



ANNUAL REPORT 2021 - 2022

# Stronger Together

Inclusive communities where people of all abilities are valued.



**Celebrating 65 Years**  
in the Kitchener-Waterloo Community



# Message from the Chief Executive Officer

Resiliency, Innovation and Growth. These words capture the experience of the Sunbeam Community the past year.

Through the many ups and downs of the COVID-19 pandemic, and the forever changing infection control precautions that helped keep everyone safe and well, Sunbeam's dedicated and skilled staff demonstrated their commitment, resiliency and professionalism throughout. It is a privilege, and a humbling experience to lead such a dynamic and responsive organization, where our first focus is always on the people and families we support.



Sunbeam is the designated **Infection Prevention and Control (IPAC) Champion Co-Lead for Waterloo Region**, providing information, resources, supports and expertise to all local organizations funded by the Ministry of Children, Community & Social Services (MCCSS). We could not do this alone, relying on collaboration and trusted partnerships with Region of Waterloo Public Health, Ontario Health, local Ontario Health Teams, the Provincial Network on Developmental Services and our many Developmental Services partner organizations across Ontario.

The COVID-19 vaccination pop-up clinics hosted by Sunbeam in 2021 were a “made in Waterloo Region” initiative that helped accelerate the availability of vaccinations to the people we serve. Our brand new, state-of-the-art Specialized Dental Clinic was developed, we celebrated Sunbeam's 65th Anniversary of Service and strategic growth continued by expanding Sunbeam's service capacity. In the past year alone, we launched the Sunbeam Kids Hub program, the Roseville Group Home, two specialized group living programs in Cambridge, and continued to expand our group living programs across Waterloo Region.

I would also like to acknowledge the visionary governance provided by Sunbeam's Board of Directors. We will soon be saying farewell to three long-serving board members as their terms come to an end - our President, Ben Spengen (7 years), Secretary and Governance Chair, Mark Schneider (9 years) and Treasurer and Finance Chair, Dave Otto (30 years), and welcoming a number of new community volunteers to the Board of Directors. On behalf of everyone in the Sunbeam Community, I would like to extend a sincere thank you to our Board of Directors, past and present, for their deep commitment to Sunbeam's Mission, Vision and Values.

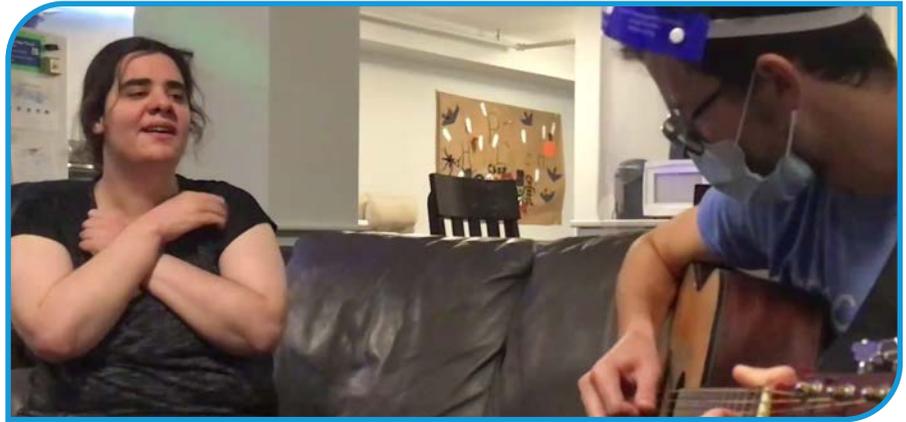
The community demand for trusted, quality programs that respect and empower individuals to live their best lives possible continues to grow. Sunbeam remains committed to serving as the trusted provider of choice across the many communities that we serve across the Central and West Regions of Ontario.

Watch us Grow! Thank you for your continued support.



**Brian Swainson**  
Chief Executive Officer

*Brian Swainson*



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# Message from the Board President

In the past year, Sunbeam continued as a developmental community leader in pandemic management. Through a collaborative community effort, the success of the on-site vaccine clinic, sharing PPE supplies, and ongoing communication demonstrated our commitment to the health and well being of our clients and employees. On behalf of the Sunbeam Board of Directors, thank you to all staff for your unending determination to enrich the lives of people served.

The Board is committed to ensuring a strong future for the Sunbeam organization. The strategic plan provides an overview for organizational growth, and this year was no exception. The Community Living programs were expanded with the acquisition of Sunbeam Kids Hub and Roseville Group Home properties as well as two specialized group living programs in Cambridge. Further, a new specialized dental clinic was developed to serve the unique needs of Sunbeam clients and the broader developmental community.

Over the last year, the Board initiated an education program which included presentations from key managers across the organization, as well as off site governance training. Most importantly, this program includes spotlighting persons served, providing a greater understanding of their lives and how we can make a difference. A truly rewarding learning experience for all!

Last year marked Sunbeam's 65th anniversary, and as we begin a new fiscal year, we look forward to continued growth of the vital community services provided by Sunbeam while holding steadfast our commitment to our mission and the values we believe in.

I have proudly served as a member of the Sunbeam Board since 2015 and my term ends June 30/22. My family and I will continue our strong support of the organization. I am pleased to announce Ann Marie Yantz as the incoming President, leading a dedicated team of volunteers that make up the Board.

Best wishes Ann Marie and the Board!

**Ben Spengen**  
Board President





PLAY VIDEO

# Sunbeam's 65th Anniversary

## Sunbeam's Origin Story

The founders of Sunbeam, Pieter and Johanna Vos, were born in the Netherlands, where they grew up under Nazi occupation. Johanna was a nurse. Pieter was a missionary. They came to Canada, where they were heavily involved in the Salvation Army and made connections with the Mennonite community in the Waterloo Region area.



*Johanna and Pieter Vos*



Pieter and Johanna purchased their first home at 552 Frederick Street, where Sunbeam began in 1956. Pieter and Johanna converted the garage into a nursery where they would eventually care for 20 children. The family moved to 4 Willow Street, where the Vos' children began to take a much more active role in the organization, as the number of children in care continued to grow.

*— First Sunbeam Home on Frederick Steet*

They continued to expand and purchase new properties, to allow them to care for close to 300 children. In the 1970s, under the tutelage of Dr. Kogler, new programs, such as physio and recreation were added, along with dental clinics, and a family research center.

Though Pieter passed away in 1997, and Johanna passed away in 2001, their legacy lives on at Sunbeam.



*Family Research Centre*



*Dental Clinic*



*Recreation*

# Governance and Leadership

Sunbeam Community & Developmental Services is governed by a voluntary Board of Directors.

The Board is comprised of a diverse group of skilled, talented and experienced community leaders who give generously of their time to attend Committee and Board meetings. The Chief Executive Officer and Management Team are responsible for the day to day operations of the organization and report regularly to the Board of Directors.



## 2021-2022

### Board of Directors

- Ben Spengen, President
- Ann Marie Yantz, Vice President
  - David Otto, Treasurer
  - Mark Schneider, Secretary
  - John Goerzen
  - Laura Holtom
  - Michael Osmar
  - Susan Russell
  - Connie Smith
  - Mandi Sweiger
  - Krista Trow

### Governance Committee

- Mark Schneider, Chair
- John Goerzen
  - Krista Trow
  - Ben Spengen, Ex-Officio

### Finance & Audit Committee

- David Otto, Chair
- Susan Russell
  - Ben Spengen, Ex-Officio
  - Mandi Sweiger

## Fall 2021

### Management Team

- Brian Swainson, Chief Executive Officer
- Laura Thies, Chief Operating Officer
- Denis Zikovic, Community Relations Manager

### Developmental Services Ontario

- ▶ Nancy Plater, Director
- Nancy Gilchrist, Manager
  - Michael Dionisi, Supervisor
  - Diane Lilloco, Supervisor

### Sunbeam Developmental Resource Centre

- ▶ Tracy Erb, Director
- Neil Butler, Manager
  - Deborah Gellatly, Manager
  - Jen Shows, Manager
  - Tracey-Ann Corrigan, Supervisor
  - Steve Sindle, Supervisor

### Sunbeam Community Living Services

- ▶ Lourdes Toro, Director
- Heather Leisegang, Manager Clinical Services
  - Kaylee Best, Manager
  - Shereta Bowers, Supervisor
  - Christine Blocki, Supervisor
  - Stallin Brown, Supervisor
  - Dawn Dubien, Supervisor
  - Jaclyn Gauvreau, Supervisor
  - Gary Gfroerer, Supervisor
  - Michelle Hunter, Supervisor
  - Dana Love, Supervisor
  - Adrian Schadenberg, Supervisor

Tim Wilson, Chief Administrative Officer

### Administration and Support Services

- Sana Ali, Manager Financial Services
- Phill Karasinski, Manager, Plant Operations
- Natalie Perna, Manager, People and Culture



# SUNBEAM'S VISION, MISSION AND VALUES

*are the foundation of everything we do...*

## Sunbeam's Diversity, Inclusion, Equity Statement

Sunbeam is a diverse, inclusive, and equitable workplace where all employees, volunteers and service providers, whatever their gender, race, ethnicity, nationality, age, sexual orientation or gender identity, education or disability, feel valued and respected.



### VISION

Inclusive communities where people of all abilities are valued.

### MISSION

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

## VALUES

*We believe in:*

- Openness** An open culture creates a deeply respectful, honest and joyful working environment.
- Responsiveness** With thoughtfulness we proactively engage our opportunities and challenges.
- Communication** Great communication is a cornerstone to our success as an organization.
- Planfulness** We believe it is necessary to be intentionally strategic in all our goal setting, planning, operations and service delivery.
- Collaboration** Working together towards shared success leads to the best possible outcomes.

# The Sunbeam Community



## Jacob

**Jacob was interested in sharing about himself, and his move to a Sunbeam Home.**

I am 23, have blue eyes, and I am tall. I had lived in a lot of group homes before and moved to my home at

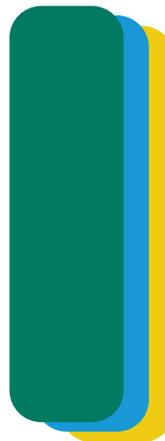
Sunbeam last year. At first, I was anxious about living in my new home and having new staff. After I got use to everyone and my home, I have started to do more things. I like where I am living. It is like being in the country. I like seeing the squirrels, and bunnies, and even saw a coyote and a fox. I like the trains going by too. I like walking in the back yard to the river. I like fishing too.

I am learning to bake muffins, and I am starting to do my dishes after my meals. I vacuum the living room rug and wipe down light switches and door handles as well.

I like watching hockey on the television with staff and watching videos on my Tablet. I want to try riding my bike again when it is warmer. I am swimming two times a week at the Sunbeam pool. I enjoy going for long walks on trails and in parks in the area with staff. I have fishing poles, and I am going to get my fishing license. I will be helping staff pick up groceries and will help sort them and put them away. When I am upset, I can call the Manager even at night. This helps me when I don't know how to say how I am feeling to the staff sometimes.

Jacob's father shared that Jacob has changed over the year he has spent at Sunbeam. He is able to express himself and share how he is feeling to his father and his mother which he was not previously able to do successfully. Before his move, Jacob could not be in a car for more than 10 minutes and now likes car rides. Jacob's father has observed that the staff know Jacob, what he likes and does not like and how to speak with him. He stated Jacob seems happier - their weekly family visits are positive and after a few years of not being able to, they had their first overnight visit, which was very positive. The team approach to Jacob's care is valued - Jacob's father appreciates how the manager and staff work collaboratively to ensure Jacob has the best care and support provided to him.

Jacob's father stated he appreciates how the manager and staff work collaboratively to ensure Jacob has the best care and support provided to him. There is a team approach to Jacob's care that is appreciated.



**They said  
what? About  
who??**



# Sunbeam Shoutouts

## **Jessica shouted out Kerry, both at Developmental Services Ontario, (DSO)**

Kerry is kind, compassionate and able to build rapport easily with everyone she comes in to contact with. She is open minded, an advocate and has been a dedicated Assessor for over 10 years. She has supported countless new Assessors in their training and is always willing to help. She creates a comfortable space for individuals and families going through the assessment process and makes it as enjoyable as she possibly can, while being invested in learning as much as she can about the person being assessed.

## **Tiffanie shouted out Wendy, both at DSO**

Wendy demonstrates Sunbeam's value of openness as she has a genuine enthusiasm for her work and is always making our team smile whether during a virtual huddle or team meetings. She sees the very best in others and her positivity is contagious.

## **Julie shouted out Lawrence, both at Kingsdale-Sims House**

Lawrence demonstrates Sunbeam's value of communication. He is great at communicating and working together.

## **Lorraine at Sunbeam Developmental Resource Centre shouted out her coworker Rehana....**

Rehana is always quick to respond and support our team whether it is with scheduling workshops or preparing resources. Her skills and professionalism help us provide workshops and information through our newsletter that educate and support the families we serve.

## **Jolayne (Kingsdale-Sims) shouted out Kelly (Vos)**

Fabulous, caring, supportive and such an amazing lady! The word nurse is described thru her! Her support is above and beyond!

## **Giselle shouted out Judy, both work in the Day Program**

At the Day Program, our team has been split up for nearly 2 years. Judy is still collaborating and suggesting ideas for amazing programs as they pop up around her. Judy brings a unique quality to the program, as she easily spots community activities and can envision an amazing experience for our persons served, and she puts them into action. Thank you Judy!

# Community Living Services in the last year...

COVID-19 continued to test our resiliency and our capacity to manage through it safely and with compassion. It completely changed our behaviours, the way we conduct ourselves, how we interact with people; it made us think about our connectedness, taught us about our responsibility to all our fellow citizens, and made it really clear how much we need each other.

Despite the uncertainty, the constant challenges, and the chaos we experienced at times, Community Living Services kept going. Not only did we continue providing services in all our existing residential programs, but in the midst of it all, we also managed to grow.

Amid a pandemic we managed to expand the overall capacity of our group supportive living programs in the community and launch the Sunbeam Kids Hub children's respite program.

We have also had the opportunity to add new, important and enthusiastic professionals to our team, with expertise in the areas of developmental, clinical, medical, behavioural and recreational supports.

*Supervisors putting together  
Holiday gifts for their staff*



## Supervisors

Christine, Kaylee, Gary, Michelle,  
Dawn and Dana



Aiyana and Lisa having some fun

Our Community Day Program was offered via virtual technology throughout the year, allowing us a far reach into many communities, and the Day Program also offered limited in-person attendance during times when the pandemic was not surging. Re-integrating and welcoming back our community participants has been very exciting, as familiar faces return and friendships are rekindled!

Sunbeam Kids Hub, was beautifully renovated in the summer of 2021 allowing us to launch a gradual return to service for our children's overnight respite program. We are also moving forward with a summer camp this year and potentially an after-school program.

Overall our many teams in Community Living Services did an outstanding job of facing the many challenges presented by the Pandemic over the last two years by working closely together, keeping informed, and balancing safety with compassion. And our commitment to inclusion, diversity and community participation hasn't changed, as we recognize that our greatest strength has and will always be our people and our values.

Respectfully,

**Lourdes Toro**, *Community Living Services, Director*



**Sandra and Amber**  
*Enjoying some gym time at Kingsway*

## Sunflower Growing Contest



**Stacey**



**Sammy**

# 2021 – 2022 Program & Service Highlights

In 2021 - 2022 more than 15,000 children, youth, adults, older adults and families received services and supports from Sunbeam Community & Developmental Services.

PROGRAMS & SERVICES	OUTCOMES
<b>Sunbeam Developmental Resource Centre</b>	
Service Coordination/Adult Protective Support Worker	601 persons and families
Resource Referrals	194 resource level referrals
Resource Clinics	202 persons
Behavioural Services	180 consultations
Coordinated Service Planning	148 persons
Autism Spectrum Disorder Services	72 consultations
Social Work Services	271 consultations
Health Education	45 consultations
Information and Support Workshops	510 attendees
Fetal Alcohol Spectrum Disorder Coordination/Resource/Workshops and Caregiver Training	137 persons and families
Family Supports Ontario Autism Program	166 resource level supports
Speech and Language Services	141 consultations
Referrals for Respite Services Registry	124 referrals
Respite Coordination	26 individuals
Service Resolution / Service Solutions	109 persons and families
Quality Assurance Measures/SOR Reporting	110 persons and families
Transitional Aged Youth Supports	80 persons
Host Family Home Program	5 persons
<b>Total Individuals and Families Served</b>	Over 3285 persons and families, annually
<b>Sunbeam Community Living Services</b>	
Residential Group Homes & Specialized Services Sites	103 persons served at 23 locations
Caregiver Respite	21 individuals supported (17 children, 4 adults)
Virtual/In-Person SCOP	Up to 119 people supported
Passport Programs	125 persons
Seating Clinic	95 persons
Dental Clinic	Non-urgent services temporarily suspended due to Pandemic
<b>Developmental Services Ontario - Central West Region</b>	
Intake	706 persons
Information Provision	5410 information responses
Housing Navigation	355 persons
Outreach	387 persons
Triaging	3593 service responses
Eligibility Confirmations	672 persons
Assessment of Support Needs	733 persons
Connecting Individuals to Available Services	257 service responses
Urgent Response	164 service responses
<b>Total Individuals and Families Served (Services, Supports, Referrals, Communications)</b>	Over 13,000 persons and families, annually

**Communities Supported:** Waterloo, Halton, Peel & York Regions, Wellington, Dufferin & Simcoe Counties

# Sunbeam is growing!

In just over a year we have gone from supporting 88 individuals across 18 group living locations, to now supporting approximately 110 persons of all ages across 25 group living locations in Waterloo Region, including St. Jacobs, Waterloo, Kitchener, Cambridge and Roseville. When you also consider the many individuals and families served by Sunbeam's overnight respite programs, our growth and reach has such a positive impact on the many communities we serve.

In the time that I have worked at Sunbeam, I have never witnessed such rapid expansion of our group living and respite programs. What makes this unique is that we were able to do this amid a global pandemic, when it seemed that many community opportunities were on hold, not expanding. In this second year of the COVID-19 pandemic, our staff teams continued to achieve Sunbeam's mission to provide innovative opportunities that enabled the people we support to reach their goals and achieve recognition of their value in the community.

Sunbeam has also undergone an evolution in its ability to serve individuals having a broad variety of needs, including providing clinical expertise for individuals having medically fragile / technologically dependent support needs, offering supports with activities of daily living and life enrichment activities for all individuals served, and offering the required expertise to help persons having more diverse and complex developmental and behavioural support needs to live their best lives.

Through our trusted collaboration with the Ministry of Children, Community & Social Services and other community partners, and with much innovation, Sunbeam continues to exceed the expectations of the community.

One great example of innovation is how the organization quickly pivoted early in the pandemic to provide virtual program support options to staff, individuals and families. Sunbeam's Management Information System (MIS) team was certainly up to the challenge, quickly providing hardware (laptops, tablets, headsets and more), software and connectivity to allow us to seamlessly continue providing programs and services during the most challenging of times. Staff at the Sunbeam Developmental Resource Centre (SDRC) and Developmental Services Ontario (DSO) Central West Region were able to continue their important work with families in the community through this virtual connectivity option. With the aid of virtual programming, the Sunbeam Community Outreach Program which regularly supported approximately 50 individuals pre-pandemic through scheduled programming, and up to 200 persons on community drop-in days, was able to further expand its reach through limited in-person programming for community members and building an incredibly broad client following across Central and South-West Ontario through its virtual, online programming.

As a member of the Compliance & Quality Assurance team at Sunbeam, I see everyday that growth means both new challenges and new opportunities. I am very excited to be part of the Sunbeam Community as it continues to broaden its reach and make such a positive difference in peoples' lives!



**Kim K.**

*Continuous Quality Assurance Coordinator*

# THANK YOU



## SUNBEAM STAFF ANNUAL LONG SERVICE AWARD RECIPIENTS

*Many thanks to the dedicated staff at Sunbeam who put so much care and compassion into their work.*

### Fall 2021 Long Service Award Recipients:

#### 45 Years of Service

Myrtle Clarke  
Julia Schneider

#### 30 Years of Service

Meri Lou Bauman  
Kerry Weir

#### 25 Years of Service

Michelle Hunter

#### 20 Years of Service

Candace Rinaldi  
Laura Theis

#### 15 Years of Service

Tracy Erb  
Kay Farquharson  
Eblan (Abe) Ibrahim  
Marija Jungbolt  
Jennifer Lamarre  
Yolanda Mondragon  
Tracy Roberts Schwartz  
Dianne Walters

#### 10 Years of Service

Jeannie Chaves  
Cathleen Darlington  
Pearl Fernandes  
Nancy Gilchrist  
Jenny Kuspira  
Michelle Ranger  
Andrea Robinson  
Kerry Samuels  
Tara Stilwell

#### 5 Years of Service

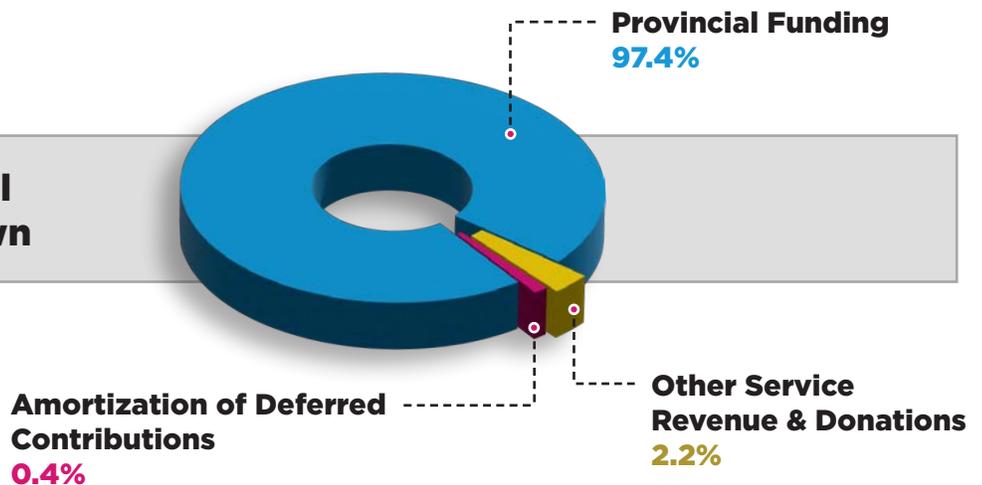
Janet Appleby  
Cassidy Bange  
Rikia Burnette  
Maria Castro  
Lauren Harris  
Nicole Harris  
Ashley Langlois  
Catherine Legere  
Heather McDougall  
Jade Soehner  
Amanada Stanzel  
Christina Stiles  
Kathleen Weir  
Tamara Wettlaufer

# 2021 - 2022 Financial Highlights

<b>REVENUE</b>	<b>\$ millions</b>	<b>EXPENSES</b>	<b>\$ millions</b>
Provincial Funding	51.370	Community Living Services	19.377
Federal Funding	--	Sunbeam Developmental Resource Centre	27.317
Other Service Revenue & Donations	1.145	Developmental Services Ontario	2.295
Amortization of Deferred	0.239	Corporate Services	2.569
		Other & Contribution to Reserves	1.196
<b>Total Revenue</b>	<b>\$52.754</b>	<b>Total Expenses</b>	<b>\$52.754</b>

## REVENUE

### 2021 - 2022 Annual Revenue Breakdown



**Julie and Gabe**



*Autism Services  
through Sunbeam  
Developmental  
Resource Centre,  
supporting local  
families*

“ It takes a village to raise a healthy child. Sunbeam has been an integral part of our family’s village.

Navigating the ocean of confusion and complexities that an Autism diagnosis delivers can be frightening and daunting when you love your child. You want to protect your child and prepare them for the world, ensuring they are surrounded by people who are supportive of their individuality with compassion and empathy. Most importantly, we want everyone to see and embrace the uniqueness of our children. Sunbeam staff met and exceeded my expectations in these ways while they also simplified the process of facilitating appropriate programming.

As a family, we have faced many challenges together. Without Sunbeam’s creative and proactive services, my son and I would not be the same empowered people we are today without the highly qualified, empathetic, and humanistic people at Sunbeam.

”

## Developmental Services Ontario (DSO) ANNIVERSARY

### DSO has come a long way baby.....

In 2011, with only 3 of our 5 offices ready for opening, a limited provincial database, and everyone receiving assessor training throughout the province, the DSO's original staff of 15 launched what would become the version of the DSO that we now know and love.

The team has managed through thick and thin; windowless offices, self taught database usage, a desk shortage, and working from home before it was cool to become the well known and trusted community resource it is today.

Over the last 10 years, our small but mighty team has expanded to a staff complement of over 30 people housed in much better offices where we can benefit from the experiences, energy, and resources each individual brings. We now have a database of over 13,000 clients served, and we know that list will keep growing!

Our offices have changed, some people have come and gone but the DSO team has remained consistent in supporting one another for the good of the individual, the team, and the community that we serve. Teamwork has always been very important at DSO; even before Covid it was easy to feel isolated working across the region and even within our communities. But support, sharing of resources, gatherings of teams, potlucks, holiday parties and laughter got us through the last 10 years - we know these same things will help us as we develop into our next 10 years as well.

“

..the DSO team has remained consistent in supporting one another for the good of the individual, the team, and the community that we serve.

”



Michael Dionisi and Nancy Plater  
*Mississauga Office*



“

I am very grateful to be welcomed on to a team of people who come from diverse professional backgrounds. This team is filled with knowledgeable, passionate and supportive professionals. Despite the continued learning I will need to undertake to develop my skills, I feel confident that I can rely on any one of my teammates to answer my questions and lead me in the right direction.

- Paeton, Assessor

”



**Developmental Services Ontario**

**Central West Region**

Your access point for adult developmental services.

**1-888-941-1121**

**Remember to call your DSO if:**

- You finish school
- You change your address or telephone number
- You have a change in your primary caregiver
- You have a change in the adult services you are receiving or adult services you are requesting
- Your support needs change significantly



**CONNECT WITH US!**  
[dsontario.ca](http://dsontario.ca)

**L-R: Diane, Andrea, Amrita, Tiffany**



**L-R: Christina, Jessica, Kate, Nancy**



**L-R: Wendy, Pearl, Donna, Jessica**



# Sincere Appreciation to All of Our Donors, Sponsors and Supporters

For the last 65 years, Sunbeam Community & Developmental Services has made a real difference in the lives of thousands of individuals and their families. We are continually adjusting our programs and services to meet the needs of the many people who rely on them. Because of the generosity of our many donors, we've been able to make vital programs and services available both to the individuals we support and their families. Programs such as our overnight respite, hospital stay and our newly renovated dental and seating clinics would not have been possible without the generosity of our incredible donors. Sunbeam wishes to thank each and every one of you for your on-going and committed support and we certainly look forward to serving our community for another 65 years!



**TOYOTA**



**United Way  
Waterloo Region  
Communities**



**KITCHENER  
WATERLOO  
COMMUNITY  
FOUNDATION**

- Hickey Family Fund
- Schneider Employees' Association Community Fund



GSC Sherry Peister  
Community Impact Fund

**RAYMOND  
DIETRICH  
MEMORIAL BBQ**



**SKYLINE**

Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

An agency of the Government of Ontario.  
Un organisme du gouvernement de l'Ontario.

**Sunbeam Kids Hub** - providing children's overnight respite services, supported by the generosity of our donors



# Thank You to Our *Volunteers*



**Candace**  
*Coordinator, Volunteer Services*

## Volunteers

Finding ways for our generous volunteers to continue sharing their time and talent with us during the pandemic has been challenging. We have been forced to rethink our traditional volunteer roles and create positions where volunteers can connect with us from a distance. Our solution has been to create an opportunity for community volunteers to contribute in an unconventional way - our "Volunteer Presents" blog series!

Volunteers showcase their knowledge, talent, skills and abilities through blog submissions for everyone to enjoy on our website. Sunbeam volunteers are incredibly talented in a variety of ways. They share recipes, art, creative writing, crafts, stories about their pets, ideas for places to visit and so much more. Our volunteer bloggers range in age from five years old to senior citizens. We have people sharing things just for fun and students creating blog articles to meet their high school volunteer hour requirement. We are also lucky to have many students from Wilfred Laurier University submitting articles as part of their community service learning placement. Students shared articles about everything from successfully growing house plants to painting tutorials, places to visit, craft instructions, and much more. Let our volunteers help you beat boredom by visiting our "Volunteer Presents" blog on the Sunbeam website today!

### Oh, the Places You'll Go



## Become a Volunteer at Sunbeam!



Volunteers make such a positive difference to the lives of the people in the Sunbeam Community. Our Volunteer program is re-launching with more exciting opportunities than ever! To learn more about becoming a volunteer at Sunbeam please visit us at: [www.sunbeamcommunity.ca/volunteer](http://www.sunbeamcommunity.ca/volunteer)

# Introducing...

Hello, my name is Corie and I am proud to be a new member of the Sunbeam Team.

I had spent the first 15 years of my working career in the “for-profit - corporate world”. However, after my husband and I joined Family & Children Services as foster parents, I realized Human Services was where my heart belonged!

I chose to leave the corporate world and accepted a rewarding position with Kids Country Club (KCC), a small nonprofit agency that provided overnight respite to Medically Fragile and Technologically Dependent children.

Over the next few years in my frontline administrative role there, I met and got to know some truly incredible children and their families! Then, this past summer, Kids Country Club became part of the Sunbeam Team.

Sunbeam has welcomed all the KCC families, and me, with open arms! Seeing and experiencing firsthand the passion of staff and leadership here at Sunbeam has been an inspiration to me. I am very excited to bring my own personal passion into my new role in the CQA Team (Continuous Quality Assurance), a department created by Sunbeam to ensure all persons we support are able to live their best life, while receiving quality supports and care.



**Corie**

*Compliance and Quality Assurance*

“

In my short time here, I can already see what a special place Sunbeam is, and I feel blessed to be a part of it!

”

*Corie*

To learn more about exciting employment opportunities at Sunbeam, please visit our jobs page at: [hiring.sunbeamcommunity.ca](https://hiring.sunbeamcommunity.ca)

# Sunbeam Seating and Mobility Clinic

Sunbeam's Seating and Mobility Clinic serves people with complex seating and positioning needs who are already recipients of support through Sunbeam Community and Developmental Services. The clinic also provides services to people within the larger community. We strive to find seating, positioning, and mobility equipment that will help the people we support function to the best of their abilities. We collaborate with local vendors to provide customized wheelchair seating systems, walkers, standers, and a variety of other items to facilitate safe and comfortable participation in daily activities. Our team consists of Sunbeam's Complex Care Coordinator, an Occupational Therapist who is also an Assistive Devices Program Authorizer, and local Seating and Mobility Sales Representatives and Technicians.

Our clinic has been in operation for over twenty years and along with the rest of the Sunbeam Family continues to grow and learn how to best support the needs of the diverse and amazing individuals in our community!



Brian Swainson, CEO (third from right) accepts the generous donation from members of the Raymond Dietrich Memorial BBQ Committee in support of Sunbeam's Specialized Dental Clinic

## A Great Day at the Seating Clinic

Simone, Mariana, Abe, and Adriana and Lisa in her new chair!




## Sunbeam Specialized Dental Services



Since the start of the pandemic, both Sunbeam as well as the families we support were forced to make many adjustments to their lives. During this time, our dental clinic has gone through an extensive renovation which will make us better equipped to support the needs of individuals living with developmental disabilities and/or who are Medically Fragile/Technology Dependent (MFTD) - populations which historically have struggled to find access to specialized services that meet their complex needs.

All our staff are trained to meet the individual needs of the people we serve and adapt the service to the person and not the person to the service. Using a person-centered approach, the care and compassion demonstrated by our staff will ensure that those we serve are treated with the dignity they deserve when accessing any or all our specialized and fully accessible services.

# COVID-19 Vaccination Clinics

## First Dose Clinics in March/April, Second Dose Clinics in June/July, Booster Shots then followed

### Sunbeam led the way to get shots in arms!

We wanted to send out a big thank you to everyone that helped us with making our “made-in-Waterloo Region” pop-up vaccination clinics possible. Through much hard work and careful planning, our community worked together to allow Sunbeam to run approximately 12 onsite vaccination clinics, delivering over 3,000 doses in a familiar, comfortable and supportive setting. From parking attendants, screeners, check-in, nurses, nursing students and administrators, all were crucial to the smooth operation of Sunbeam’s onsite clinics and we are so appreciative of the efforts of everyone involved!

Sunbeam also worked collaboratively with local and provincial partners to successfully advocate for prioritized access to vaccines for the people we serve as well as the caregivers (families and staff) who support them. We were so proud to offer the first dedicated clinics in the region providing vaccination doses to persons served and caregivers in the developmental services sector.

We couldn’t have done this without our many trusted partnerships - with the Region of Waterloo Public Health Unit and Ontario Health, with the Ministry of Children, Community & Social Services, and with our local partner organizations and many volunteers. The kind folks at Grand River Transit also stepped up to provided much needed transportation to and from our pop-up clinics so we could focus on supporting the people we serve through this new and unique experience. Well done to everyone involved!



“

We are filled with joy to learn that our daughter received the vaccine yesterday as part of this impressive effort to keep our loved ones safe. She loved the bus ride! Many thanks to all involved for this collaborative effort!

”



## Employee Connections Committee

Sunbeam is a diverse, inclusive, and equitable community organization where all clients, employees, volunteers and service providers, whatever their gender, race, ethnicity, nationality, age, sexual orientation or gender identity, education or disability, feel valued and respected.

The newly created, Employee Connections Committee (ECC) has been diligently working towards making Sunbeam Community & Developmental Services a more inclusive and equitable place to work. We were fortunate enough to partner with the Canadian Centre for Diversity and Inclusion (CCDI), which helped to facilitate training for our ECC members as it relates to diversity, inclusion, and equity.

During the first year of the ECC, a list of recognized days was established to celebrate the diverse population of both our staff and the people that we support. Upon the creation of our land acknowledgement statement, our entire organization has committed to opening each Board of Directors meeting with a land acknowledgement statement appropriate to the land on which sunbeam offers its programs and services.

We value the diverse perspectives from various departments at Sunbeam. We are continually exploring opportunities to learn and further promote a space where all people feel respected and valued for their many contributions towards the very important work that they do. Thank you to all the members of our ECC team for your hard work and dedication over this past year!

Read more at: [www.sunbeamcommunity.ca/diversity-inclusion-equity](http://www.sunbeamcommunity.ca/diversity-inclusion-equity)



To contact Sunbeam  
Developmental Resource  
Centre visit:  
**[www.sdrc.ca](http://www.sdrc.ca)**



To contact  
Community  
Living Services visit:  
**[www.sunbeamcommunity.ca](http://www.sunbeamcommunity.ca)**



To contact  
Developmental  
Services Ontario visit:  
**[www.dsocwr.ca](http://www.dsocwr.ca)**



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To discover different ways to lend your support to  
Sunbeam and our areas of greatest need, please visit  
our website at:

**[www.sunbeamcommunity.ca/donate](http://www.sunbeamcommunity.ca/donate)**

Sunbeam Community & Developmental Services is a  
registered charity, registration number: 108050899 RR 0001.

