



ANNUAL REPORT • 2015-2016

*IMAGINE THE OPPORTUNITIES*



# OUR GOVERNANCE

*The affairs of Sunbeam Centre will be managed by a Board of up to twelve Directors, each of whom is a Member of the Corporation. The composition of the Board will attempt to reflect a balance of skills, experience, perspectives and geographic areas served by the Corporation*

*- Sunbeam Centre By-Law 7.1*

Sunbeam Centre is fortunate to have a Board of Directors with rich and varied backgrounds bringing a broad perspective of interests and experiences to the work of the Board. The areas of Accounting, Construction, Business, Health, Social Services, Human Resources, Legal and Risk Management are well covered by Board members. In addition, the perspectives of families of those in service, and the geographic area beyond Waterloo Region are well represented.

## Board of Directors

Cheryl Hugill (President)  
Mark Schneider (Vice President)  
David Otto (Treasurer)  
Sandra Roxborough (Secretary)

Andy Clow (Retired December 2015)  
David Dietrich  
Deborah Pickles  
Dan Schumacher  
Ben Spengen  
Erika Traub  
Eleanor Whitelock





It's hard to believe that it has already been a year since we published our last Annual Report. It has been a year of change and a year of renewal. We are into our first year of operating under updated Governance Policies and Balanced Score Card reporting. Both of these initiatives have clarified and strengthened the role of the Board of Directors, while improving the lines of communication and revising decision making practices. The introduction of Board members who have a family member with a developmental disability, and the introduction of the Family Advisory Team have been welcome additions to our organizational support structure. We will continue to work with these groups so that they can provide even greater input into the future of Sunbeam Centre. As the Board shifts to a more strategic direction, conversations are changing to focus on growth and expansion both within Waterloo Region and across the Ministry of Community and Social Services Central Region area. Growth is needed to help meet the needs of those currently without services

and to develop the infrastructure required to deliver those services. Over the coming year, the Board will review recommendations presented by the management group and approve those that support Sunbeam Centre's Mission and Vision.

Provincially, the Developmental Services Transformation agenda continues to impact all of Sunbeam's service areas. Ministry mandated changes to Sheltered Workshops, and an increased demand for Supports Intensity Scale Assessments and Application packages related principally to Passport funding have impacted the Developmental Services Ontario team. The Developmental Services Resource Centre is working closely with local community service providers to improve and streamline services for children and their families. The growing number of Transitional Aged Youth, and their requirements for oversight, continue to stretch our staff at DSRC. Residentially, we expect some limited growth within the Province that could lead to expanded group living and/or Respite services within Sunbeam Centre.

I would like to thank our dedicated employees and volunteers for their contribution towards enhancing the lives of those with diverse and complex developmental disabilities.

I would also like to thank the parents of those in service for allowing us to work alongside them in the provision of supports for their loved one.

We have some notable farewells this year. Andy Clow, a Board Member for 15 years, has retired from the Board. Andy's years of experience have made him a valuable member of the Board – he will be missed.

Vince Tedesco had not originally intended to stay with Sunbeam for eighteen months, however we are extremely grateful that he did. Vince's leadership and vision have helped to start a cultural shift within Sunbeam Centre. This shift will position us well for the future as we continue to evolve as an organization.

Again, the Board of Directors invested significant money to upgrade facilities at the Kingsway Drive facility and in the community houses. These investments will help to maintain the high standard that we expect of all our properties.

As we move into the new fiscal year, I am excited about the opportunities, and I am sure you will be too.

*Cheryl Hugill*

# EXECUTIVE DIRECTOR'S MESSAGE



Since I started with Sunbeam Centre in December, I have been asked many times “What is Sunbeam Centre?” Over the short period of time I have been here, I continue to learn the answer to that question. I now know that Sunbeam Centre:

- Is a very diverse agency providing a very high quality of service to people with developmental disabilities and their families across a variety of service areas
- Has a dedicated and knowledgeable employee group
- Enjoys an engaged and capable Board of Directors
- Has a large number of devoted volunteers
- Enjoys positive relationships with, and is respected by other service providers in the area and across the province as well as the Ministries of Community & Social Services and Children & Youth Services
- Has the opportunity to grow

I would like to briefly touch on some highlights of the past year. More detailed information is included throughout this Annual Report.

As previously announced, Developmental Services Resource Centre (DSRC) was selected through a community process to coordinate service planning for children with complex care needs across Waterloo Region. It had been anticipated that Sunbeam would begin this new role during fiscal 2015-2016, however this has not yet occurred. The Ministries involved have asked for a follow-up meeting early in the new fiscal year with the community partners to seek clarity on

several points before giving the final approval. As the number of Transitional Aged Youth without Transfer Payment Agency involvement continues to grow, DSRC and MCSS need to develop a new long range plan for this group.

Developmental Service Ontario, Central West Region (DSO) has taken on a Provincial leadership role amongst the nine DSO organizations across the province. Our employees are represented at the Provincial Network on Developmental Disabilities, co-chair the DSO Provincial Network and head the Communications Sub-Committee of the Network. In addition, our DSO has taken on a very non-traditional role, leading service access for Syrian refugees who have landed in Toronto and have a family member who may have a developmental disability.

Our main campus location at Kingsway Drive is becoming a valuable community hub. Over the past year we have connected with a number of outside groups who access our facilities to improve the supports that they provide their constituents. Building improvements will allow us to offer more respite to children and adults with developmental disabilities who also have medical issues. A proposal for funding has been submitted to MCSS along with several letters of support for current and potential users of adult respite at the main campus.

Personally, I am looking forward to meeting more people connected with Sunbeam and to be able to get closer to answering the question, “What is Sunbeam?”

***Bob Butella***



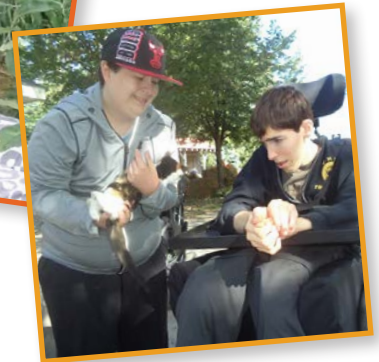


**T**he Passport program is a relatively new funding initiative through our Provincial government. It offers families the ability to purchase services through agencies such as Sunbeam Centre. At Sunbeam we offer Passport or fee for service programs that include evening, weekend, or day programs and respite services.

The Passport programs at Sunbeam have been full and exciting this past year. We had the opportunity to meet lots of new families through many of the programs that we offered. We had successful turnouts for our weekend and evening programs. Our Saturday Farm Fabulous outings provided individuals a chance to visit 3 different farms to learn and explore. Our weekend pool and sensory room program gave individuals a chance to enjoy the pool, hot tub, socialize with others, and then relax in the sensory room. Evening programs like our games, pizza, and movie nights as well as cupcake decorating were also a big hit. Spa evenings have given people a chance to come relax and enjoy being pampered after a long day. The dances were a chance for everyone to show off their moves, have fun and build some new friendships.

Thank you to all the staff and volunteers who have participated and provided program ideas for the Passport Program. They are what makes these programs so successful and rewarding for the individuals who participate.

***For more information please contact  
the Passport Coordinator at  
[passport@sunbeamcentre.com](mailto:passport@sunbeamcentre.com) or 519-893-6200 x 211.***



# CELEBRATING OUR EMPLOYEES

**T**he annual Service Awards evening is a chance for employees from all areas of Sunbeam Centre, including Developmental Services Resource Centre and Developmental Services Ontario, to come together and recognize the achievements and longevity of their colleagues. This past year, 38 staff members were celebrated for reaching the 5, 10, 15, 20, 25 or 30 year mark in their careers with Sunbeam Centre. We would like to thank all of our employees for their dedicated years of service to the organization.

## 5 Years

Janet Appleby  
Jim Detzler  
Amanda Gibbs  
Anne Kell  
Kellie Loosemore  
Kasia Radzikowska  
Marthe McDonald  
Steve Sindle  
Cynthia Noel

## 10 Years

Shawna Armitage  
Patricia Haniff  
Patrese Brydges  
Rosemarie Mitchell-Messam  
Dawn Polack  
Jacqueline Smith  
Sarah Walters  
Barb King

## 20 Years

Amber Noseworthy  
Alison Prentice  
Christine Voisin  
Laurie Yeo-Schmidt  
Lisa Martin  
Robin Roberts-Weaver

## 15 Years

Neil Butler  
Jennifer Calver  
Trisha Halstead  
Ladonna Ireland  
Stuart Lamont  
Maureen Luce  
Donna Monroe  
Elizabeth Robinson  
Jennifer Schweitzer

## 25 Years

Shelley Daub  
Gary Gfroerer  
Joyce Laylor  
Lorraine Otto

## 30 Years

Deb Chapman  
Kris Villemaire





**H**aving an engaged and informed staff is a benefit to any organization. Over the past year, we have been able to offer training and learning opportunities to staff across all areas of Sunbeam in the hopes that we can create employees who are informed, educated and well rounded.

Sunbeam offered two Lunch & Learn opportunities for staff across the organization. The first, Ethical Issues Related to Death and Dying, was held at Kingsway Drive in the training room with 48 employees from different areas of Sunbeam in attendance. The second, Everything You Wanted to Know but Were Afraid to Ask, was held off site at the Edelweiss with 110 employees in attendance. It was at this Lunch & Learn that employees were offered the opportunity to learn about Sunbeam and to meet the new Executive Director, Bob Butella. We will continue these Lunch & Learn opportunities for staff in the future, as we feel that they are a great way for employees to learn and engage with their colleagues in an environment outside of their normal workplace.

As mentioned in last year's Annual Report Sunbeam is in the process of implementing Nucleus, an electronic client information system, for residential, respite and day programs. Phase 1 has been implemented and the 'go live' date was March 7, 2016. Staff was trained on the new system by representatives from NucleusLabs and the transition has been a smooth one so far. Thanks go to the Core Implementation Team who has been working behind the scenes throughout the implementation and are currently available for support as the transition continues.

A new initiative started in September 2015 was the Nursing Professional Practice Council. Meeting

bi-monthly, the Council was created to promote professional development, team work and shared governance among nurses at Sunbeam. The group has, so far, had speakers in from the RNAO & RPNAO, is developing a new hand washing program, and has undertaken planning for annual Nurse's Week. The Council is also planning an annual skills week that they hope will keep Sunbeam nurses up to date and current in their practice.

We look forward to providing our employees with more of these opportunities to learn and grow.





# ST. JACOBS GROUP HOME



**S**t. Jacobs Group Home began as our first off-site children's home in 1982. St. Jacobs had a "house mom" at that time who helped the

children with a little bit of everything. When it first opened, St. Jacobs only had a stair lift, no elevator, and a regular bathroom. So, getting clients in wheelchairs up and down the stairs took quite a lot of time. The children eventually moved to Nine Pines Group Home and major renovations to St. Jacobs began.

The renovations at that time included building a front foyer, which is one of the residents' favourite places to greet staff and visitors, and the addition of an elevator to transport residents up and down efficiently and safely. There was also the addition of another bedroom, an office and a main floor bathroom. With renovations complete, four adults moved from Kingsway Drive to begin life in their new home in St. Jacobs. In no time the clients adjusted and loved their new small town home.

The community has been wonderful to the staff and the clients at the Group Home. Neighbours have been chipping in to help with snow shovelling, just stopping to say hello, and engaging with us when we are out on a walk on one of the walking paths that we enjoy so much. We feel that we have become a part of the St. Jacobs community and could not imagine being anywhere else.







**T**his past year has been challenging and exciting as we continue to upgrade our building. Our goal with renovations to the Kingsway Drive facility was to grow into a community hub for other organizations and individuals to access and benefit from our services and facility. This goal has been achieved over the past year, with many organizations and community members accessing the facility regularly to use the pool, sensory room and other available amenities.

There have been several undertakings with regards to making continued improvements to the facility

in 2015-2016. We have continued with sprinkler installation and other fire safety measures as we move towards compliance by 2019. We have also replaced the accessible ramp at the front entrance and the Snoezelen hot tub in the pool area.

We thank everyone for their patience, and look forward to the challenges and opportunities of the next year as we further enhance our building for the enjoyment and safety of our clients and community.



# DAY PROGRAM SERVICES

**S**unbeam Centre offers a Day Program at Kingsway Drive Monday to Friday from 9am to 3pm, with extended hours for those who require additional supports. Participants receive a customized program based on their personal goals and interests. A variety of unique experiences is available, which supports the development of cognitive and adaptive daily living skills, recreation/leisure interests and community integration. A team of highly qualified staff is available to assist participants in achieving their personal life goals. Openings are available for full time and part-time spaces with individually determined levels of support through private fee-for-service, or Passport Funding.



## Emily's Story

Emily was born in St. John's Newfoundland and attended school there as well. She and her younger brother Kenny are best friends and he is a very protective brother. In 2010 Emily's mom, Sonya, sold their home in Newfoundland and relocated her family to Ontario. The family arrived in Oshawa, moved to the Stratford area and eventually settled in Kitchener.

Emily graduated from Huron Heights Secondary School in June of 2015 and was at home with her mom. Sonya was investigating opportunities that were available to Emily so that she could participate in the community. Sonya knew that she needed a program outside of her home where she could be involved with her peers and participate in activities that would provide stimulation socially, intellectually and physically. Sonya set out to find the perfect program.

Sonya and Kenny came for a tour of Sunbeam Centre's Day Program. Sonya knew that this was a place for her daughter to go where she would not have to worry. Kenny wanted to make sure that Sunbeam was a place where his big sister could go and make new friends. They were impressed with the many different opportunities that would be available for Emily at Day Program. While they were on the tour Emily joined the others in the gym, immediately making new connections.



Emily now attends Day Program twice a week and her personal goals are to make new friends and participate in her favourite activities, including sports and swimming.

Admission to the program has also opened a new door for the family, as Sonya has been able to embark on a new career. Sonya is now working for the School Board as a bus driver. Emily is able to join her mom on the bus and then attend her program.

Sonya says that the opportunity for Emily to attend the Sunbeam Day Program has been a positive, life changing experience for her and for their family as a whole. Sonya says that they were searching for what felt like forever for somewhere that Emily could go and completely be herself. They found it in Sunbeam.

*Written by her mom Sonya*



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

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

The majority of people seeking developmental services and supports in our communities have left high school or are preparing for this transition. Most are living with their families. They are particularly interested in Passport funding for both caregiver respite and ways to participate in their community. Employment, volunteering, better health, and greater independence with everyday activities are among the most common goals identified.

Developmental Services Ontario has been using new and different ways to enhance communication with people and community partners. People have told us that ongoing communication about available services and supports is critical for successful planning. In 2014, DSO started to use "Constant Contact" to provide this information. Our newsletters have been well received, as have the 105,861 email blasts that have been sent to families during the past two years!

### These are just a few of the responses we have received:

*"It is great that information is being sent out, families have really appreciated knowing what they can access."*

ErinoakKids, Community Partner

*"Thank you for sending these emails. It is really helpful to know what is out there"*

Parent

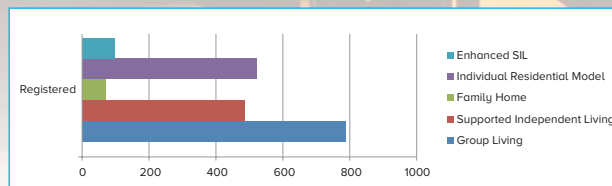
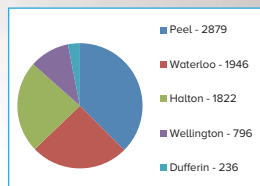
*"Having our story shared in the Newsletter was great. It was even published in the newspaper."*

Russell and Sue

*"We feel well informed about what services our families can access. We have decreased the amount of information we need to send, as DSO is doing a great job of communicating to our families"*

Halton Parent Group

Facebook is the social media tool that we have chosen to facilitate open communication. Posts about upcoming events, both local and regional, are sent out weekly. People can comment, like and share the post. Each community has their own Facebook page to ensure the information is relevant for that audience. In this way, we can help people stay informed about the things happening in their community!



#### DSO by the numbers

Intakes completed . . . . . 761  
Assessments completed . . . . . 1155  
Total number of people served . . 1920  
DSO community offices . . . . . 5  
DSO staff . . . . . 27



## Support Groups

Developmental Services Resource Centre (DSRC) offers a variety of support groups through Milla Adams, our Social Work Consultant. These groups provide an opportunity for participants to share experiences with one another and discuss what it is like having a family member with a developmental disability and/or an Autism Spectrum Disorder.

The Mother's Support Group began in 2000 and participants met once a week for 6 weeks. The goal of the group was to allow mothers of children with disabilities an opportunity to share their experiences with one another and to feel less isolated. The group also provided learning opportunities to mothers through occasional guest speakers based on topics of interest chosen by the group. The weekly Mother's Support Group was very successful; strong bonds were developed and it was agreed that the need for support continued. As a result of this need, the Monthly Mother's Support Group was formed. Participants who complete the weekly group can benefit from the ongoing support of the monthly group.

Several years later it was identified that there was a need for support for fathers of children with disabilities as well. The Father's Support Group was created with the same purpose as the Mother's Group – to provide a safe place to talk about feelings with others who could understand. This group meets once per month. Most recently, we noticed that we were getting referrals for young siblings that were having trouble adjusting to life with a brother or sister with a disability. As a pilot project, we formed a Children's Sibling Support Group, which met once per week for 4 weeks. Part of the group time was spent in play and relationship building with the remainder of the time in a therapeutic session. Given the success of the group we will be endeavoring to continue.

Our support groups have proven to be very successful in helping people cope with issues surrounding having a family member with a disability. Participants are able to openly talk about their fears and concerns and build strong relationships with others to decrease feelings of isolation.



ABA Services now located  
at 2749 Kingsway Drive



## Transitional Aged Youth Department

In November 2010 DSRC began and continues as the lead agency for the Transitional Aged Youth (TAY) Program. The TAY Department provides specialized transitional planning for youth funded by MCYS and MCSS. Steve Sindle and Emily Pilkington provide case management services to young adults who are confirmed eligible for services by Developmental Services Ontario. Our TAY Coordinators recognize the possibilities of matching individuals in models of support across regions; essentially seeing the “big picture” and coordinating plans that ensure a timely transition plan or placement into adult services and supports is successful.

Transition planning is a dynamic and continuous process, accommodating changes in personal preferences, conditions and circumstances. Today we encourage TAYs and those important to them to be actively involved in the planning process so that these plans and transitions are created according to their interests and desires.

Over the past 5 years, 91 young adults have successfully transitioned to be supported by Developmental Service Agencies. The overwhelming majority of these transitions were the creation of new residential supports and services that did not previously exist in our adult service sector.

In addition to those connected with Waterloo Region, the TAY department has coordinated plans for TAYs from 11 other Child Welfare agencies in Ontario. Currently, Emily and Steve are actively planning for 129 individuals from across the Central Region.

## Dylan's Story

Dylan is a positive example of a young adult who has taken full advantage of the TAY supports available to him. Dylan resides with his foster family in Waterloo where he has thrived. He has blossomed with their consistency, structure, routine and ongoing coaching to complete tasks of daily living. As a previous Crown Ward of Halton Children's Aid Society, Dylan was referred to the TAY department to plan for residential and community participation as an adult.

Dylan is looking forward to beginning post-secondary education this fall at Humber College in the Culinary Arts Program while continuing to work three days a week in the kitchen at the University of Waterloo.

Dylan has expressed his wishes to continue living with his current foster family with a future plan to live as independently as possible. Dylan recognizes that TAY supports will continue to aid him in achieving his future goals and dreams.



We wish to recognize and congratulate Dylan on his efforts and wish him further success in the future.

# JOSH'S STORY



**L**ast November, a few months shy of his 6th birthday, Joshua was placed at Sunbeam Centre in Vos Group Home. My wife Andrea and I always knew that Josh would require full-time care; as we got older, as he grew heavier and as his needs increased. We just weren't expecting that time to be now. We had just relocated from Toronto, and were searching for a home that could be retrofitted to suit Josh when we got the call that a spot was open at Sunbeam.

When Josh was born, we had high hopes for him. During his first months he seemed healthy, and we were looking forward to the day when he would learn to crawl, walk, run and talk. At six months we noticed some differences with Josh and a visit to the neurologist left us with a diagnosis of Global Developmental Delay.

At two years old Josh was formally diagnosed with Allan-Herndon-Dudley Syndrome (AHDS), a rare genetic disorder affecting mainly boys. Symptoms

include weak muscle tone and underdevelopment of many muscles. Josh is non-verbal, cannot walk, sit up unassisted, or feed himself. His brain development is significantly delayed and he has several other medical issues. Josh is, to use the common term, medically fragile.

Despite all of this Josh is also a magnificent looking boy with a very sweet nature. He loves being taken into the water and being played with on the floor.

Andrea has always had a special bond with Josh that no one else can quite match. She feeds and cares for him and even goes through the ordeal of trying to read picture books to him - a complex exercise due to his low muscle tone and poor head control, requiring her to constantly reposition him so that his eyes stay on the page that they are reading. Andrea had also begun the task of turning Josh in the middle of the night. All of these tasks were starting to take a toll on Andrea and on our family. It was then that it occurred to me that





the opening of a spot at Sunbeam could very well be a God-send.

We did have a lot of questions and concerns. What level of care would Josh be receiving? Could we trust leaving him with strangers? How frequently would we be able to see him? What would our involvement in his life look like going forward? We met with Ladonna and Bev and found them to be sympathetic and responsive. We learned that Sunbeam is staffed by a variety of care professionals that can meet Josh's needs and provide him the best quality care.

Apart from attending school during the week as well as Summer Camp once the school year ends, Josh is constantly kept active at Sunbeam. Each day he enjoys time in his standing frame and other physiotherapy. He receives regular sensory baths and added stimulation in the Snoezelen room. He also enjoys swimming in the pool at least once a week, music and art therapy. By the time bed time comes around, Josh is happily exhausted.

It's wonderful to partner with such a great group of people at Sunbeam. The staff that work at Sunbeam are not there because of a paycheck. They regard nursing and care-giving as a vocation. They are cheerful, helpful and always professional. They have made us feel welcome and have proven that they are willing to work with us to ensure Josh receives the best level of care possible.

We are still very much involved in Josh's life. We often visit with him, taking him to the gym and spending time with him. We are also able to take him home for special occasions like his 6th birthday and Christmas. Andrea still accompanies Josh to medical appointments as well, where she continues to advocate for Josh and his needs.

We are so appreciative of what Sunbeam has done to help us cope as a family. I can honestly say that despite the sadness we sometimes feel at not having Josh with us, we have really never looked back. The decision may have been emotionally difficult, but in every other way it was a no-brainer. While Josh cannot speak with us verbally, his good cheer and overall disposition tell the story. We feel very much at peace with our decision to have him in care at Sunbeam and look forward to seeing him progress and enjoy life to the best of his unique capabilities in the future.

*Written by his dad Mark*



# MELISSA'S STORY

**M**y search for the perfect volunteer placement began approximately four years ago. With the help of the Developmental Services Resource Centre and Sunbeam Centre staff, it only took a short time to find my current position at Freeport Hospital.

Once we discovered that Freeport needed volunteer assistance, an interview was set up for me. I had my interview, went on a tour of the facility, met the coordinator of the program and received my nametag. I was very excited to have this opportunity.

I have now been volunteering for almost three years and enjoy it immensely. When I began volunteering I used the Volunteer sign in book. Now, with the help of my coordinator, I have learned how to use the computerized system to sign in. My duties as a volunteer are to assist with delivering snacks and mail to patients. I replenish supplies such as straws and shirt protectors, as well as moving chairs to prepare the dining room for dinner. After snack time is over I take the trays back to the kitchen and I am then able to socialize with the patients.



I wanted to become a volunteer so that I could get out of the house and feel good about myself while I was helping others. That is the most satisfying part about volunteering – socializing and helping the patients. My volunteer placement has been a wonderful, fulfilling experience. I have made many new friends and learned many new skills.



*Written by Melissa*





**T**his year the theme of National Volunteer Week is “Volunteers are the roots of strong communities.” By definition, a volunteer is one who offers service of his own free will. A community is any group of individuals sharing a common interest. The mission at

Sunbeam Centre is to enhance the quality of life for people with disabilities. Our volunteers all share a common interest: to make life better for the people of Sunbeam Centre.

Working alongside our employees, volunteers donate time and talent to help us meet our mission. This year we had approximately 105 active volunteers who gifted well over 3014 hours of precious time. Of special note, Day Program volunteer, Kelly Fugard, reached the 1000 hour mark in her volunteer career. That is a rare and commendable achievement. We are very lucky to have Kelly’s dedicated service.

Our volunteers are a diverse group of people. We have high school, college and university students, retirees, working professionals, stay-at-home moms, new Canadians, recent graduates, retired Sunbeam employees and current Sunbeam residents. They bring a vast array of skills and experiences to the organization.

Our volunteers serve our clients in many different ways. We have a volunteer Board of Directors, gardening groups, pool assistants, friendly visitors, cooking assistants, musical performers, reading buddies, toy cleaners, Early Years Centre program assistants and outing assistants. Our volunteers provide opportunities

for our clients to play games, use computers, scrapbook, do crafts, play instruments, sing and participate in dances. They make the clients feel good about themselves by helping them do their hair, paint their nails, or just listening and making time for them. They provide support and encouragement at special events and activities.

Sunbeam volunteers provide our clients with consistent meaningful connections to the greater community. By sharing their experiences with family and friends, our volunteers raise awareness about issues affecting people with disabilities. The full impact of volunteer involvement cannot be accurately measured. Our volunteers are invaluable members of the Sunbeam team.





## Individuals & Families

Lorna Aberdein  
Ann Archer  
Jackie Atkinson  
Angela Balkovec  
John Banks  
William Benn  
Patrick Berg  
Dr. B.J. Bergman  
Robert Blacquiére  
Ron, Eduina & Brad Bloomfield  
Linda Bluhm  
Jeanne Boccanfuso  
John & Susan Bowey  
Bob Brockelbank  
Ted & Mary Brough  
Ben Brown  
Bruce Brubacher  
Don Campbell  
Antonio Carlucci  
Luigi Carlucci  
Michael Carlucci  
Judy Chandler  
Helen Chiarelli  
Rose Christie  
Andy Clow  
The Family of Elisabet Columbus  
John T. Conrad  
Linda Cooke  
Lois Crofoot  
Tim Cronin  
Mike Croth  
Rosemary Danayka  
Carolyn Davidson  
Rosemarie Davis  
Bernice Day  
Ellen E. Day  
Pamela Debeus  
Helen Deckert  
Daryl Dee  
Diane Deighan  
Catherine DiCecca  
Jim DiCecca  
Deborah Donau  
Carol Duffy  
Donna Durst  
Kyle Fournier  
Donald Freeman  
Ken D. & Susan Frid  
Michael Friel  
Louise Garfat  
Dennise Gaw  
Laurie Geschi  
Roy & Marlene Gilles  
Shannon Gingrich  
Bernard Gohl

Robert Gorel  
Donald M. Grant  
Murray Haase  
Glen Hahn  
Dr. Paul Hartleib  
Dianne Hatchwell  
Joyce Hause  
Stephen Hayden  
Gerald & Maria Heffler  
Philip Hennelly  
Amanda Hesch  
Mary Ann Hicks  
Stephen Hickson  
Anne Hind  
Jennifer Hinrichs  
Cheryl Hugill  
Shelley Hunt  
Sandra Husser  
Anne R. Jack  
Dr. Roderick & Alberta Jack  
Mark & Mary Jaglowitz  
Dennis & Patricia Jenkins  
Kathy Jolicoeur  
David H. Jones  
Betty Karl  
Ann Marie Kennedy  
Elizabeth Kerr  
Michelle Khandelwal  
Katrin Kuttis  
Kathleen Ladzik  
Rheal Lamothe  
Keith & Martha Lane  
Kelly Lawley  
Gary Leduc  
Trish Legault  
Johann Leinweber  
John Lengyell  
Louise Leonard  
Christine Lewis  
Christine Lindner  
Irmgard Logemann  
Mary Lowry  
Nancy MacLean  
Neil Main  
Kelly Mann  
Robert Mann  
Tony Marchand  
Chris Mathers  
Mas Matsui  
Pat May  
Grant McDonald  
Sam McElrea  
Crystal McGuire  
Katherine McLeod  
James J. McNeil

John McVicar  
Ken Membury  
Alison Meyer  
Marlene Miller  
Brian Mitchell  
Florence Mitchell  
Richard Mitchell  
Sandra Moores  
Mary Mueller  
Marlene Oberle  
Bonnie Palfrey  
Lucille Pappillon  
Darcy Phipps  
David & Deb Pickles  
Clare J. Pomeroy  
Neil Reinhardt  
Manny Reis  
Jeff Rockel  
Alice Roeder  
Antonio Roma  
Brigitte Roth  
John Rousseau  
Paula Rush  
Bob Saccomano  
Ron Schaaf  
Jeanette Schenkel  
Fred Schiedel  
Wilma Schill  
Paul Schneider  
Peter Schneider  
Joan Seabrook  
Chris Sebastian  
Irma Sebastiano  
Manfred & Doreen Seidl  
Stanley Shalay  
Russ Shouldice  
Peter Sims  
Brian & Martina Smith  
Gerald Smitham  
Ellen Sparry  
Don Stewart

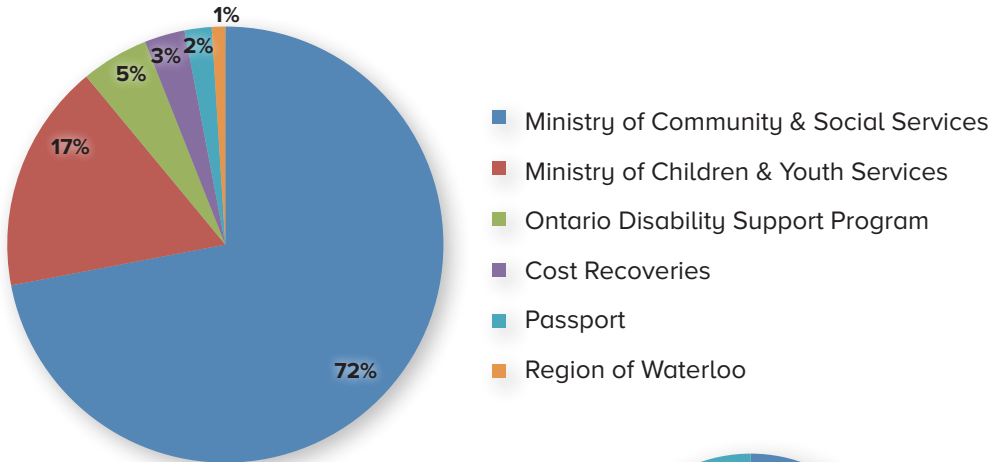
Robert A. Sutherland  
Maryanne Szuck  
James H. Tait  
Vince Tedesco  
Carolyn Thomas  
Zelda Thomas  
Leo Tukums  
Debbie Vanwalraven  
Margaret Voll  
Rose Vranes  
Rick Wadsworth  
George & Nancy Wagner  
Eva Wallace  
George Wallace  
David W. Watson  
Peter Webb  
Brenda Weber  
John & Wendy Weber  
Donna Weiler  
Ursula Weiss  
David J. Westfall  
Justice Colin R. Westman  
Dr. W. John Whaley  
Gary Whetung  
Martin White  
Robert White  
Eleanor Whitelock  
Deb Widdes  
Barbara Wilgar  
Richard & Eileen Wilhelm  
Claire Wilson  
Tim Wilson  
Dr. Sandra Wismer  
John Wittnebel  
Ken Woodhouse  
Stan Wrobel  
Kathleen Wyllie  
Liberato Zappitelli  
Pasquale & Sandra Zita

## Organizations

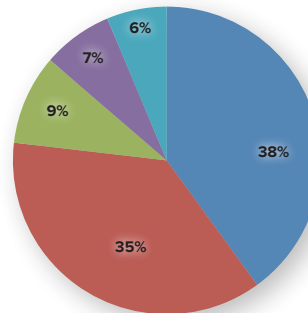
Greenway Nursery  
Lions Club - St. Jacobs  
Kurt Foundation  
Martin Mills Inc.  
PSG Plumbing & Heating Ltd.  
Ross & Doris Dixon Charitable Foundation (14/15, 15/16)  
Schiedel Construction Inc.  
St. Agnes Catholic Elementary School  
The Osborne Group Toronto Inc.  
The Owl's Nest - City of Waterloo Rec Centre  
Toyota Motor Manufacturing Canada Inc.  
Woodhouse Group



## Operating Revenue Sources 2015/2016

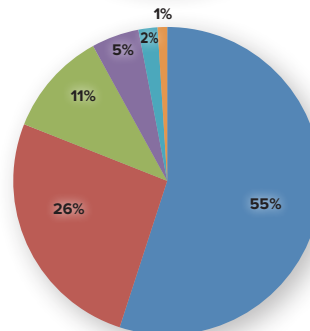


Finance		2015 – 2016	2014 – 2015
Revenue	Operating	\$27,182,255	\$20,352,408
	Non operating	\$168,785	\$220,956
	<b>Total Revenues</b>	<b>\$27,351,040</b>	<b>\$20,573,364</b>
Expenses	Operating	\$27,223,995	\$20,401,574
	Non operating	\$190,885	\$182,544
	<b>Total Expenses</b>	<b>\$27,414,880</b>	<b>\$20,584,118</b>
<b>Surplus/Deficit</b>		<b>-\$63,840</b>	<b>-\$10,754</b>



### Where Money Was Spent


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



### How Money Was Spent

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





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

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

**Values:**

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