



ANNUAL REPORT
2012-2013

INSIDE

HIGHLIGHTS

- *Brianne Robinson and Andre Laylor receive Sandi Miles Scholarships.*
- *Innovation Fund proposal accepted and funded.*
- *Conestoga College Construction Trades Outreach Program builds again.*
- *Year end operating budget produces deficit.*
- *An Ontario Trillium Foundation (an agency of the government of Ontario) Grant awarded.*
- *Over 2,100 Volunteer hours provided.*
- *2 Year Collective Agreement signed with C.A.W.*
- *DSO undergoes first 'Compliance Review'.*
- *Service awards given to 45 staff.*
- *New clients served in residential, respite, day Program, at DSRC, and the DSO.*
- *DSRC going 'paperless'.*
- *'Licensing' & 'Compliance Reviews' conducted.*

An overview of the Achievements at Sunbeam Centre during 2012–2013.

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ON THE COVER

MFTD Summer Camp's Nico Batky at the water play table.



Excellence always takes place within a framework of high expectations.

**SUNBEAM CENTRE OFFICERS
AND MEMBERS OF THE BOARD OF DIRECTORS
2012 - 2013**

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

Graham Dare
Simon Farlow
Valerie Harrison
Pamela Lilley
David Otto
Dan Schumacher
Andy Clow

HONORARY DIRECTORS

Peter Sims
Dr. John Whaley

President's Message

Excellence is the maximum utilization of the ability you have.

OUR VISION

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

In my first year as President of Sunbeam, and my second term in this office, I am only too pleased to provide remarks on the year 2012-2013.

It has been both a challenging and rewarding year. Throughout it, I have been assisted by a capable Board of Directors. So too, our Senior Staff have again provided excellent leadership, while our front line Staff continued to demonstrate care and commitment to our clients.

We once again struggled with our government's fiscal constraint measures and we were forced to maintain a tight rein on expenditures. As such, certain adjustments in program offerings were necessary, but on the whole, we enhanced programs and supports; serving new clients in creative ways.

We will enter the third year of our *Strategic Plan "Expanding the Envelope of Excellence"* having successfully completed 18 of our original 37 identified Objectives.

We celebrated service awards with 45 dedicated staff; and we thanked our Volunteers during Volunteer Appreciation Week.



*Diane Newmaster and Ann Treusch
representing The Cowan Foundation, present
Dr. Lawton with a \$50k donation.*

Our fund raising efforts were very successful and permitted us to purchase equipment and enhance our physical environments.

With no new fiscal support from government on the horizon. In 2013-2014, our revenue will be again remain frozen at 2009-2010 levels.

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

Phil Hennelly
President



Executive Director's Message

Excellence is the progressive realization of worthy goals.

OUR MISSION

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

In this Annual Report of 2012-2013 we highlight successes of our agency during the past year.

I encourage you to read with interest, the Reports of our service Departments and Divisions.

With every year that passes with no increase in operating funding from the Province, it becomes impossible to repeat levels of client services as they once were. We were forced to do things in different ways again this year.

On a more positive fiscal note; we were awarded an Ontario Innovation Fund Grant



Lisa Winkler (Rothsay) relaxes in her 'Dream Chair' in her mum's back yard.

as well as grants from the Cowan Foundation and the Ontario Trillium Foundation. Our non operating fund also received a single estate bequest of over \$100,000.

These awards permitted us to continue to serve our clients; add new clients to programs and services, e.g., 5 new Full Time residential placements; purchase new equipment; and accomplish plant repairs and enhancements.

In its thirteenth year, the Sandi Miles Scholarship Program, awarded two scholarships; to Andre Laylor, son of Community Nurse Joyce Laylor; and to Brianne Robinson, daughter of DSRC's Children's Intake Worker, Elizabeth Robinson.

A dedicated effort by all coped successfully with many obstacles this year, and, in doing so, demonstrated **excellence** in every area.

My thanks to Board, Staff and Volunteers, whose efforts, year in and year out, are truly appreciated.

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

Medical Director's Message

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

OUR CORE VALUES

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

As I am writing this, I can scarcely believe that this is the 24th time I have had the privilege to document observations for the past year at Sunbeam.

As always, words seem somewhat insufficient when

trying to describe the compassion, vigilance and dedication demonstrated by Sunbeam staff. The sense of purpose that I witness every time I interact with them has always proven to be truly inspiring. It never ceases to amaze me that, year after year, Administration and Staff are able to do more and more with less and less.

Their collective efforts once again makes Sunbeam Centre a true model for all long term care like agencies in Waterloo Region. The numbers clearly reaffirm this.

In the past 12 months, our clients have spent only 32 days in hospital. This represents a 46% decrease from the previous year (59), a 64% decrease from the year before that (89 days), and an 80% drop from three years ago (159 days). These numbers are simply astounding especially when compared to other long term care agencies I have been associated with. We also had 2 deaths this past year, compared to 3 the previous year. Given the severity of the underlying debilitating illnesses our clients suffer from,

both hospitalization and fatality numbers speak volumes about the quality of in house care provided.



*An Nguyen (Sims House) with Santa
(Mr. Ben Spengen).*

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

I applaud all those involved in the care of clients at Sunbeam Centre and look forward to my 25th year of association with the Centre.

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



Financial Report

Ingenuity, plus work, plus courage, equals excellence.

Revenue from all sources in the year 2012-2013 approximated \$18.1 m.

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

Approximately \$174,000 in revenue was provided by the Region of Waterloo to support preschool professional services.

Funds received directly by adult residents from the Ontario Disability Support Plan and Cost Recoveries (ADP grants, activity fees, interest, etc.) accounted for the balance of our operating fund revenue.

Despite very vigilant cost controls in place throughout the year, and delayed start to some position fills, the Operating fund still finished the year with a deficit of \$126,000.

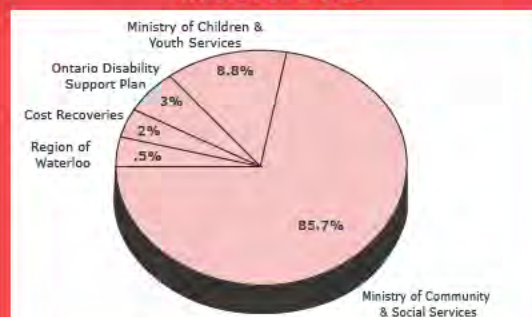
The Non-Operating (Capital) Fund grew again over the year with gifts of \$1,000 or more received from Peter Sims, Fred and Doreen Seidl, Dave and Deb Pickles, Fred Schiedel, Michael Columbus, The Cowan Foundation, Ross and Doris Dixon Charitable Foundation, Toyota Motor Manufacturing, The Lions Club of Kitchener (in memory of Ken Buder), the estate of Ruth Perry and the estate of Miriam Sokvitne. Revenue far surpassed amortization costs to produce a Consolidated (combined operating and non operating) Statement surplus of approximately \$93,000.

We gratefully acknowledge all individual, corporate and service club partners who helped enrich our Non-Operating Fund this year, either through cash gifts or donations in kind.

With no incremental government revenue again anticipated in the new year, we will most likely wind up with a fiscal year end result similar to this one.

Cheryl Hugill
Treasurer

**Operating Revenue Sources (%)
in 2012-2013**



**Operating Expense Distribution (%)
in 2012-2013**



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 is committed to providing compassionate care and comforting support that values the strengths, needs and desires of the clients we serve.

We are proud of our staff performance in 2012-2013. We applaud their commitment to providing the highest quality of care through innovation, teamwork, customer satisfaction, best practices and working co-operatively. They have demonstrated leadership, provided a positive environment, supported partnerships in education and continue to deliver high quality care. We are fortunate to have the talent and dedication of our staff, volunteers and partners in care.

2012-2013 BEDS AT YEAR END

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

2012-2013 Client Data

New Full Time Admissions: 5

New Respite Admissions: 4

New Day Prog Admissions: 5

Respite Days Provided: 655

In MFTD Camps: 18 children

Deaths: 2

We extend a warm welcome to several new staff this year, including Dana Love and Bonnie Mather who joined our Supervisory ranks. Both ladies bring a wealth of experience and expertise. Dana assumed responsibility for Cornridge, Paradise and St. Jacobs Group Homes. Bonnie assumed responsibility for Sims and Kingsdale. Our Supervisory team looks forward to working together to awaken and encourage every family's unique vision and voice.

RESIDENTIAL SERVICES

Our success depends upon the constant intake and consolidation of lessons from the past applied to present future challenges. We all need to share our visions, consult one another, and seize opportunities to enhance our practices.





*Sherry Hodgson and Sheena Hodder
(Breckwood) at Niagara Falls.*

Last year was one of change and growth. Our primary focus never wavered: dedication to the well being of clients entrusted to our care. Without new government revenue, however, we were forced to look at spending practices, to ensure that available resources were aligned to provide the best care and support, yet met the needs of our clients.

We specifically looked at food, medication, and enteral feeding costs; putting these areas under a microscope. For several years clients received Trepuree which was a prepared uniform-texture meal, which promoted safe swallowing. Prices for this product have steadily increased, and we discovered that there were minimum order requirements to achieve any price break. Staff worked with Kelly Lawley, Clerical Support, as she prepared new 'recipes' for all 14 group homes, starting with 'whole food'. Everyone loved the smell of cooking and the clients are loving every bite! Thank you for your innovative thinking and the enthusiasm you add to our team.

Medications are an integral part of Sunbeam client health requirements. The ordering, review, repeat prescribing process and so on, are time consuming and costly. Lisa Canham, 'our' Pharmacist with Hoegler's Rexall Pharmacy, works closely with our nurses in this domain, to ensure optimal pharmacology therapy; improved health outcomes; reduction of the likelihood of medicine-related problems, and waste reduction. We project that our interventions in these outcome areas will produce annual savings of approximately \$10,000.

Finally a review and overhaul of our enteral feeding program resulted in new vendor partnerships and significantly reduced costs. As a result of all these actions we estimate that we will successfully reduce costs by a minimum of \$50,000. per year.



*Chantelle Aguilar roasts marshmallows
with Beth Greener (Breckwood).*

We are committed to acting with integrity and to use services and resources in a responsible and accountable manner!



We welcomed 5 new full time residential clients to our family this year. Each and every day, clients allow us to make a difference in their lives, and the lives of their families.

Respite demands have also increased, and we welcomed four new clients. Our March Break and Summer MFTD camps welcomed 11 children and as you can see by the pictures in this Report, a great time was had by all!

Our Day Program Summer Camp was well attended. This is a great opportunity for clients to get to know us and learn what Day Program is all about. It also allows us to develop a relationship and ensure the camper has a great summer. The chances of applying to our program following 'graduation' are significantly high.

Our Partnership with Conestoga College continues. Advance Paramedic and RPN students help contribute expertise and work collaboratively with our staff throughout the year. We have been very fortunate to hire some of these graduates when their studies are complete. A win-win for all.



Jennifer Jensen with Melissa Buckley-Blais (Breckwood) at Canada's Wonderland.

PROGRAM, PROFESSIONAL & COMMUNITY SUPPORTS

Another exciting year has come and gone for clients attending Day Program. We served 42 adults full and part-time as well as 3 single day visitors. Clients have continued to develop their personal goals including auto detailing, housekeeping, grocery shopping, administrative supports, music leadership and volunteerism. Through these special activities, clients participate in meaningful work and assignments that increase independence, self esteem and self direction.

Each client in Day Program is encouraged to participate in activities of their personal choice. As each person develops his or her unique gifts and talents, they receive an opportunity to learn not only from the program material and staff, but from each other as well. Peer relationships, social skill development and community inclusion are incorporated into daily activities as clients choose their own pathways to success with the support of a dedicated team of staff.

In conjunction with our annual theme of "Probe the Globe" clients experienced the tastes, sights, sounds and activities of cultures around the world. They travelled to their various global destinations by virtual plane or boat. Using virtual technology and with global maps, clients were able to experience a simulated flight to their actual destination. Staff took the role of airline personnel providing training in emergency life response complete with life preserver instruction and commentary about the flight, weather and altitude. Upon arrival, clients drove through virtual cities to their major destinations. They skirted the globe sampling the cultures, customs, games and cuisine of Mexico,



Middle East, Africa, Portugal, Germany and France to name a few. This theme was highly enjoyed and roars of laughter could be heard from the gym as staff, volunteers and the clients brought these activities to life.

In-house activities including life skills, sports and fitness have provided an opportunity for clients to improve their knowledge of healthy lifestyle options. Several men participate in a "Men's Fitness Club" at Avida Sportsplex where weekly use of the track has maintained overall wellness. Weekly sporting events such as hockey, soccer and bowling provide an opportunity for clients to develop team skills and to encourage one another to greater achievements. Crafts and music provide clients with the benefits of a sensory experience while experiencing the creative process. Clients have proudly displayed their creations using traditional and non-traditional mediums such as potting soil, spices and paper mache.

Sensory Stimulation is an integral part of day program services. Clients are able to access special stations with activities and items which stimulate the senses of taste, touch, smell, sound and sight. Whether used independently during a quiet moment, or part of a group activity, these sensory stations have enhanced the everyone's experience.

Our dedicated staff have continued to develop social inclusion through community outings and tourism. Clients enjoyed a 56% increase in the number of community outings in 2012 including, Grand River Boat Cruise, Famous People Players, Brantford Zoo, Warplane Museum, CNE and Port Dover to name just a few. Clients had an amazing experience at Medieval Times where they had an

opportunity to step back in time with epic battles, jousting tournaments, royal feasts, knights and romance in a castle setting.



*Maria and Lisa Christoff (Breckwood)
with Santa (Norm Veevers) and
Mrs. Claus (Cheryl Veevers).*

Several clients receive concentrated 1:1 or small group activities in the community where they experience unique opportunities to explore their world with the concentrated support they require. Clients have attended lunch concerts at Conrad Grebel College and First United Church. Volunteerism has provided a group of clients with an opportunity to support their community through a bi-weekly toy washing program at KidsAbility Centre in Waterloo.

Friendship Club, a weekly activity co-sponsored by Sunbeam and KW Habilitation Services at their Studio on Sydney Street, continued in 2012-2013. A group of our clients enjoyed an opportunity to socialize with their new friends, participate in new activities and share a beverage together.



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



*Jimmy Kori having a ball
at MFTD Summer Camp.*

Many local entertainers have come to perform for clients throughout the year. Highlights this year included Erik Traplin and the Shadow Wolfe Band. Parents also brought their special musical talents to the clients.

The grade 8 students of Laurentian School under the leadership of Mrs. Henderson entertained clients with singing, dancing, jazz, tap, ballet, break dancing, juggling, and playing instruments. Dances, crafts and games provide clients with opportunities to meet and socialize with other men and women from their community.

MFTD March Break Camp served 7 boys and girls who enjoyed "Exploring Outer Space." The children decorated space ship

flower pots and participated in a space exploration treasure hunt. Space stations gave each person an opportunity to experience unique activities such as "Catch the Planet", "Star Toss", "Space Scene Craft", "Space Face Painting" and "Space Songs". Clients wrapped up the week with a snack of rocket popsicles and rocket jello and a space movie.

Summer Camp and MFTD Summer Camp program served 7 adults and 11 children. Clients experienced unique indoor camp experiences as well as outings to African Lion Safari, Children's Museum, Waterloo Park Splash Pad and Animal Sanctuary, Doon Heritage Crossroads and Stratford on the Avon.

Camp programs were supported by 18 high school and university students whose participation played an integral part in enhancing the experience for clients. They brought fresh ideas and energy to the program, while gaining valuable work experience in the field of Developmental Disabilities.

In 2013, the Day Program is looking forward to exploring various themes including, Heroes of the Past and Present, Our Green Earth, The Animal Kingdom, The 50's, 60's 70's and the Careers of People Working In Our Community.

RECREATION THERAPY

Recreation Therapy continues to provide client assessments, training programs, program planning, resources, MFTD camp programs and 1:1 and group programs to Sunbeam Centre.

In 2012-2013 Recreation Therapy created the content of the MFTD Summer Camp and March Break Programs and provided training sessions for staff. Each week,



activities were based on a theme that provided a range of program choices including reality orientation, Snoezelen, sensory stimulation, arts and crafts, horticulture, physical activity, games, cause-effect toys, music, poems and finger plays, storytelling, swimming and outings. All of these choices were provided in an environment of social interaction, either in a group setting or on a 1:1 basis.



*Summer Student Brier Pennanen
in the pool with Amy Roach during
MFTD Summer Camp.*

A satisfaction survey was created and sent to families who participated in the March Break camp. One hundred per cent of the families were pleased with the program.

Recreation Therapy also created five customized sensory stimulation kits for the Day Program as well as an instruction manual. The kits are housed in carts on wheels with each drawer representing a different sense.

VOLUNTEER SERVICES

Sunbeam Centre continues to attract highly skilled and dedicated volunteers while developing community partnerships. These individuals enhance the quality of life of our clients by providing Friendly Visiting, sharing their musical talents, assisting in the pool, accompanying clients on outings, assisting in the Day Program and Apartment programs and doing gardening projects.

We benefit from our established partnerships including the Conestoga-McMaster RN program; Wilfrid Laurier University Community Service Learning; local High Schools, Colleges and Universities. This year, a group of 6 highly motivated individuals from a local business spent a full day of cleanup at Rothsay Group Home and made the yard look amazing. They are looking forward to providing the service again this year.

Feedback from volunteers has been positive, which maintains Sunbeam Centre's good standing reputation in the community. Many students continue to volunteer after their required hours have been completed and recommend Sunbeam to other students due to the positive environment, flexibility and variety of opportunities, while others are volunteering extra hours. One volunteer started off as a Day Program Assistant one day per week. She had such an enjoyable experience that she decided to volunteer two full days per week.

VOLUNTEER PROGRAM STATISTICS

A total of 74 individuals and one group of 6, volunteered their time in 2012-2013. Of the 74, 61 (including board members) continue to provide service to Sunbeam



Centre. These volunteers have generously donated 2,123 hours of service. If a modest dollar amount of \$15.00 were allocated to each hour of volunteer service, it would cost Sunbeam Centre a minimum of \$31,845.00 for this support.

We are pleased to report that 17



*Volunteer Laura Inchley and
Stephanie Burnett (Day Program)*

volunteers have now completed a cumulative total of over 90 hours of service. Of the 17, 3 completed over 100 hours, 8 completed over 200 hours, 2 completed over 300 hours, 1 completed over 400 hours and 1 completed over 500 hours of service!

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

PROFILE OF VOLUNTEERS

- 43 Adults: includes 2 SRDC Staff Members & 13 Board Members**
- 15 High School Students**
- 4 WLU Comm Service Placements**
- 5 Other University Students**
- 5 Conestoga College/McMaster RN Placements**
- 1 Other College student**
- 1 Individual with Special Needs**
- 1 Group of 6 from a local business on a 'community volunteer day'**



Developmental Services Resource Centre- Waterloo Region

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

The 2012-2013 year seems to have flown by in the blink of an eye and Developmental Services Resource Centre continued to experience increasing demand for its services.

DSRC SERVICES

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

SERVICE COORDINATION

The DSRC Service Coordination staff continue to experience an increase in demand for all of our services. Over the last year we provided Service Coordination to 756 adults, youth

and families. The majority of people require ongoing Service Coordination support, while approximately 10 percent of our referrals are for brief service. Brief service is typically defined as five or less meetings. We have also seen an increase in people we previously worked with returning for assistance going through the Developmental Services Ontario system.

The majority of adults we support are living on their own in the community and are requiring monthly support. As of January 2013, the Ontario Disability Support Program no longer offers bi-annual start-up funds. These funds, in the past, have assisted people with first and last month's rent as well as furnishings. We have already seen an increase in requests for financial support funds for rent and utilities, through our Crisis Fund.

Within the Youth Service Coordination team our focus continues to be primarily on transition planning. This could be transitioning out of high school, moving out for the first time or becoming better connected to the community. Planning is offered to families through PATHS, MAPS or attending the Big Plan, which we have been able to offer a few times each year over the last few years. Earlier this year a few of our Service Coordinators were trained to assist families who are applying for Assistance for Children with Severe Disabilities (ACSD) for the first time. These clinics are always full and the families are very thankful that they do not need to travel to Mississauga for assistance.



The Children and Family Service Coordinators have experienced the biggest increase in demand for service. Over 200 families have accessed Service Coordination this year and less than 1 percent are requests for brief service assistance.

SIBSHOPS

Sibshops continue to be a big hit and we often have more requests than we can manage.

Sibshops are best described as opportunities for brothers and sisters of children with a Developmental Disability to obtain peer support and education within a recreational context. They are a chance for siblings to have some time focused on them, with some fellow sibs who “get” what it’s like to have a sibling with special needs – the joys and the struggles. Sibshops are a celebration. Over the year, half day Sibshops, are held, on average, three times, and are run by our Service Coordinators.

AUTISM SERVICES CONSULTATION

Our Autism Service Consultant has supported 56 individuals and families this year. Social skill development, communication and modifying behavior is the main focus. This is in addition to the ABA program offered in partnership with Kerry’s Place and Canadian Mental Health Association (CMHA) Waterloo, Wellington, Dufferin (formerly Trellis). The ABA program is in very high demand and our staff have consistently received high praise from the families with whom they work. Services are offered individually, in groups, and through parent training. Last year we were able to exceed our target goal of 114 children. Over the coming year we will begin to offer workshops, specifically for families on the waiting list, to help address their needs.

RESPIRE SERVICE COORDINATION

During 2012-2013 we applied for, and were successfully given a MCSS Service Delivery Modernization - Fiscal Innovation Fund grant. The specific focus of this initiative was to increase respite for children and adults in Waterloo Region.

Our intent was to increase respite, by looking at alternative ways to offer same. We have a few agencies in Waterloo who offer Family Home as a residential alternative. We are looking at using this model of support for providing respite.

In-Service Training Workshops offered by DSRC

- Understanding Anger
- Foundations for Behaviour Management
- Ethical Behaviour Management
- Understanding Behavioural Difficulties in Autism
- Using Visual Displays to Improve Communication
- Autism & Speech - Language and Communication Skills
- Developing Social Skills
- Prepare Training

Our approach has been to hire a consultant to investigate the idea of “respatiality”. We first heard of this at the International Respite Conference in October. Some communities in Canada have seen partnerships between the hospitality industry, local businesses and community service agencies which provide support for families of children with disabilities. These partnerships have resulted in a successful program called ‘Respatiality’.



It is a “mini vacation” in a welcoming and comfortable environment for family members who need a short break. This program offers parents and their children an opportunity to feel renewed, restored and refreshed. Typically the “mini vacation” is obtained through the generous donation of one overnight stay per month in non-peak times from local hotels, inns, bed and breakfasts.

We are very excited about developing this respite opportunity over the next few months. The western provinces have a really well developed “residentiality” program and have offered to mentor us while we develop something similar if not the same in our region.

TRANSITIONAL AGED YOUTH (TAY) SERVICE COORDINATION

In 2010-2011 we were asked to take the lead in planning for all Central West Region (CWR) Transitional Aged Youth, specifically youth with a developmental disability who are leaving the care of the child welfare system at age 18.

A Service Coordinator at DSRC is responsible for the work entailed in managing this Program. Currently, this position supports 100 youth, 18 of these youth are from child welfare agencies outside of CWR, but the youth would like to remain in our Region at 18. The intent has always been to assist youth in developing a plan as the head into adulthood. This includes such things as where they would like to live, activities they would like to be involved in, etc. We have enjoyed good success in TAY placements, thanks to the great support received from our partner Transfer Payment Agencies across CWR. Since the Transitional Aged Youth Service Coordinator has led this process,

40 youth have been planned for and placed.

CLINICAL SERVICES

The clinical team continues to get an influx of requests for service. The team includes a Health Care Consultant, Social Work Consultant, Speech and Language Consultant and two Behaviour Consultants.

DSRC Clinical Services and Supports

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

Our Health Care Consultant provides one:one medical consultation to people who need specialized medical care at home because of their disability.

In addition, she continues to work with the Waterloo Region District School Board to provide classroom education to students with a disability on relationships and sexuality. She is also very involved in “Train The Trainer” workshops on abuse prevention. This workshop is so popular we have had requests from all over the province.

Our Social Work consultant continues to provide individual counseling to help parents/individuals cope with a diagnosis. Additionally, she facilitates a Mother’s weekly group, a Mother’s monthly group and a Father’s group.

Our Speech and Language Consultant continues to provide in-home consultation.



There has been a growing demand for the use of technology. She has begun offering a workshop in partner with our ABA clinical consultant, on the use of IPADS for communication. In the near future we will also begin offering clinics to families/individuals on the use of IPADS and other technologies.

Our clinical team offered a wide range of workshops over this past year. In addition to those already mentioned, the topics included sex esteem, abuse prevention, the making of visual displays, understanding behaviour, a number of autism specific workshops, developing social skills, writing social stories, etc.

We have begun to examine some of our clinical services to determine our effectiveness and how satisfied the community is with them. We started with the psychological assessments provided to children in Early Learning Child Care Centres (ELCC's). The positive response was overwhelming with parents being extremely happy with the services they received.

We are currently in the process of eliciting feedback from families/individuals regarding our behaviour services and counselling services. We appreciate any and all feedback from our clients.

INTAKE AND REFERRAL

Our Intake Team remains very busy with a large number of new referrals weekly. Additionally, our Intake Workers have a resource role where families and individuals can call in to enquire about resources, funding, etc. that they may be able to access.

Families are very happy with their "blue binder", a binder filled with information designed specifically for their needs, that they can continue to build and fill with resources. The Intake Team has been out promoting services in our community by setting up displays at community events such as Access Waterloo Region and Autism Awareness Day. Additionally, they have visited a number of organizations over the past year to describe DSRC services and services in general that are available in the community for people with an intellectual disability and/or autism spectrum disorder.

CHILD CARE SPECIAL NEEDS RESOURCING PARTNERSHIP (CCSNRP)

DSRC continues to be a partner in the Child Care Special Needs Resourcing Partnership (CCSNRP) by last year providing just under 75 psychological and behavioural assessment to Early Learning Child Care Centres (ELCC's). The Partnership consists of a number of organizations including the Region of Waterloo: Community Living Cambridge, KW Habilitation, Elmira Association for Community Living, kidsLINK, KidsAbility, and Family and Children's Services. All of these organizations provide special needs resources to children attending ELCC's. The Early Learning system is currently undergoing a number of changes which includes the implementation of full day Junior Kindergarten and Senior Kindergarten. Therefore, the other pieces of the system are in the midst of change including CCSNRP. We will be part of that change.



ONTARIO EARLY YEARS CENTRE

Our own Early Years Program continues to be very popular. It is a drop-in program for children 0-6 years. Parents/caregivers are encouraged to be actively involved in the child's play activities. We have a huge selection of building toys, puzzles, ride-on toys, craft activities, etc. The toys are educational, safety inspected, bright, colorful, durable and appropriate for different skill levels. We have toys to help develop a child's imagination. Last year we served 264 different children and 151 parents/caregivers.

ADMINISTRATIVE SUPPORTS

Over the last year we have been working diligently to become paperless. The Admin Team has made great strides in this area. It is a very big job, as we have thousands of files that need to be scanned into electronic storage.

Earlier this year we published our Newsletter on line and only mailed copies to families who specifically asked for them. It will take time for people to get used to being paperless, but we are committed to reducing our carbon footprint.

Our Video conferencing suite was used extensively this past year for in service training sessions and meeting participation.

NETWORKING

Over the past year we continued to network and be part of many systems within and outside of the Region of Waterloo.

We are an active participant on many committees including (but not limited to):

Developmental Services Planning & Advisory Council of Waterloo Region; Community Networks of Specialized Care; Service Coordination & Resolution Network of Waterloo Region; Service Resolution Committee (Central West); Respiteservices.com; Children & Youth Services Planning Council; CCSNRP Partnership Committee; Autism Services Waterloo Region; Alliance for Children & Youth; Fetal Alcohol Syndrome Disorder Diagnostic Steering Committee; System's Navigation Group (Central West); Single Point of Access To Residence Committee; Regional Crisis Coordinating Committee (Waterloo-Wellington); Best Start Working Group; Human Services Justice Coordinating Committee; Access Waterloo Region Committee; and the Ontario Association on Developmental Disabilities.

We look forward to many exciting challenges in the coming year and are proud of our staff and the tremendous accomplishments they have made over this past year.

Laura Thies
Director
Developmental Services
Resource Centre



Developmental Services Ontario Central West Region

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

Developmental Services Ontario Central West Region – or “DSO” – is the single point of access for adult developmental services in Central West Region. This includes Peel, Halton, and Waterloo Regions, and Wellington and Dufferin Counties.

We are one of nine DSO’s created under Ontario’s developmental services’ legislation, the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008).

It has been almost two years since the DSO’s were established, back in July of 2011. A lot has happened since that time. This Report will provide an update on our DSO’s key activities and functions, as well as some of the region-specific initiatives that we have launched with the support of have launched with the support of clients, our service partners and the Ministry of Community and Social Services.

CENTRAL WEST REGION



OUR DSO LOGO



Who We Are

DSO Central West Region is comprised of a staff of twenty people who serve our large and diverse communities. Our team includes:

- Assessor/Service Navigators, who help people complete the provincial application process;
- Intake/Resource Coordinators, who help people link with the DSO and the developmental services in their community;
- Community Participation Support/Transition Support Coordinators, who work with schools and other partners to help people prepare for the transition to adulthood;
- Our Reception & Administrative Support Team, who take calls coming into our toll-free telephone line; and handle administrative functions; and
- Our Management Team.

DSO Central West Region operates five community offices in Kitchener, Guelph, Milton, Brampton, and Mississauga. This allows each community Team to respond to the unique needs of its own communities.



WHAT WE DO

Providing Information to Our Communities

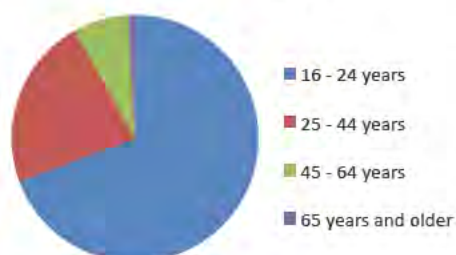
In 2012–2013, 1,977 people contacted the DSO for information and for application for services. Of these callers, 79% were living at home on their own, with their families, or were a family member of a person with a disability. Other callers lived in other community settings, such as a residential program, a youth residence, or other program. Most people wanting to apply for services were between 16 and 24 years of age.

Why People Called Us



The most frequent reasons for calling were to obtain information, apply for community participation supports/Passport, and to apply for residential supports. Approximately 36% of callers were inquiring about services in the future; but 30% were needing a change/addition to current services, and 15% were not connected with any kind of services at time of initial call.

Consumers By Age



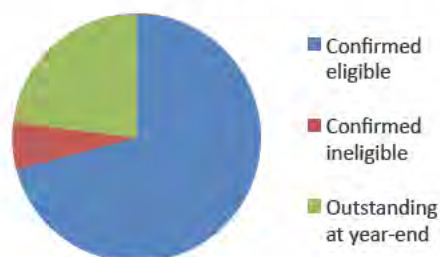
Additionally, the DSO's Community Offices routinely fielded calls from schools and

community partners – numbers which are not reflected in the statistics above. Information and support is provided to people in both official languages: les services de l'Ontario pour les personnes ayant une déficience intellectuelle travaille plus fort à servir les personnes qui parlent français.

Confirming Eligibility for Services

When someone applies for adult developmental services and supports, the DSO confirms their eligibility for services, using provincial criteria and standards. To be eligible for services, a person must meet age and Ontario residency criteria, as well as cognitive, adaptive, and age of onset criteria, based on psychological documentation. The DSO works within provincial policy-defined timeframes for completion of this process.

Eligibility Confirmation



In 2012–2013, DSO Central West Region confirmed 1,356 people as eligible for services. 116 people were confirmed ineligible for services, with 440 people needing to provide further documentation as of March 31, 2013.

People who are found to be ineligible for services are provided with information about how to request a review of this decision, consistent with provincial guidelines. Additionally, the DSO can help ineligible applicants identify other community resources that may be of assistance to them.



Application for Services and Supports for Adults

Anyone wishing to apply for MCSS-funded developmental services and supports must complete the Ontario application package in order to make a referral. This package is completed with an Assessor/Service Navigator in two interviews. At the first interview, we complete the Ontario application form; in the second interview, we complete the Supports Intensity Scale®. These tools help us understand the things that are important to each person – and the support they would need to participate fully in their community.

In 2012–2013, DSO Central West Region completed 752 application packages with people in our communities. The information from these interviews supports individualized planning with each person and their family and it provides comprehensive and generic information to the Ministry on what people are seeking from the developmental services' system in Ontario.

Referring to Developmental Services and Agencies

As of July 1, 2011, people can apply for the following services and supports, using the Ontario application package:

- Residential supports, including group home, supported independent living, family home, and individualized residential accommodation;
- Community participation supports – whether offered by a Ministry-funded transfer payment agency, or through “Passport” direct funding options;
- Caregiver respite – whether through a program offered by a partner agency, through in-home respite programs that may be available in one’s community, or through direct funding (to hire a worker);
- Person-directed planning supports – through a service provider agency, or through direct funding (to hire a personal, independent facilitator);
- Specialized supports – including clinical services and service coordination supports.

If supports are available for people at time of application, the DSO will send profile information to a service provider (with consent). However, a wait time may exist prior to access to services, such as residential supports. In these situations, the DSO will include the person’s name on a ‘registry’ for the service until a vacancy or “service opportunity” arises. Access to services is based on the supports available when a vacancy is declared, and on the urgency of an individual or family’s needs.

As of March 31, 2013, registry data was based on application package referrals. In Central West Region, the totals for service registries stood at:

Residential/Group Home:	419
Residential/Supported Independent Living:	155
Residential/Familyhome:	52
Residential/Individualized Model:	62
Community Participation Supports/Passport:	651
Caregiver Respite:	257



NEW INITIATIVES

In 2012–2013, the DSO undertook a number of additional initiatives. These included:

Reorganization of our Peel Region Operations

Because of the sheer size of Peel Region, we reorganized operations there so that we could work from two independent and distinct offices: one based in Brampton, and the other based in Mississauga. This reorganization has allowed us to respond more effectively to the needs of people in each city. In addition, a DSO Manager position was created to assist the Director in overall administration and to focus further support in Peel.

The Mississauga office will be opened in 2013.

Strengthening of the Referral/“Matching” Process

In 2012, the DSO worked with the Ministry of Community and Social Services and our service provider partners to better define “service pathways” for people seeking supports. This included further defining of our practices to “match” a person’s goals and needs with the supports that could be offered by partner agencies. The DSO will be reviewing these practices with our partners in the Spring of 2013.

Use of Telecommunications

In 2012, DSO introduced use of a telecommunications system that allowed us to send information to our customers via both email and telephone contact. This will be further expanded in 2013, and

complemented by greater use of agency websites and social media to reach individuals and families.

Introduction of CPS/Transition Support Roles in each community

In 2012, the DSO created “CPS/Transition Support Coordination” roles in Waterloo, Peel, and Wellington/Dufferin to better support transition planning for students in high school. Our goal was to identify all students who may be interested in developmental services and supports, and begin planning for adulthood as early as age 16. The DSO will be complementing the work of our Coordinators with a “Transitions” website, tailored to each community in Central West Region in 2013.

Completion of our First Quality Assurance Measures Review Process

At the end of 2012–2013, the Ministry undertook a Quality Assurance Measures “Compliance Review” of all nine DSOs. This review evaluated the DSO’s compliance with all Articles and Regulations of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008) and Ministry Policy Directives for DSO’s. We felt very confident over our Review preparation. The initial evaluation was positive and we anticipate a ‘Compliance’ letter to be delivered shortly.

Reorganization of the DSO Transition Implementation Advisory Committee

In 2011–2012, a “Transition Implementation Advisory Committee” was created to provide feedback to the DSO on its implementation in Central West Region. The Committee consisted of Service Provider and Parent

Representatives, and provided valuable input on the DSO's efforts in introducing the initiatives required of the DSO by legislation. In January 2013, the Committee was reorganized as the "DSO Advisory Committee." This is intended as a 'permanent' community advisory body. Its membership was restruck, with representatives from Parent Groups/Networks and a Self Advocate replacing some of the Service Provider representatives. We look forward to their continued good advice and feedback!

THE COMING YEAR

2012-2013 was a busy year for the DSO, and 2013-2014 will certainly bring new challenges. Whether it involves continuing to 'communicate'; expanding our work on transition planning with schools; strengthening our service navigation practices; or completing the integration of residential and community participation support 'registries' across our communities; we look forward to new opportunities to serve people across Central West Region!

Gary Whetung
Director, Developmental Services Ontario
Central West Region



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; ordering/buying supplies and equipment; keeping track of budgets; managing client records and maintaining our physical plants.

We honoured 45 employees at our 34th Annual Staff Recognition evening at Golf's Steak House; applauding their dedication to Sunbeam for 5 to 35 years; and being entertained by the magic of Steve Seguin.



*35 year staff award recipients (l-r),
Meelee Francis, Betty Dela Cruz and
Jackie Thornton with Dr. Lawton.*

A revised Collective Agreement, to March 31, 2014, was signed with the Canadian Auto Workers Union; and appreciatively, contained no wage increases for its duration.

STAFF RECOGNITION

24 five year staff

11 ten year staff

1 fifteen year staff

3 twenty year staff

3 twenty five year staff

1 thirty year staff

3 thirty five year staff

MCSS Compliance reviews were conducted at Rainbow, Cornridge, Zeller, Tradewinds and Breckwood while MCYS Childrens' Licensing reviews were done for The Apartment, Kingsdale, Sims, Vos and Whaley. The DSO had its first ever Compliance Review.

Plant Operations staff, completed or oversaw major work both at Kingsway and in Group Homes, including: pool window and door upgrades as well as exterior eave repair; installation of an 'accessible' door in the gym; building of a fence at the side of Kingsdale, by Conestoga College's Construction Trades Outreach Program. In addition, smaller physical plant repairs, and preventative maintenance was performed at many locations.

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

New furniture and appliances, as well as Health and Safety equipment were secured.



Service Locations

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

Administration & Day Program

Sunbeam Centre
2749 Kingsway Drive
Kitchener, Ontario
N2C 1A7

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

Community Outreach

Developmental Services Resource Centre - Waterloo Region

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

68 Biehn Dr.
Kitchener, ON N2R 1M3

Developmental Services Ontario Central West Region

205-1120 Victoria St. N. Kitchener, ON N2B 3T2	109 Surrey St. E. Guelph, ON N1H 3P7	108-60 West Dr. Brampton, ON L6T 3T6
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1-917 Nippissing Rd. Milton, ON L9T 5E3	210C-40 Burnamthorpe Rd. W. Mississauga, ON L5B 3C2
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Residences

<u>The Apartment</u> 2749 Kingsway Dr. Kitchener, ON N2C 1A7	<u>Nine Pines Group Home</u> 29 Williamsburg Rd. Kitchener, ON N2E 1K4	<u>St. Jacobs Group Home</u> 122 Young St. St. Jacobs, ON N0B 2N0
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<u>Rainbow Group Home</u> 595 Greenfield Ave. Kitchener, ON N2C 2N7	<u>Cornridge Group Home</u> 325 Cornridge Pl. Waterloo, ON N2T 2N2	<u>Tradewinds Group Home</u> 75 Tradewinds Pl. Kitchener, ON N2N 3G4
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<u>Paradise Group Home</u> 521 Paradise Cr. Waterloo, ON N2T 2N7	<u>Rothsay Group Home</u> 11 Rothsay Ave. Kitchener, ON N2B 3A2	<u>Zeller Group Home</u> 3 Janet Crt. Kitchener, ON N2A 4B8
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<u>Breckwood Group Home</u> 26 Breckwood Pl. Kitchener, ON N2A 4C6	<u>Kingsdale House</u> 2745A Kingsway Dr. Kitchener, ON N2C 1A7	<u>Sims House</u> 2745B Kingsway Dr. Kitchener, ON N2C 1A7
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<u>Vos House</u> 2747A Kingsway Dr. Kitchener, ON N2C 1A7	<u>Whaley House</u> 2747B Kingsway Dr. Kitchener, ON N2C 1A7	<u>Champlain House</u> 39 Champlain Cr. Kitchener, ON N2B 2Y7
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