



# ANNUAL REPORT 2013-2014



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An overview of the Achievements  
at Sunbeam Centre during  
2013–2014.

- ***Eagen House Opens***
- ***Day Program Van***
- ***Anti Bullying Campaign***
- ***Autism Speaks Grant***
- ***DSO Develops Community Profile***
- ***Sensory Room Grant***
- ***Sarah Boyne & April Martz receive  
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- ***40 Years of Service***

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### ON THE COVER

*Helen Stewart and Katie  
Cook are housemates at  
Eagen.*



**SUNBEAM CENTRE OFFICERS  
AND MEMBERS OF THE BOARD OF DIRECTORS  
2013 - 2014**

Phil Hennelly, President  
Cheryl Hugill, Vice President & Treasurer  
Sandra Roxborough, Secretary

Andy Clow  
Graham Dare  
David Dietrich  
Simon Farlow  
Valerie Harrison  
Bryan Horrigan  
Pamela Lilley  
David Otto  
Mark Schneider  
Dan Schumacher

**HONORARY DIRECTORS**

Peter Sims  
Dr. John Whaley

## President's Message

### OUR VISION

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

This year's Annual Report is being sent out a little later than in past years. As an organization we are going through a period of transition. Our long time Executive Director, Dr. Shaune Lawton, retired in June 2014 after 30 years of service. Dr. Lawton made significant contributions to building our reputation as a leader in serving medically complex and technologically dependent developmentally disabled clients.

The Board is pleased to have appointed Vince Tedesco as our interim Executive Director. Vince is a seasoned leader who will help guide us through this transition and allow the Board time to undertake a thorough recruitment process to identify a permanent Executive Director, who will lead the organization into the future.

As we ready ourselves to embrace future opportunities, the Board also recognizes how important it is to review our own governance structure to make certain we reflect the communities we serve and have the knowledge and expertise required to govern an increasingly complex organization. This fall we are planning to begin that review and are confident this will lead to a revitalized and more engaged Board presence. Our current Board members remain deeply committed to representing and advancing

the interests of our clients and their families and to promoting a positive work environment for our staff.

I am very pleased the government has carried through on its commitment to invest in new funding in developmental services. The \$810 million dollars announced as part of this year's budget will result in much needed new services to families and bring some relief to the long waitlists across our sector. The Board is confident that Sunbeam will be well positioned to expand its residential, day program and respite services. As well we are keenly aware that our success relies on having a well trained and talented workforce. We have been so fortunate to attract dedicated staff who have made Sunbeam their employer of choice. We know some of the new funding has been earmarked to improve wages in the sector. We are eagerly awaiting more details about this funding and how it will benefit our staff.



*Day Program Bus made possible through generosity of Cowan Foundation & Ontario Trillium Foundation*

*L-R Lucie Allard, MPP Michael Harris (Trillium), Keith Moore (Sunbeam) & Phil Hennelly (Sunbeam President)*



The legislative subcommittee's final report was released and their recommendations reinforced the need for more investment in developmental services and for expanding the services choices that families have access to. In the future the government is committed to providing families with more direct funding options. Families will then venture out into the marketplace to purchase their services. Sunbeam is preparing to be one of the service providers that families can choose.

The Board was very pleased to see our newest group home, Eagen House open its doors this past year and welcome our female residents from Rainbow.

One of the benefits of releasing the Annual Report a little later this year is that I have the pleasure of informing you that two of our Staff's children have received the Sandi Miles Scholarship; for 2013-2014 Sarah Boyne, daughter of our Community Living staff member Richard Boyne, and for 2014-2015 April Martz, daughter of Jackie Martz who is the Administrative Coordinator at DSRC/DSO.

Congratulations to both these young people as they pursue their education.

Transition affords us the opportunity to take stock and to reflect on our achievements of the past and on where we want to be in the future. The Board of Directors remain committed to leading Sunbeam through this transition and charting a course that will see us embrace new opportunities to serve our clients and our communities.

Phil Hennelly  
Board President



## Executive Director's Message

### OUR MISSION

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

For those of you, like myself, who search for the proverbial silver lining, the lateness of this Annual Report has afforded me the opportunity to spend just over three months at Sunbeam as the interim Executive Director before writing this report.

I arrived here on June 2nd and it has been a whirlwind of activity as I have immersed myself in learning about the programs at Sunbeam, meeting staff and working closely with senior management team as we navigate through a period of leadership transition. The retirement of the former Executive Director and the Director of Residential and Professional Services, both after many years of service, has resulted in significant transition for the organization. In my experience though, organizations can adapt quickly to changes in leadership, particularly if the mission of the organization is well understood and if staff feel strong alignment to that mission. The mission at Sunbeam is about dedicating our efforts to enhancing the quality of life of the clients we serve. It is clear to me that even during this transition we remain true to our vision and have much to celebrate.

I have now visited all 14 of our group homes, spent time at DSRC and the DSO and walked the halls of our main administration building. Let me just say how impressed I have been with staff's

commitment to working at Sunbeam. Time and time again, I have observed staff interacting with clients in a caring, valuing and respectful manner. I can't unilaterally declare we have the best interaction with clients in the province, but I can say that in my 38 years of public service I haven't seen any that are better. In my visits to group homes, so often I have been greeted by staff that refer to their workplace as "our home" and to their clients as "family members". I have seen similar gestures of affection and genuine caring in our day program at our main site. In my visits to DSRC and DSO I was welcomed by staff who spoke unabashedly about how much they enjoyed their work and described their workplace as the "best place they have ever worked".

During my meetings with front-line staff, I learned more of the strengths of this Agency but also heard about the areas we can improve on. Organizational transition often presents opportunities to take stock of where we are, reflect on our strengths and identify areas for improvement and then make course corrections. We have been working hard to do just that.

The \$810 million new funding announced recently by the government to address waitlists and continue transforming the developmental services system is very welcome news. We applaud the government's commitment to advancing the interests of the developmentally disabled persons across the province even during a time of continuing economic restraint.

One of the areas that is getting our early attention is our Day Program services. The Ministry has signalled its intention to make substantial new investments on reducing or eliminating the waitlists in





Passport. The Passport program provides direct funding to families to purchase day program supports for their family members. This presents Sunbeam with a great opportunity to expand our Day program and utilize more space in our main building. We are getting ready to showcase our day program and the resources we can offer families with passport funding.

DSRC and our DSO continue to experience significant growth. In May DSRC was able to add a second Transitional Age Youth Coordinator to support the growing number of youth transitioning to adulthood and requiring services. In August DSRC was successful in its bid to host the new Passport Coordinator. This position will help families identify day programs for their family members and will also work with agencies to shape services to accommodate family needs.

Our DSO is managing one of the highest caseloads in the Province. As the gateway for developmental services, it is critical that families receive eligibility assessments as quickly as possible. We are pleased the Ministry has recently approved 5.5 new positions to allow us to address our backlog.

The next several years will be exciting ones to be working in the developmental services field as the Ministry invests in new services and encourages services providers to pursue innovation. I am confident that Sunbeam with a committed Board of Directors, a talented group of staff and a specialized continuum of resources, Sunbeam Residential Development Centre will continue to grow and provide quality services to our clients, families, and communities.

My sincere thanks to our Board of Directors, staff and volunteers for all of your efforts over the past year.

Vince Tedesco  
Interim Executive Director

## Medical Director's Message

### OUR CORE VALUES

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

As I comprise this message, I contemplate the fact that I have now been the Medical Director at Sunbeam Centre for 25 years, a quarter century!

Much has changed in that time. Staff have come and gone. Residents, regrettably, have passed on. As medical knowledge

has advanced the medicine I practice now is entirely different than the medicine I practiced when I started out so long ago.

One thing that has never changed, however, is the compassion, dedication and vigilance that has always been the hallmark of everyone who works in this facility caring for these very special people.

The job is not easy. The special needs and complicated problems of this unique population makes great demands on all who care for them. Yet the staff have always been up to the task and never seem to come up short no matter what the circumstance.

Let us document the accomplishments of the past year.

1. Our residents spent a total of 68 days in hospital. This is a remarkable feat given the many chronic health issues that so many of our residents suffer from. Although this does represent an increase from the last two years, it is still a greater

than 50% drop from just 4 years ago. These numbers are all the more remarkable given the length and severity of this year's Winter.

2. Sunbeam suffered only 1 resident death this year. This is down from 2 deaths in the previous and 3 deaths the year before that. Once again, a remarkable achievement.

3. There were no documented cases of influenza at Sunbeam this year. This is testimony to how successful our immunization program at Sunbeam Centre continues to be.

I would like to conclude by re-affirming what a privilege it has been to act as Medical Director of the Sunbeam Centre and to have worked with such remarkably dedicated individuals for the last 25 years!

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





# Financial Report

Revenue from all sources in the year 2013-2014 approximated \$19.9 million.

Our primary funders, the Ministries of Community & Social Services, and Children & Youth Services, provided annualized and fiscal operating funding within Services 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 Central West operationalization, Transitional Aged Youth (TAY) and several other programs.

Approximately \$130,000 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.

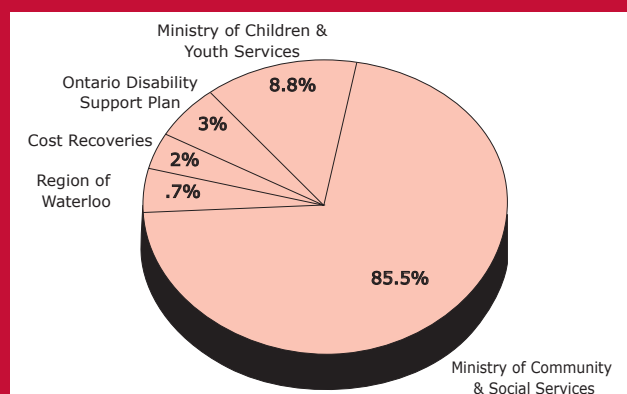
Despite very vigilant cost controls in place throughout the year, and delayed start to some position fills, the Operating fund still finished the year with a deficit of \$59,000.

The Non-Operating (Capital) Fund grew again over the year with gifts of \$1,000 or more received from Peter Sims, Fred & Doreen Seidl, Dave & Deb Pickles, Fred Schiedel, Rod & Alberta Jack, Ross & Doris Dixon Charitable Foundation, The Lions Club of Kitchener and the Estate of Marion Schweitzer. Revenue surpassed amortization costs to produce a Consolidated (combined operating and non-operating) Statement surplus of approximately \$1,100.

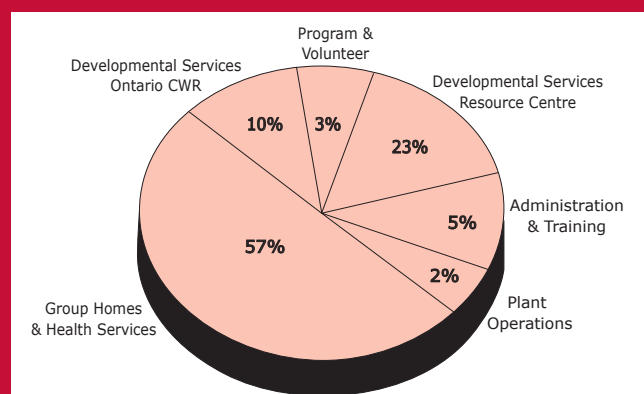
We gratefully acknowledge all individual, corporate and service club partners who helped enrich our Non-Operating Fund this year, either through cash gifts or donations in kind.

Cheryl Hugill, C.A.  
Treasurer

**Operating Revenue Sources (%)  
in 2013-2014**



**Operating Expense Distribution (%)  
in 2013-2014**



## Residential and Professional Services

**A**s a result of the retirement of Mary Novak, early in July 2014, I was pleased to have been appointed as the acting Director, Residential & Professional Services.

I am very thankful for this new opportunity and aim to continue to seek ways to enhance the lives of clients and families we serve within Sunbeam and our surrounding communities. I look forward to forging and strengthening mutually collaborative relationships with our clients and families. Having an opportunity to be able to impact and help improve a person's quality of life is wonderfully rewarding. Building on our strong foundation, I plan to continue to promote and further develop our skills and expertise for the benefit of those to whom we provide care and services.

It is staffs dedication, compassion and on-going commitment that provides the most humanistic and individualized delivery of care to the clients we serve. This is evident when one visits a group home or

### 2013-2014

#### Client Data

**New Residential Admissions: 1**

**New Respite Admissions: 5**

**New Day Program Admissions: 1**

**Respite Days Provided: 766**

### 2013-2014 BEDS AT YEAR END

<b>Breckwood (6)</b>	<b>Rothsay (6)</b>
<b>Champlain (4)</b>	<b>Sims (6)</b>
<b>Cornridge (6)</b>	<b>St. Jacobs (6)</b>
<b>Eagen (4)</b>	<b>Tradewinds (6)</b>
<b>Kingsdale (6)</b>	<b>Vos (5)</b>
<b>Nine Pines (5)</b>	<b>Whaley (6)</b>
<b>Paradise (5)</b>	<b>Zeller (5)</b>

walks the halls of Sunbeam where you see happy and smiling faces, clients engaged in activities, and staff making this all possible.

Our 76 residential clients live throughout Kitchener, Waterloo and St. Jacobs in 14 group homes. Of these, 3 were previously built homes that were purchased but renovated to suit our clients' needs, and 11 were designed and custom built from the ground up to meet our requirements.

The ladies of Rainbow 43 lived in a rented unit, which Sunbeam assumed management of in September of 1993. Moving the girls to a home of their own was a goal that has come to pass, with the occupancy of our newest location - Eagen House! This home is a 35 year old





*A visit at Donkey Sanctuary was enjoyed by Rebecca Spengen & Kelly Mongeon.*

bungalow in the Fischer-Hallman and Queen Street area of Kitchener. The home features a beautiful and spacious open concept foyer, living room, dining room and kitchen. There are 3 large bedrooms on the main floor as well as 2 additional bedrooms and a full bathroom on the lower level.

This new home provided space for one additional admission to a young lady who resided outside of Waterloo Region to provide greater opportunities for social and personal growth, and the development of life skills.

Since October crews were busy renovating, enlarging the bathroom, widening bedroom doors and restructuring the driveway/garage and front entry.

The ladies from Rainbow were able to move into their new home just in time to celebrate New Year's. They are thrilled with the increase in living space, and have been busy decorating and purchasing furniture. They have enjoying their new patio and backyard, and meeting the neighbours.

### **Program, Professional and Community Supports**

The Day Program continues to serve 42 adults full and part-time as well as 3 single day visitors. A revision in Program delivery has increased opportunities for peer relationships, social skill development and community belonging. Participants continue to choose their own pathways to success through meaningful work, recreation and leisure activities, adaptive daily living skills, and unique activities with the support of a dedicated team of staff and volunteers.

This year, the program was expanded to include a variety of specialized "Clubs" and private lessons designed to further support participants in developing their unique gifts and talents. Throughout the course of the year clients enjoyed opportunities to participate in private piano and art lessons, Glee, Drama, Friendship, Sensory Art, Drum Circle, Creative Dance and Jewelry Making. Clubs have given participants an opportunity to meet with other individuals who share a common interest while participating in highly desired activities.

In-house activities including life skills, sports and fitness have provided an opportunity for clients to improve their knowledge of healthy lifestyle options. Leisure, recreational, cognitive and social skill development have assisted participants to develop lasting, meaningful friendships and work on personal goals.



Our dedicated staff continued to develop social inclusion through community outings and tourism. Participants enjoyed regular community experiences including War Plane Museum, CNE, Oktoberfest, Grand River Boat Cruise, ice skating, and many other local parks and venues. The addition of optional outings has opened doors for clients to participate in a wide variety of theatre options including Buddy Holly Story, Oliver, Medieval Times, Famous People Players and Disney On Ice to name a few.

Drop-In remains a popular weekly event attended by up to 160 people. Clients enjoy opportunities to meet with friends from the community for dances, games, activities and socialization. Late 2014 will see the opening of a new multi-sensory room featuring interactive equipment designed stimulate the senses and promote relaxation.

A Day Program Survey, provided families and participants with the opportunity to provide feedback on their level of satisfaction in the areas of Program Fees, Enjoyment, In-house Programs, Frequency and Type of Community Experiences, Optional Activities, Communication with Supervisor and Team, Overall Positive Experience and whether participants and families would recommend the program to others. The results of the survey indicated a 98% level of satisfaction with the services offered in Day Program. As one parent writes: "My daughter enjoys everything about the Day Program. She wants to go, even when she is sick. I'd like to mention that the staff are fantastic and the nurse is very attentive and very helpful! My daughter and I are 110% satisfied."

The staff and I look forward to continuing to support participants in meeting their personal goals and developing great

friendships while participating in a fun, dynamic program.

### **MFTD Summer Camp**

A total of 18 clients participated in Sunbeam Centre's MFTD Summer camp. Between 8 and 10 campers attended each week. The program centred on different themes including sports of all sorts, picnics, bugs & butterflies.

We received positive feedback from clients and families. The main highlight of the summer for many of the campers was the Live Reptile Show that took place in the Sunbeam Gym.

We look forward to providing an exciting summer camp annually.

### **Seating and Mobility Clinic**

The seating/mobility clinic at Sunbeam Centre is available every Monday morning for Residential, Respite and Day Program clients. The seating team also provides a venue for community clients to be seen when they require specialized/custom



*Shawn Hopkins enjoying an outing.*







*Anti Bullying Campaign Public Service Announcement Participants*

seating. Technical assessments for seating systems and assistive devices are conducted at the clinic and are individually client-centred. Clients are assessed by an Occupational Therapist for seating and mobility (wheelchair) as well as assistive technology requirements. This includes monitoring of their skin integrity, positioning and maintaining a safe mobility system and environment. Our Centre has an interdisciplinary rehabilitation team, made up of a Complex Care Coordinator, Occupational Therapist and seating technicians, that comprehensively assess clients for their wheelchair and adaptive seating and positioning needs. We also involve the client's family and referring primary therapists/caregivers.

### **Volunteer Services**

It has been another exciting year for Volunteer Services. We have had the opportunity to foster relationships we have built over the past several years, increased our volunteer retention rates,

started specialized "Clubs" in the Day Program and created some television stars!

Our relationships with local Colleges, Universities, High Schools and Businesses



*Ed Mann celebrated his 75th Birthday with his friends!*



continue to flourish as volunteers share their positive experiences and recommend Sunbeam as a placement of choice. Many students choose to remain as active volunteers after their required school hours have been completed. Evaluations report that volunteers enjoy the relationships they build with clients and feel valued and supported by the organization. We also had the pleasure of a return visit from a group of talented people from a local business, for the annual "Clean- up day," transforming the gardens of Rothsay and Champlain Group Homes. We hope to welcome this group again in 2015.

Volunteer retention has also been on the rise. A total of 11 volunteers have been with us for 5 years or more. In addition to the long standing volunteers, we are pleased to report that 17 volunteers have completed at least 100 hours of service to date. Of the 17, 4 completed over 100 hours, 6 completed over 200 hours, 1 completed over 300 hours, 5 completed over 400 hours, 1 completed over 500 hours of service and 1 completed over 600 hours!

Volunteer Services worked with the Day Program to initiate innovative "Clubs" with specialized volunteers. To date, we have recruited talented individuals to facilitate such programs as Piano Instruction, Art Lessons, Creative Dance, Glee Club, Story Telling, Drama Club and a Drumming Circle. Photographs lining the corridor of the Day Program clearly show how much our clients enjoy these new opportunities.

Volunteer Services participated in a unique community outreach project this year by coordinating a group of clients to participate in the Pledge to End Bullying Campaign at the CTV television studio on November 6, 2013. Lisa, Melissa and

## PROFILE OF

### 2013-2014 VOLUNTEERS

**Forty three** Adults (including 2 Sunbeam staff members, 13 board members)

**Thirteen** High School students

**Three** University Students (WLU Community Service Learning)

**Fourteen** University students (not part of a placement)

**Three** College Students (not completing a placement)

**Twelve** Conestoga College/McMaster Nursing students (Community Service Learning)

**One** Group of **5** from a local business, promoting a day of community volunteerism

Marcel appear in a television commercial along with other community agencies. The commercials aired between December 2013 and May 2014.

The Pledge to End Bullying:

*"I believe that everybody has the right to live in a community where they feel safe, included, valued and accepted regardless of differences. I pledge to be respectful of others and stand up to bullying whenever and wherever I see it."*

### **Volunteer Statistics**

A total of 88 individuals and one group of 5 volunteered their time in 2013/2014. Of the 88 volunteers, 61 (including board members) continue to provide service to Sunbeam Centre. These volunteers have generously donated 2,793.75 hours of their time. If a modest dollar amount of \$15.00 were allocated to each hour of volunteer service, it would cost Sunbeam





Centre a minimum of \$41,906.25 for these services!

### **Team Canada Healing Hands**

Sheila Buck, Occupational Therapist who assists with our Seating Clinic travelled to Haiti to share her knowledge and expertise in wheelchair/seating with children in need. She travelled with the Team Canada Healing Hands organization. Sheila extended to Sunbeam Centre her thanks and the thanks of those who were assisted in Haiti and benefitted from Sunbeam's donation of wheelchair seat belts and strap. Sheila's group was innovative, creative and resourceful in meeting the seating needs for many children whose lives will be forever changed.

**A message from Sheila Buck, OT: A big thanks to Sunbeam Centre --** *for donating seatbelts and chest straps which were invaluable in assisting the seating team. They were used not only for their regular purpose, but for footrests and straps to hold back rests; whatever we needed to make things work. Improvising was the norm as we used whatever we had to create whatever we needed! Sometimes handles and back rests became foot boxes. Sometimes head rests became side bolsters. It was amazing to see what we could accomplish when we thought outside the box. For more information and other photos please go to the Facebook page for Team Canada Healing Hands; the agency that I went with on this amazing trip.*

Ladonna Ireland  
Director,  
Residential & Professional Services  
(Interim)



# ***Developmental Services Resource Centre- Waterloo Region***

As the 2013-2014 year comes to an end it seems hard to believe that we have been in existence for fourteen years already. The demand for all of the services we provide remains high as does our commitment to excellence.

## **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 Solutions for Developmental Services & Children's Mental Health
- Applied Behaviour Analysis
- Information, Training & Administrative Services
- Ontario Early Years Centre

## **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. 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.

## **CLINICAL SERVICES**

Our clinical team is comprised of 2 Behavioral Consultants, 1 Health Care Consultant, 1 Social Worker, 1 Autism service Consultant and 1 Speech and Language Consultant.

DSRC'S Speech and Language Consultant continues to provide in-home consultation with a focus on helping parents set goals for their child's communication and skill development. Resources and supports are provided for meeting these goals. Workshops are offered throughout the year including Using Visual Displays to Improve Communication and Autism and Communication Skills.

During 2013 all Sunbeam clients were screened to determine level of receptive language. Visual supports were then developed to assist staff in communicating the agency mission statement and statement of rights.



We are very excited to have been one of 27 agencies Canada wide to receive a grant from Autism Speaks. This grant has allowed us to enhance our Speech and Language services to individuals with Autism Spectrum Disorders living in Waterloo Region. Through this grant workshops, iPad clinics and resources will be developed and presented that target mobile technology and how it is useful for teaching individuals and enhancing their communication abilities.

Our Health Care Consultant continues to provide education, consultation and offers a variety of workshops on health related topics for individuals, families and Developmental Service Agencies in Waterloo Region.

The Social Work Consultant provides individual counselling and facilitation to a number of parent's groups. In addition she co-facilitates our Quality Assurance Measures workshops and has worked with our Behavioral Consultant offering the Circles Program in the Public School Board.

Our Behavioral Consultants are as busy as ever offering both consultations and workshops. Both Consultants are now certified instructors in CPI's Prepare Training Program. One of our Behavioral Consultants has provided the Safety Skills Program Circles to over 100 students this year. We are able to offer six behavior workshops annually for parents and staff of our partner agencies.

The DSRC Autism Service Consultant provides individual/family consultations focusing on communication, social skill development and modifying behavior. While the majority of her work is on an individual basis, Social Skills groups are offered in the summer months.

Applied Behavior Analysis is a program delivered through our partnership with

Kerry's Place Autism Services and Canadian Mental Health Association. The program provides either individual or group sessions to children based on the families target goal. The goal can be in one of four domains communication, social skills, daily living or behavioral/emotional regulation. This program has been hugely successful and the response from families has been overwhelmingly positive.

## **SERVICE COORDINATION**

The Children and Family Service Coordinators have continued to increase the amount of families and children they support with 260 families being supported this year. This is an increase of 60 families from last year.

Sibshops continue to be run by our Service Coordinators. Sibshops are

### **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



opportunities for brothers and sisters of children with a Developmental Disability to obtain peer support and education with a recreational context. Two sibshops were held this year, using the Sunbeam Gym and Pool with themes of "Its SibOUT ME!" and "Sibs and Kids on the Block."

Service Coordinators continue to run ACSD clinics for families, assisting them with applying for Assistance for Children with Severe Disabilities (ACSD) for the first time. Over 30 families received support through the ACSD clinics.

Income Tax clinics were organized with a total of 3 days offered in which a community volunteer assisted individual clients and families with preparing their income tax returns. This volunteer continued to prepare income tax returns after the clinics for those who missed them.

The Youth and Adult Service Coordination Team continue to experience an increase in demand for support. The majority of people require ongoing Service Coordination Support, while approximately 10 percent of our referral are brief services. We continue to see an increase in people we previously worked with returning for assistance going through Developmental Services Ontario.

The majority of adults we support are living on their own in the community and require monthly support.

Within the Youth Service Coordination team our focus continues to be primarily on transition planning. This could be transitioning out of high school, moving of for the first time or becoming better connected to community. Planning is offered to families through PATHS, MAPS or attending the Big Plan, which we have been able to offer a few times over the year.

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

DSRC is the lead agency for all Central Region (CR) Transitional Aged Youth, specifically youth with a 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 118 youth, 40 of these youth are from child welfare agencies outside of CR, 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 they head into adulthood. This includes where they would like to live, activities they would like to be involved in etc. We have enjoyed good success in TAY placements. We are very pleased to announce a second position has been funded to hire a second TAY Service Coordinator. This position started May 1, 2104.

## **RESPITE COORDINATION**

Respite services for children are accessed via Developmental Services Resource Centre. The waitlists held for respite are for the following agencies; K-W Habilitation, K-W Extend-a-Family, kidsLINK (Caroline's Club), Sunbeam Residential Development Centre and Parents for Community Living. There are simply not enough spots at each site to meet the growing demand for respite services resulting in an extensive waitlist. In an effort to manage the list, names are placed on the waitlist only if families would accept a spot should it be offered immediately. We work with families to try and see what other options can be sourced until a vacancy is declared. Typically a child can access respite until the age of 18 years with the exception of Caroline's Club where children age out at



Discipline	Target	Year to Date Served
Service Coordination-Children including Intake	555	655
Children's Behavioral Consultation	40	46
Adult Behavioral Consultation	17	47
Children's Speech and Language	50	64
Adult Speech and Language	19	51
Health Care Consultant	27	57
Youth Service Coordination	61	229
Autism Service Consultant	48	69
Adult Service Coordination	250	363
Social Work Consultant	50	76
Traditional Age Youth	No Target	142
Applied Behavioral Analysis	114	120
Respite Service Coordination	24	105

14 years. DSRC enjoys a wonderful partnership with the community agencies listed hosting respite. Needless to say once a child is accessing respite successfully the family typically uses the service until the child is 18 years of age therefore a waitlist is naturally created.

DSRC applied to The Ministry of Community and Social Services in December 2012 for dollars from the Service Delivery Modernization Fiscal Innovation Fund to explore respite. We were granted funds February 2013 and the research portion of the project was completed March 2013 with input from respite guests, families, partner agencies as well as community. Options for respite for adults were explored and naturally ideas trickled down to children. While this occurred last year it gives much food for thought and potential partnerships in our community and continues to be a work in progress. Canada is one of the few countries in the world still using the term respite. Most of the rest of the world uses the term short break. The idea of

exploring "outside the box" options for short breaks came from the International Short Break Association (ISBA) Conference September 2012 in Toronto. ISBA is held every two years around the world. This year it will be held in Wolfenbuttal Germany.

## ADMINISTRATIVE SERVICES

We have continued over the past year to become a paperless office. The Admin Team continues to made great strides in this area.

While our newsletter is online we continue to mail out copies to families and individuals as requested.

## NETWORKING

Over the past year we continued to network and be a part of many systems within and outside of Waterloo Region. 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 Solutions 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 (Waterloo-Wellington)
- Best Start Working Group



- Human Services Justice Coordinating Committee
- Access Waterloo Region
- Ontario Association on Developmental Disabilities

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

We said good bye to Peter Van Rooyen. After, over 30 years of outstanding service both as an advocate and mentor he retired May 30, 2014.

The Developmental Services Resource Centre is pleased to have been selected as the host agency for the Passport Developer position for Waterloo Region. This position will work in collaboration with the Central West Passport Office to enhance Community Participation Services available to individuals with Passport funding. We will be hosting a number of Passport Information evenings across Waterloo region to ensure individuals with Passport funding are aware of all the Community Participation options available to them. We are working towards having this position filled by September 29/14.

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

Laura Thies  
Director  
Developmental Services Resource Centre

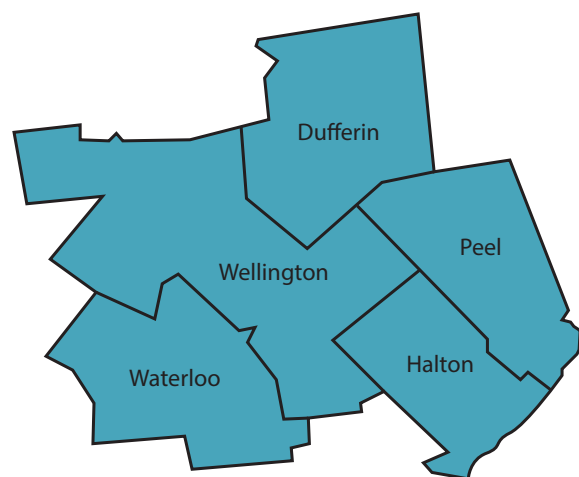




# Developmental Services Ontario Central West Region

**D**evelopmental Services Ontario Central West Region is the single point of access for adult developmental services in Peel, Halton, and Waterloo Regions, and in 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).

This past year has seen significant attention focused on the developmental services system. In December 2012, the Ombudsman of Ontario announced an investigation into the challenges of individuals and families who are seeking adult developmental services and supports. And in October 2013, the Ontario Legislature convened a Select Committee on Developmental Services, aimed at better understanding the challenges that people with developmental disabilities of all ages face in obtaining the supports they need. Over the next several months, both the Ombudsman and the Select Committee are expected to table their findings and recommendations for consideration by the Government of Ontario.



In the interim, DSO Central West Region has worked hard to serve people seeking supports in timely and respectful ways. 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 our service partners and the Ministry of Community and Social Services.



## WHO WE ARE

DSO Central West Region currently has twenty people on its four community office teams. Our teams include:

- 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 Team, who takes calls coming into our toll-free telephone line; and
- Our Management Team.

DSO Central West Region continues to operate five offices in Kitchener, Guelph, Milton, Brampton, and Mississauga.



## CORE FUNCTIONS OF THE DSO

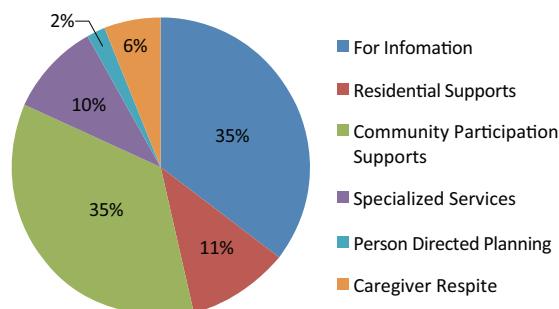
- Providing information to individuals and families about developmental and community services.
- Confirming eligibility for adult services and supports.
- Determining service and support needs through use of the Ontario application package.
- Linking people with developmental services and supports.

### ***Providing Information to Our Communities***

In 2013-2014, 934 people contacted the DSO for information and for application for services. The vast majority of these people – 79% - were between 16 and 24 years of age. (Referrals for 16 and 17 year olds alone comprised 43% of intake calls to the DSO.) The most frequent reasons for calling were to obtain information, apply for community participation supports/Passport, and to apply for residential supports, similar to the previous fiscal year. Additionally, approximately 38% of callers were inquiring about services in the future; but 34% had their current services coming to an end, and were seeking adult services/supports.

When people refer to us, we obtain information about where they are living at present. 76% of people live at home with their families or on their own. But there

### **Why People Called Us in 2013-2014: %**



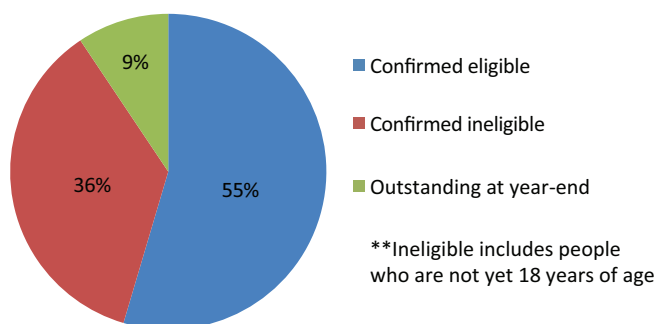
were also a small percentage of people referring who were already living in developmental services' residential settings, children or adults. Additionally, 13 people identified as being homeless – a particular concern, given the vulnerability of people with developmental disabilities. There were also 7 individuals who were living in a long-term care or hospital/chronic care setting.

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.

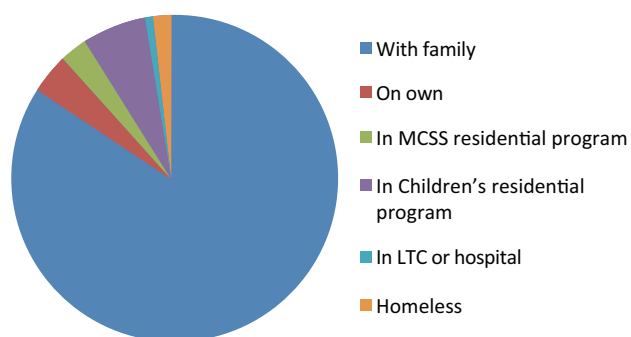
### **Eligibility Confirmation - %**



In 2013-2014, DSO Central West Region confirmed 704 people as eligible for services. 465 people were confirmed



## Where Callers Lived: 2013-2014



ineligible for services – a high number, simply due to the number of people who are 16 or 17, and not yet of age to access adult services. There were also 121 people needing to provide further documentation for eligibility confirmation as of March 31, 2014. 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.

### ***Applying for Adult Developmental Services and Supports***

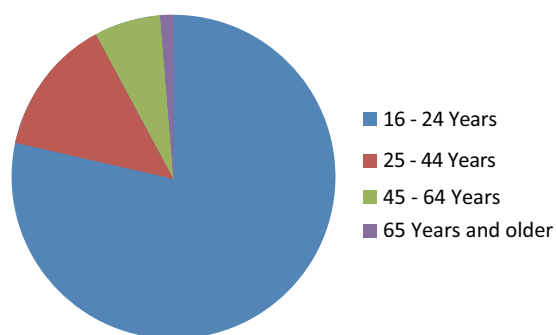
Anyone wishing to apply for MCSS-funded developmental services and supports must complete the Ontario application package in order to make referral. This package is completed with an Assessor/Service Navigator in two interviews. At the first interview, we complete the Ontario application form; in the 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 2013–2014, DSO Central West Region completed 825 assessments 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.

Of particular concern over the past two fiscal years is the high number of people needing support around different behavioural challenges. Just over half of all people who completed an application package in 2013–2014 required support around some kind of behavioural need. 26% of people applying for services required support to prevent aggressive behavior towards others; 25%

## People Referring to DSO...by Age



required support to prevent self-injurious behaviours. And 21% of applicants – 1 in 5 – required support to maintain mental health treatments – a possible indicator of dual diagnosis.

This data, combined with other aggregate data about overall support needs, suggests that the majority (77%) of applicants for services required some kind of daily support to be successful with everyday life activities. It is individuals with higher support needs and their families that are turning to the DSO for assistance; people with lower support needs are connecting with us for employment or community participation supports – or are meeting their needs with family support and through generic community services.



## **Referring to Developmental Services and Agencies**

DSO Central West Region can help people apply for the following services and supports, using an Ontario-wide application package:

- Residential supports, including group home, supported independent living, family home, and individualized residential accommodation;
- Community participation supports – whether a program 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.

**As of March 31, 2014, registry data was based on application package referrals. In Central West Region, the totals for service registries stood at:**

**Residential/Group Home: 643**

**Residential/Supported Independent Living: 252**

**Residential/Familyhome: 60**

**Residential/Individualized Model: 149**

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.

### **IN ADDITION...**

In 2013-2014, the DSO undertook two key initiatives:

#### *1) Development of a Community Profile*

In 2013-2014, the DSO – at the suggestion of its community advisory committee; undertook an intensive review of information obtained through the application process in 2012-2013. We focused on several key areas: current living circumstances, personal goals and dreams, likes and talents and caregiver ages. Based on this review, we were able to prepare information for each community, based on what people are telling us is important to them. This kind of information can help developmental services adapt or create new programs, based on these trends. Feedback from this work has been very positive; we will be undertaking this project again in the new fiscal year, based on analysis of 2013-2014 application data.

#### *2) Further Communications Support Through Social Media*

In 2013-2014, the DSO launched Facebook pages and began publication of a newsletter for families and community partners. These tools have helped us to advertise events and information that is of interest to individuals and families in each community. We will be expanding our newsletter publication and use of “e-blasts” during the next fiscal year.



## **THE COMING YEAR...**

2014–2015 will certainly bring new challenges. We anticipate that the Select Committee on Developmental Services and the Ombudsman’s report will provide much to think about as we look at ways to better support people and families. The Ministry has committed to supporting the DSO’s in further consolidating the practices and resources we use, enhancing provincial consistency in the process. In addition, funding made available during the 2013–2014 fiscal year resulted in changes in how agencies serve people with urgent needs. These changes are intended to better support families – while ensuring effective and accountable use of public resources. The DSO will be supportive of those changes as they are implemented. In April 2014, the Minister of Community and Social Services announced that \$810 million dollars would be allocated to developmental services over the next four years, pending legislative approval. This will result in clearing of the Passport waiting list, provide further funding for residential supports for people in urgent need, and support agencies and front line staff. Through all of these changes, we look forward to working with our partner agencies and the Government of Ontario in serving people across Central West Region!

Gary Whetung  
Director, Developmental Services Ontario  
Central West Region

### STAFF RECOGNITION

**24 five year staff**

**5 ten year staff**

**1 fifteen year staff**

**4 twenty year staff**

**2 twenty five year staff**

**1 thirty year staff**

**1 forty year staff**

The Support Services Departments of Sunbeam are responsible for executing those functions 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 38 employees at our 35th Annual Staff Recognition evening at Golf's Steak House; applauding their dedication to Sunbeam for 5 to 40 years. Congratulations to Sherry Barrow for her achievement as our first 40 year recipient. Childrens' Licensing reviews were done for The Apartment (respite), Kingsdale, Sims, Vos and Whaley Group Homes.

Plant Operations staff, completed or oversaw Physical Plant initiatives that were undertaken at several group homes and Kingsway Drive locations. Kingsdale and Sims House entryways were modified to prevent a recurrence of flooding that occurred during 2013's major summer storm. At Kingsway the Gymnasium floor was refinished, the 2nd floor hallways

were painted and remodelling is underway in Day Program areas. In conjunction with MIS, work on the Sensory Room is in progress and we look forward to opening for business in 2014.

MIS completed the provision of internet and e-mail services to all group homes and this enabled Human Resources to implement on-line training to all staff in every department.

Day Program clients received a new bus made possible through generous donations from Cowan Foundation and the Ontario Trillium Foundation.



## Service Locations

### Administration & Day Program

Sunbeam Centre  
2749 Kingsway Drive  
Kitchener, Ontario  
N2C 1A7

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

### Community Outreach

#### Developmental Services Resource Centre - Waterloo Region

205-1120 Victoria St. N. 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-90 Burnamthorpe Rd. W. Mississauga, ON L5B 3C2
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### Residences

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

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

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

Eagen House  
55 Eagen Dr.  
Kitchener, ON N2M 1W1

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

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

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

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

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

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

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

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

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

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

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

