

Annual Report 2010-2011



SUNBEAM RESIDENTIAL DEVELOPMENT CENTRE

INSIDE

An overview of the Achievements at Sunbeam Centre during 2010–2011.



Michael Grace (Paradise) enjoying the outdoors.

HIGHLIGHTS

- Selected as Developmental Services Ontario Central West Region single point access organization.
- Conestoga College Construction Trades Outreach Program students performed flooring, cabinetry & plumbing work.
- The Board began work on a new 5 Year Strategic Plan.
- Operating budget spending produces deficit.
- “Licensing” & “Compliance Reviews” achieved.
- DSAC Services provided to over 1,700 clients.
- Close to 1900 Volunteer hours provided.
- Significant physical plant enhancements performed.
- MFTD weekend respite program expanded.
- Service awards given to 39 staff.
- Emily Schacht received a Sandi Miles Scholarship.
- New clients served in residential, respite, day program and at DSAC.
- DSAC assumed responsibility for Central West Region wide Transitional Age Youth program.
- McMaster-Conestoga-Sunbeam BScN student volunteer program flourishes.

| | |
|---|----|
| Governance | 1 |
| President’s Message | 2 |
| Executive Director’s Message | 3 |
| Medical Director’s Message | 4 |
| Financial Report | 5 |
| Residential & Professional Services Report .. | 6 |
| Developmental Services Access Centre ... | 13 |
| Report | |
| Support Services Report | 17 |
| Service Locations | 18 |



ON THE COVER

Keith Moore & Duane Primeau (Tradewinds) catch a big one with help from Katrina Pearson & summer staff Andre Fournier.

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

**SUNBEAM CENTRE OFFICERS
AND MEMBERS OF THE BOARD OF DIRECTORS
2010 - 2011**

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

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

HONORARY DIRECTORS

Peter Sims
Dr. John Whaley

President's Message

Excellence is the maximum utilization of the ability you have.

Our Vision

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

As my second year as President of Sunbeam comes to a close, I am pleased to provide a few brief remarks on our fiscal year 2010-2011.



Grace Sutherland (Day Program & Breckwood) holds an Olympic Torch.

I would begin by thanking my fellow Directors for the expertise they bring to the Board table; and similarly thank our Executive Director and his senior staff for the highly competent manner that they administer our agency. I would be remiss if I did not acknowledge and thank our professional and care staff for their continuing commitment to Sunbeam. We celebrated with close to 40 of them at our 32nd Annual Staff Service Awards Evening.

This year saw the completion of a very successful 5 year Strategic Plan. Many initiatives were addressed and services and supports to our clients and our community were realized. We have asked our Executive Director to initiate work to establish a new 5 year Plan.

We were distressed by our Government's constraint measures at the start of the year, which forced us to be extraordinarily cautious with expenditures. Our small year end deficit demonstrated responsible financial management. There will be no relief in the coming year (2011-2012) with revenue support from Government frozen at 2009-2010 levels.

Even so, service wise, we enhanced supports, supporting new clients in many ways. We were very excited about being selected by MCSS as the new single point of access for adult developmental services in Central West Region. This is a huge initiative and advances MCSS's 'Transformation of Developmental Services'.

Our successes this past year are delineated within. We look forward to the challenges that the new year will bring.

Dwayne Kuiper
President



Executive Director's Message

Excellence is the progressive realization of worthy goals.

Our Mission

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

Ball before the year even began, with the Public Sector Restraint Act. This directed us to honour compensation increases for our union staff, but denied us the opportunity to increase compensation for non union employees.



Miles Scholarship recipient Emily Schacht (second left) with mother Patia Schacht, Dr. Lawton and Director Sandy Roxborough

Then, the Ministry of Community & Social Services denied any increase in annual operating subsidy for the year.

Every exciting year is highlighted in this 2010–2011 Annual Report.

The Provincial Government put us behind the 8

Juggling revenue and expenses resulted, and even with vigilant management of expenses all year long, an operating budget deficit ensued.

Quality Assurance Regulations were incorporated into policy and practice and “video” training of all Staff, Board and Volunteers are 90% completed at year end.

On the up scale side, we competed for, and were chosen by the Ministry as the organization in Central West Region to manage the Developmental Services Ontario program; the single point access to adult developmental services in Central West. This is the single largest enhancement in Outreach Services.

In its eleventh year, the Sandi Miles Scholarship was awarded to Emily Schacht, daughter of staff member Patia Schacht.

One time financial grants from MCSS and fund raising efforts allowed us to substantially upgrade Group Home physical plants.

We once again welcomed new clients into residential, day program, and onto DSAC case loads.

Enjoy reading the successes delineated in this Report. Despite the obstacles, we demonstrated excellence in all areas.

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



Medical Director's Message

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

Our Core Values

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

those who work on the front lines with compassion and energy.

As always, the collective efforts of both aforementioned groups make Sunbeam Centre a stellar example of **excellence** in care in Waterloo Region. The successes documented below are especially impressive given the ever shrinking resources from both provincial and federal sources.

In the past 12 months, our clients spent 89 days in hospital. This is a 44% decrease from the previous year (158 days), and an astounding decrease of 65% from the year before that (254 days). Much of this result can be attributed to the assessment skills of staff, that makes diagnosis and treatment more efficient.

We also had no deaths in 2010-2011; an outstanding achievement given the level of severe disability our clients have.

The Advanced Paramedics practicum program

As I write my report for the past year I realize that I have had the honour of providing my observations for 22 years.

As each year passes, it seems more difficult to find the right words to do justice to this organization, to those who administer it with dedication, and to



Helen Stewart (Rainbow) walks a friend at farm animal activity day.

continued this year. This allows students to become familiar with unique health issues presented by our clients and prepares them to deal with like problems they will face in their community work.

It must be noted that only 80 of almost 230 staff members availed themselves of our influenza immunization program. While some staff received immunization elsewhere, we need to target a much higher compliance rate in the future.

I would conclude by saying how enjoyable, rewarding and satisfying it has been to be associated with Sunbeam Centre, and how much I look forward to 2011-2012.

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



Financial Report

Ingenuity, plus work, plus courage, equals excellence.

The Ministry of Community & Social Services and the Ministry of Children & Youth Services, provided both annualized and fiscal operating funding within Service Contracts. No increments in annualized operating funding were received except where new programs were added (e.g. TAY). Fiscal funding was supplied in a 'Minor Capital' grant, 'Partner Facility Renewal' grant, 'Labour Market Agreement' initiative, 'Increasing Community Capacity' grant, 'Repairs & Maintenance' subsidy, 'QAM Backfilling' grant and 'Dedicated Supportive Housing' grant.

Approximately \$175,000 in revenue was provided by the Region of Waterloo to support preschool professional services. Funds received directly by adult residents from the Ontario Disability Support Plan and Cost Recoveries (activity fees, interest, etc.) accounted for the balance of our operating fund revenue. Audited Financial Reports revealed a year end Consolidated (combined operating and non operating) Statement deficit of approximately \$51k.

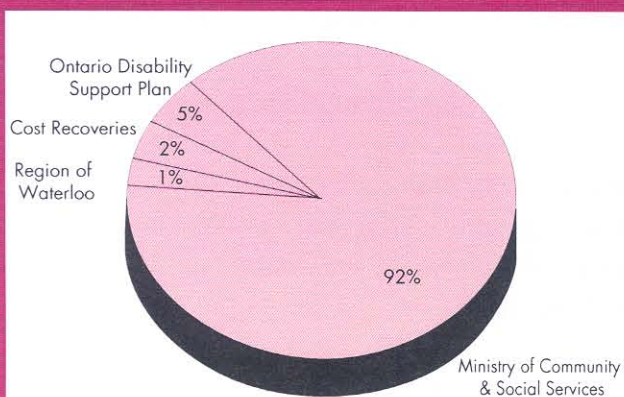
The Non-Operating (Capital) Fund grew again over the year. Gifts of \$1,000 or more were received from Peter Sims, Ben and Paula Spengen, Rev. Richard Horning, Dave and Deb Pickles, David J. Westfall, Stewart and Susan Smith, Ross Dixon Foundation, St. Jacobs Lions Club and The May Court Club of Kitchener Waterloo.

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

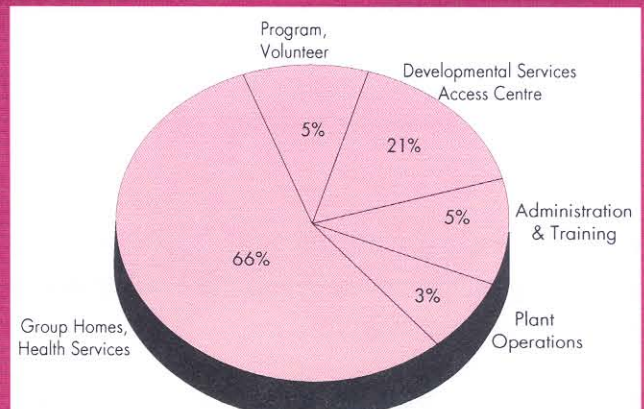
In spite of restricted operating funding, we demonstrated responsibility to the tax payers of Ontario by remaining vigilant in our spending. Such efforts produced an operating deficit of less than .32% over revenue. With no incremental government revenue to come in the new year, we will be challenged to repeat this achievement.

Cheryl Hugill
Treasurer

Operating Revenue Sources (%) in 2010-2011



Operating Expense Distribution (%) in 2010-2011



Residential and Professional Services

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

The Residential and Professional Services Department of Sunbeam has always recognized Sunbeam's dedicated staff as providing quality care to our clients. They are "the pillars of **excellence**."



St. Jacobs clients and staff boarding the Maid of the Mist in Niagara Falls.

Staff have remarkable commitment and deep talents, that allows us to enhance the implementation of state of the art practices at Sunbeam today.

RESIDENTIAL & PROFESSIONAL SERVICES

Our success depends upon the constant intake and consolidation of lessons from the past applied to present and future challenges.

We all need to share our visions, consult one another, and seize opportunities to enhance our practices. This demonstrates our competence



2010-2011 Occupancy At Year End

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

on an expanding trajectory based on trust. It confirms that we both recognize our current challenges, and apply the best lessons from past experiences to help us enhance our standards of care.



2010-2011 Resident Data

New Full Time Admissions:

Breckwood (1)

New Respite Admissions: 5

Respite Days: 822 days

MFTD Camps: 15 children





Bernie Handke (standing right) accompanies Beth Greener, Lisa Christoff, Amanda Gohl & Sheena Hodder (Breckwood) "trick or treating".

Client health care issues continue to become increasingly more challenging. Advancing age, increased exposure to community, and declining immunity all contribute to the need for increased vigilance in care provision.

Despite a low staff Influenza immunization rate, we did not experience any Influenza outbreaks last year. We did however encounter a relatively new virus called metapneumovirus, which is a lower respiratory infection. Staff were prompt in initiating and implementing isolation precautions. Their quick actions reduced the potential spread of illness to other clients and staff.

We entered our third year of partnership with Conestoga College's Advanced Paramedic practicum program in 2010-2011. These students have proven to be great ambassadors for us in relating to acute care Emergency Departments, providing seamless integrated care if our clients were transferred to hospital.

The familiarity they develop with our client health issues better prepares them to react

confidently and competently when they practice their craft in the larger community.

For several years Sunbeam has provided Conestoga College RPN students with placement opportunities at Whaley and Sims Group Homes. Using the preceptor model, students develop learning objectives for their placement and have a defined period of practical experience and training with supervision. We have found that following their graduation, many of these RPNs successfully apply to work at Sunbeam, and are able to quickly apply their knowledge and skills.

Conestoga College also approached us regarding the provision of a 'consolidation' or clinical placement for RN students. Vos House shared their skills with the student so this future generation of nurses possess knowledge and experience with an exceptional population.

The above preceptor and mentorship programs demonstrate our organization's commitment to the training of allied health professions, and serves as an effective recruitment tool for future hiring.



Rebecca Spengen (Sims) rides at Pride Stables as Kellie Mongeon observes.

At Halloween this year, staff continued the tradition of ensuring their homes were spooky and scary to keep the evil spirits away! Vos/Whaley took top prize again this year with their 'Exorcist' theme. Way to go everyone!

PROGRAM, PROFESSIONAL & COMMUNITY SUPPORTS

Day Program staff continued to meet the goal of 'choice', through enhancement of client leisure interests. An Activity Calendar helped guide everyone and clients enjoyed old favorites such as Snoezelen, Therapeutic Pool, Adventure Room, Life Skills and Drum Therapy. Twice this year, 8 clients enjoyed an eight week horse back program at Pride Stables.

Clients also took part in our annual trip to the Black Forest Inn for dinner and live entertainment at Christmas time; and on their trip to Niagara Falls.



'Fireman' Jim Wiseman (Champlain) gets ready to turn on the hose.

We also relied on the old faithful local activities such as outings to the Butterfly Conservatory,

Kitchener's Children's Museum or just a nice treat at Tim's or the Mall.



Gavan Goupil (Vos) with "McDuck".

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

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

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

March Break MFTD Camp served 4 full time children and everyone had a great time. Highlights of the week included music appreciation, baking, swimming, bowling, a St. Patrick's Theme Day, and the all time favourite, a trip to Chuck E Cheese.



Jason Bevers (Nine Pines) enjoying a visit with his family.

Summer MFTD program provided a 5-week experience for 10 children. We served 3 children who attended two or more weeks. The program included visits to Churchill and Waterloo Park, Chuck E Cheese, bowling, Greenway Blooming Centre & Natuarium. We also enjoyed using the pool, Snoezelen, Spa and did some baking.



Sandra Radjenovic (Day Program) with Kitchener Ranger mascot Tex.

Summer Day Program served an additional 6 adult clients over 7 weeks. Three of those clients eventually joined our full time Day Program.

‘Drop-In’ occurred every Tuesday morning. This popular program caters to a wide audience, with attendance as high as 160 participants. Attendees might make a craft, play bingo or horse racing, or be entertained by the Steel Drum Band, Summit Jazz Band, Mime story teller or an Elvis impersonator. Refreshments follow all the activities.



Frank Paulnitz (Rothsay) & Wendy King get a demo from EMS staff.

MESSAGE THERAPY

Priority setting is a challenge for all agencies, especially when resources are constrained. As resource decisions have a direct and tangible impact on all our clients, in the past we were only able to provide regular massage benefits to a small number of our clients. After lengthy discussions and in-depth review of the way massage was delivered, we believed we could improve access and quality for our clients while reducing costs. First, we created a Massage Therapy Treatment area and a Community Room at the Centre. This provided

an opportunity for clients to spend a day at the Centre, receiving massage and enjoying Snoezelen, the pool, and a room to 'chill' with their friends. Thus, we reduced the amount of the therapist's travel time to Group Homes to one day. Then, we assessed the 'tone' of all clients, assigning a ranking of high, medium and low. 'Tone' refers to the amount of tension or resistance to movement in a muscle. Many of our clients experience pain and contractures from abnormal muscle tone.

We created a new schedule for massage by targeting those clients whose tone is high. We are currently monitoring and evaluating our assumptions, and are prepared to immediately substitute clients in the event of illness or inability to get the Centre. Over time, and if fiscal resources permit, we would hope to increase the number of clients receiving massage, even if it means reducing session times. This framework will help improve performance and support an additional volume of clients within our existing budget.



(l to r) staff Bettina Martin, Hudda Musa and Sue Baker with the 'Black Cats' play day group.



(l to r) staff Jen Schweitzer and Judy Schneider with the 'White Ninjas' play day group.

VOLUNTEER SERVICES

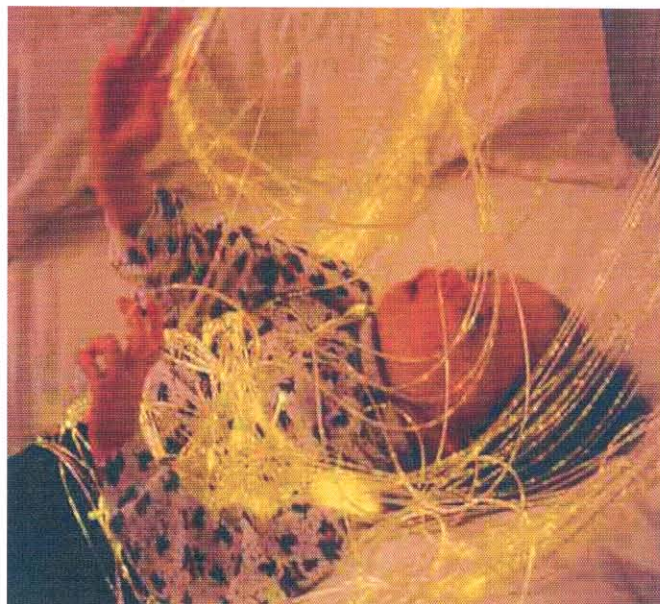
It has been another productive year for the Volunteer Services Department. The volunteer base has remained at 2009/2010 numbers. This plateau is most likely due to the fact that the number of volunteers has steadily increased since the program was revised, providing a comfortable level of volunteer support. The national trend of increased short term and episodic volunteering remains, which equates to the challenge of retention for agencies across the non-profit sector. Volunteer Services continues to incorporate these short-term volunteers (mainly students) to meet the needs of both our organization and these individuals.

Sunbeam Centre continues to have a large number of student volunteers from local High Schools, Colleges and Universities. The partnership with the joint McMaster University and Conestoga College BScN program has proven quite successful, as it completes its second year. To date we have welcomed

fourteen RN students as volunteers. As we sadly say goodbye to the dedicated volunteers who are completing year two of the program, we look forward to meeting new students and continuing this beneficial two-year relationship. The Coordinator, Volunteer Services had the opportunity to speak as a panelist to faculty and students at Conestoga College about the program in March 2011.

Feedback from students in all programs has been positive. Sunbeam's volunteer opportunities continue to be a popular choice for post secondary students who have learned about the positive experiences offered from former student volunteers. This has assisted in maintaining a positive reputation for Sunbeam Centre in the Community.

Volunteer Services has also built a solid base of 20 active 'adult' volunteers who are not attending or affiliated with a learning institution. Volunteers have assisted as Friendly Visitors, Pool Assistants, Day Program Assistants, Drop-In Assistants, Apartment Program Recreation Assistants; Reading Buddies, Computer Buddies and Outing Assistants. Each individual accepted



*Mary Pickles (Zeller) with
Snoezelen light curtain*

into a volunteer position is provided with an intensive orientation and training session at the Kingsway Drive location and at the group home or program area where they are placed.

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, staff have provided positive feedback about the effective and appropriate matching of volunteers to individual clients and the positive outcomes associated with volunteer involvement.

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

The Volunteer Services Department recently became a member of Volunteer Canada's new recruitment tool, GetInvolved.ca, which is another opportunity to promote volunteer opportunities with Sunbeam Centre.



*Lisa Christoff (Breckwood) brings in a jet
at the Waterloo Regional Airport.*





Ella Drexler (Rainbow) shares a laugh with Waterloo Police Const. Nadine Cybulski.

VOLUNTEER PROGRAM FUTURES:

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. As a result of recent Quality Assurance Legislation, we will ensure that all new and existing volunteers complete training by the spring 2011. Training manuals will be revised to include this new legislation. The Department will also continue to build and foster partnerships with the community, including the Volunteer Action Centre and post secondary institutions. We are committed to providing opportunities for students to complete educational placements. We will focus on recruiting longer-term volunteers, including retired individuals and adults who are looking for an opportunity to share their talents and learn new skills.

VOLUNTEER STATISTICS:

A total of 64 volunteers contributed 1843.25 hours of service. Of the 64 volunteers, 50 continue to provide service to our clients, which equates to 78 per cent.

Forty currently active volunteers have completed over 24 hours of service and will be presented with a special certificate of recognition during Volunteer Appreciation week. The number of active volunteers who have completed 24 hours or more has increased by 25 percent.

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

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

The Developmental Services Access Centre (DSAC) serves as point of access to developmental services and supports to individuals and families in Waterloo Region.



It also offers a range of 'in-house' services and supports across the Region of Waterloo. In 2010–2011, it provided approximately 1,700 assessments and consultations to children, youth, and adults and their families.

SERVICE TO INDIVIDUALS AND FAMILIES IN 2010-2011

DSAC CLINICAL SERVICES AND SUPPORTS

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

DSAC SERVICES

- Central Intake and Referral
- Service Coordination for Adults, Youth, and Children/Families
- Autism Service Consultation
- Respite Coordination
- Passport Coordination
- Clinical Services and Supports
- Service Resolution
- Transitional-Aged Youth Case Management
- Provincial Developmental Services Application Contract
- Training and Education
- Informational and Administrative Services

Through DSAC's Intake functions, we provided information, eligibility confirmation, and referral/resource support to individuals in our region.

Service Coordinators further assisted individuals and families in developing a personal support plan and identifying /accessing community resources that will assist the person in meeting their needs.

DSAC's clinical team offered individual assessment/consultation, group support, and inservice education to care providers of people living with their family or in a MCSS funded residential program.

DSAC also provided ongoing training and informational services to our community. Our newsletter is published throughout the year, highlighting current events and activities in our agency and community. We offer workshops, parent support groups, and training sessions



DSAC staff receive an In Service

both on-and-off site. Our videoconferencing partnership with the Community Networks of Specialized Care provided a well-used service at our Kitchener office.

SOME OF THE IN SERVICE TRAINING WORKSHOPS OFFERED BY DSAC

- Introduction to Asperger's Syndrome
- Foundations for Behaviour Interventions
- Ethical Behaviour Management
- Understanding Behavioural Difficulties in Autism
- Sex-Esteem: Building Sexuality Confidence
- Autism & Speech - Language and Communication Skills
- Understanding Anger
- Nonviolent Crisis Intervention
- Sleep & Settling Problems

Through our intake and referral functions, DSAC facilitated referrals to developmental services and programs funded by the Government of Ontario. These services include residential, respite, and community participation supports offered by eight MCSS-funded developmental service providers in our region. We also assisted people in connecting with specialized supports, such as those offered at CPRI in London, and Central West Specialized Developmental Services in Oakville.

SERVICE THROUGH THE CHILD CARE SPECIAL NEEDS RESOURCING PARTNERSHIP



Sunbeam Centre is a member of the Child Care Special Needs Resourcing Partnership (CCSNRP). Seven community agencies are funded by the Region of Waterloo's Children's Services Division to provide supports for children with special needs who attend licensed early learning and child care settings in Waterloo Region. These seven agencies form the Child Care Special Needs Resourcing Partnership (CCSNRP) and include Community Living Cambridge – Preschool Services; Developmental Services Access 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. The CCSNRP works together to build the capacity of licensed early learning and child

care programs in identifying and meeting the needs of children with special needs. The CCSNRP vision is “All children and their families can participate in quality inclusive early learning and child care services.”

In 2010-2011 seventy-five children were served through the preschool assessment services that we offered.

DEVELOPMENTAL SERVICES ONTARIO CENTRAL WEST REGION

In 2004, The Government of Ontario announced its intention to transform developmental services. It committed to the closure of Ontario's three remaining regional centres; the creation of a ‘Passport’ program to promote community participation; new legislation for developmental services; and the testing of a new application package and process for adult developmental services. It also announced the eventual creation of nine ‘application entities’ and ‘funding entities’ across the province. Application entities, in particular, would become ‘gateways’ to developmental services for adults in nine geographical regions across the province.

THE ONTARIO GOVERNMENT’S “PRINCIPLES OF TRANSFORMATION”

- Citizenship
- Fairness and Equity
- Accessibility and Portability
- Safety and Security
- Accountability
- Sustainability

In November 2010, we were selected as the successful applicant for Central West Region, becoming part of the “Developmental Services Ontario” network. Developmental Services Ontario (DSO) (the name chosen for the ‘Application Entity’) organizations will provide several key functions in their communities. These include:

- providing information on services and supports;
- confirming eligibility for services;
- helping people complete application packages and needs assessments for accessing services;
- service navigation and connection with community supports; and
- administering direct funding agreements.

The DSO’s will also manage waiting list data for their communities. On July 4, 2011, Developmental Services Ontario Central West Region will begin operation.

DSO Central West Region will have its main administrative ‘hub’ at our Kitchener DSAC office site, and community satellite offices will be established in Brampton, Mississauga, Milton, and Guelph.

Between January and June 2011, we will have several key tasks to complete. These include:

- locating and establishing of community office locations;
- the hiring, training, and certification of staff teams for each community office;
- the creation and implementation of service protocols with partner agencies;
- development and implementation of telecommunications and MIS systems to support the DSO functions;



- development and implementation of a communications plan for stakeholders; and,
- the launching of a ‘DSO Central West Region Transition Implementation Advisory Committee’.

We are excited about this new opportunity, an important cornerstone for the transformation agenda. We look forward to sharing more information with our communities during the coming year.

SUNBEAM EARLY YEARS RESOURCE CENTRE

Sunbeam continues to operate its Early Years Resource Centre and Toy Library in the Pioneer Park neighbourhood of Kitchener. The centre operates three days per week, offering drop-in and structured play sessions, along with special activities throughout the year. In 2010–2011, 3092 children and 1318 adults participated in programs at the resource centre.

IN 2011 – 2012...

During the coming year, we will be focusing on several key goals. These include the implementation of all DSO Central West Region functions and services, the realignment of DSAC services and practices (given the changes within our adult intake process), and the further development of communications supports to assist us in staying connected with people we serve across Central West Region. We are excited about the changes that are happening, and look forward to reporting on our first year’s progress in our next report!

DSAC’S PARTNER DEVELOPMENTAL SERVICES AGENCIES

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

Support Services Report

Excellence is dependent on effort.

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

We honoured 39 employees at our 32th Annual Staff Recognition evening, lauding their dedication to Sunbeam of 5 to 30 years; and being entertained with "It's a Mystery to Me".



Dr Lawton with 15 year staff (l-r) Amber Noseworthy, Alison Prentice & Lisa Martin.

STAFF RECOGNITION

- 14 five year staff
- 10 ten year staff
- 6 fifteen year staff
- 7 twenty year staff
- 1 twenty five year staff
- 1 thirty year staff

MCSS Compliance reviews were successful at St. Jacobs, Zeller and Champlain; while Childrens' Licensing reviews were similarly completed for The Apartment, Kingsdale, Sims, Vos and Whaley.

Plant Ops staff, aided by the Conestoga College Construction Trades Outreach Program students completed several projects in the Program Building and on site Group Homes. Work to the main building included: generator oil tank replacement and installation of automatic door openers at the main entrance.

Major work in Community Living included: new roofing at Paradise; flooring at St. Jacobs, Champlain, and Nine Pines, painting in Sims, Vos, Whaley, and St. Jacobs. 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, appliances, window coverings and four portable Snoezelen units were bought. Health and Safety equipment such as suction machines, lifts, commodes, a bathing trolley and inserts were secured. At year end, a new vehicle (bus) was purchased for St. Jacobs' clients.



Service Locations

Excellence always takes place within a framework of high expectations.

Administration & Day Program

Sunbeam Centre

2749 Kingsway Drive
Kitchener, Ontario
N2C 1A7

Tel: 519 893-6200
Fax: 519 893-9034
Email: postmaster@sunbeamcentre.com
Web site: www.sunbeamcentre.com

Community Outreach

Developmental Services Access Centre - Waterloo Region

205-1120 Victoria St. N.,
Kitchener, Ontario, N2B 3T2
Tel: 519 741-1121
Fax: 519 743-4730
Email: dsac1@aibn.com

17 Cambridge Street,
Cambridge, Ontario, N1R 3R8
Tel: 519 622-3699

118 Barnswallow Drive
Elmira, Ontario, N3B 2Y9
Tel: 519 669-2070 x 222

Early Years Centre

68 Biehn Drive,
Kitchener, Ontario, N2R 1M3
Tel: 519 744-9223

Residences

The Apartment

2749 Kingsway Drive,
Kitchener, ON, N2C 1A7
Tel: 519 893-6200

Nine Pines Group Home

29 Williamsburg Road
Kitchener, ON, N2E 1K4
Tel: 519 743-7820

St. Jacobs Group Home

122 Young Street
St. Jacobs, ON, N0B 2N0
Tel: 519 664-3508

Rainbow Group Home

595 Greenfield Avenue, Unit 43
Kitchener, ON, N2C 2N7
Tel: 519 894-2098

Cornridge Group Home

325 Cornridge Place
Waterloo, ON, N2T 2N2
Tel: 519 746-0888

Tradewinds Group Home

75 Tradewinds Place
Kitchener, ON, N2N 3G4
Tel: 519 571-8562

Paradise Group Home

521 Paradise Crescent
Waterloo, ON, N2T 2N7

Rothsay Group Home

11 Rothsay Avenue
Kitchener, ON, N2B 3A2
Tel: 519 743-4374

Zeller Group Home

3 Janet Court
Kitchener, ON, N2A 4B8
Tel: 519 896-7619

Breckwood Group Home

26 Breckwood Place
Kitchener, ON, N2A 4C6
Tel: 519 894-1941

Kingsdale House

2745A Kingsway Drive
Kitchener, ON, N2C 1A7
Tel: 519 896-4482

Sims House

2745B Kingsway Drive
Kitchener, ON, N2C 1A7
Tel: 519 896-4549

Vos House

2747A Kingsway Drive
Kitchener, ON, N2C 1A7
Tel: 519 996-4554

Whaley House

2747B Kingsway Drive
Kitchener, ON, N2C 1A7
Tel: 519 896-4559

Champlain House

39 Champlain Crescent
Kitchener, ON, N2B 2Y7
Tel: 519 894-1734

