

2025 - 2026



ANNUAL REPORT



Inclusive communities where
people of all abilities are valued

Sunbeam's Recreation & Wellness Program is designed to enhance quality of life for individuals living with developmental disabilities through fun, engaging activities focused on recreation, socialization, inclusion, physical health, and emotional well-being. Participants enjoy exciting programming throughout the community, build friendships, stay active, and participate meaningfully. Open as a fee-for-service option to Sunbeam clients and others in the community—eligible for Passport Funds. Participants must be accompanied by their own support person or family member.



Ready to join the fun? Contact us today!



(519) 893-6200 ext. 1211



recreation@sunbeamcommunity.ca



View our calendar of events:

<https://sunbeamcommunity.ca/recreation-and-wellness-events/>

Clinical Fee-for-Service with Sunbeam's Brightside Services



Unlock your child or youth's full potential with personalized, compassionate Applied Behaviour Analysis (ABA) therapy, complemented by Speech Language and Occupational Therapy Services in the Waterloo Region. Our experienced team creates individualized programs that make learning enjoyable and effective, helping families and children achieve their goals.

Affiliated with Sunbeam Community & Developmental Services, we deliver high-quality, evidence-based support tailored to your family's needs.

Start your journey with Brightside today!

NEW SERVICE OFFERINGS

Speech Language Pathology (SLP) Services | Occupational Therapy (OT) Services



(519) 741-1121



brightside@sunbeamcommunity.ca



Learn more about Brightside: <https://brightsideabaservices.com>

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Back Cover



Connie Smith
(She/Her)

Board President

Connie Smith



Brian Swainson
(He/Him)

Chief Executive Officer

Brian Swainson

Sunbeam's 3-Year Strategic Plan recently concluded, guided by a focus on community, inclusion, innovation and putting people first. During this time, Sunbeam continued to expand programming, strengthen service quality, and advance inclusion and belonging for the people and families we support.

Just a few significant achievements from the past 3 years include:

- Essential caregiver support offered through the Sunbeam Kids Hub overnight respite program for children with complex needs.
- Continued capacity growth in our Inclusive Living Program, and Transitional Aged Youth supports and oversight, to help meet the growing demand for services.
- The creation of the Sunbeam Snoezelen Lounge, providing a calming, multi sensory environment that enhances wellbeing.
- Growth of Housing Navigation through Sunbeam's DSO improving supports and resources to individuals and families.
- Strengthened advocacy and partnerships focused on accessibility, attitudes, rights and equity by helping to identify and reduce systemic barriers.
- Expansion of Brightside ABA and Clinical Services, bringing multidisciplinary clinical supports together to improve access and coordination, while reducing wait times for families.
- Continued investment in staff wellbeing and development, including training opportunities, wellness initiatives and recognition activities that honour the dedication of our teams.

This report highlights the positive impacts experienced by the people and families we support, and features a few of the individuals we support, along with staff and volunteers whose compassion and commitment bring Sunbeam's mission to life.

Looking forward, Sunbeam has just launched a new 5 Year Strategic Plan (2026–2031) to enhance our services, amplify our impact and strengthen our commitment to inclusion, innovation and choice.

We invite you to explore this year in review and stay connected as we move forward together, bringing our vision to life: Inclusive communities where people of all abilities are valued.

Serving the Sunbeam Community

Program and Service Highlights



In 2025 - 2026, more than **18,000** children, youth, adults and families received services and supports from Sunbeam Community & Developmental Services.

Developmental Resource Centre Programs/Services	Outcomes	
Autism Spectrum Disorder Services	206	Consultations
Behavioural Services	406	Consultations
Children's Psychiatric Clinic	213	Referrals
	216	Hours of Service
Community Passport Program Administration	79	Individuals
Coordinated Service Planning	117	Individuals and Families
Extensive Needs Service for Children	394	Consultations
Fetal Alcohol Spectrum Disorder Services and Supports	130	Individuals, Families and Community Training
Health Education	53	Consultations
Host Family Home Program	4	Individuals
Information and Support Workshops	225	Attendees
New Referral Intakes	543	Individuals
Quality Assurance Measures Oversight	150	Individuals and Placements
Resource & Foundational Family Service Clinics	522	Individuals and Families
Respite Coordination	11	Individuals
Respite Service Registry	134	Referrals
Service Coordination and Adult Protective Support Worker Services	741	Individuals and Families
Service Resolution and Service Solutions Coordination and Services	117	Individuals and Families
Social Work Services	715	Consultations
Speech Language Services	216	Consultations
Transitional Aged Youth Supports and Oversight	104	Individuals
Urgent Response Service	109	Individuals and Families
Total Individuals and Families Served	2,624	Individuals and Families

Extensive Needs Service
394
Consultations

Program and Service Highlights

Brightside Programs / Services Outcomes

Brightside Services	3,339	Hours of Service
Occupational Therapy	120	Hours of Service
Speech Language Services	318	Hours of Service
Urgent Response Services	81	Individuals and Families
Total Individuals and Families Served	221	Individuals and Families



Brightside ABA
3,339
 Hours of Service

Community Living Programs / Services Outcomes

Children's Overnight Respite Program	440	Days of Service
Community Outreach Program and Day Program	4,560	Attendances
Total Staff Accompaniment for Hospital Stays	3,655	Hours of Service
Hospital Stays	316	Days
Inclusive Living Group Homes	36,324	Days of Service
Inclusive Living Group Homes and Overnight Respite Programs	115	Children and Adults
Passport Program Administration	82	Individuals
Recreation and Wellness Program	177	Group Activities & Events
Recreation and Wellness Program	1,450	One-on-One and Group Visits
Seating and Mobility Clinic	414	Scheduled / Unscheduled Appointments
Seating and Mobility Clinic	168	Consultations and home visits
Seating and Mobility Clinic	147	Complex care Assessments
Specialized Dental Clinic	685	Appointments
Total Individuals and Families Served	146	Individuals and Families



Recreation & Wellness
1,627
 Activities, Events, Visits



DSO Programs / Services

Outcomes

Adult Urgent Response	276	Service Responses
Assessment of Support Needs	899	Individuals
Connecting Individuals to Available Services	1,292	Service Responses
Eligibility Confirmations	1,013	Individuals
Housing Navigation	1,735	Individuals and Families
Information Provision	10,477	Information Responses
Intake Services	1,203	Individuals
Outreach Services	852	Individuals and Families
Triaging	6,802	Service Responses
Total Individuals and Families Served	17,324	Individuals and Families



Housing Navigation

1,735

Individuals and Families

Sunbeam Community & Developmental Services provides services and supports across Waterloo Region, Wellington County, Dufferin County, Halton Region, and Peel Region.

The Joy of Our Community

Client Spotlight



Meet Marcel

Hello, my name is Marcel, and I have lived at Sunbeam for 22 years. I first began receiving respite services with Sunbeam in June 2003 while living at home.

Due to my complex medical needs, my family later decided to accept a residential placement when one became available at Kingsdale on December 1, 2004. In August 2005, I moved to Sims House, where I lived for 11 years. I then returned to Kingsdale on March 10, 2016, which is where I continue to live today.

Some of my favorite hobbies include gaming on my Nintendo Switch 2. I enjoy creating art and watching funny "Just for Laughs" videos on YouTube. I love playing Uno and math games with friends, and I really enjoy attending game night at the Sunbeam Gym. I like learning and trying new things, and I especially enjoy understanding how things work.

Fun fact about me: I enjoy playing pranks on staff by following them around and surprising them, which always leads to lots of laughter.

One of my most memorable recent moments was this past Christmas, when one of my closest friends surprised me with a brand-new Nintendo Switch 2. I was completely shocked and felt so much love.



Meet Aliya

I'm currently in my final year at Wilfrid Laurier University studying Youth and Children's Studies, and I'll be graduating this June. Outside of school and volunteering, I love cooking and baking, working out, and travelling whenever I get the chance.

I chose to volunteer at Sunbeam, specifically Brightside, because I really love the environment and the work that's being done. It's been such a supportive space, and it's given me the experience and guidance I need as I work toward my long-term goals in this field.

During my time volunteering, I've gained so much, especially in terms of building connections with the kids, learning how to support different needs, and developing more confidence in my communication and leadership skills.

In the future, I'm hoping to continue my education, and I've applied to the master's program in Applied Behaviour Analysis at Western University. My goal is to work closely with children and youth, supporting their development and making a positive impact in their lives.

My favourite memory from volunteering would definitely be doing a relay race with the kids. It was such a fun moment and really showed how engaged and excited everyone was, which made it so rewarding.

Aliya is currently volunteering at Brightside in the ABA program.

Meet William



William is a grade 10 student who volunteers at our Nine Pines group home.

Williams' mom works in the developmental services sector, and he volunteers because he was raised around our community. One of Williams' favourite parts of volunteering is doing game nights once a month. He enjoys playing the games and the banter back and forth with the group. Thanks to volunteering, William has learned how to handle unique situations, as well as different communication styles.

In his spare time, William likes to write short stories, play video games and read. After he graduates, he would like to attend college and become a social worker.

Become a Volunteer

To learn more about becoming a volunteer at Sunbeam, please visit us:

<https://sunbeamcommunity.ca/volunteer/>

2025 - 2026 | Governance and Leadership

Sunbeam Community & Developmental Services is guided by a volunteer Board of Directors who provide governance oversight and strategic direction. The Board brings together a diverse group of community leaders with a wide range of skills, experience, and perspectives. We are deeply grateful for their dedication and generous contribution of time and expertise.

The Chief Executive Officer, supported by the Management Team, is responsible for the organization's day-to-day operations and provides regular reports to the Board to support effective governance and accountability.

Board of Directors

Connie Smith, President
Laura Holtom, Secretary

Stacey Jane, Vice President
Andrew Kelly, Treasurer

Darcy Balak
Jessica Bondy

Ted Giesbrecht
John Goerzen

Chantal Hunter
Tesa Martin

Brittany Roka
Ann Marie Yantz

Executive Leadership Team

Brian Swainson, Chief Executive Officer
Laura Theis, Chief Operating Officer
Tim Wilson, Chief Administration Officer
Katharine O'Brien, Executive Assistant

Administration and Support Services

Sana Ali, Director, Financial Services
Natalie Perna, Director, People and Culture
Phill Karasinski, Manager
Ben Brown, Supervisor



Lourdes Toro, Director
Amanda Ficca, Manager
Heather Leisegang, Manager
Erika Gardiner, Nurse Manager
Shereta Bowers, Supervisor
Stallin Brown, Supervisor
Meghan Buck, Supervisor
Christina Christian, Supervisor
Jessica Costa, Supervisor
Jaelyn Gauvreau, Supervisor
Michelle Hunter, Supervisor
Charlene Jackson, Supervisor
Dhwani Purohit, Supervisor
Amy Richardson, Supervisor
Adrian Schadenberg, Supervisor
Nicole Tailby, Supervisor

Nancy Plater, Director
Michael Dionisi, Supervisor
Diane Lillico, Supervisor
Tiffanie Todd, Supervisor

Tracy Erb, Director
Erin Davis, Manager
Lauren Erb, Manager
Deborah Gellatly, Manager
Jackie Lenover, Manager
Jen Shows, Manager
Courtney Bell, Supervisor
Christine Blocki, Supervisor
Tracey-Ann Corrigan, Supervisor
Kim Kippenhuck, Supervisor
Lina Nguyen, Supervisor
Ashley Schadenberg, Supervisor

To view our current Board and Leadership please visit: <https://sunbeamcommunity.ca/governance-and-leadership/>

To view a history of Sunbeam's Board Presidents please visit: <https://sunbeamcommunity.ca/board-presidents/>

Sunbeam in the News

Hospital Care Program: Person-Centred Support when it matters most

Hospital stays are stressful for anyone. For individuals living with a developmental disability, they can be especially overwhelming—particularly when communication needs, routines, and sensory supports are not fully understood in a fast paced medical environment. Sunbeam’s Hospital Care Program provides consistent, person centred support during these vulnerable moments.

Many individuals supported through the program communicate in non traditional ways. Sunbeam support staff bridge this gap by interpreting communication and emotions, advocating for accessibility needs and rights, and supporting essential routines such as hydration, positioning, and sensory regulation.

Last year, individuals supported at Sunbeam’s inclusive living homes experienced over **300 hospital stay days**. More than 3,600 of staff accompaniment hours were provided during these hospital stays – making a meaningful impact and helping to improve outcomes.

For individuals and their families, the presence of knowledgeable, familiar support makes a profound difference.

Emotional Support



“Keeping Lisa’s routines and comfort in place, and having emotional support from a familiar presence, gives us peace of mind knowing she is understood every step of the way.” said Mark Jaglowitz, whose daughter Lisa had benefited from the Hospital Care Program for many years.”

Peace of Mind

For Tom and Karen, whose daughter Sammy does not communicate with words, hospital stays once meant long exhausting hours at her bedside so Sammy was never left without someone who understood her. Now, trained support staff who know Sammy work alongside hospital teams and keep her parents informed. “Having the services of the Hospital Care Program helps to maintain your mental health,” Tom shared. “It means peace of mind when it matters most.”



Care and Dignity



Shelley Hopkins, whose son Shawn has accessed hospital care many times over the past 17 years, describes the program as essential. “The Hospital Care Program is a life saving service,” she said. “It also ensures loved ones receive the support, care and dignity they deserve.”

This year, a **\$25,000 donation from The Abundance Fund** strengthened the continuation and expansion of the Hospital Care Program, helping ensure individuals receive consistent, compassionate support during hospital stays..

The Hospital Care Program shows what is possible when care is guided by understanding, advocacy, and human connection—ensuring no one faces a hospital stay without someone in their corner.

Thank You to Our Donors

Sunbeam Community & Developmental Services continues to make a meaningful difference in the lives of thousands of individuals and their families every day.

None of this would be possible without the incredible generosity of our individual, corporate, and philanthropic donors. Your support allows us to deliver vital programs and services that truly matter.

To all our individual and family donors — thank you from the bottom of our hearts for your continued commitment and kindness. Together, we are building a stronger, more compassionate community. We look forward to continuing this important work for many years to come.



To show your support, please visit: sunbeamcommunity.ca/donate



A special thank you to our corporate sponsors and community foundation donors:



The Joy of
Our Community

Client Spotlight

Meet Danny



Hi Sunbeam friends! I'm Danny, and I've been living at Sunbeam for a whopping 32 years, which means I've basically achieved legendary status around here. Well, my friends, family and housemates say I'm outgoing, a lover of the outdoors, and a full-on foodie and coffee lover.

This summer, I've got a camping trip planned to the Pinery, and yes, I've already started dreaming about long walks, refreshing swims, and perfectly roasted marshmallows.

When I'm not off exploring, you'll find me in our backyard garden at Champlain. Right now, I'm growing tomatoes and strawberries, and fingers crossed I'll get enough berries to make a strawberry cobbler. If not, well... maybe I'll just call it a "mini-cobbler" and pretend that was the plan all along. I love to swim and go on long walks, especially if it means I'll see my pals from Rothsay along the way. I recently started exercising, I just bought a Cubii to work on my leg muscles. I also enjoy collecting construction jackets. Bright orange, yellow, reflective—if it looks like it belongs on a job site then you will likely find it in my closet.

A few of my favourite memories at Sunbeam is when I set up camp in our backyard. Tent, cozy blankets and a lot of hoping that the mosquitos would stay away. I also love decorating our home for Halloween, Christmas and Easter. I really enjoy decorating and seeing the surprise and joy on everyone's faces when they see the home all decked out for the holidays.

Sunbeam's Developmental Resource Centre

Responding and Evolving

Sunbeam is proud to partner with McMaster Children's Hospital to expand our **Extensive Needs Service** (ENS) program, strengthening supports for children, youth, and families in our community.

The program launched in September 2025, as a phased pilot approach. During the first phase, Sunbeam supported five families across Waterloo Region. As the program evolves, learnings from this phase will help guide continued development, with the goal of supporting more families over time.

Recently, we were thrilled to receive news that the success of the pilot ENS project has resulted in this program now receiving annualized funding. This will allow Sunbeam to continue offering this invaluable service to families across Waterloo Region.



Sunbeam's Developmental Resource Centre experienced continued growth. This service expansion has helped us to support over 500 individuals and families more than last year. We continue to provide expert, compassionate, client focused supports when and where needed, often helping to navigate complex situations and systems.

Cohesive teamwork along with commitment to service contributes to seamless support for individuals. We recognize and uphold the value of collaborating with community and partner agencies along with families and individuals.

Over the past year our team has developed innovative new ways of providing service and supports to even more clients across Waterloo Region, Wellington County, Dufferin County, Halton Region and Peel Region.

This past year marked a significant milestone for Sunbeam's Developmental Resource Centre as it celebrated 25 years of dedicated service to the community. We are deeply grateful to all those who have supported and contributed to our journey over the past 25 years.



Brightside Clinical Fee-for-Service

Evidence Based Support, Person Centred Impact

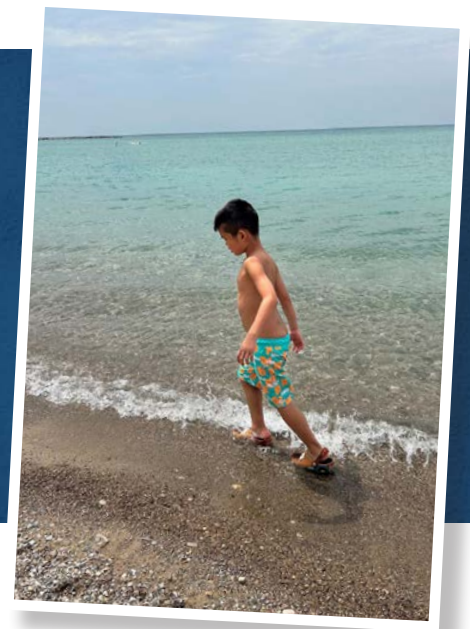
Sunbeam is proud to offer Brightside ABA Services, which provides non diagnosis dependent Applied Behaviour Analysis (ABA) supports and aligned clinical services focused on building practical skills, strengthening communication, and supporting positive, functional behaviours in everyday life. Services are guided by in-house Registered Behaviour Analysts, (formerly Board Certified Behaviour Analysts), ensuring supports are ethical, evidence based, and tailored to individual goals.



Brightside offers core clinical services to children and families that receive core clinical services funding through the Ontario Autism Program. A recent Brightside success story:

"N" and his family were supported by Brightside when N began experiencing behaviours that were increasingly difficult to manage at home. His family knew they needed help to better understand what he was experiencing and to ensure his safety.

Through collaboration with Sunbeam's Urgent Response Program, Brightside provided practical, hands on support designed to fit into the family's daily life. These strategies focused on building understanding, confidence, and consistency at home.

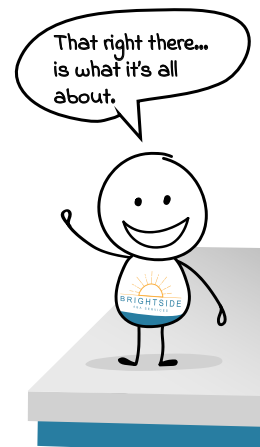


As supports came together, N's family noticed positive change. N's behaviours became more manageable, and the strategies they learned were effective at home. Most importantly, they began seeing more of N's joyful, playful personality return, bringing relief and hope back into everyday family life.

"The staff we met were patient, understanding, and truly invested in helping our family. Their support reminded us that progress is possible—and that having the right help can truly change a difficult situation." -- N's Family

Through Brightside Services, N and his family found the support, strategies, and confidence needed to move forward together.

Learn more about Brightside Services at: <https://brightsideabaservices.com>



Coming in 2026: Brightside ABA Services is becoming **Sunbeam Clinical Services**. A fresh new look, smoother online experience, and the same excellent quality of care you trust.

The Vos Family Multi Sensory Space:

A Place for Calm, Comfort and Connection

This past year, Sunbeam celebrated the grand opening of **The Vos Family Multi Sensory Space**, also known as the **Sunbeam Snoezelen Lounge**—a thoughtfully designed multi-sensory environment created to support relaxation, regulation and sensory exploration.

The term Snoezelen is derived from two Dutch words—**snuffelen**, meaning to explore, and **doezelen**, meaning to relax—reflecting the purpose of offering choice, comfort and meaningful sensory experiences tailored to individual needs.

Made possible through the generosity of Pieter and Catherine Vos as well as many other community donors during our 2024 Holiday campaign, the ribbon cutting ceremony brought together members of the Vos Family, people supported by Sunbeam, staff, Board Directors, community partners and local dignitaries.



Sunbeam
Snoezelen Lounge
Soothe Your Soul



The new Snoezelen Lounge, replacing an older space that was showing its age, more than doubles the available space and offers improved accessibility, innovative technology and enhanced features. Soothing lights, gentle sounds, tactile stations and immersive sensory elements come together to promote wellbeing, reduce stress and support self regulation.

Day Program participants Jeramee and Melissa shared, "The sensory room gives us a real sense of calm, and we love playing quizzes on the big screen with our friends — especially history, geography, and 80s and 90s culture."

"Sunbeam's new Snoezelen Lounge showcases our commitment to innovation, inclusion and putting people first," said Sunbeam's Chief Executive Officer, Brian Swainson. "It provides a state-of-the-art, accessible, therapeutic environment available to the people we support and offers an opportunity for families and community members to access this space as well."



Brian Swainson,
Natalie Pierre, MPP



Nicole Tailby, Demonstrating
Interactive Devices

Jess Dixon, MPP, Pieter Vos,
Brian Swainson



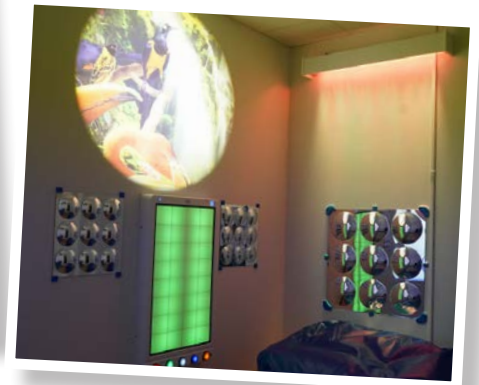
Soothes Your Soul

Snoezelen Lounge

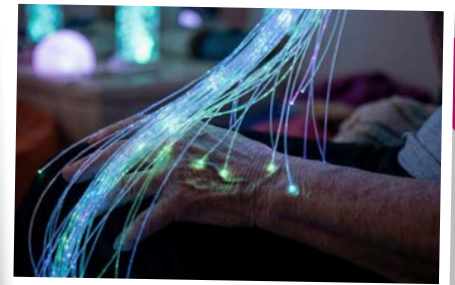
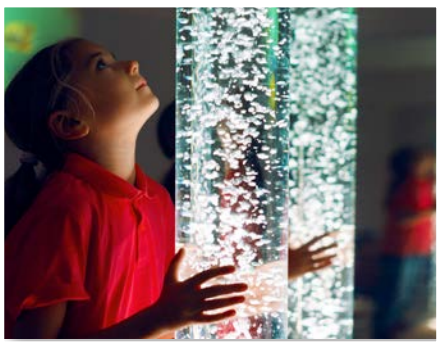
(Shnoo-zuh-len)

The Vos Family Multi Sensory Space is already making a meaningful difference in daily life at Sunbeam, and we are grateful to everyone who helped bring it to life.

From the moment you enter, the space envelops you with its thoughtful design. Soft, adjustable lighting gently shifts through a spectrum of calming colors — from cool blues and purples to warm, soothing ambers — helping to ease anxiety and promote emotional regulation. Gentle, ambient sounds fill the air, whether it's the soft trickle of bubbling water, calming nature sounds, or customizable music that can be tailored to each person's preferences.



This isn't just another room — it's a purposeful therapeutic space that addresses the unique sensory needs of the children, adults, and families we serve. Whether someone needs a quiet place to decompress after a challenging moment, an opportunity to engage their senses in a positive and controlled way, or simply a peaceful environment to reset, the Vos Family Multi-Sensory Space is already proving to be an invaluable resource in our daily programming.



Members of the community are welcome to enjoy the Snoezelen Lounge experience at Sunbeam. Availability and bookings can be accessed by calling **(519) 893-6200 ext. 1234**.

To learn more about the Sunbeam Snoezelen Lounge please visit:

<https://sunbeamcommunity.ca/community-living-services/#specialized-clinics>

THANK YOU



FOR GROWING WITH US!

We just can't say,
Thank You,
enough!!



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.

45 Years of Service

Deborah Chapman

50 Years of Service

Judy Schneider

35 Years of Service

Shelley Daub
Lorraine Otto
Lori Hoelscher (2024)

30 Years of Service

Lisa Martin
Amber Noseworthy
Robin Roberts-Weaver
Christine Voisin

25 Years of Service

Maureen Luce
Jennifer Schweitzer
Donna Monroe

20 Years of Service

Shawna Armitage
Drowadie Haniff
Dawn Polack
Jacqueline Smith
Sarah Walters

15 Years of Service

Natalie Perna
Katarzyna Radzikowska
Louise Tshiswak
Janet Appleby

10 Years of Service

Michael Dionisi
Stephanie Fernandes
Matilda Mikulski
Mala Pitambe
Cecilia Soriano

5 Years of Service

Mary Akande	Lisa Hardeo	Paulina Orlowski	Ghazala Sajid
Alexandra Borg	Michelle Hughes	Dannielle Paquette	Dominic Soriano
Sarah Bronson	Sarah Jamil	Jessica Pearson	Cassandra Speers
Melissa Draper	Michelle Lewis	Tracey Preiss	Brian Swainson
Cheri Evans	Felisha Nace	Maria Prudencio	Tammy Taylor
Sherry Focken	Gabriella Oliver	Melanie Ramey	Lourdes Toro
Thomas Green	Christina Onyeoguzoro	Stephanie Sabia	Sandria Villaflores

Meet Christina

DSO Housing
Navigator



I am currently the Developmental Services Ontario Housing Navigator at Sunbeam, and I have been a part of the team for the past seven years. In my role, I support individuals, families, and others in the community in learning about and exploring alternative housing options, while also connecting them to resources, working with community partners, and advocating for their needs. I work closely with housing and community partners across central west region to raise awareness of the housing needs of people with developmental disabilities through advocacy, education, and involvement in community events. What I enjoy most about working at Sunbeam is the sense of purpose in helping people build greater independence, along with being part of a supportive and dedicated team that truly cares about the individuals we serve.

It's hard to choose just one memorable moment, as there have been many over the years. What stands out most is the strong collaboration between departments at Sunbeam—seeing teams come together to support individuals in creative and meaningful ways is always rewarding. Outside of work, I enjoy long-distance running, cooking, spending time with my family, and traveling whenever I get the chance.

Meet Lisa

Day Program
Staff



I have been with Sunbeam for 24 years, working in a variety of community living group homes. I currently work in the Day Program, where I truly enjoy supporting individuals and helping them create meaningful connections within their community.

One of my most memorable moments over the years was the grand opening housewarming BBQ at Champlain Group Home following its renovations. The gentlemen were so excited to be involved in the planning, and it was wonderful to see them enjoying time with their families, friends, and staff. It was a meaningful and joyful celebration for everyone involved.

In my spare time, I enjoy volunteering at a local hospice and staying active at the gym. I also love going on "Guess Where" trips, which allow you to explore mystery destinations. Most importantly, I value spending quality time with friends, family, and my rescue puppy.



As part of DSO Central West Region’s ongoing commitment to remaining responsive to the needs of people and their families, the DSO team has continued to evolve how we connect with the communities we serve. What began as seasonal Drop-in Events has grown into a more flexible, accessible, and family-centered initiative now known as **Book-A-Chat**.

The transition to the name **Book-A-Chat** has brought greater clarity for families by more accurately reflecting the purpose of the sessions: a dedicated opportunity to connect, ask questions, and receive personalized support at any of our DSO regional locations – Halton Region, Peel/Dufferin and Waterloo/Wellington.

In addition to rebranding, the format of the events was thoughtfully redesigned. Families can now choose to meet either virtually, by phone, or in person — an option that has proven especially valuable for those balancing busy schedules, transportation barriers, or travel limitations.



Recognizing the need for greater flexibility, appointment hours were also extended beyond traditional office hours, with sessions now offered from **10:00 a.m. to 7:00 p.m.**

The response from people and families has been overwhelmingly positive. Many have shared their appreciation for the convenience of scheduled appointments, the flexibility of virtual meetings, and the opportunity to connect outside of standard business hours.

One family’s experience with Book-A-Chat demonstrates the positive impact of personalized and responsive support. After attending DSO sessions in both the spring and fall, the family connected with Service Coordination, Housing Navigation, and community-based resources that supported their daughter’s independence goals. By acting on recommendations and accessing supports through Passport funding and partner agencies, the family reported meaningful progress in their daughter’s independent living skills. The family expressed appreciation for the guidance and collaborative support they received throughout the process, highlighting the value of flexible and relationship-focused engagement through Book-A-Chat.

Over 200 individuals and families have received individualized assistance as a result of these events over the past year!



View our DSO Year in Review for 2025-2026

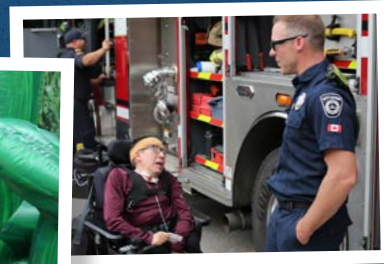
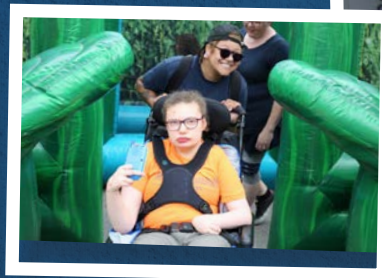
<https://www.dsocwr.ca/dso-central-west-region-year-in-review-2025-2026/>

Sunbeam Kids' Day | 2025

Sunbeam Community & Developmental Services celebrated its 4th Annual Kids' Day on Saturday, August 23, 2025, at the Kingsway Campus in Kitchener. The event honoured the children Sunbeam supports as well as the children of its dedicated employees.

Families enjoyed a morning of fun, games, and community connection. Highlights included firefighter high-fives, an inflatable corn maze adventure, and plenty of joyful activities that fostered inclusion and smiles.

Sunbeam remains committed to enhancing quality of life for individuals with developmental needs and their families across Waterloo Region and beyond. Kids' Day continues as a cherished tradition celebrating imagination, belonging, and community spirit.



The Joy of
Our Community

Client Spotlight

Meet Eyob



My name is Eyob. I am 17 years old and have been attending sessions at Sunbeam with the Brightside ABA team for five months now. The Clinical Therapists at Brightside quickly got to know me and my best qualities. It might take some time for others to understand my wants and needs but once I feel comfortable and supported, I express my likes, dislikes and let my vibrant personality shine through! I love to sing loudly and proudly - no microphone needed! Some of my favourite artists include Taylor Swift, Christina Perri, Hot Chelle Rae, Wiz Khalifa, Tyga, and Snoop Dogg.

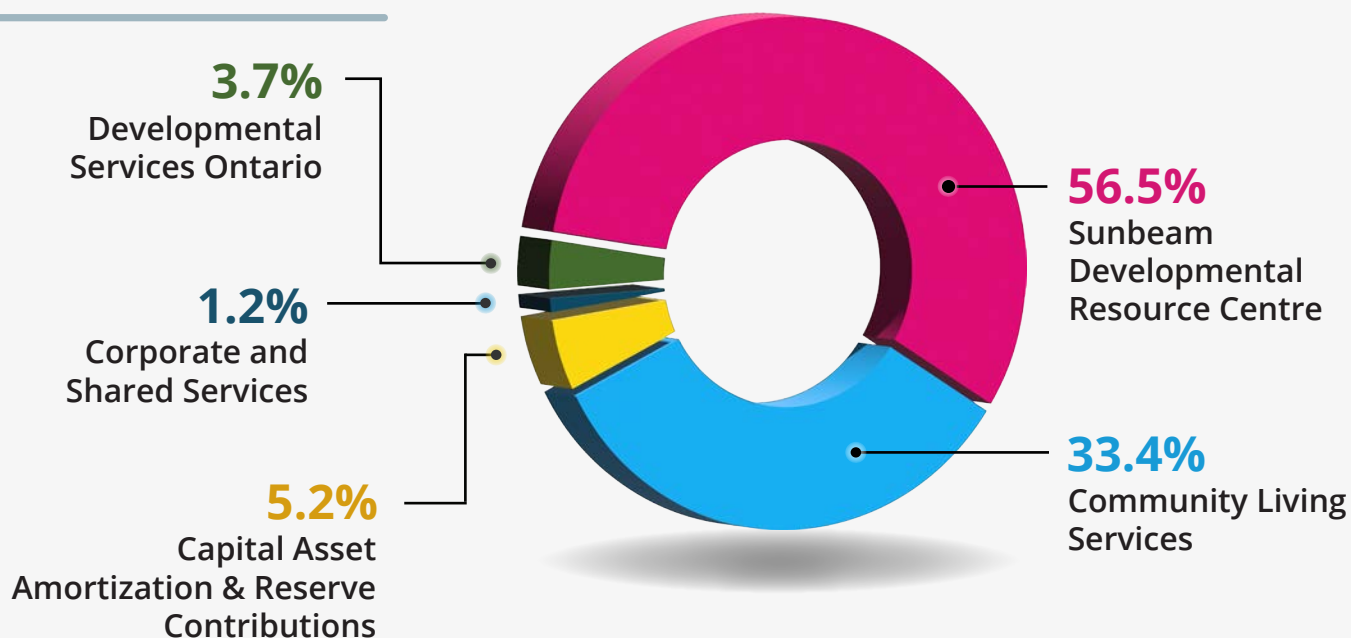
I am known for my big smile and great sense of humour. I love making people laugh and enjoy a good joke myself. Some of my most memorable moments during therapy have been when I discovered new motivating activities and items that really work for me. My current favorites? Chocolate cupcakes, sing-along music and taking a walk!

Financial Highlights | 2025 - 2026



Source of Funds	\$ Millions
Provincial Funding	88.962
Other Service Revenue, Investment Income and Donations	9.976
Federal Funding and Amortized Deferred Contributions	0.279
Total	\$99.217

Expenditures



Together We Drive Change





Holiday Performance

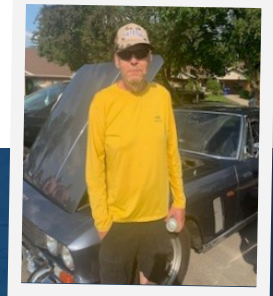


This year, the Day Program participants and staff came together to create a wonderful holiday performance for their friends and family. Everyone dedicated countless hours to rehearsing, enjoying the process and building excitement for the big day.



The performance featured a variety of acts, including singing, dancing, skits, and comedy. It was a joyful celebration filled with laughter, creativity, and holiday spirit. Guests also enjoyed festive snacks and refreshments during the event.

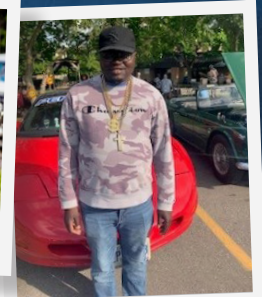
We would like to extend a heartfelt thank you to all the staff and participants for their hard work, creativity, and enthusiasm in making this event such a success.



Cruise Night

Friends Band joined us to play some great music and lots of family and friends gathered to enjoy the beautiful, sunny evening.

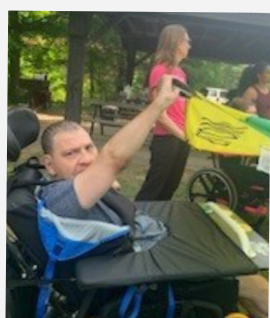
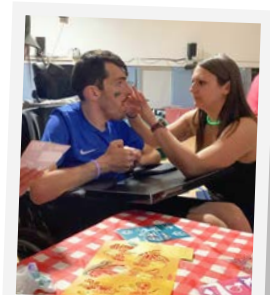
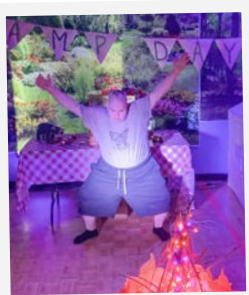
In June 2025 the Recreation & Wellness Team hosted their first Cruise Night at Sunbeam's Kingsway Campus. We had 10 fabulous classic cars, the Best of



Camp Daydream

In the summer of 2025, participants and staff turned an ordinary Day Program into something special with Camp Daydream. For one memorable day, the space was transformed into a vibrant summer camp filled with classic activities, laughter, and a strong sense of community.

A campfire-style sing-along brought everyone together through familiar songs, setting a joyful and nostalgic tone. Participants also enjoyed temporary tattoos and a small fishing activity, adding playful, hands-on elements that captured the spirit of the outdoors.



Day at Shades Mills Conservation Area

In July, we rented a Pavillion at Shades Mills Conservation area for the day. Sixty-four people joined us to enjoy the sunshine, play games, go for walks, have a BBQ and build new friendships. Parachutes, bubbles and soccer, a great way to get active!

Reflecting on a Stellar Year

It's been an incredible year at Sunbeam! From Kid's Day celebrations to festive Christmas events, lively baking sessions to bowling nights, and creative crafts. We had mouthwatering cooking that would impress even a Michelin-star chef — we've filled the year with joy, laughter, and unforgettable moments. We are deeply grateful to our dedicated staff, wonderful volunteers, and most of all, our amazing clients, for helping us create memories that will last a lifetime.





Meet Sherry

Since joining Sunbeam in 2010, Sherry has made a meaningful and lasting impact on everyone she meets. She is a soft-spoken, cheerful, and compassionate individual who brings a sense of warmth and positivity to those around her. Sherry's friendly and humorous nature helps her foster strong connections, and her social spirit makes her a valued presence in the Sunbeam Community.

Her interests are diverse and include gardening, scrapbooking, listening to stories, attending movies and live theatre performances. Known for her competitive streak, Sherry is a Yahtzee champion—play at your own risk!

Family is very important to Sherry, and she deeply values her close relationship with her loved ones. She looks forward to her weekend visits with family and speaks fondly of the time they spend together.

When she isn't out and about in the community, Sherry enjoys the comfort of home and the simple, joyful moments it brings—daily conversations with staff, baking alongside peers, and checking in on those around her. She has a genuine interest in the wellbeing of others and consistently demonstrates kindness, empathy, and a willingness to lend a helping hand. Sherry is a cherished member of the Sunbeam family whose positive spirit and caring nature continue to brighten the lives of those around her.

Meet Darrel



Darrel first connected with Sunbeam in October 2024, shortly after relocating from Woodstock following the passing of his mother. Having experienced homelessness and a period in shelter care in an unfamiliar city, he was referred to Service Coordination and Service Solutions to help him find stable, secure and supportive housing. Despite the challenges of this major transition, Darrel successfully secured temporary housing with Sunbeam's guidance. He was also connected to a Day Program, where he quickly formed friendships and built meaningful connections within the community.

More recently, Darrel has been accepted into a group home and is preparing for his upcoming move. He looks forward to developing new life skills and thriving in the stability and support this arrangement will offer.

When reflecting on his journey with Sunbeam, Darrel highlights the kindness and unwavering support of his coordinators as his most memorable experience.



Meet Theresa

My Name is Theresa; I am a talkative and social person who enjoys connecting with others. I really enjoy helping my housemates with their daily chores, and I am very aware of staffing schedules, and my peer's individual routines, as I like to help organize staff and peers. I have been at Sunbeam Community and Developmental Services since February 1, 1993

I enjoy listening to music, calling my friends, doing arts and crafts (especially bingo dabber and marker art), colouring, completing puzzles, going swimming, and helping with household chores (i.e. packing lunches, doing dishes etc.) as well as helping with other task related duties such as delivering items within Sunbeam. I also really enjoy outings such as shopping or going out with friends and selecting my own clothing for the next day.

I love to do arts and crafts and giving it to my staff and their families. I sometimes help do fundraising, such as selling Girl Guide Cookies, and I am good at it. I have helped many staff's children raise money and I am very proud of this.

My favourite time is Christmas and birthdays, and I love to celebrate with my housemates and support staff.

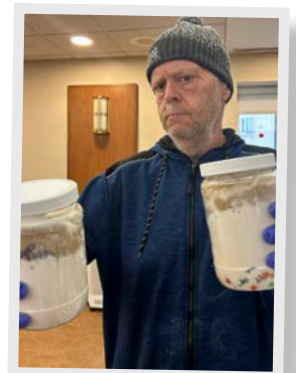
Sunbeam's Social Venture Club

The kitchen was buzzing at Sunbeam in the fall of 2025! Sunbeam's Community Living Services spearheaded its first Social Venture Project, by having our clients participate in the creation, assembly, packaging and marketing of cookie mix jars.

Along the way, they shared laughs, built new skills, and supported one another, while showcasing the teamwork and confidence that shine when our community comes together with a shared purpose. The goals of this project for participants were multi-faceted: recreation and inclusion, socialization, independence, meaningful participation, skills development, and sharing in its financial success.

More than a sweet treat, each cookie jar told a story of pride and belonging. It represented the creativity, dedication, and joy our "Social Adventure Club" participants brought to every jar they made

The feedback was overwhelmingly positive, and we sold out just before the holidays! The cookies were delicious, and we're already looking forward our team's next Social Venture idea.



Meet Jessica

Behaviour
Support Worker



My name is Jessica, and I have been connected to Sunbeam two years. I started at Sunbeam a few years ago in a student placement and am currently working as a Behaviour Support Worker. The people I've met—both staff and the individuals supported by Sunbeam—are a big part of why I enjoy working here. I value the relationships I've built and the meaningful work we do every day. Others often describe me as thoughtful, patient, and funny. I take pride in creating a supportive environment for the people I work with.

In my free time, I enjoy crocheting, watching movies, baking, and playing with my wiener dogs. A fun fact about me is that I enjoy learning new skills on my own, especially when it comes to creative or hands on activities. I always have a project on the go.

Every day in the home is meaningful to me. I enjoy supporting individuals as they grow, learn, and build confidence, and being part of their journey along the way.

Meet Amy

Children's Intake
Worker



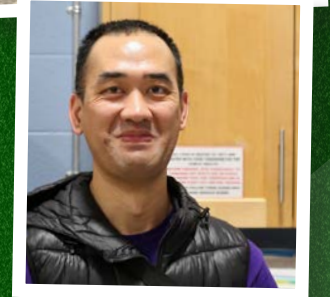
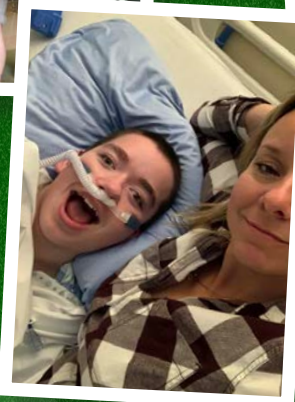
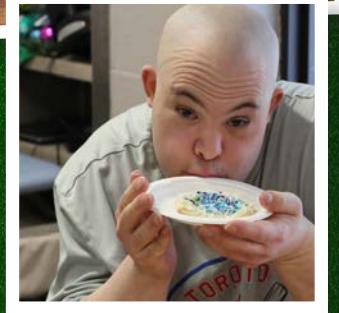
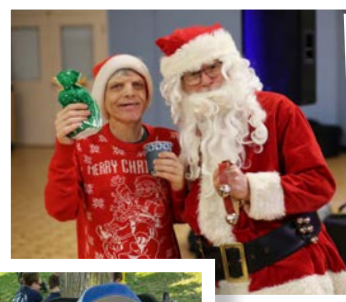
My name is Amy and I am a Children's Intake Worker at Sunbeam, where I have worked for three years. In my role, I meet with parents and caregivers of children with autism spectrum disorder or an intellectual disability, helping them understand the supports available through Sunbeam and in the community. I also facilitate referrals to make accessing these services as seamless as possible.

As an intake worker, I'm often the first point of contact for families. I find it especially rewarding to help them feel supported and informed—many come into intake feeling overwhelmed or alone, and leave with a sense of relief and a clearer path forward. I'm part of a team of six in similar roles, and I truly value the support and connection we share, whether through team meetings, casual chats, or day-to-day collaboration.

Outside of work, I enjoy spending time with my husband, our two young daughters, and our golden retriever, Kelvin. I've also recently taken up curling and joined a league in Guelph, which has been a fun way to try something new and meet people.

More of Our Stellar Year

There have been so many great moments and memories made this past year, we just had to share one more page. Thanks to all our contributing photographers who made this all possible.



2026 - 2031 | Strategic Plan

We are pleased to share Sunbeam's new 5 Year Board-Approved Strategic Plan for 2026 to 2031. Developed through extensive engagement and consultation with the people we support, their families, our employees, volunteers and community and government partners, the newly refreshed strategic priorities will guide our path forward with confidence. View the full plan at: sunbeamcommunity.ca/strategic-plan



Strategic Priorities

2026 - 2031

Building Community Through Belonging

INNOVATION



Prioritize leading edge innovations

Simplify how we work and use technology and other innovative initiatives to improve client experience, quality of life and staff effectiveness.

Prioritize the wellbeing, growth and engagement of everyone in the Sunbeam Community.



Strengthen and support people

PEOPLE FIRST

COMMUNITY



Expand our reach and impact

Increase Sunbeam's visibility, reach and impact through collaboration, connection, and community presence.

Champion inclusion, belonging and advocacy to ensure people of all abilities are valued.



Champion belonging and advocacy

INCLUSION

SUSTAINABILITY



Adapt, advance and thrive

Strengthen resilience, systems and capacity to support operational stability and future development.

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

- ▶ Openness
- ▶ Responsiveness
- ▶ Communication
- ▶ Planful and Analytical
- ▶ Collaboration

SUNBEAM AFFILIATIONS

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

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* Voluntary non-voting affiliate



sunbeamcommunity.ca

Visit our websites to connect with our Community!

Find us on social media!



brightsideabaservices.com



sdrcc.ca



Central West Region

dsocwr.ca