are completed by our Assessor/Service Navigators. Assessor/Service Navigators undergo intensive training in use of these provincial tools. This training includes a four-day provincial classroom training program, multiple practice interview sessions using the tool, a "coaching" session with the provincial trainer, and an inter-rater reliability review. This review ensures that each Assessor is applying the tools correctly during interviews.

As of March 31, 2012, the DSO completed 459 application packages with people in

## PEOPLE CAN APPLY FOR...

Residential Services and Supports, including...	<ul style="list-style-type: none"> <li>• Group home/group living supports</li> <li>• Supported Independent Living</li> <li>• Associate Family Home supports</li> <li>• Individualized Residential Model</li> </ul>
Community Participation Supports, including...	<ul style="list-style-type: none"> <li>• Social and Recreational /"life skills" programs</li> <li>• Training centres / "sheltered workshops"</li> <li>• Supported employment and volunteering</li> <li>• Direct funding options</li> </ul>
Caregiver Respite, including...	<ul style="list-style-type: none"> <li>• In-home respite</li> <li>• Out-of-home respite</li> <li>• Direct funding to hire/contract with your own worker</li> </ul>
Person-directed Planning Supports, including...	<ul style="list-style-type: none"> <li>• Planning support provided by a service provider</li> <li>• Direct funding to hire/contract with your own worker or facilitator</li> </ul>
Specialized Services, including...	<ul style="list-style-type: none"> <li>• Service coordination/Adult Protective Service Worker</li> <li>• Clinical services and supports (such as assessment and treatment options)</li> </ul>



*Services Act*, and practices that had been established in each region. Some of these practices varied, based on the definition of developmental disability and the documentation required to confirm.

With the *Services and Supports Act*, one eligibility standard is now applied across Ontario. The legislation states that all adults who were on a wait list, or in receipt of, adult developmental services and supports on July 1, 2011 are “grandparented” for future services and supports.

For all other people who are “new” to adult developmental services (including anyone less than 18 years of age on July 1, 2011), an individual must confirm that they meet the legislation’s age, Ontario residency, and developmental disability criteria. To meet the developmental disability criteria, a person must meet a cognitive, adaptive functioning, and age of onset criterion. Clearly defined requirements are in place for each of these criteria, ensuring that all nine DSO’s are consistent in applying the eligibility criteria. Documentation from a registered psychologist or psychological associate is further required to confirm that a person meets these criteria. These requirements were supported with provincial training and materials for our DSO Coordinators to use in decision-making.

In 2011 – 2012, 529 individuals were confirmed as eligible for services and supports; 20 were found to be ineligible; and of that number; 5 people requested a review of their decision.

## **Application and Needs Assessment**

DSO Central West Region uses a provincial application “package” developed by the Ministry of Community and Social Services. In a first meeting, we help an applicant complete the Application for

### **WHY WE USE THE SUPPORTS INTENSITY SCALE®?**

Because functional descriptions of disabilities help us identify the support a person needs to be successful at home and in the community...

Because the SIS focuses on age-appropriate activities that support a positive quality of life...

Because the SIS “fits” with an evolving service system that is consumer-driven...

Because information from the SIS can help people develop individualized plans, with the help of their support networks...



## **In 2012 – 2013...**

Implementation of the DSO here in Central West Region will be a multi-year process. This transition will be completed when all those, both on previous wait lists as well as new applicants, have completed their application package. To further our progress on this work, there are a number of tasks upon which we will be focusing:

### *Reorganization of our Peel Operations*

During our first nine months, we identified the need to separate our Peel office functions into "South Peel" and "North Peel" office locations. Each location will have their own Intake/Resource Coordinator. This will allow for faster processing of referrals and eligibility confirmation.

### *Strengthening of the Referral and "Vacancy Matching" Process*

During the Spring/Summer of 2012/2013, we will be working with partner agencies to identify critical variables necessary for effective referral/service matching. This will help ensure that people receive supports that meet their needs and goals. It will also complement a prioritization process that ensures that people in most urgent need of support are considered for service opportunities first.

### *Resource Support/Synre Voice*

The DSO will undertake regular monthly contact with people who have completed an application package via the "SynreVoice" telecommunications system. This will allow us to provide monthly

updates on key developmental services activities – and provide a more rapid telephone notification of any time-sensitive events that might be of interest to individuals and families.

### *Strengthening our "Community Connections"*

During the coming year, the DSO will look at ways to strengthen its linkages with a number of service partners and networks. Of particular focus will be schools and multicultural agencies, programs, and groups across Central West. Through these connections, we hope to promote easier connection with people who may be eligible for developmental services and supports.

The past year has been a very busy one, and we know that this will continue through the next few years, in particular. But with the support of our communities, our service partners, and our Sunbeam family, we look forward to serving the people of Dufferin, Halton, Peel, Waterloo, and Wellington Counties in the future!

Gary Whetung,  
Director, Developmental Services Ontario  
Central West Region





Central West Region. Over the coming year, we will be continuing to complete application packages with people who are new to adult services, and with those who were previously on wait lists for services and supports.

### **Referrals to Developmental Services**

When people complete an application package, we identify the services and supports they are receiving now – and what they are seeking for the future. This includes residential, community participation, caregiver respite, person-directed planning, and specialized services and supports. An “Assessor Summary Report” is then prepared. This service planning document summarizes the key information from each person’s application package. The report is then shared with agencies that offer the supports or services that the person is seeking.

For some services, such as residential, waiting lists may exist for the service. The DSO maintains these waiting lists in each of our communities. When an opportunity or vacancy arises in a partner agency’s programs, it informs the DSO about the vacancy. The DSO then identifies people on the waiting list who might be served within that program, beginning with people who are in most urgent need of support.

One of the DSO’s key tasks is the “transitioning” of waiting lists from previous access agencies. Before July 1, 2011, there were already waiting lists for services in each of our communities. The DSO will need to contact each person on these lists, confirm their interest in receiving services now, and then arrange

for completion of an application package. This process will take at least two years to complete, based on current projections and figures. But once everyone has completed an application package, the DSO will have very reliable wait list information for each of our communities. In addition to this, the province’s DSCIS system will allow for identification of service trends and requests across Ontario, making for better provincial service planning in the future.

### **Resource Support**

People who are on a waiting list for services and supports will receive regular updates and information from the DSO. This includes monthly “DSO Updates” as well as email/phone communication around specific events that might be of particular interest to the person and their family.

### **Direct Funding Administration**

A final function of the DSO’s will involve “direct funding administration.” People can apply for funding to purchase their own caregiver respite, community participation, or other supports.

If people choose this option, individuals/families will be able to provide invoices to the DSO for reimbursement, consistent with program guidelines and requirements. DSO Central West Region has not assumed responsibility for this function yet; but it is anticipated that this will occur during the next few years.





## Service Locations

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

### Administration & Day Program

Sunbeam Centre  
2749 Kingsway Drive  
Kitchener, Ontario  
N2C 1A7

Tel: 519 893-6200  
Fax: 519 893-9034  
Email: [postmaster@sunbeamcentre.com](mailto:postmaster@sunbeamcentre.com)  
Web site: [www.sunbeamcentre.com](http://www.sunbeamcentre.com)

### Community Outreach

#### Developmental Services Resource Centre - Waterloo Region

205-1120 Victoria St. N., 5A-887 Langs Dr., 118 Barnswallow Dr.,  
Kitchener, ON N2B 3T2 Cambridge, ON N3H 5K4 Elmira, ON N3B 2Y9

#### Early Years Centre

68 Biehn Dr.,  
Kitchener, ON N2R 1M3

#### Developmental Services Ontario Central West Region

205-1120 Victoria St. N., 109 Surrey St., E., 108-60 West Dr.,  
Kitchener, ON N2B 3T2 Guelph, ON N1H 3P7 Brampton, ON L6T 3T6

1-917 Nippissing Rd., 410-50 Burnamthorpe Rd., W.,  
Milton, ON L9T 5E3 Mississauga, ON L5B 3C2

### Residences

The Apartment  
2749 Kingsway Dr.,  
Kitchener, ON N2C 1A7

Nine Pines Group Home  
29 Williamsburg Rd.,  
Kitchener, ON N2E 1K4

St. Jacobs Group Home  
122 Young St.,  
St.Jacobs, ON N0B 2N0

Rainbow Group Home  
595 Greenfield Ave.,  
Kitchener, ON N2C 2N7

Cornridge Group Home  
325 Cornridge Pl.,  
Waterloo, ON N2T 2N2

Tradewinds Group Home  
75 Tradewinds Pl.,  
Kitchener, ON N2N 3G4

Paradise Group Home  
521 Paradise Cr.,  
Waterloo, ON N2T 2N7

Rothsay Group Home  
11 Rothsay Ave.,  
Kitchener, ON N2B 3A2

Zeller Group Home  
3 Janet Cr.,  
Kitchener, ON N2A 4B8

Breckwood Group Home  
26 Breckwood Pl.,  
Kitchener, ON N2A 4C6

Kingsdale House  
2745A Kingsway Dr.,  
Kitchener, ON N2C 1A7

Sims House  
2745B Kingsway Dr.,  
Kitchener, ON N2C 1A7

Vos House  
2747A Kingsway Dr.,  
Kitchener, ON N2C 1A7

Whaley House  
2747B Kingsway Dr.,  
Kitchener, ON N2C 1A7

Champlain House  
39 Champlain Cr.,  
Kitchener, ON N2B 2Y7



# Support Services Report

***Excellence is dependent on effort.***

**T**he 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; disciplining; paying the bills; ordering/buying supplies and equipment; keeping track of budgets; managing records and maintaining our physical plants.

We honoured 35 employees at our 33rd Annual Staff Recognition evening at Golf's Steak House; applauding their dedication to Sunbeam for 5 to 35 years; and being entertained by the magic of Steve Seguin.



*35 year staff award recipients (l-r) Myrtle Clarke, Sue Baker & Patricia Johnson*

A revised Collective Agreement, to March 31, 2014, was signed with the Ontario Nurses Association; and negotiations began on a C.B.A. revision with The Canadian Auto Workers Union.

## STAFF RECOGNITION

**11 five year staff**  
**8 ten year staff**  
**1 fifteen year staff**  
**7 twenty year staff**  
**2 twenty five year staff**  
**2 thirty year staff**  
**4 thirty five year staff**

A MCSS Compliance review was completed at Rothsay while MCYS Childrens' Licensing reviews were done for The Apartment, Kingsdale, Sims, Vos and Whaley.

Plant Operations staff, completed or oversaw major work in the community included new roofing at Cornridge, HVAC unit replacement at DSRC. Work to the Kingsway building included: boiler repair, old elevator cylinder replacement, and retrofitting of room and hallway lighting (with energy efficient receptacles).

In addition, smaller physical plant repairs, and preventative maintenance was performed at many locations.

Fire Department inspection certification was received for all our residential and program sites.

New furniture and appliances, as well as Health and Safety equipment such as beds, suction machines, lifts and slings, and bathing trolley inserts were secured.

