



ANNUAL REPORT • 2014-2015

IMAGINE THE OPPORTUNITIES



OUR GOVERNANCE

Mission

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

Vision

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

Values

- Advocacy
- Accountability
- Caring
- Choice
- Commitment
- Empowerment
- Excellence
- Innovation
- Leadership
- Respect
- Inclusion
- Teamwork



Board of Directors

Cheryl Hugill (President Elect)
Phil Hennelly (President Retired)
Mark Schneider (Vice President)
David Otto (Treasurer)
Sandra Roxborough (Secretary)

Andy Clow
David Dietrich
Deborah Pickles
Dan Schumacher
Ben Spengen
Erika Traub
Eleanor Whitelock



As some of you may know, I became president of the Board of Directors this past June after serving as vice-president for six years. I have been a member of the Board since June 2005. Phil Hennelly, our former president, retired from the Board after serving more than 20 years. Phil made significant contributions to the development of Sunbeam Centre and his presence will be missed. I know Phil will remain an ambassador for Sunbeam Centre as he continues to be active in the community.

I begin my first president's message by simply writing how privileged I feel to have this role and to be supported by such a dedicated group of board members. As volunteers, the board feels immense gratitude for the work our staff perform day to day with our special clients. I can assure you that the Board is committed to securing a strong future for Sunbeam Centre.

The Board took steps this year to review our governance model and strengthen our capacity to provide oversight where necessary. Working closely with our interim Executive Director, we have implemented a Balanced Scorecard approach to ensure that we approve the key priorities for the coming year, receive regular updates from the senior management team and keep track of our progress towards those priorities.

An important part of our review was to explore ways to better engage our families and hear their perspectives. To this end, we expanded our Board to include three board members who are also parents of an individual with a developmental disability. This will help us make decisions and set priorities that are relevant to our families. In addition, the Board approved the creation of a Family Advisory Team that will allow families to have input into policies that guide the care provided to their loved ones. We are pleased

that the Family Advisory Team launched this past fall and has already sponsored an educational forum for our families on estate planning.

This past year the Board invested a large amount of funds to upgrade our facilities. We believe Sunbeam Centre could expand its services in the future. It's important that our facilities are well maintained and up to date. One of our key investments was to replace all windows across the front of the building. Not only have we fixed the leaks, they look so much more attractive. And recently we received the good news that the Ministry has approved an additional \$500,000 to install fire sprinklers at our Kingsway location. This work will help us meet the new fire code regulations and better utilize the space for programs.

We were very pleased to receive additional government funding that allowed us to improve staff salaries and provide more training. Developmental Services Transformation holds promise for innovation in services for persons with disabilities, but its success depends on attracting and retaining qualified staff. We hope the government will continue its efforts in this area.

This year the Sandi Miles scholarship was awarded to Holly Boyne, daughter of Richard Boyne, one of our Community Living Staff.

Much progress was made this year in the midst of transition, and the Board would like to express their gratitude to our interim Executive Director, Vince Tedesco, for his strong leadership during this time. We believe Sunbeam Centre is well positioned to become a leader in the delivery of specialized services.

Cheryl Hugill

EXECUTIVE DIRECTOR'S MESSAGE



It is hard to imagine that over a year has gone by since I began my assignment as interim Executive Director of Sunbeam Centre. It truly has been a privilege to lead this organization through a period of transition. We have accomplished much over the past year.

You will see we have changed the format of our annual report to include stories about the work of Sunbeam Centre as seen through the eyes of our clients and staff. Over the course of the year, I have seen many examples of exceptional work with our clients and families. We will continue to expand our programs, but at our core will remain the quality care we provide to all of our clients.

This year we celebrated our new official name, Sunbeam Centre. Our new name better reflects the breadth and diversity of our programs and shifts us away from being viewed solely as a residential development centre.

The Board also approved a new service catchment area that aligns with the boundaries of our Ministries Central Regional office. In the future our specialized services could benefit families from Waterloo, Wellington, Dufferin, Peel, Halton, York and Simcoe.

Developmental Services Ontario (DSO) continues to experience high demand for services, but thankfully the dedicated efforts of our staff and additional funding to increase staffing means we are able to respond more quickly. This is welcome news for families!

Earlier in the year, we were thrilled to learn that Developmental Services Resources Centre (DSRC) was selected to be the agency that will coordinate service planning for children with complex care needs across Waterloo Region. We will work hard over the coming year to build strong community partnerships so that families will receive better coordinated services.

This year we continued our efforts to expand our Passport Program and now we have more than 30 families receiving passport funding. We have one-of-a-kind, day program resources at Sunbeam Centre and we hope more families will benefit from them in the future.

We are excited about our decision to implement an information system called Nucleus to manage our client cases. In the future, staff will have online access to up-to-date information about our clients. We will be better able to monitor the changing health care needs of each individual and respond accordingly.

I am proud of what we have accomplished this past year and I am excited about the opportunities that lie ahead as we embrace transformation in developmental services.

I want to extend my sincere thanks to the Board of Directors, staff and volunteers for your dedication and commitment to our clients and families. Your work truly does make a difference!

Vince Tedesco



In June we officially announced our new name, Sunbeam Centre. Our former name, Sunbeam Residential Development Centre, is steeped in history and widely recognized throughout the province as a centre of expertise in serving medically complex clients. However, that name had its roots in a different time, when our clients were living together in our main building. All of our clients have now transitioned to one of 14 homes on our campus or in communities across our region. Our main building continues to provide one-of-a-kind day program resources including the pool, gym, hot tub and sensory room.

Sunbeam Centre has also grown to take on new programs that serve Waterloo and beyond. We operate the Central West Developmental Services Ontario (DSO), which is one of nine organizations in the province that serves as the entry point for families seeking developmental services. The Central West DSO services Waterloo, Wellington, Peel, Halton and Dufferin.

Sunbeam Centre also includes the Developmental Services Resource Centre (DSRC), which offers service coordination, autism therapy, service resolution and more. Recently, DSRC was selected as the host agency for service coordination for children with complex special needs in Waterloo Region. As part of the government's Developmental Services Transformation, there will be new opportunities to expand day program services that can be accessed with Passport funding.

With all these changes, the Board of Directors decided that it was time to change our name to better to reflect the scope of the services we provide. Our new name

retains our history of continued focus on residential services for medically complex children and adults, but also represents our new programs and future opportunities to expand our services. We have preserved our logo, a butterfly rising into the sun, to reflect our belief in the transformative power of quality services for all individuals we serve.

In June we held a staff event to celebrate our new name and our achievements over the past year. We also unveiled our new banner, *Sunbeam Centre – Imagine the Opportunities*, which captures our sense of optimism and hope for the future of all of our clients.



PASSPORT PROGRAM

This year has been an exciting year for Sunbeam Centre. We leapt into a new era in service provision; the allocation of Passport funding has allowed agencies to create new programs offered as a fee for service. Agencies and families are trying to understand the complexities of this new system, but together we are making progress.

Families can use their Passport funding (or other financial sources) to purchase services they require, such as day programs, evening and weekend respite. This is exciting because it allows individuals to participate in the community instead of waiting on a list for service. This new system also offers each person choice, flexibility and a vast social network of friends.

Last December, we launched our new BEAM program — Be, Explore, Achieve and More. Our first evening class baked Christmas cookies. The class allowed parents to complete their Christmas shopping while the students enjoyed some delicious treats. Parents commented on the convenience of having this offered during the busy holiday season. Over the winter months, we had success with our Saturday Camp, and this spring we offered a Saturday Spa Day once a month. Please check our website, sunbeamcentre.com, to view our upcoming classes. Registration is easy and can be done online or mailed in to the Passport Coordinator.

We have also begun hosting birthday parties, allowing individuals with physical challenges to celebrate milestones in life. Families face difficulties in finding an accessible, safe and fun place to gather; now they have options.

Sunbeam Centre recognizes that there is a high demand for overnight respite. We have created a new

respite space, which we call The Loft. This service is available as part of our fee-for-service program and can accommodate five individuals at a time. It provides all the comforts of home, as well as extra amenities such as the pool, gym and sensory room. The professional staff is highly trained and dedicated to providing quality care. Because Registered Nurses and Registered Practical Nurses are part of The Loft team, families of clients with medical needs can take advantage of this service with peace of mind.

For more information, please contact the Passport Coordinator at passport@sunbeamcentre.com or 519-893-6200 ext. 211.





One of the priorities this year for the Board of Directors was to increase our engagement with families. To this end, the Board approved the establishment of a Family Advisory Team for Sunbeam Centre. The Team includes seven family members: Pat Whiteside, Paula Spengen, and Barb Menard (3 pictured at right); with Dave and Pauline Bevers, Maureen Fitzgerald, and Laura MacGregor, and is chaired by Ladonna Ireland, our Director of Residential and Professional Services. Our Director of Human Resources & Administrative Services, Tim Wilson, also attends. Each team member has family that receives care at Sunbeam Centre through our services, respite, day program, or community living. The Team met for the first time in January 2015.

The Family Advisory Team will provide us with valued family perspectives to inform future program planning at Sunbeam Centre. The members will also provide feedback regarding service delivery and make suggestions on how to improve care for our clients. We will seek input from our Family Advisory Team when updating or developing policies and procedures that will impact our clients. We would also like the Family Advisory Team to participate in the orientation of our new staff, and network with the rest of our families to obtain a wider range of feedback. Over the course of the year we will work with the Team to organize educational forums on topics of interest.

The Family Advisory Team has already provided exciting opportunities to families at Sunbeam Centre. This past May they held their first educational workshop: a family financial planning presentation by Ed Arbuckle, CA. Mr. Arbuckle is nearing completion of a book on financial planning and disability. His presentation was informative and the event was well attended by our families.

We look forward to the valuable contributions of the Family Advisory Team in the future.



SENSORY ROOM

The Day Program officially opened its exciting, new sensory room in April 2015. This state-of-the-art, interactive room gives children and adults opportunities to explore and engage in a variety of fun activities designed to build skills and stimulate the senses. Each of the eight sensory stations provides a different play and learning experience for everyone, regardless of ability. Designed to stimulate the senses of sight, sound and touch, this room is unique because the activity centres require simple actions to cause complex reactions, such as matching colors in sequence to get a desired response. The room includes a sensory panel that builds hand-eye coordination through a variety of tactile and visual experiences. A giant bubble tube is one of the most popular pieces of equipment in any sensory or relaxation room, and ours is no exception. The bright, colour-changing bubbles rise through the column to create a fascinating visual experience with relaxing sounds and vibrations. It provides a spectacular reward when used in a structured way for cause-and-effect or curriculum-based activities. Interactive switches give users eight advanced programs, such as latched, momentary and timed switching, and dual colour modes. A range of Simon Says games build learning and memory skills, as well as parallel play skills when friends join in.

Our clients' visual and auditory senses are stimulated with a colour-changing panel full of bright red, green, blue and yellow shapes. The panel builds visual tracking, hand-eye coordination and cause-and-effect skills. Each time the user presses one of the panel's triangles or squares, he is rewarded with a fun sound.

Vocal skills emerge with the voice panel that explodes with light when clients speak or vocalize into a microphone. This panel is designed for people with visual impairments or limited motor skills, and encourages vocalization, increases visual attention and promotes understanding of cause and effect. The ten-light display patterns are activated by sound volume, not by touch. The music can be customized and the sound sensitivity adjusted. It can be used in karaoke or a cappella mode. It is enjoyed by people of all ages.

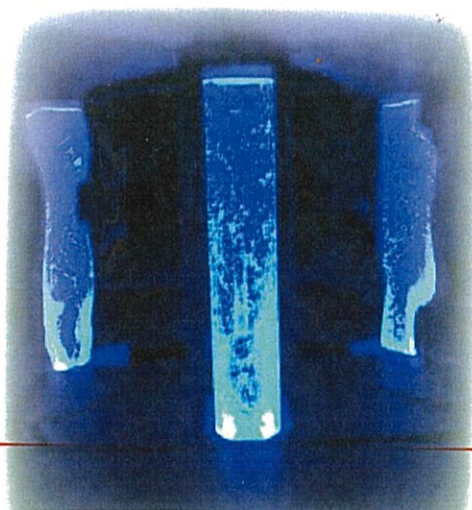




A full-screen, multi-media projection wall lets clients learn, explore and experience visual and auditory stimuli in a larger-than-life application. The projection system can be used to show film clips, animation, pictures taken on a digital camera and as a themed backdrop for curriculum-based work. It can be used for games or to turn your sensory room experience into a theatre or a chill-out space.

The highlight of the sensory room is the interactive floor. Images are projected onto the floor through a tracking system that continuously detects body position and allows for real-time interaction between the clients and images. Step on pools of water to create ripples. Make balloons float through the sky. Sweep an arm to move leaves off a path. Kick a virtual basketball into a net. Equipped with more than 50 modules, the interactive floor is fun for individuals, as well as groups of clients playing competitively or as a team.

For individuals who prefer a quieter, private experience, the room is equipped with a Snoezelen station with fibre optics, visual display, bubble tubes, star spray and a comfy couch.



Implementing *Nucleus*

The Board of Directors has approved the implementation of an electronic client information system for residential, respite and day programs. As we move forward with this project, Sunbeam Centre will partner with Nucleus Labs to overhaul our current information system.

A needs analysis was conducted in May with staff participation to review workflows and processes. The input from staff was exciting and appreciated. Nucleus Labs recognized that communicating between 14 group homes is a challenge and will work with us to develop a system that addresses our needs.

With our new system, changes and updates will be available in real time so that accurate, up-to-date client information is available across the organization. The new system will:

- help save staff time and improve communication;
- provide staff and management access to information in a timely manner to assist with care, assessment, monitoring, planning and communication;
- enhance privacy, confidentiality and security practices and ensure we are meeting the respective legislative requirements; and,
- provide a single, secure location to store client data, which can be accessed from anywhere, anytime.

Our implementation team: Ben Brown, Ladonna Ireland, Shelley Barnes, and Kim Kippenhuck

Many of our administrative processes will change as we use the Client Information Management System to help us work more effectively and efficiently.

The Core Implementation Group, who will oversee the changes, look forward to working with staff as we continue to strive for quality care to those we serve. Transition from a paper-based system to an electronic one will take time, but the long term benefits to staff and clients far outweigh the initial work involved. Our staff is working behind the scenes to ensure the transition is as seamless as possible.





Sunbeam Centre's transition has brought opportunities for improvements in the operations department. We worked hard this past year to modernize our building and group homes. We updated the main building with landscaping and a new sign. We also widened walkways and replaced the front windows.

We began updating our group homes by installing fire sprinklers that will meet the new fire regulations (coming 2019) and hope to finish all of our homes and the main building this year. Another major undertaking was replacing the elevator at our St. Jacobs home.

This past year we were fortunate to purchase two new vehicles for the clients.

We recognize that renovations bring disruptions for staff and clients and their patience has been appreciated! Our thanks to the clients, families, and staff across all departments for their help, patience, and understanding.

We look forward to future projects as we make further improvements in the coming years.

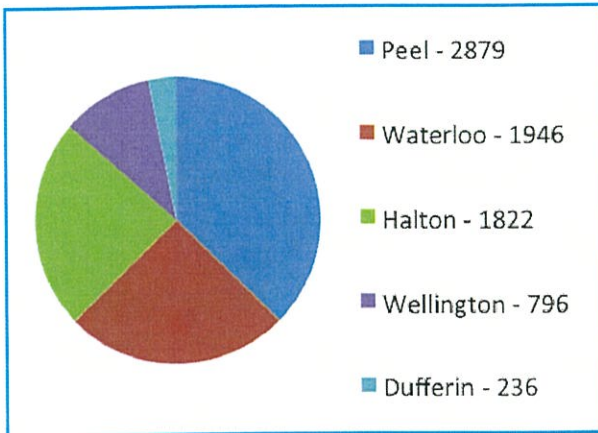


DEVELOPMENTAL SERVICES ONTARIO



Access point for adult developmental services in Waterloo, Wellington, Halton, Dufferin and Peel Regions

People We Serve

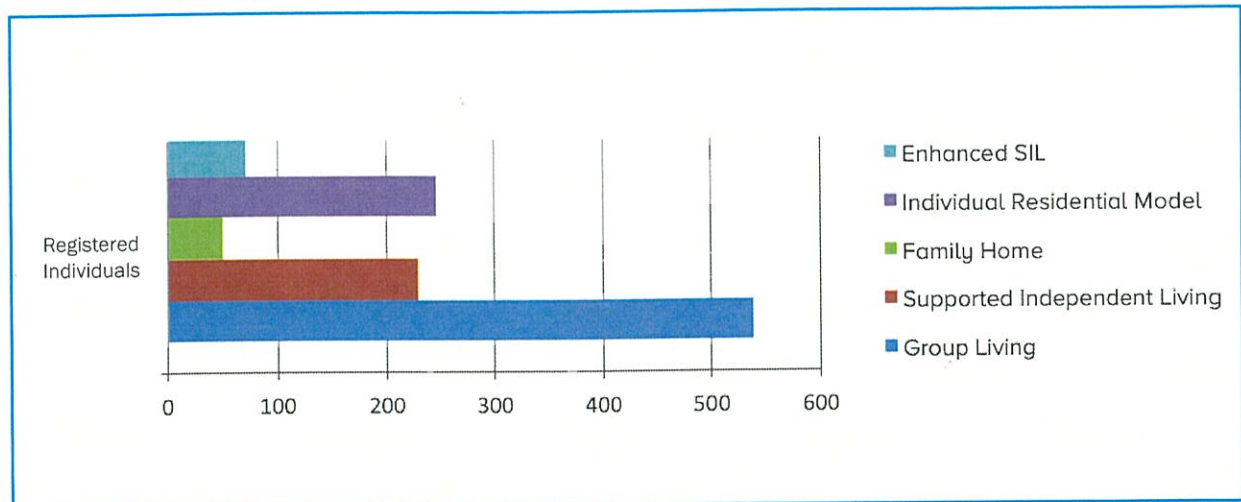


Developmental Services Ontario Central West Region helps people apply for services and supports in their community. We provide information, confirm eligibility for services, complete the application and needs assessment process, and then make referrals on each person's behalf.

Our DSO also promotes awareness of what is important to people with disabilities in each community. We do this through publication of community profiles that summarize what people tell us about their goals, dreams and current living circumstances.

The DSO can provide data for strategic planning and other purposes in each community.

Residential Registry for Central West Region





What People Shared with Us



People on the waitlist

- More than 50% need behavioural support
- More than 33% need medical support
- 15–20% need mobility supports
- 5–15% need hearing or vision support
- 10–30% need a barrierfree environment



People who call us

- Are often between 16 and 24 years of age
- Live with their families
- Are already in need services or will need them at age 18
- Are particularly interested in Passport funding
- Need support with daily routines

People's dreams

- Travelling to great destinations
- Finding a meaningful career — working with children, in trades or in a restaurant
- Going to college
- Having a home of their own
- Learning to drive
- Having a girlfriend or boyfriend
- Getting married
- Having children

People's goals

- Employment or volunteering
- Ongoing education — finishing high school, building computer skills, or going to college
- Better health — fitness, managing health problems, adopting healthy lifestyles
- Greater self-sufficiency — learning self-care skills, using the bus, learning to cook



DSO by the numbers

Intakes completed	750
Assessments completed	808
Total number of people served	1558
DSO community offices	5
DSO staff	26

Developmental Services Resource Centre (DSRC) supports hundreds of children, youth and adults each year through the Service Coordination Program.

Service coordination is offered to anyone in Waterloo Region with a developmental disability and/or an Autism Spectrum Disorder. In general, DSRC service coordinators help individuals and their families strengthen their capacity to manage the challenges of giving or receiving care. At the same time, DSRC allows them to widen their formal and informal networks of community resources.

Special Needs Strategy

In the fall of 2014, the Ministry of Community and Social Services, the Ministry of Children and Youth Services, the Ministry of Education and the Ministry of Health and Long-Term Care launched the Special Needs Strategy across the province.

The Special Needs Strategy is transforming the way adults, children, and youth with multiple/complex special needs receive coordinated service planning and rehabilitation services.

In Waterloo, 17 community partners came to the planning table, representing families and agencies funded by each of the ministries.

With feedback from families, youth and stakeholders, we developed a model that transforms coordinated service planning. In particular, we listened to families and created a model with their interests in mind. In the new process, one service coordinator will assist families with all services that no longer require multiple-service coordinators across sectors. In streamlining the

coordination of services, we believe families will have smoother transitions at key times (i.e., school entry).

In the spring of 2015, we were part of a community-facilitated selection process to appoint a host agency. Developmental Services Resource Centre was honoured to be chosen as the agency for Waterloo Region.

We will continue to work with families, community partners and the ministries to implement the new approach to coordinated service planning.

Connectivity

Connectivity is a multi-sector approach that addresses the needs of individuals and/or families facing immediate, elevated levels of risk and provides coordinated immediate responses from multiple human service providers. Since its start, Cambridge Connectivity has had 170 situations brought to the table. The agencies work together to decrease risk and connect the individual to the proper services in a timely manner, typically within 24–48 hours.

Partners at the tables include the Waterloo Regional Police, Waterloo Region District School Board, Waterloo Region Catholic School Board, Langs (Medical and Social Work), Lutherwood, Cambridge Youth Probation, ONERoof, Bridges Shelter, Cambridge Memorial Hospital, Grand River Hospital, Ontario Works, Stonehenge, Hording Project, Sexual Assault Support Centre, Ray of Hope, St. Mary's Counselling Service, CMHA, Family and Children's Services, CCAC, LHIN, Victim Services, St. John's Kitchen, and Family Violence Project.



In June 2015, Langs Community Health Centre and Waterloo Regional Police Service received the Innovator of the Year award in acknowledgement of the Connectivity Table. This award was presented through the Association of Ontario Health Centres in recognition of "...excellence in developing a new innovation with respect to primary care, illness prevention, health promotion, community and capacity building and service integration, that resulted in improved health outcomes and/or community capacity."

Each agency at the Table was presented with individual awards; Amber Huffman, Nelly Silva and Neil Butler accepted them on behalf of DSRC.



*Pictured from left to right:
Ruth Vanloon (Langs, Connectivity Chair),
Lola Adeosun (Langs, Connectivity Chair alternate),
Amber Huffman (DSRC), Nelly Silva (DSRC),
Superintendent Barry Zehr (WRPD),
Neil Butler (Manager, DSRC)*

Roxy's Journey

Roxy and her three children, Alisha, Hailee-Lynn and I-J (pictured below), have been receiving service coordination support for the past few years. They receive help with accessing community supports and services, summer planning, school meetings, as well as support with medical appointments and coordination of respite/other services. Roxy says she feels service coordination has helped her understand information given to her by people involved in her children's care, such as doctors. Through her service coordinator, she has found activities and camps for her children. In general, she feels better able to organize and stay on track. She also likes that she has help to solve problems as they arise.



VOLUNTEER SERVICES

Volunteer — what does that mean? It is someone who gives away the one thing that cannot be bought: time. Time is our most precious commodity. It is the human equalizer. Weak or strong. Big or small. Rich or poor. We all have the same amount of hours in a day.

The poet Kahlil Gibran is quoted as saying, “You give but little when you give of your possessions. It is when you give of yourself that you truly give.”

Time is the most personal gift that any one person can give another.

Volunteering at Sunbeam Centre is a serious responsibility. Potential volunteers fill out an application, provide not one, but two references, complete a criminal reference check with Waterloo Regional Police Services and attend an interview and tour with the coordinator of Volunteer Services. Volunteers must attend a two-hour orientation session, sign several waivers, read policies and procedures, watch training videos and complete an online survey. We take their picture and make an ID badge to make it official — they are now Sunbeam Volunteers.

In 2014/2015, more than 80 volunteers, including volunteer board members, gifted more than 2400 hours of service to Sunbeam Centre clients.

Whether strumming a guitar for Hank, reading with Mel, gaming with Keith, chatting with Duane, crafting with Helen and Katie, weeding the garden at Rothsay, braiding hair in St. Jacobs, swimming at the Centre, assisting tirelessly at Day Program, escorting residents to community dances, entertaining in the gym or quietly visiting with that special someone, they all made a difference, simply by sharing their precious gift of time.

Thank you Sunbeam Volunteers for sharing your time and talents with us.



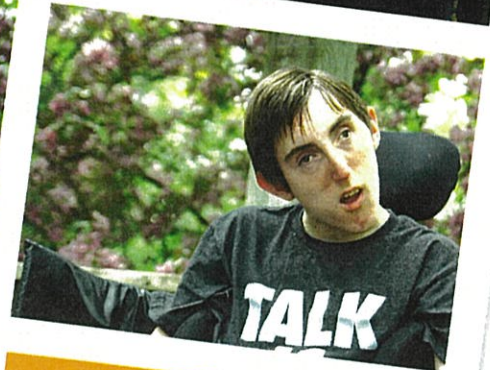


A mother's wish, told by Oliviera Petrovic

Eighteen years ago my life changed when Bruno, the first in our family of five, was born early. His premature birth left him with severe brain damage. I chose to stay at home to take care of him and his multiple needs, while my husband continued to work. Bruno requires assistance with eating, bathing, transferring to and from his wheelchair and participating in activities. We have no family and no support, other than what is offered in the community.

In 2010, our lives were turned upside down again. I was diagnosed with Stage 4 ovarian cancer. My first thought was, What is going to happen to Bruno? I was his daily caregiver, and my husband worked long hours. I spent so many sleepless nights thinking about his future. My biggest wish was to see Bruno well cared for in a safe place, before I left this world. When we received the call that a spot was open at Sunbeam Centre, I thought, Miracles do happen.

Bruno settled in to Paradise Group Home nice and quick, thanks to all the support we received from the dedicated staff at Sunbeam Centre. He already seems attached to the staff. At a recent doctor's appointment I could not believe how excited Bruno was to see a staff member from Paradise who came to pick him up. I knew at that moment my wish had been granted; I can leave this world in peace. Bruno has found his home.



Bruno with some of his new roommates

The search for Edward Mann, as told by his brother Robert



Edward was born on March 26, 1939, in St. Thomas, Ont. The youngest of six children, Ed was born with a severe intellectual disability and lived at home with his mother and siblings. In September 1943, he was admitted to the Ontario Hospital School in Orillia.



Even though I was six years old when Ed was born and eleven when he was admitted to Orillia, I have almost no memories of him. I only remember traveling by train to the Hospital School.

My parents gave me the impression that Ed would not live beyond the age of 21, so I had always assumed that Ed died before my parents. In the fall of 2013, when the newspapers ran articles concerning the Huronia Regional Centre, I decided to try and find out about Ed's death and burial. I began by requesting information from the Huronia Class Action administrator and was advised that I needed to submit a Freedom of Information (FOI) request to the Archives of Ontario. I prepared and submitted the request in late October 2013.

In early 2014, I received copies of many of Ed's records from Orillia, with much of the information that would constitute an unjustified invasion of another individual's privacy blacked out.

The most important information in the file was a notice that Ed had been discharged from Ontario Hospital School and transferred to what became

Oxford Regional Centre. This was a complete surprise to me. I thought Ed had died. The transfer date was more than 12 years before my parents died, and yet I was never told.

In early 2014, I was making frequent trips to Sebringville for our ailing sister. On one of those trips, my wife and I came home via Woodstock. We discovered that the Oxford Mental Health Centre had been demolished. We drove around local cemeteries looking for Ed's grave, but to no avail.

After writing to the Ontario Ministry of Community and Social Services (followed by a few telephone calls and emails) I submitted another FOI request in July 2014 in an attempt to find information concerning Ed's stay in Woodstock.

It was January 2015 before I finally received many of Ed's file records from Woodstock, again with much of the information blacked out.

Once again, the most important information in the file was a notice that Ed had been discharged from Woodstock and transferred to a group home in Waterloo on January 4, 1989, at which date Ed would have been 49 years old. I was astounded.

I immediately telephoned the ministry to inquire if they had any follow-up information in their files, but they did not. They did, however, give me contact information for KW Habilitation Services. I checked out their website and made a telephone call. When I gave the lady my name and reason for calling, she told me that she remembered Ed. He was alive and doing



well and had been transferred to a different group home with Sunbeam Centre. I almost fell off my chair!

I discussed with my wife and son-in-law and made a plan to visit.

When we walked into the Sunbeam Centre office on January 20, 2015, the receptionist looked at me and immediately knew who I was. I had been telling my son-in-law that Ed could not possibly be alive, that records and identities must have switched along the way. I said we might have to undergo DNA tests to prove Ed's identity. When Sunbeam staff escorted us to Whaley House and introduced us to Ed, my son-in-law turned to me and said, "Forget the tests, he certainly looks like a Mann."

That exciting reunion was the beginning of a new chapter in my life with my brother. My wife and I were pleased to be included in Ed's assessment. Several of our family members attended the wonderful party that the staff at Sunbeam Centre hosted for Ed's 76th birthday. Our sincere thanks to the staff for inviting us and making us feel welcome.

Somewhere along the way, Ed exceeded everyone's expectations because of the remarkable care he received. I don't know everyone who had a hand in that care, but what I do know is that Ed is receiving excellent care from the qualified, dedicated and caring staff at Sunbeam Centre. I have been most impressed with the staff that I have met.

I regret that I did not reconnect with Ed sooner, but I am thrilled and thankful that I finally did.



EAGEN GROUP HOME

On December 30, 2013, the ladies from Rainbow 43 moved into their new home on Eagen Drive.

Their new home is spacious and located

in a beautiful neighbourhood. The move gave the ladies a fabulous opportunity to expand their interests and their personal space. The women traded their small townhouse land for a beautiful deck and a big backyard to enjoy fresh air, flowers and sunshine. The elevator on the deck gives everyone access to the backyard. The open-concept living area provides many social opportunities with family and friends.

Later in the spring, the residents welcomed two new women to complete the Eagen family. The dedicated staff provided support and encouragement during the transition to help everyone adjust to their new home and to each other. It has been wonderful watching these fantastic women grow and develop new peer relationships, as well as maintain their previous friendships. They have developed a strong relationship with each other and have lots of fun playing games, using the Wii, exercising and learning new skills.

Over the past year, the women who reside at Eagen Group Home have had the opportunity to participate in bocce, Zumba, Girl Power, community dances and various outings to places like Riverside Park and Dunnfield Theatre to see Cinderella. They have also had their friends over for dinner, thanks to the ample dining space. It has been an exciting year in their new home and the women are ready to embrace new activities in the future.





Rena French I arrived in Canada on August 25, 1974. My sister and her friend did not want to leave me at home alone so they brought me to their work, Sunbeam Centre, to volunteer. I volunteered for three days. On the fourth day, the nursing director asked if I worked there. “No,” I replied. He gave me an evening line position that day!

It was not a job for everyone. We had 126 children and babies living at Sunbeam Centre. Clients did not have wheelchairs; we fed the children on our laps. We used cloth diapers that were washed at a local hospital. We did not use gloves. We had crib-style hospital beds. Clients spent downtime lying on mats and blankets on the floor. Every Sunday in the summer we emptied all the wards, as we called them at the time, carrying the clients down winding stairs to enjoy the sun. We called them our Sunbeamers. Needless to say, the way we care for our clients has drastically changed — not only does Sunbeam Centre meet the modern standards in care, but we go above and beyond to ensure our clients are receiving the best we can offer.

At the time, staff turnover was high. We had a variety of positions at Sunbeam Centre, including Registered Nurses, who at the time wore white nurse’s caps. We even had a Catholic nun. A driver drove us to appointments. The kitchen staff prepared the meals for everyone. An in-house dietitian kept clients healthy and numerous housekeepers and laundry aids kept the centre clean. Many of these roles are still part of the team that make Sunbeam Centre successful today. In fact, Sunbeam Centre plays a key role in training students in the Practical

Nursing program and the Personal Support Worker program. We want to continue to pass our knowledge and experience to the next generation.

I have been privileged and blessed to care for our clients, and to be part of the changes at Sunbeam Centre.

We are still expanding and will continue to do so as the need for care grows. In the face of change, our clients will continue to be treated with love and respect and their care will remain our most important focus.

Sue Baker When I was a young girl, my mom was a Red Cross volunteer sent to Sunbeam Centre. She would come home and tell me about the residents. My mom said I should feel blessed that I had so much. Years later, as a young mom seeking employment, I accepted a job at Sunbeam Centre. I soon realized what she had been trying to convey; I was blessed to have the ability to walk and communicate with others. At that time, the Centre was considered an institution, but it did not feel that way. I was requested to do my Developmental Services Worker course, where I was enlightened on the government requirements for our residents. Today,

client rights are recognized; they have the right to refuse care and have a choice in activities, clothing and entertainment. Sunbeam works with each client’s goals through Individualized Life Plans that are followed by everyone. The changes I have seen over the past 39 years have led me to believe that Sunbeam Centre residents are in good hands.



*This year Rena celebrated 41 years at Sunbeam.
This year Sue retired after 39 years at Sunbeam.*

Individuals/Families

Ms. Annette Anderson
 Ms. Anne Aroella
 Mr. Edward Bailey
 Mr. Glenn Beeby
 Mr. William Benn
 Mr. Patrick Berg
 Dr. B. Bergman
 Mr. & Mrs. John Bowey
 Mr. Edward Brough
 Mr. Bruce Brubacher
 Miss Selinda Brubacher
 Mr. Anthony Caley
 Mr. Carl Campbell
 Mr. Andy Clow
 The Family of Elisabet Columbus
 Mr. John Conrad
 Mrs. Lois Crofoot
 Miss Rosemarie Danayka
 Ms. Bernice Day
 Mr. & Mrs. Keith Dechert
 Ms. Helen Deckert
 Mr. & Mrs. Harry DeGroot
 Ms. Catherine DiCecca
 Mr. John Dietrich
 Ms. Valerie Drewery
 Ms. Anne Dufresnes & Family
 Ms. Kathryn Elgar
 Mr. & Mrs. Roger Farwell
 Ms. Deb Fernandes
 Mrs. Maureen Fitzgerald
 Mr. & Mrs. Jim Foley
 Ms. Margaret Forwell
 Mr. Donald Freeman
 Mr. & Mrs. Ken Frid
 Ms. Louise Garfat
 Mr. Roy Gilles
 Ms. Donna Girodat
 Mr. Donald Grant
 Dr. Laura Gray/Daniel Kramer
 Mr. Walter Hachborn
 Mr. & Mrs. Glen Hahn
 Dr. Paul Hartleib

Mrs. Joyce Hause
 Ms. June Hawke
 Mr. & Mrs. Gerald Heffler
 Mrs. Margaret Hillis
 Ms. Anne Hind & Family
 Ms. Clare Hitchens
 Mr. & Mrs. David Hodgson
 Mr. & Mrs. Phil Honsinger
 Mr. & Mrs. John Horman
 Mr. Richard Horsey
 Mrs. Isolde Hromadka
 Ms. Cheryl Hugill
 Mrs. Sandra Husser
 Ms. Anne Jack
 Dr. & Mrs. Roderick Jack
 Mr. & Mrs. Mark Jaglowitz
 Ms. Kathy Jolicoeur
 Mrs. Betty Karl
 Ms. Ann Marie Kennedy
 Mr. John Kerr
 Ms. Elvira Khan
 Ms. Ildiko M. Kloiber
 Mr. & Mrs. Damien Kobylka
 Ms. Rita Kreutzkamp
 Ms. Katrin Kuttis
 Mr. & Mrs. Kirk Lackenbauer
 Mr. & Mrs. Robert Lang
 Mr. Johann Leinweber
 Ms. Louise Leonard
 Ms. Donna Letson
 Ms. Pamela Lilley
 Ms. Irmgard Logemann
 Mr. Tim Lorentz
 Mr. Mark Ludwig
 Mrs. M. Anita Ludwig
 Ms. Linda Lyons
 Mr. Michael Mahoney
 Mr. Neil Main
 Mr. Mas Matsui
 Mr. & Mrs. Luke McAuley
 Mr. Grant McDonald
 Mr. Sam McElrea
 Ms. Marg McLellan
 Mr. & Mrs. James McNeill

Ms. Karen Missere
 Mr. & Mrs. L. Musselman
 Ms. Jamie Oehring
 Mr. John Oleksik
 Ms. Charlotte Paradis
 Mrs. Kaye Pauli
 Mrs. Yvonne Pezzack
 Mr. & Mrs. David Pickles
 Mr. & Mrs. Don Pitz
 Mrs. Karen Pond
 Mrs. Susan Powell
 Mrs. Alice Roeder
 Mr. & Mrs. David Roeder
 Mr. & Mrs. John Rousseau
 Mr. Aden Sauder
 Mr. Ron Schaaf
 Mr. & Mrs. Fred Schiedel
 Mr. Paul Schneider/Pearl Quan
 Mr. Peter Schneider
 Ms. Nellie Scholtes
 Ms. Joan Seabrook
 Mr. Harold Seegmiller
 Mr. & Mrs. Manfred Seidl
 Mr. Peter Sims
 Mr. & Mrs. Brian Smith
 Mr. Gerald Smitham
 Ms. Beatryce Spiegel
 Mrs. Marilyn Stephenson
 Mrs. Judy Stickney
 Mrs. Sandra Sutherland
 Mr. Robert Sutherland
 Ms. Maryanne Szuck
 Mr. & Mrs. James Tait
 Mr. R. Mark TarBush
 Mrs. Therese Thompson
 Mrs. Ellen Todd
 Mr. Leo Tukums
 Ms. Frances Vegh
 Mr. & Mrs. Darrell Villemarie
 Mrs. Inez Voll
 Mr. & Mrs. George Wagner
 Catherine Wall Estate
 Mr. & Mrs. George Wallace
 Mr. Peter Webb

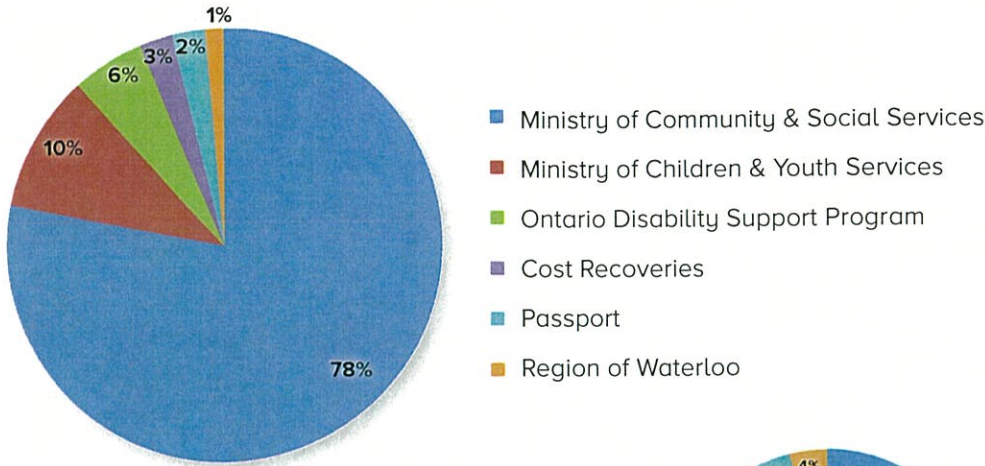
Mr. & Mrs. Bill Weber
 Mr. Elias Weber
 Mr. & Mrs. John Weber
 Mr. Graham Weber
 Mrs. Brenda Welch
 Mr. David Westfall
 Mr. Colin Westman/
 Margaret Voll
 Dr. & Mrs. John Whaley
 Mr. Gary Whetung
 Mrs. Deborah Widder
 Mr. Richard Wilhelm
 Mr. Tim Wilson
 Dr. Sandra Wismer
 Mr. John Wittnebel
 Mr. & Mrs. John Woodall
 Mr. Stan Wrobel
 Mrs. Kathleen Wyllie

Organizations

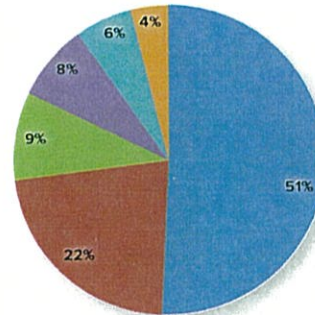
COLT Canada
 Libro Credit Union
 Lions Club-St. Jacobs
 Schiedel Construction Inc.
 Toyota Motor Mfg. Canada Inc.
 WLU Alumni Choir



Operating Revenue Sources 2014/2015

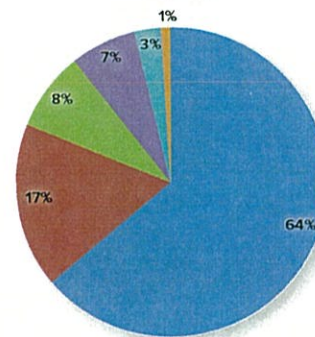


Finance		2014 – 2015	2013 – 2014
Revenue	Operating	\$20,352,408	\$19,739,089
	Non operating	\$220,956	\$226,488
	Total Revenues	\$20,573,364	\$19,965,577
Expenses	Operating	\$20,401,574	\$19,775,310
	Non operating	\$182,544	\$189,115
	Total Expenses	\$20,584,118	\$19,964,425
Surplus/Deficit		(\$10,754)	\$1,152



Where Money Was Spent

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



How Money Was Spent

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

