

CREATING HOME

ANNUAL REPORT **2017/2018**

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Letter from the PRESIDENT & EXECUTIVE DIRECTOR

It may appear from the outside that it was business as usual this past year, but don't be fooled. There really is no such thing as business as usual at Sunbeam. It takes innovation and flexibility to create an environment where we can support each individual's unique life holistically. We are always on the move, creating solutions to the challenges faced by our clients and their families.

We are so proud of our front-line staff members who work tirelessly and enthusiastically with all of the individuals we serve. The management at all levels is always working towards ensuring we are poised to respond effectively to the growing needs of members of our community. Throughout this report you will see a reflection of the impact of such deep commitment to our organization by staff, volunteers and community members alike.

This past year as we began Year 1 of our new strategic plan, a few outcomes stand out that we celebrate

- 1. We created two new sites that provide a home for individuals with complex needs,
- 2. We increased staffing for Autism, Fetal Alcohol Spectrum Disorder and Service Navigation Services and
- 3. We worked collaboratively with our provincial counterparts and were able to influence the provincial budget – this resulted in a much needed cash infusion into the developmental services sector.

This coming year we are focussed on

- 1. Continuing to advocate for adult respite for individuals who have complex medical conditions;
- 2. Looking for residential expansion opportunities and
- 3. Increasing our name recognition and awareness of Sunbeam within the community.



Whether we are celebrating the past years' highlights or moving towards the next years' plans, our success is possible only through our collective efforts as staff, volunteers, funders and community partners to build an "Inclusive Community where people of all abilities are valued."

Erika Traub
President

Bob Butella
Executive Director

VISION

Inclusive communities where people of all abilities are valued.

MISSION

Providing innovative opportunities that enable the people we support to reach their goals and achieve recognition of their value in the community.



THANK YOU to all of our artists from Sunbeam Centre who have provided their work for this report.

Armanda and Matthew's Family



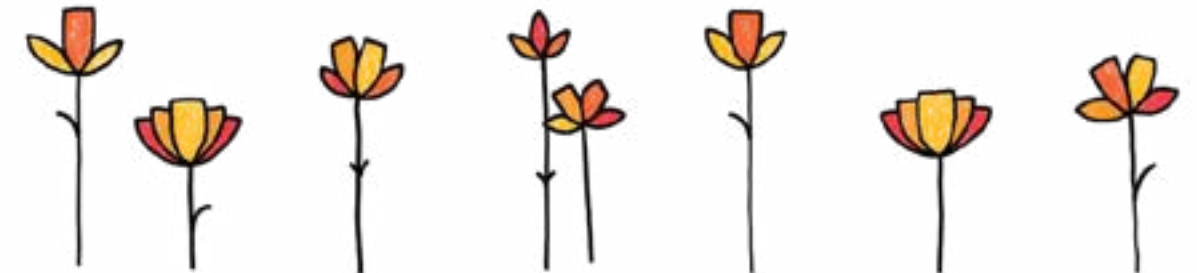
Armanda and her husband are the parents of one of Sunbeam's residents, Matthew, and their family also includes three daughters. Matthew is deaf and is on the autism spectrum. Their family is strong and resilient. Since Matthew's move to a Sunbeam residence their family's home looks different than it ever has, as it is spread between two different houses.

Until recent years, Matthew lived at home with his parents and sisters. He was accepted to attend an out of town school that was able to accommodate his auditory needs, but was not well prepared to handle the other aspects of Matthew's situation. Armanda was often called to the school to assist or to bring Matthew home for the day. This meant that home was unpredictable, single income, and high stress.

Armanda felt the responsibility, as mom, to both provide appropriate care for Matthew, and a good environment for the rest of her family. On Matthew's difficult days however, this would often mean that the family would be separated, with Dad taking the girls out, and mom staying home to help calm and assist Matthew. This meant that home was segregated, protected and lonely.

After a few aggressive incidents, it became clear that the family home was no longer a safe place for Matthew and his family to live together. Armanda discovered Sunbeam and its work in her community, and recognized an opportunity to provide two safe homes for her

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children – one managed and staffed by professionals who are able to provide proper care and a great lifestyle for Matthew, and one where mom and dad could live safely with their daughters and provide a fair amount of attention to each of their children without risking anyone's wellbeing. This meant home became more peaceful, predictable, and hopeful.

Armanda and her family are learning to live well within this new definition of what home is for their family. Armanda is learning how to maintain her identity as "mom" to Matthew while watching the fantastic staff at Sunbeam fulfill the tasks that used to define her relationship with her son. Matthew's sisters are learning what home is like when mom's attention is more evenly dispersed and how to be sisters to a brother who lives in another home environment.

Dad is enjoying more time with his wife, and a new relationship with his son that looks much different than it has in the past. Matthew is learning that home is much bigger than he has previously experienced. He has support to live in the way that feels most comfortable and safe to him. He is able to express himself and be understood.

Home is hard. Home is chaos. Home is commitment. Home is the security to change and grow.

Armanda is an awesome mother and advocate for Matthew. Her commitment and dedication to her family's health and wellbeing is inspiring and Sunbeam is much richer for having them as a part of our Family.

Strategic Directions 2017-2020



PRIORITY 1

Evolving Current Services:
As changes occur in governmental policies and priorities, as well as client and family needs, and as technology emerges and evolves it is essential for Sunbeam to continue to review, evaluate and make plans to continue to serve with excellence.



PRIORITY 2

Growing our Reach:
Since Sunbeam's reach has expanded from just the Waterloo region into Dufferin, Wellington, Peel and beyond, it is important that we manage this growth with skill and integrity.



PRIORITY 3

Growing our Culture of Excellence: This attribute is a powerful and positive asset for Sunbeam and leveraging this strength to enrich training and development, succession planning etc. will ensure our evolution is built on the strength of our past.



PRIORITY 4

Growing our Capacities to Serve: Strong, high functioning front line services require strong support from our corporate services that ensure organizational effectiveness and operational efficiency.

STATISTICS

* **108 Volunteers
totalling 3000 hours**

Developmental Services

Ontario an application centre
for adult developmental services

- 5 Communities served
- 2100 people supported
- 11,000 people registered
- 15 languages

Developmental Services

Resource Centre providing
community services such as speech
and language support, behaviour
therapy and community nursing

- 810 people supported

Community Living providing
residential services, day programs
& respite care

- 136 people being supported
- 92 Individuals living in
Community Living Homes
- 15 group homes

* **12 volunteer board
members gave 386
hours of volunteer
time in 2017**

* **100 lbs of food donated to
the food bank by Sunbeam
employees and visitors**

* **80 teddy bears donated to
Palmerston Hospital through
the efforts of Sunbeam clients**

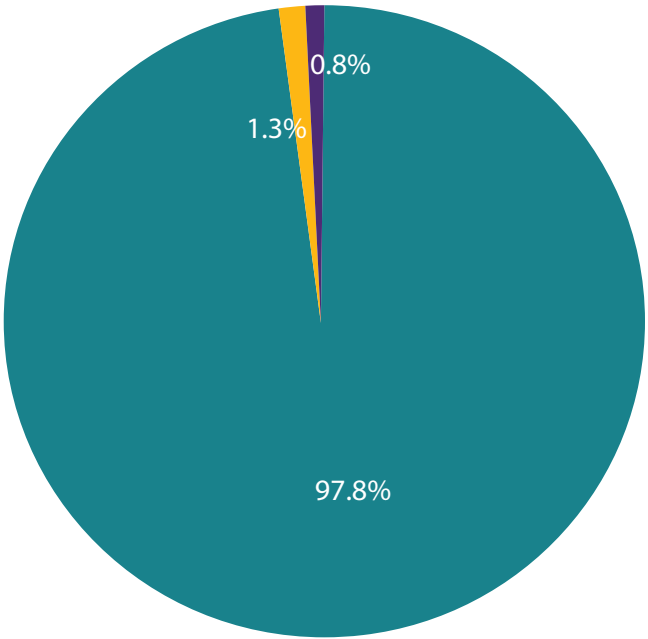
* **2 Christmas gift bags created
for individuals at neighbouring
Trinity Village Seniors Residence**

FINANCIALS



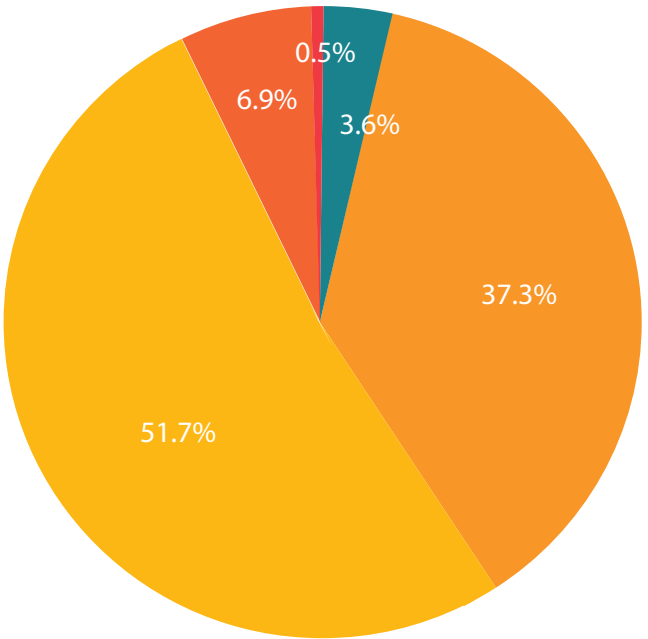
Funding by Source

- Federal Funding 0.1%
- Provincial Funding 97.8%
- Fundraising and Non-Operating 0.8%
- Other Income 1.3%



Where Funding Is Spent

- Corporate Services 3.6%
- Community Living 37.3%
- Developmental Services Resource Centre 51.7%
- Developmental Services Ontario 6.9%
- Other 0.5%



STATEMENT OF OPERATIONS



FOR THE YEAR ENDED MARCH 31, 2018

	2018	2017
REVENUES		
Provincial subsidy - Ministry of Community and Social Services	29,720,039	23,483,333
Provincial subsidy - Ministry of Children and Youth Services	4,232,916	3,570,599
Other service revenues and donations	3,311,881	2,832,064
Amortization of deferred capital contributions	125,791	125,791
	37,390,627	30,011,787
EXPENDITURES		
Salaries wages and benefits	16,523,116	15,281,282
Direct operating costs	20,576,874	14,399,156
Amortization of capital assets	178,865	178,865
	37,278,855	29,859,303
EXCESS OF REVENUES OVER EXPENSES for the year	111,772	152,484
NET ASSETS, beginning of year	2,641,104	2,488,620
NET ASSETS, end of year	\$ 2,752,876	\$ 2,641,104



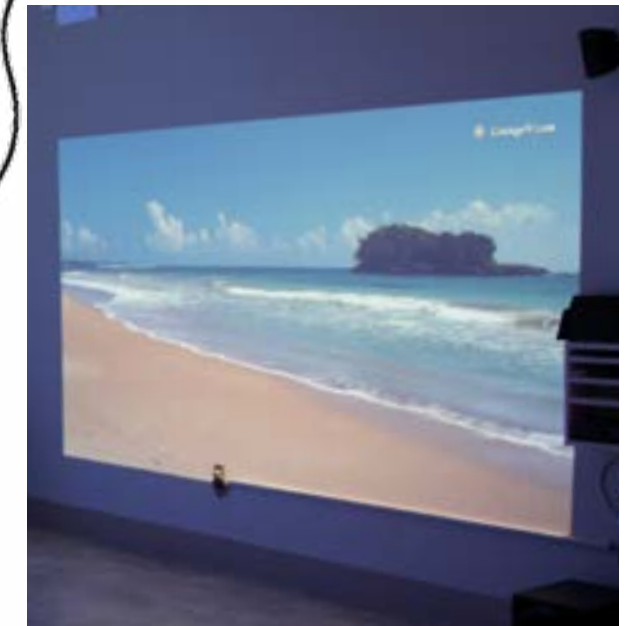
A Community Behind Sunbeam



For nearly 30 years, Sunbeam Centre was the recipient of the May Court Club's generosity.

They contributed over \$30 000 throughout that time, and were a significant contributor to the Snoezelen room, which was one of the first of its kind in Ontario. Sunbeam Centre is very thankful for the generous spirit of the May Court Club, and is excited to see the impact they will continue to make in this community.

May Court Club, has been operating for 50 years. With 9 chapters, and 1500 members across Ontario, the May Court Club is a dynamic group of women providing service and support to women and children in the Waterloo area through active involvement and fundraising activities.



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By living out their mission statement, **"Giving looks good on you,"** the May Court Club has raised funds through music nights, flower sales, puppetry and their two main fundraisers - The Christmas Dreams Project, now approaching its 29th year, and The May Court Shop on Belmont Avenue. These projects help fund many outreach activities in the K-W area, and also provide funds for the group to distribute to other local organizations that serve women and children.



So What Does SUNBEAM Do?



Although we are most well known for supporting individuals with physical and developmental disabilities as well as significant medical challenges, over the past number of years we have been providing many other services to individuals and families with a variety of needs and concerns. The following is a list of services we offer across our multiple locations on an ongoing basis.

Residential and Housing – We strive to create living environments that feel like home as much as possible while still addressing the individualized support needs of residents, both medical and otherwise. We have homes nestled within residential areas as well as homes on our Kingsway site. All of them are set up like a typical family home with gathering areas, a welcoming kitchen, and bedrooms designed to the resident’s tastes. They reflect the familiar and comfortable rhythms of life in a family home.

In these homes we offer the following programs:

- Adult full time residential
- Children full time residential
- Children’s shared space by 4 individuals each with one week per month
- We also provide Host Family services to a small number of people outside of Waterloo Region.



Respite Services – Families who are able to care for their loved ones on their own rarely have the opportunity to have time for rest and rejuvenation, not to mention meet their own personal needs. We offer that well deserved time by providing respite opportunities for their loved ones. This is a highly sought after service.

We offer:

- Adult out-of-home respite
- Children out-of-home respite

Adult Day Programming – At our Kingsway facility we offer a wide range of fully-accessible and specialized resources and programs. These are available for use by Sunbeam’s adult residents as well as individuals, families, groups and agencies from our community. Programs and offerings of this facility include the therapeutic pool, and specialized sensory facilities as well as courses and experiences to engage and bring out the best in individuals.

Within our adult day programming we offer:

- Courses such as photography and art
- Dances and small group activities
- Large group activities
- Community outings
- Cultural and spiritual activities
- Summer camps for children who are medically fragile
- March Break camps for children who are medically fragile



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Autism Specialized Services (Ontario Autism Program) – As the number of people with Autism continues to grow, the need for services and supports for individuals and their families is becoming critical.

We offer:

- Autism services for children 9-18 (group and individual therapies)
- Autism Behavioural services
- Residential homes

Resource Facilitation - Families and caregivers need support to find the resources they need. When families are seeking support, programs, care and a multitude of other resources, Sunbeam meets with them to help them find and access what they need. In cases where our homes are not the best suited for a client, we also support families in finding other housing options.



We do this through:

- Children’s residential intake and respite coordination
- Assessment, short term treatment, consultation, and training: Behaviour Therapy; Speech and language; Health Care; Social Work
- Service Coordination (case management): children, youth, Transitional Aged Youth and adults
- Coordinated Service Planning for children with exceptional needs
- Fetal Alcohol Syndrome Disorder consultation
- Service Solutions/Service Resolution for Waterloo region
- Passport coordination
- Confirmation of eligibility for adult developmental services throughout Waterloo, Wellington, Halton, Peel and Dufferin
- Assisting with applications for adult developmental services
- Providing service navigation to adults with a developmental disability and their families who are on wait lists
- Maintaining registries of people waiting for service
- Housing coordination and vacancy matching: exploring innovative and alternative models of housing and linking people with residential opportunities for their loved ones.



Groups, clinics and therapy – We also offer the following programs:

- Information sessions for families
- Therapeutic group sessions for families
- Play based drop in learning program for both developmentally challenged and able bodied children and their caregivers
- Seating/mobility clinic - a specialty program to provide wheelchair/seating for individuals
- 3rd party on-site dental services





Staff & Volunteers



LORRAINE OTTO

Sunbeam Centre's success in caring for so many individuals and families is due in large part to the incredible staff and volunteers that serve here. One such staff member is Lorraine Otto, who has worked as a Speech and Language Pathologist with us for nearly 30 years. She has spent her career as part of the DSRC (Developmental Services Resource Centre) providing outstanding service to the children, youth, adults, and families Sunbeam supports. Lorraine has met the many organizational changes that have occurred during her time here with a great attitude - always welcoming and accepting new structures and processes. Her willingness to accept and embrace change also benefits the individuals she serves; she is always trying new things, and integrating different approaches to both her individual client work and the workshops she offers. Outside of her work at Sunbeam, Lorraine is the mother to 4 children and is very involved with their sports and other activities. She volunteers at her church library and her children's school, and in her spare time enjoys scrapbooking, playing piano, and refinishing antique furniture. **Lorraine is a woman of many gifts and we are thrilled to have had her as a part of Sunbeam Centre for so long.**



Volunteer involvement makes a difference in the lives of the people we serve and connects them to people in their community. We are very lucky to have the dedicated, generous support of kind, caring volunteers like Linda and Teresa.

LINDA GLEDHILL

Linda has been volunteering with us since October of 2007 and has given nearly 500 hours of service. **As a Special Education teacher, Linda has a breadth of experience with various levels of need and obviously finds satisfaction in working alongside individuals of varying abilities.** This looks very structured at school of course, but as a Recreation Assistant and Friendly Visitor, Linda is able to build deep relationships with the women of Eagen Home. She expresses gratitude for the ways in which she is able to engage with the various individuals. By spending time together talking about the details of their lives, a recent Blue Jays game, or doing crafts, these women are building strong bonds. Recently, one of the women was braiding Linda's hair, and "treated [her] like her very best friend." It is obvious that the benefits of this relationship go both ways. The residents of Eagen Home are quick to show their appreciation for Linda's dedication and time spent getting to know each of them and building meaningful relationships.

In addition to her work with Eagen Home's women, Linda has also been known to help out when needed at other group homes for outings and special events. The women of Eagen look forward to and benefit greatly from Linda's visits, as do the other individuals who are gifted with her time – and it's obvious that the feeling is mutual.

TERESA PALMER

Teresa Palmer volunteers as a Book Buddy at St. Jacobs and Eagen Group Homes. Since joining the Sunbeam team in April of 2009 she has gifted over 500 hours of volunteer service. It is clear, in speaking to Teresa about her time at Sunbeam, that she is doing work here which feeds her soul. The positive impact that her volunteer work with Sunbeam has had in her everyday life is significant and tangible. Teresa speaks of the people she works with at Sunbeam very fondly, and shares that working with them has given her an incredible new openness and confidence in her work outside of Sunbeam. She finds it easier now to pick up on challenges that may exist for those she interacts with and she has more acceptance and appreciation for that than she used to. She even uses the knowledge and skills gained at Sunbeam Centre in her job as a school crossing guard, helping to calm and redirect children who are noticeably agitated, upset, or struggling with their day. Teresa and the individuals she works with have created special bonds - one of the individuals Teresa reads with said, **"I love that Teresa reads with me every other Friday. We don't just read, we chat too. She keeps me in suspense. Teresa makes me feel very happy."** This is the same individual about whom Teresa beams "we just talk! I make her happy and she makes me happy. The jokes we share during our time at Sunbeam continue to bring me feelings of happiness throughout my week."

Quotes from individuals supported by **SUNBEAM** about our volunteers:

"They're great. They're nice to be with."

"She is so beautiful"

"She reads me books. I do puzzles with her and we go on walks. She makes me feel happy"

"She is a pleasant conversationalist. She listens to me. She is a lot of fun and funny."

"I like being with her. She makes a difference in my day."

"He plays music. It is fun."

"I love that she reads with me every other Friday. We don't just read, we chat too. She makes me very happy. She keeps me in suspense."

"She brings crafty things to do. She has tea with us too. She has been with us a long time. We look forward to seeing her."

"We always need more volunteers. They care about us. They entertain us. They teach us. They listen to us and they are very helpful."

"We do math together. He makes me smarter. He is a good teacher. He makes me laugh and smile."

Captured Through A Lens

Sunbeam offered a Photography Workshop in the fall of 2017.

Cambridge photographer, Stan Switalski, spent the day with 4 budding artists. The group spent the day downtown Cambridge learning about angles, lighting, and composition. They experienced shooting portraits, and then headed to the market for some lessons in capturing the vibrant colours and textures offered up by the fresh produce for some still life learning. The group was lucky as well to have the opportunity to work with one of Cambridge's spectacular murals as a backdrop for some of their day.

Sunbeam is so glad to be able to support so many unique individuals, and to help discover, uncover, and hone their individual skills and passions.

Donor APPRECIATION

Individuals & Families

Betty Abbs	Ken Frid	Katharina & John Karst	Karen & Randy Schumacher	James & Vikki Tait	John & Erika Werner
Sharon Adams	Susan Frim	Ann Marie Kennedy	Judith Schwark	Heidi Tavares	David Westfall
Erna Allen	Marylou Fulkerson	Michael Kreischer	Joan Seabrook	R.L. Taylor	Colin Westman
Patricia & Richard Anderson	Louise Garfat	Lisa Lefebre	Stanley Shalay	Zelda Thomas	W. Whaley
Shelley Barnes	Helen Geimer	Johann Leinweber	Peter Sims	Leo Tukums	Gary Whetung
Katie Baumann	David Gellner	Louise Leonard	Elizabeth Smith	George & Katherine Ungar	Eleanor Whitelock
Elaina Bentz	Roy & Marlene Gilles	Mary Lottman	Brian & Martina Smith	George & Carla Wallace	Deb Widdes
Patrick Berg	Mike & Sophia Gondosch	Dorothy Lutz	Paul Snyder	Kelly Watts	Richard & Eileen Wilhelm
B. Bergman	Robert Gorel	Michael Mahony	Ben & Paula Spengen	Peter Webb	Tim Wilson
Sarah, Klaus, & Helga Bliefert	Claudia & Gerhard Griebenow	Rose & Paul Mailloux	Laurie & Andy Staller	John & Wendy Weber	Sandra Wismer
Nancy Boudreau	Murray Haase	Neil Main	Maria Stuehler	Helen Weber	John Wittnebel
John & Susan Bowey	Glen & Patricia Hahn	Robert Mann	Wylie & Marine Suggitt	Hilda Weber	Stan Wrobel
Elizabeth Braund	Paul Hartleib	Katarina Mann	Jean Sutherland	Hans & Ursula Weiss	
Ted and Mary Brough	Gerald Heffler	Mas Matsui	Maryanne Szuck	John & Helgard Werner	
Selinda Brubacher	Monica Hein	Grant McDonald			
Marion Butella	Elsie Hein	Sam McElrea			
Anne Marie Chapman	Philip Hennelly	Laura-Lee McKeown			
Helen Chiarelli	Martin & Ingrid Hesch	James McNeill			
Andy Clow	Robert Hicks	Janet & William Mikol			
Michael Columbos	Mary Ann Hicks	Shamendree Naidoo			
Scot Dalton	George Hickson	Linda Niesen			
Bernice Day	Anne Hind	Mary & Bill Nunn			
Ellen Day	David Hodgson	Cathy & George Orendi			
James & Brenda Dean	Richard Horning	Robert & Lorraine Ottman			
Helen Deckert	Cheryl Hugill	David Otto			
Catherine DiCecca	Don & Sandra Husser	Judy & John Penteker			
John & Katie Dienesch	Anne Jack	Rick & Kathy Pope			
David Dietrich	Roderick & Alberta Jack	Rob Quinn			
Marilys & Dave Edgeworth	Mark Jaglowitz	Pat Quinn			
Heide & Mike Emrich	Khurram Janjua	Ginny & Paul Quinn			
Michael Emrich	Dennis and Patricia Jenkins	Arlene & Clare Reitzel			
Helmut & Katarina Emrich	Judy Johnstone	Alice Roeder			
Val Escobar	Kathy Jolicoeur	John & Luanne Rousseau			
Diane Farmer	Linda Jung	Jean Schaaf			
Elizabeth & Brandon Flewwelling	Liz Kahl	Fred & Charlene Schiedel			
Margaret Forwell	Betty Karl	Reinhard & Erika Schmidt			
Robert Frank	John & Regina Karschti	Peter Schneider			
Donald Freeman	Rose Karst	Regina Schneider			

Organizations & Service Clubs

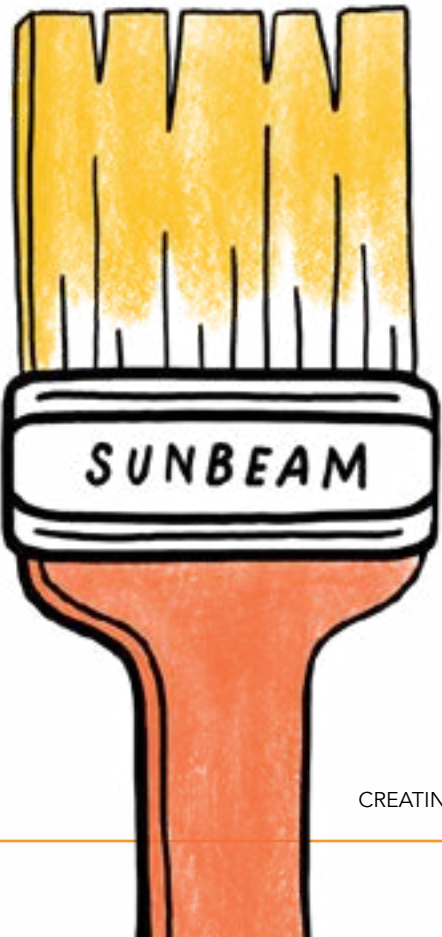
Elementary Teachers' Federation - Waterloo Region
Elmira District Secondary School
Lions Club - St. Jacobs
Trillium United Church
Wilmot Egg Society

Businesses

Flow Office Wisdom Inc.
MedProDirect
PSG Plumbing & Heating Ltd.
Schiedel Construction Inc.
Toyota Motor Manufacturing Canada Inc.
Woodhouse Group

Foundations

Ross & Doris Dixon Charitable Foundation
The Savvas Chamberlain Family Foundation



Fun and Effective Ways to SUPPORT SUNBEAM



In March of 2018 we launched Third Party Events, which is another way to help us keep growing and doing the work that is so important to this community. Planning and executing an event or activity individually or with your business colleagues, community organization or team will make a lasting impact on the individuals and families in our community who need the support that Sunbeam offers.

When you host your own event you are helping Sunbeam to increase its reach into the community, and raise awareness about our organization and those whom we serve. And the benefits aren't only for us – you and your group will benefit from meeting new people, expanding your own reach, and make progress toward your philanthropic goals.

The possibilities are endless for what you can do!

- Host an auction
- Have a bake sale
- Hold an "a-thon"
- Stage a board game tournament
- Wash some cars

Any event big or small makes a difference. Make a connection between an activity you love and an organization you support, and you are guaranteed to have a blast!

If you have an idea you would like to explore or questions about fundraising, please reach out to fundraising@sunbeamcentre.com. We'd love to hear from you.



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Charity No. 1080 50899 RR01
