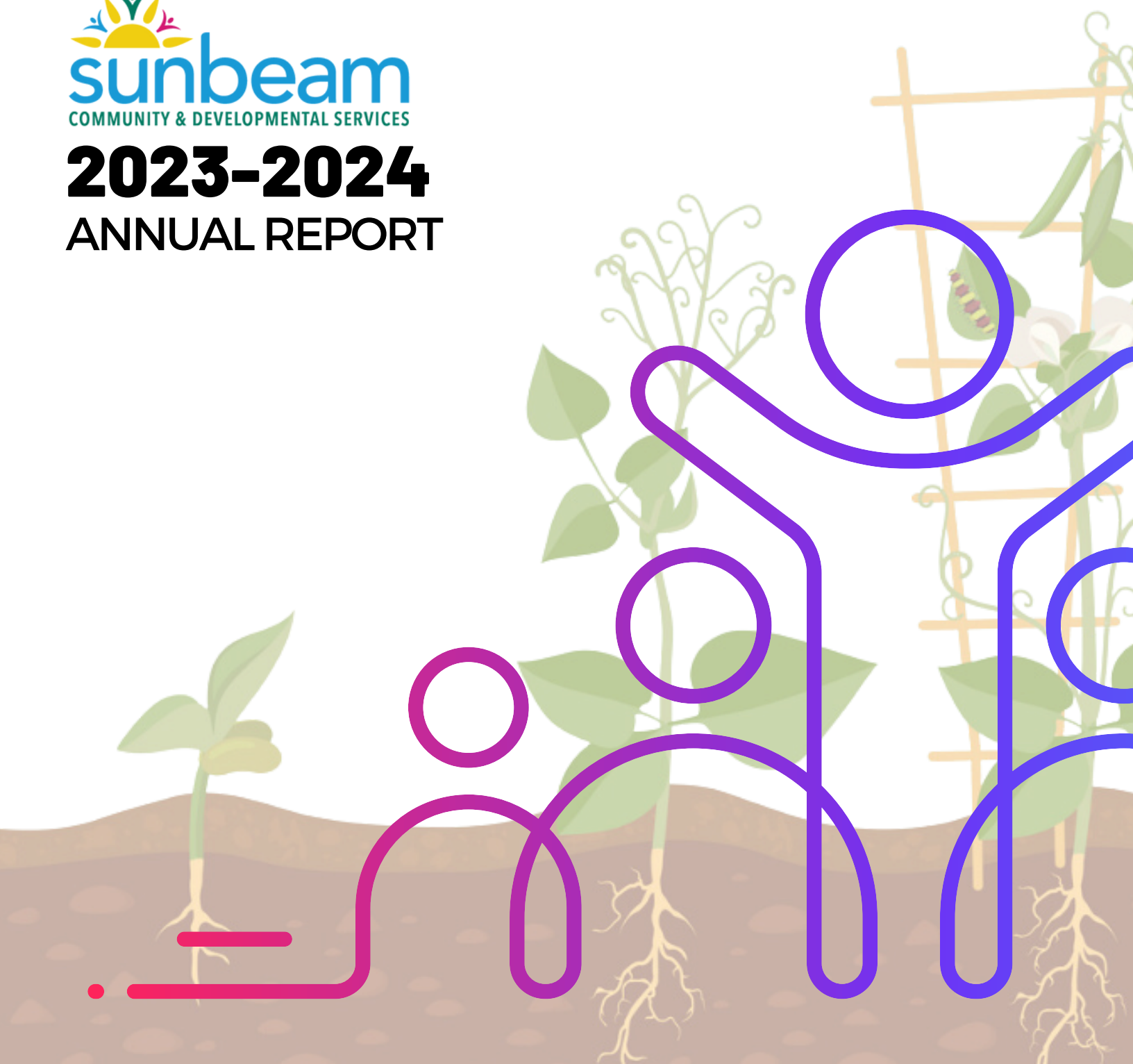


BELONGING



2023-2024
ANNUAL REPORT



MESSAGE FROM THE BOARD PRESIDENT AND CHIEF EXECUTIVE OFFICER

Sunbeam has made great strides forward over the past year in our commitment to improve service quality, expand and diversify programming, offer more choice to Sunbeam clients and their families, and advocate for greater inclusion and belonging for the people we support.

Sunbeam's strategic plan continues to guide our way, shape our decisions and hold us accountable to deliver on our promises. Our strategic priorities are Community, Innovation, Inclusion and always putting People First.

In this Annual Report you will learn about so many exciting opportunities and initiatives that align with our priorities, including:

- Expansion of the Brightside ABA/Clinical Service program, providing client-centred service delivery, offering a suite of clinical services under one roof, improving access to families and reducing waitlists.
- Sunbeam KidsHub overnight respite program continues to provide much-needed caregiver respite to the families we serve.
- The newly opened Lyndhurst Group Home provides a tailored environment to better meet the complex needs of the people we support.
- Sunbeam's Community Outreach Program / Day Program has continued to adapt and respond to the changing needs of our clients and the community.
- The growth of Housing Navigation at Developmental Services Ontario – Central West Region recognizes the challenges faced by people with developmental disabilities in seeking appropriate and affordable housing options.
- Sunbeam's advocacy efforts about accessibility for persons living with disabilities and our partnership approach in helping to remove systemic healthcare barriers for persons with developmental disabilities and addressing health inequities.
- A commitment to supporting and developing staff through opportunities and initiatives such as "Communicating with Purpose" workshops, "Compassion Fatigue" workshops, staff appreciation and recognition activities and more.

Several spotlight features are also included, in which you are introduced to just a few of the people we support, Sunbeam staff and volunteers.

We hope you enjoy this "year in review" and getting to know the Sunbeam Community a little bit better. We invite you to stay connected with us as we continue to explore, grow and change to deliver on our Vision: Inclusive communities where people of all abilities are valued.




Ann Marie Yantz
Board President




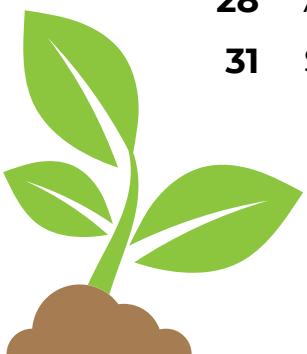

Brian Swainson
Chief Executive Officer

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PROGRAM & SERVICE HIGHLIGHTS

OVER 15,000 CHILDREN, YOUTH, ADULTS AND FAMILIES SERVED.

Sunbeam Developmental Resource Centre (SDRC)

Programs/Services	Outcomes	
Autism Spectrum Disorder Services	122	consultations
Behavioural Services	123	consultations
Brightside ABA / Clinical Services	145	individuals and families
Children's Psychiatric Clinic	39	referrals
Children's Psychiatric Clinic	186	hours of service
Coordinated Service Planning	161	individuals and families
Fetal Alcohol Spectrum Disorder Program	200	individuals, families, workshops (coordination, resources, training)
Health Education	43	consultations
Host Family Home Program	4	individuals
Information and Support Workshops	102	attendees
Passport Program Administration	69	individuals supported
Quality Assurance Measures / SOR Reporting	132	individuals and families
Referrals for Respite Services Registry	82	referrals
Resource Clinics	180	clinics for individuals and families
Respite Registry Referrals	83	individuals
Service Coordination / Adult Protective Support Worker	786	individuals and families
Service Resolution / Service Solutions	125	individuals and families
Social Work Services	299	consultations
Speech and Language Services	156	individuals
Transitional Aged Youth Supports	72	individuals
Urgent Response Service	180	individuals and families
Total Individuals and Families Served	2,309	individuals and families, annually



PROGRAM & SERVICE HIGHLIGHTS

OVER 15,000 CHILDREN, YOUTH, ADULTS AND FAMILIES SERVED.

Sunbeam Community Living Services (CLS)

Programs/Services	Outcomes	
Community Outreach Program / Day Program	4,443	in-person and virtual attendances
Hospital Care Program, supported by donor funds	186	days in hospital
Recreation & Wellness Program	183	activities & events
Inclusive Living Group Homes and Overnight Respite Programs	130	children, youth and adults supported at 26 locations
Inclusive Living Group Homes	34,920	days of service
Overnight Respite Program	1,239	days of service
Seating and Mobility Clinic	336	appointments
Specialized Dental Clinic	605	appointments
Total Individuals and Families Served	153	individuals and families, annually

Developmental Services Ontario - Central West Region (DSO)

Programs/Services	Outcomes	
Assessment of Support Needs	868	individuals
Connecting Individuals to Available Services	991	service responses
Eligibility Confirmations	859	individuals
Housing Navigation	1,144	individuals
Information Provision	8,552	information responses
Intake Services	983	individuals
Outreach Services	1,055	individuals and families
Triaging	5,925	service responses
Urgent Response	234	service responses
Total Individuals and Families Served	12,924	individuals and families, annually

“ Inclusion is not a strategy to help people fit into the systems and structures which exist in our societies; it is about transforming those systems and structures to make it better for everyone. ”

— Diane Richler

SERVING WATERLOO REGION, WELLINGTON COUNTY, DUFFERIN COUNTY, HALTON REGION, PEEL REGION, SIMCOE COUNTY & YORK REGION.

NURTURING THE SUNBEAM COMMUNITY

The dedication of Sunbeam's volunteers is undoubtedly inspiring!

At Sunbeam, we appreciate the significance of each volunteer's impact. From volunteers in board governance roles to our front-line volunteers, we reflected on this year's theme for National Volunteer Week: "Every Moment Matters." In 2023, over 10,000 volunteer hours were provided to the Sunbeam Community! We are so grateful for the many contributions of our compassionate and skilled volunteers, who help foster an inclusive community where people of all abilities are valued.

By connecting, engaging, and supporting one another together, we create a culture of belonging and endless possibilities in our community.

MEET LAUREN!



“ The recent opportunity to volunteer at Sunbeam has been a fulfilling experience.

Lauren, a dedicated volunteer in Sunbeam's Recreation and Wellness department, has found her role immensely fulfilling. As a student of Recreation and Leisure Studies at the University of Waterloo, Lauren enjoys the fun and engaging environment at Sunbeam. She has built meaningful relationships with both the individuals we support and our staff through various crafts, events, and activities. Lauren's experience with us has underscored the importance of recreational programming and its benefits for everyone involved.

“ Volunteering with Sunbeam stuck out as a very rewarding experience...it has exceeded my expectations.

Ethan is a 4th-year Kinesiology student at Wilfrid Laurier University. He has been volunteering at Sunbeam in our seating clinic for a few months. Ethan shared that Sunbeam stuck out among the possible volunteer opportunities as it, "seemed like a very rewarding experience." During his time with us, Ethan showcased a strong work ethic, learning from our skilled team. He shared that "the experience exceeded my expectations" through his immersed volunteerism.

Ethan's experience with the Sunbeam team has helped him further develop his skills to translate into the field of Physiotherapy as he continues his journey.

MEET ETHAN!



BECOME A VOLUNTEER AT SUNBEAM

Volunteers make such a positive difference in the lives of the people in the Sunbeam Community. Our Volunteer Program offers more exciting opportunities than ever!

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

www.sunbeamcommunity.ca/volunteer

GOVERNANCE & LEADERSHIP

Sunbeam Community & Developmental Services is governed by a volunteer Board of Directors. The Board is comprised of a diverse group of skilled, talented, and experienced community leaders who give generously of their time and expertise 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.

2023-2024

BOARD OF DIRECTORS

- Ann Marie Yantz, President
- Laura Holtom, Vice President & Secretary
- Michael Osmar, Treasurer
- Chandelle Cormier
- Amanda Craig
- John Goerzen
- Stacey Jayne
- Andrew Kelly
- Susan Russell
- Connie Smith
- Mandi Sweiger
- Krista Trow

EXECUTIVE LEADERSHIP TEAM

- Brian Swainson, Chief Executive Officer
- Laura Thies, Chief Operating Officer
- Tim Wilson, Chief Administrative Officer
- Katharine O'Brien, Executive Assistant

SUNBEAM COMMUNITY LIVING SERVICES

- Lourdes Toro, Director
- Amanda Ficca, Manager
- Heather Leisegang, Manager
- Kaylee Best, Nurse Manager
- Erika Gardiner, Nurse Manager
- Shereta Bowers, Supervisor
- Stallin Brown, Supervisor
- Jaclyn Gauvreau, Supervisor
- Gary Gfroerer, Supervisor
- Michelle Hunter, Supervisor
- Charlene Jackson, Supervisor
- Pam Pereira, Supervisor
- Adrian Schadenberg, Supervisor
- Nicole Tailby, Supervisor

ADMINISTRATION AND SUPPORT SERVICES

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



SUNBEAM DEVELOPMENTAL RESOURCE CENTRE

- Tracy Erb, Director
- Neil Butler, Manager
- Deborah Gellatly, Manager
- Jen Shows, Manager
- Christine Blocki, Supervisor
- Tracey-Ann Corrigan, Supervisor
- Kim Kippenhuck, Supervisor
- Ashley Schadenberg, Supervisor

DEVELOPMENTAL SERVICES ONTARIO

- Nancy Plater, Director
- Michael Dionisi, Supervisor
- Diane Lillico, Supervisor
- Tiffanie Todd, Supervisor
- Amrita Wong, Supervisor



STAFF SPOTLIGHT



Meet Jeanine!

Jeanine joined the Sunbeam Community as Reception & Administrative Support in the Fall of 2021. Jeanine is the first point of contact when visitors come to the Kingsway Campus, and she is always eager to greet and welcome visitors to Sunbeam.

Jeanine enjoys the diversity of her role, wearing many different hats each day as she interacts with visitors, clients, and staff. "Whether I'm interacting with visitors, clients and their families, or staff, booking appointments, assigning and filing clinical e-faxes, or performing a variety of other daily office tasks, no two days are alike," shares Jeanine.

She enjoys engaging with everyone and finds that she continues learning something new daily. Jeanine's favourite part of her role is when the people we support come to visit her.

"Whatever small role I may play, I feel proud to be a part of an organization that makes a difference and creates a lasting impact not only to the people we support but also to their families and the community."

Emmanuel is a Behavior Support Worker at the Lyndhurst Group Home, where he provides behavioral and emotional support to the four individuals who reside there. Emmanuel's biggest goal is to make a difference in the lives of the people he supports daily.

A large focus of the Lyndhurst program is to support the men in building community connections to foster inclusion; Emmanuel has been a huge part of this!

Emmanuel shared that Sunbeam is a great place to work, as a top agency in "supporting individuals with Developmental Disabilities," its "well-defined operations ensure the wealth, safety and the enhanced life experiences of the people it supports!" As a BSW2, Emmanuel shared, "Sunbeam is a good place for growth" for himself and for "those who trust us with their care! I am passionate about helping others and strive daily to make a difference in the lives of those we support! That is why I choose Sunbeam!"



Meet Emmanuel!

ACCESSIBILITY HOLDS A MIRROR UP TO AN INCLUSIVE SOCIETY

In February 2024, Brian Swainson, Sunbeam's Chief Executive Officer, was published in the **Waterloo Region Record!**

The article shines a light on the important issue of accessibility in Ontario, emphasizing that about a quarter of the population lives with disabilities. There is insufficient enforcement of legislated accessibility standards, insufficient data and research, and a perceived lack of urgency and accountability for implementing standards set out in the Accessibility for Ontarians with Disabilities Act (AODA) 2005. A recent study commissioned by the province identifies Ontario as being in a state of "crisis" when it comes to accessibility and far from achieving its goals outlined in the AODA.

The opinion piece advocates for greater consultation with people living with disabilities to address their needs effectively. And it concludes with words of hope:

Through conviction and commitment, collaboration and engagement, education and information, and by always putting people first, accessibility for all persons in Ontario is within our reach. We should all look forward to the day when the mirror shows us an inclusive, accessible Ontario, where everyone belongs.

Read the full article here: <https://sunbeamcommunity.ca/2024/02/21/accessibility-holds-a-mirror-up-to-an-inclusive-society/>

BEAMING WITH GRATITUDE: SUNBEAM CELEBRATES 'WONDERFUL' NEW DENTAL SPACE

The Waterloo Region Community Foundation (WRCF) featured a story on Sunbeam's Specialized Dental Clinic, "My Dental Clinic."

During the COVID-19 pandemic lockdowns, Sunbeam took the opportunity to reimagine and transform its dental clinic space. The team at Sunbeam developed a thoughtful design and constructed the new clinic with accessibility features in mind.

"Every dollar raised was needed to get the state-of-the-art equipment," Brian Swainson, Sunbeam's Chief Executive Officer, commented.

The upgrades to the clinic were made possible by including fundraising at the grassroots and corporate levels. Sunbeam also received a significant financial contribution from the GreenShield Cares Community Impact Fund.

Sunbeam's **My Dental Clinic** is open five days a week and offers regular cleanings, checkups, education/information, and treatments.

Read the full article here:

<https://www.wrcf.ca/news/sunbeam-oh-story>

HAPPY NEW YEAR!

THANKS TO EVERYONE WHO MADE SUNBEAM'S YEAR...SIMPLY GREAT

2024



Concept and Artwork Courtesy Lisa J. & Marty

WISHING YOU A HEALTHY AND HAPPY 2024!

A NEW YEAR'S WISH FROM SUNBEAM

The Sunbeam Community is home to many creative and thoughtful individuals. We aim to nurture and support the growth of our budding talent and you may have noticed a special holiday banner as we welcomed 2024.

A creative partnership was developed involving a person supported by Sunbeam, Lisa and a well-known local digital media creator, Marty Lachance. Lisa and Marty joined forces to design the 2024 banner graphic for Sunbeam's website and social media page. This artwork is a testament to the shared vision that defines our community.

Their goal was to capture the beauty of the winter season while subtly conveying a message of belonging and friendship. The tracks in the snow symbolize walking together into 2024 — with the people we serve and the people who make our organization possible. This artwork is a beacon of hope and unity for the year ahead.

In addition, Lisa specifically requested the inclusion of her four-footed friend, Teddy, in the artwork to capture the joy and love that pets can bring into our lives. The wandering footprints in the snow also illustrate that navigating our paths independently is possible while understanding that support will always be nearby.

Congratulations to Lisa and Marty for creating such a meaningful New Year's banner for the Sunbeam Community. We hope this artwork makes you smile and that your 2024 is blooming!



HIGHLIGHTS FROM SUNBEAM'S DEVELOPMENTAL RESOURCE CENTRE



The community demand for programs and services offered by Sunbeam's Developmental Resource Centre has continued to grow!

Over the past year, the Intake Team received over 520 referrals for children and youth accessing services and supports in developmental services.

The Service Coordination Team supported 20 children/youth and adults in their transitions to supported group living over the past year. These transitions have brought about great successes, marking new beginnings for the individuals and their families.

Our Transitional Aged Youth and Host Family Home Teams worked closely with an additional 14 individuals to ensure their successful transitions to appropriate supportive living environments.

We were thrilled to announce the expansion of Sunbeam's Brightside Clinical Services program and its exciting move to The Family Centre location in Kitchener. This expansion includes Applied Behavior Analysis (ABA) therapy and other aligned clinical services including children's psychiatry, occupational therapy, and speech-language pathology all under one roof. Families may now access a convenient centralized hub for developing skills that promote positive behaviours while offering complementary supports and services. Sunbeam's newly expanded program makes significant strides in meeting the community's soaring demand for ABA services while ensuring top-notch quality and reducing local wait times.

Sunbeam's Fetal Alcohol Spectrum Disorder (FASD) team, in partnership with the Norwest Community Health Centre in Thunder Bay, delivered a 6-week virtual support group for adoptive and birth parents caring for children living with FASD. Due to the success of this project, the support group is planned to be offered again in the future to support parents and their families across the province.

We launched Sunbeam's new Children's Psychiatry Clinic in June of 2023, which has already seen many successes for the children, youth and families accessing this much-needed service.

Looking ahead, Sunbeam's Developmental Resource Centre will continue to adapt and evolve to meet the changing needs of the individuals and families we support.

To learn more about Sunbeam's Developmental Resource Centre, please visit:
<https://www.sdrc.ca/>



WORKSHOP

COMMUNICATING WITH PURPOSE

Making a Ripple at Sunbeam



Earlier this year, a transformative staff development workshop was launched called “Communicating with Purpose” which is already having an incredibly positive impact within the Sunbeam Community.

This full-day workshop, designed and developed by Jill Mercier, Sunbeam’s Training & Development Coordinator enhances interpersonal communication skills among our staff, fostering a more connected, inclusive and supportive environment.

The workshop theme of "Small Actions. Big Impact" is illustrated by the image of a drop of water creating ripples, inspiring staff to consider how their actions contribute to a positive workplace culture.

Just a sampling of the staff suggestions arising through this workshop include:

- "Be positive!"
- "Listen without needing an immediate solution"
- "Be reliable and respectful"
- "Be self-aware"
- "Kindness matters"
- "Avoid assumptions, keep asking questions", and
- "Build trust"



These commitments are already influencing coworkers and the entire Sunbeam Community. The workshop's engaging and interactive format encourages open discussions about purposeful communication, leading to overwhelmingly positive feedback.

Seven workshops have already been delivered, with each one providing a platform for staff members to share their insights and experiences.

Our goal is to offer 30 workshops over the next year, ensuring all Sunbeam employees have the opportunity to participate and contribute to our ripple of positive change.

This wildly popular and effective skills development workshop is already transforming communications and engagement across the organization, whether interacting with other staff, the people we support and their families or our many community partners.

The eager participation of our employees, actively exchanging ideas and learnings is really what has made “Communicating with Purpose” truly transformative!



IMPROVING HEALTH OUTCOMES FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

People living with Intellectual and Developmental Disabilities (IDD) are often poorly understood by the healthcare system, experience barriers to accessing healthcare services and live with an overall substandard state of health. As a result, people with IDD often experience higher rates of illness and poor health outcomes, requiring more frequent visits to primary care providers and hospitals, increased emergency room visits and higher rates of readmissions to hospital.



Studies have shown that when people with IDD, their families, and developmental services providers work closely with health system providers, then significant improvements to quality of life and sustained health outcomes can occur.

Health system improvements for people living with IDD will only come about through partnerships, consultation, and commitment in areas such as:

- **Intentional Collaboration** - Reimagine prevention and reduction strategies to improve health outcomes, and use data to understand the impacts of change
- **Measuring Quality** - Develop standards of care for persons with IDD to measure quality and outcomes
- **Tools and Technology** - Combine clinical tools into all health record systems, and increase awareness of guidelines and tools to improve treatment and care
- **Accessibility through Inclusion** - Consultation with persons living with IDD and their advocates must happen to achieve accessibility health care standards.

At Sunbeam, we are committed to working with our local healthcare partners, such as hospitals, clinics, physicians, and other clinicians, to improve access to health services for the people we support by **removing systemic barriers and addressing health inequities**. For example, in early 2024, Sunbeam hosted a very successful “Lunch and Learn” information session for a broad audience of staff, clinicians and leadership from a local hospital.

Through our work with the **Ministry of Children, Community and Social Services**, the **Provincial Network on Developmental Services** and the **Specialized Clinical DS Network**, as well as by participating at local **Ontario Health Teams** in Waterloo Region, Sunbeam continues to be a community and sector leader in its healthcare advocacy and awareness efforts to improve the quality of life for persons with IDD.



CLIENT SPOTLIGHT

Mel



My name is Mel, and people describe me as cheerful, energetic, and positive. I have lived at Sunbeam Community and Developmental Services for 17 years and in three different group homes, including St. Jacobs House, Breckwood House, and Eagen House, where I live today.

I am very involved in the community and love socializing with friends and the people at Sunbeam's Day Program.

I participate in various activities, including singing, Latin dancing, going to concerts, and attending The Buddy Choir weekly, I am very passionate about music! I also enjoy reading, watching movies and TV shows, and watching plays at the theatre.

People close to me often describe me as a "hopeless romantic," and I couldn't agree more! One of my absolute favourite plays is Romeo and Juliette!

I am very sociable, caring, and optimistic, bringing a positive and joyful energy to any environment. I am always willing to stop and chat when I'm out and about, so always be sure to say hi when you see me!



ANNUAL STAFF LONG SERVICE AWARDS

2023-2024

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

35 YEARS OF SERVICE

David Limoges

30 YEARS OF SERVICE

Yvonne Graff
Shari Keller
Wendy King
Ang Ly

25 YEARS OF SERVICE

Kenneth Brown

20 YEARS OF SERVICE

Natasha Trenk

15 YEARS OF SERVICE

Candice Basara
Irma Benavides
Shereta Bowers
Daniela Green
Denise Grenier
Kelly Karges
Rehana Khanam
Christine Landsborough
Patricia Taylor
Natasha Thomas
Heather Thompson

10 YEARS OF SERVICE

Janet Barton
Giselle Bauman
Heather Leisegang
Donna Vandermeulen

5 YEARS OF SERVICE

Amarachi Frank
Courtney Bell
Suzette Bryan
Lori-Lynn Charles
Musayemure Chatinyara
Carmen Cordova
Katrina Danner
Anna Gielewska
Lisa Hardeo
Diana Harun
Karen Huber
Lisa Johnson-Riedel
Buzayahu Mekonen
Pauline Mills
Petrena Palmer
Nancy Plater
Michelle Power
Patricia Richards
Rebecca Robertson
Melissa Speers
Lori Starr
Sab Vang
Yolanda Ziotek-Scheffer

STAFF SPOTLIGHT



Meet Sunny!

Sunny joined the Sunbeam Developmental Resource Centre (SDRC) Department as the Administrative Coordinator in August of 2023, which was a drastic shift from their prior role of providing recreation therapy in senior living and LTC/memory care. Sunny's professional passions have always led them to seek organizations that prioritize empowering individuals and building strong, inclusive communities that value diversity and innovation, making Sunbeam a great career fit.

Moving away from a front-line role into a purely administrative position was challenging, as the rewarding relationships and connections built through direct care can be hard to leave behind. But, the privilege of indirectly

supporting the clients from "behind the scenes" over the past year has proven to be extremely rewarding. Assisting, coordinating, and collaborating to meet the team's or project's needs means that no two days are the same.

For Sunny, day-to-day tasks become especially gratifying when supported by the Sunbeam community. It has been eye-opening for Sunny as he gains a deeper understanding of the needs of the people we support, and to witness the passion and persistence of the staff serving and supporting our clients. Sunny hopes to eventually find opportunities to integrate their other passions into their work.

Lauren began her journey with Sunbeam at Developmental Services Ontario (DSO) – Central West Region in 2014 as an Assessor/Service Navigator. In that role, she completed assessments for applicants and provided resources to help them connect with their community.

Since transitioning to her current role as an Intake Resource Coordinator in 2018, Lauren has been a beacon of support for potential applicants and their families. Her passion for guiding them through their journey into developmental services, explaining the eligibility process and beyond is truly inspiring.

Working at the DSO now for over a decade, Lauren shares "I find it incredibly fulfilling to be the first point of contact for individuals and to see them access services and supports that enable them to enjoy life fully."

Thank you, Lauren, for sharing your commitment and passion for serving so many individuals and their families across the Sunbeam Community!



Meet Lauren!

SUNBEAM GIVES BACK



CELEBRATING COMMUNITY SWEETNESS

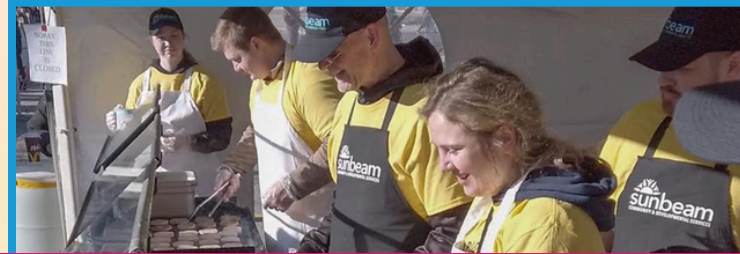
The Sunbeam Community came together on April 6, 2024, to serve fluffy pancakes, savoury sausages and, of course, the sweet stuff: maple syrup at the Elmira Maple Syrup Festival!

This was Sunbeam's second year participating in the festival, and it was a record-breaker for the 60th Anniversary of the Festival. An estimated 80,000 attendees attended, and Pancake Breakfast organizers estimate that over 7,000 pancakes were sold. On June 12th, organizers announced a record-breaking \$66,000 raised would be going back to the community!

The Elmira Maple Syrup Festival is a volunteer-organized and executed not-for-profit organization that returns all proceeds to community groups. Over the past 60 years, the Festival has donated over \$1,000,000 to local not-for-profit and charity organizations across the Waterloo Region.

"Observing the Elmira Maple Syrup Festival and how communities rally together is truly special. Volunteering was a rewarding experience I thoroughly enjoyed and would participate in again."

- Brian Swainson



BAKE SALE EXTRAVAGANZA RAISES \$600 FOR CANADIAN MENTAL HEALTH ASSOCIATION WATERLOO-WELLINGTON

In October 2023, Lisa, a person supported at Sunbeam, decided to organize a "Fundraiser Extravaganza" in support of the Canadian Mental Health Association of Waterloo Wellington, a cause that is near and dear to her heart.

Lisa raised an astounding \$600 for CMHA Waterloo Wellington through her efforts.

Before the end of October, Lisa met with Beth from CMHA Waterloo Wellington to present her large cheque with the funds raised at Lisa's event.

Sunbeam provides innovative opportunities that enable the people we support to reach their goals and achieve recognition of their value in the community. Thank you, Lisa, for hosting the bake sale and raising money for such an important cause that impacts many Canadians and others globally!



SINCERE APPRECIATION TO ALL OF OUR DONORS, SPONSORS & SUPPORTERS



Sunbeam Community & Developmental Services makes such a positive difference in the lives of thousands of individuals and their families.

Because of the generosity of our many individual, corporate and other philanthropic donors, we continue to make vital programs and services available to the individuals we support and their families.

Programs such as our Hospital Care Program and Overnight Respite would not have been possible without the generosity of our incredible donors.

Sunbeam wishes to thank every one of you for your ongoing and committed support and we certainly look forward to serving our community for many years to come.

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

Barrantes and Associates, Inc.

Green Shield Canada

Lions Club of St. Jacobs

Manulife Financial

MedPro Direct

Rexall Pharmacy

Ross & Doris Dixon Charitable Foundation

Schiedel Construction Inc.

Septodont Canada / Novocol Pharmaceutical of Canada, Inc.

Toyota Motor Manufacturing Canada Inc.

United Way Waterloo Region Communities

Waterloo Region Community Foundation



United Way
Waterloo Region
Communities



WATERLOO REGION
Community
Foundation



SUNBEAM AFFILIATIONS

Sunbeam is an active participant and sector leader at many local and provincial planning tables, networks, and provincial associations, lending our voice, expertise, and advocacy to improve the lives of people living with developmental disabilities, and promoting inclusion and belonging for the people we serve.



**Specialized Clinical
DS Network**



GREATER KITCHENER WATERLOO
CHAMBER OF COMMERCE
BUSINESS BUILDING COMMUNITY



WATERLOO REGION
Family Network



**EMPLOYER
PARTNER**

**CAMBRIDGE
NORTH DUMFRIES** | **OHT**



oasis



Provincial Network
on Developmental Services



FINANCIAL HIGHLIGHTS FOR 2023-2024



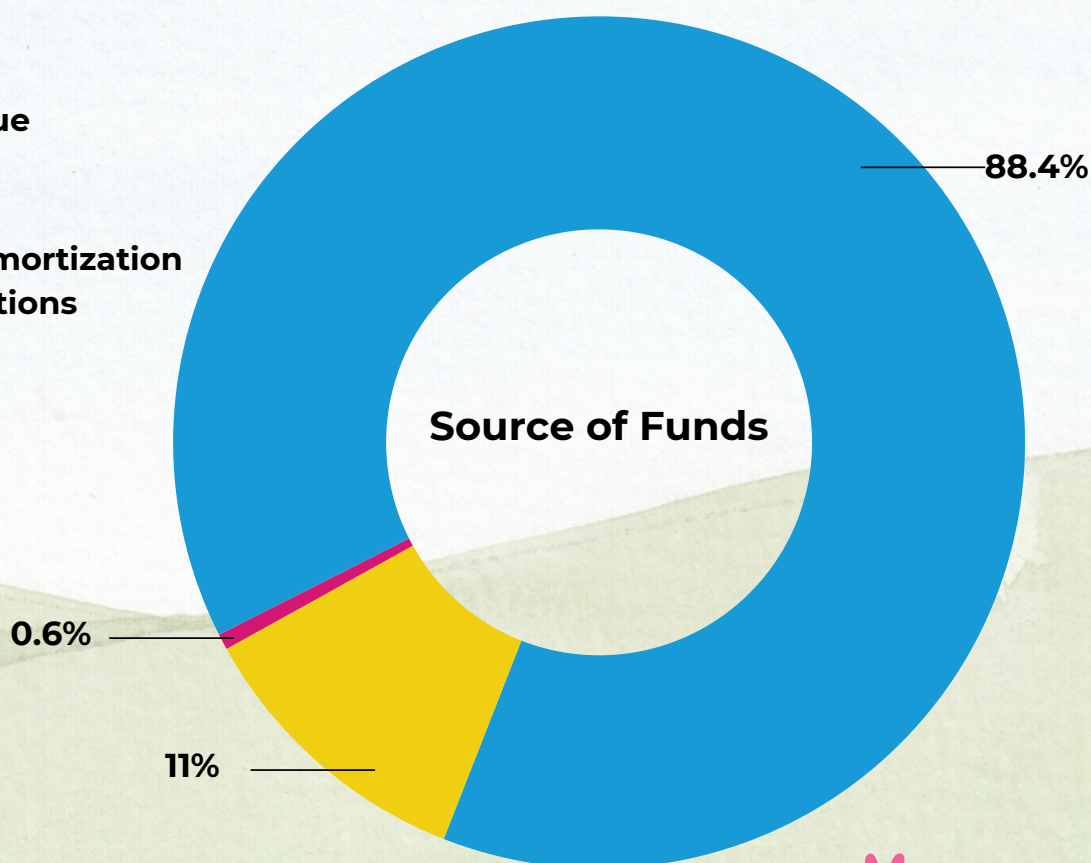
**Provincial
Funding**



**Other Service Revenue
& Donations**



**Federal Funding & Amortization
of Deferred Contributions**



REVENUE	\$ MILLIONS
Provincial Funding	64.687
Other Service Revenue, Grants & Donations	8.044
Federal Funding & Amortization of Deferred Contributions	0.456
TOTAL EXPENSES	\$73.187

EXPENSES	\$ MILLIONS
Community Living Services	26.921
Sunbeam Developmental Resource Centre	36.807
Developmental Services Ontario	3.162
Corporate & Shared Services	2.911
Capital Asset Amortization & Reserves Contributions	0.456
TOTAL EXPENSES	\$73.187

CLIENT SPOTLIGHT

My name is Stanley and I have been living at Sunbeam since 2019. I've lived in many other homes, with other agencies, but I never felt at home or better cared for until I was welcomed to my home at Sunbeam.

My support team provides me with a space where I feel safe and cared for regularly. I am unafraid to be myself and know they will accept me unconditionally. I feel included in my decision-making and encouraged to learn how to do things independently.

I am an outdoor enthusiast and sports fanatic! Some of my favourite outdoor activities and hobbies include playing Frisbee, going to the Park, and fishing at the Conservation Area in the winter and summer. I am on two Special Olympics teams: softball and bowling. I also enjoy swimming, creating artwork, cycling, and walking.

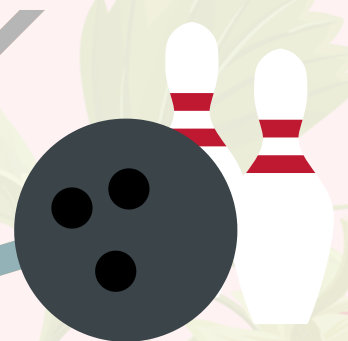
I love to cook and often prepare my own meals, with some support, and I always like to help cook at community events like Sunbeam BBQs.

I enjoy attending all the Community Passport events available through Sunbeam's Recreation & Wellness Program. I attend every event I can and like to stay active and fit, I really enjoy the music festival programs!

I am looking forward to planting my vegetable garden and to travel to my fifth cottage getaway this summer at Papineau Lake!



Stanley



DEVELOPMENTAL SERVICES ONTARIO – CENTRAL WEST REGION

Supporting the Need for Accessible and Affordable Living Housing through a Person-Centred Approach.



“

The outlook for my daughter and success with independence looks so much brighter now.

Since 2018, Developmental Services Ontario Central West Region (DSO-CWR) has provided Housing Navigation supports to persons living with developmental disabilities across Waterloo Region, Wellington County, Dufferin County, Halton Region and Peel Region.

In 2021, the Ministry of Children, Community and Social Services (MCCSS) announced a limited 2-year project budget for DSO's which allowed us to assist more people with developmental disabilities in accessing housing in their communities.

Our DSO was pleased to have Christina Hall, with previous experience as an Assessor, take on this project initiative. As a part of this housing coordination expansion, Christina was able to provide housing-related planning for individuals, which included:

- 120 referrals to APSW supports,
- sharing 150 Housing Toolkits,
- participating in 3 housing forums across Peel and Waterloo Regions, reaching over 500 people in attendance,
- creating 5 community housing resource guides, and
- sharing much information about community resources to people exploring housing options.

Permanent funding was announced this year to allow this important work to continue. The part-time Housing Navigator role was increased to a full-time position, building upon the learnings, connections and tools developed over the past two years. This new investment by MCCSS across all DSO's reflects the positive outcomes generated by Housing Navigators across the province.

Sunbeam is grateful to the province for this investment in the important housing navigation work done by the DSO Central West Region.

Photo: Christina Hall, Housing Navigator (left) and Jessica Pearson, Service Navigator (right) at the Waterloo Region Housing Forum on June 20, 2023.

To learn more about the DSO-CWR, please visit: <https://www.dsocwr.ca/>

STAFF SPOTLIGHT



Meet Tracey!

For the past four years, Tracey has been a dedicated part-time Direct Support Professional at three Sunbeam Community Living Group Homes. Tracey believes her role is not just a job, but a calling that she wholeheartedly embraces. Tracey's responsibilities include personal care, support with daily activities, emotional support, meal preparation and assistance, housekeeping, organizing outings, and attending appointments.

Tracey's son's involvement in Sunbeam's Day Program and utilization of Sunbeam's Respite Program has given her a profound appreciation for the important work done by Sunbeam in the community. Tracey cherishes the opportunity to be a part of the Sunbeam Community

and finds it fulfilling to help people reach their goals and live a full, engaged and well-rounded life. Tracey shares that "The staff at Sunbeam are amazing - not just simply colleagues, but a team that works together to fulfill the diverse needs of our clients."

Tracey's commitment to providing an exceptionally high quality of life, and promoting belonging and inclusion for the people she supports at Sunbeam is a testament to the dedication and compassion of everyone at the Sunbeam Community.

Tara's journey as a Registered Practical Nurse (RPN) at Sunbeam began 13 years ago. As one of her family members was already a part of the team, she felt a personal connection to the Sunbeam community and the work they do.

Today, Tara remains deeply connected to her work at Sunbeam, emphasizing that she "cherishes the sense of belonging and community that we foster for the people we support." Staff are not just employees but integral members of a supportive community, providing top-notch medical care and emotional support. At a place where all abilities are valued, Sunbeam is committed to helping people realize their personal goals in an inclusive community.

Tara is thrilled to be part of an organization that provides such a wide range of meaningful opportunities for inclusion, and a strong sense of belonging for the individuals we support. Tara observed that "My work at Sunbeam is not just a job, but it's all about providing quality support, creating memorable experiences and fostering personal growth for the people we serve."



Meet Tara!

CHILDREN'S RESPITE PROGRAM



The children's overnight respite program at Sunbeam Kids Hub serves children with developmental disabilities who may have intensive behavioural and medical support needs. It provides short-stay care in a secure environment, offering much-needed relief for parents and families. With the growing prevalence of caregiver burnout, this program supports families who often become overwhelmed by the demands of providing care at home for their children with complex needs.

"Sometimes I felt like I was drowning and then Sunbeam came into my life – you have helped my family so much." Feeling anxious to send her daughter, Febi, to the program, she was quickly reassured: **"When I saw how well the staff cared for the children, and how much my daughter enjoyed her stay, I felt so reassured."**



Febi pictured with her mother

"As a mother, I really needed that little break to refresh myself emotionally and physically - it has made such an impact on my life. And Febi really loves her time at Sunbeam. I recommend Sunbeam's children's respite program."

This past year, we provided 474 days of children's overnight respite services at Sunbeam Kids Hub. Our trusted care supports families through social and recreational activities, seating/positioning assessments, and various therapeutic services. This holistic approach enhances the quality of life for individuals and fosters a sense of community and belonging.

For more information or to book respite, please call (519) 741-1121 or email respite@sunbeamcommunity.ca

MEETING THE NEED FOR CHILDREN'S PSYCHIATRIC SUPPORT



Over the past year, Sunbeam's Developmental Resource Centre launched its Children's Psychiatry Clinic with Dr. Peter Cordell.

Providing comprehensive care, this critical service provides support for children and youth who live with developmental disability and/or Autism Spectrum Disorder. Since its opening, it has seen great success and increasing referral numbers monthly.

Dr. Peter Cordell chose to collaborate with Sunbeam to "support children and adolescents living with developmental disabilities." He values the flexible, caring environment and the centre's focus on non-medication alternatives and appropriate pediatric care.

Through early interventions, personalized treatment plans, and collaboration with families and community partners, enhancing the well-being of the children and youth in our community can be achieved.

It is a commitment that Dr. Cordell is proud to be a part of, working towards providing a brighter future for the children, youth and families we serve, he describes Sunbeam as "a perfect fit!"



SUNBEAM COMMUNITY OUTREACH PROGRAM



The Sunbeam Community Outreach Program connects the people we support and others in the community. We are committed to fostering and promoting inclusion, community and belonging in all our activities, programs and special events.

Over the past few years, we transformed from fully virtual programming during the pandemic to offering hybrid options (virtual and in-person). Now, we are fully back to in-person activities while always adhering to public health safety measures.

Seeing so many returning participants and welcoming new individuals to our program has been wonderful!

In-person activities create an energized space for socialization, engagement and friendships in and with the community.

Just a few of our most memorable events from last year include visits to Little Rays Reptile Zoo and Nature Centre in Hamilton, very popular special event dances at the Kingsway Centre gymnasium, and a very engaging day at the Niagara Tulip Experience.

We are thrilled to share our upcoming plans to engage in various activities, both onsite at Sunbeam as well as out in community settings. As we look ahead, we are particularly excited about our summer plans, which include attending a Toronto Blue Jays game, hosting BBQs with live entertainment, and exploring local Conservation Areas.

To learn more about the Sunbeam Community Outreach Program, please visit:
www.sunbeamcommunity.ca/community-living-services/#day-programs



Niagara Tulip Experience!



Canadian National Exhibition

SUNBEAM KID'S DAY



In August 2023, we hosted the annual Sunbeam Kid's Day at our Kingsway Campus. This special event celebrates the children we support, as well as the children of our employees.

Once again, Kid's Day was a huge success at Sunbeam, with over 60 children in attendance joined by their parents, families and support staff. This year's theme was "Superstars", so everyone was ready to celebrate in style. A variety of games and activities were carefully planned to ensure that the event was inclusive and fun for everyone! The event featured bowling, a Barbie™ photo booth, a scavenger hunt and indulging in some delicious ice cream provided by "Four All Ice Cream Scoop Shop." Just when we thought the day couldn't get any more exciting, a "Taylor Swift" impersonator arrived and performed a surprise concert. A fun time was had by all, and the memories created will last a lifetime.

At Sunbeam Community & Developmental Services, we are passionate about creating meaningful experiences for the people we support. Thank you the many volunteers and helpers who came out and filled the day with smiles and positivity. We can't wait to do it again next year.

ACTIVITIES & OUTINGS

March Break Camp at Sunbeam

Brae Ridge Farm & Sanctuary

During March Break 2024, some of the people we support through our Children's Overnight Respite Program visited the Brae Ridge Farm & Alpaca Sanctuary.

Everyone enjoyed the experience of hand-feeding the alpacas, learning about the process and philosophy of farming and enjoying nature.



Cambridge Butterfly Conservatory

Another exciting outing experience during March Break for Sunbeam clients was a trip to the Cambridge Butterfly Conservatory. It was an adventure exploring the 10,800 sq. ft indoor tropical garden with thousands of free-flying butterflies.

The people we support had a wonderful experience being immersed in a "tropical forest" environment complete with tropical plants, animals, birds and several water features, while surrounded by so many lovely butterflies!



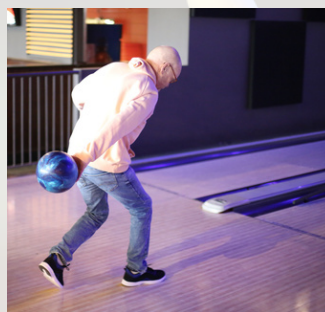
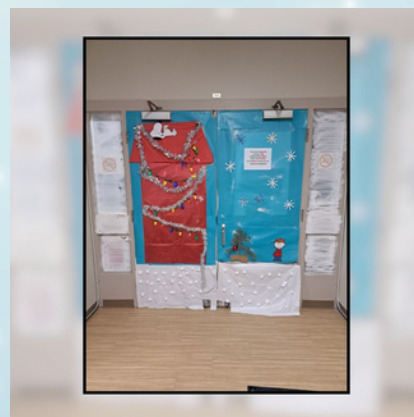
ACTIVITIES & OUTINGS

A Blizzard of Beauty Knocking on Sunbeam's Doors

In preparation for the Holiday season, the Sunbeam's Day Program attendees challenged staff at the Kingsway Campus to get into the spirit and decorate their office doors for the season.

This creative challenge turned our campus into a winter wonderland with decorated doors of all styles, spreading joy and cheer!

Clients in our Day Program toured the campus and voted on their favourite decorated door. Do you remember who emerged as the winner of our festive door-decorating contest? HINT: The door features the classic holiday colour — red!



Striking it Big at King Pin Bowling

This Spring, the Sunbeam Recreation & Wellness Team organized an exciting bowling event at Bingeman's King Pin Bowling Alley!

After bowling, attendees enjoyed a delicious lunch from Boston Pizza and had the opportunity to socialize with one another after the big game.



STAFF SPOTLIGHT



Meet Amy!

Amy started with Sunbeam 21 years ago during a school placement at the Zeller Group Home. She enjoyed building rapport with clients as she learned how to best support their needs.

In her role at Sunbeam, Amy provides support with activities of daily living, encourages health and wellbeing and advocates for inclusion and belonging. She always strives to help the people we support to live their best lives possible.

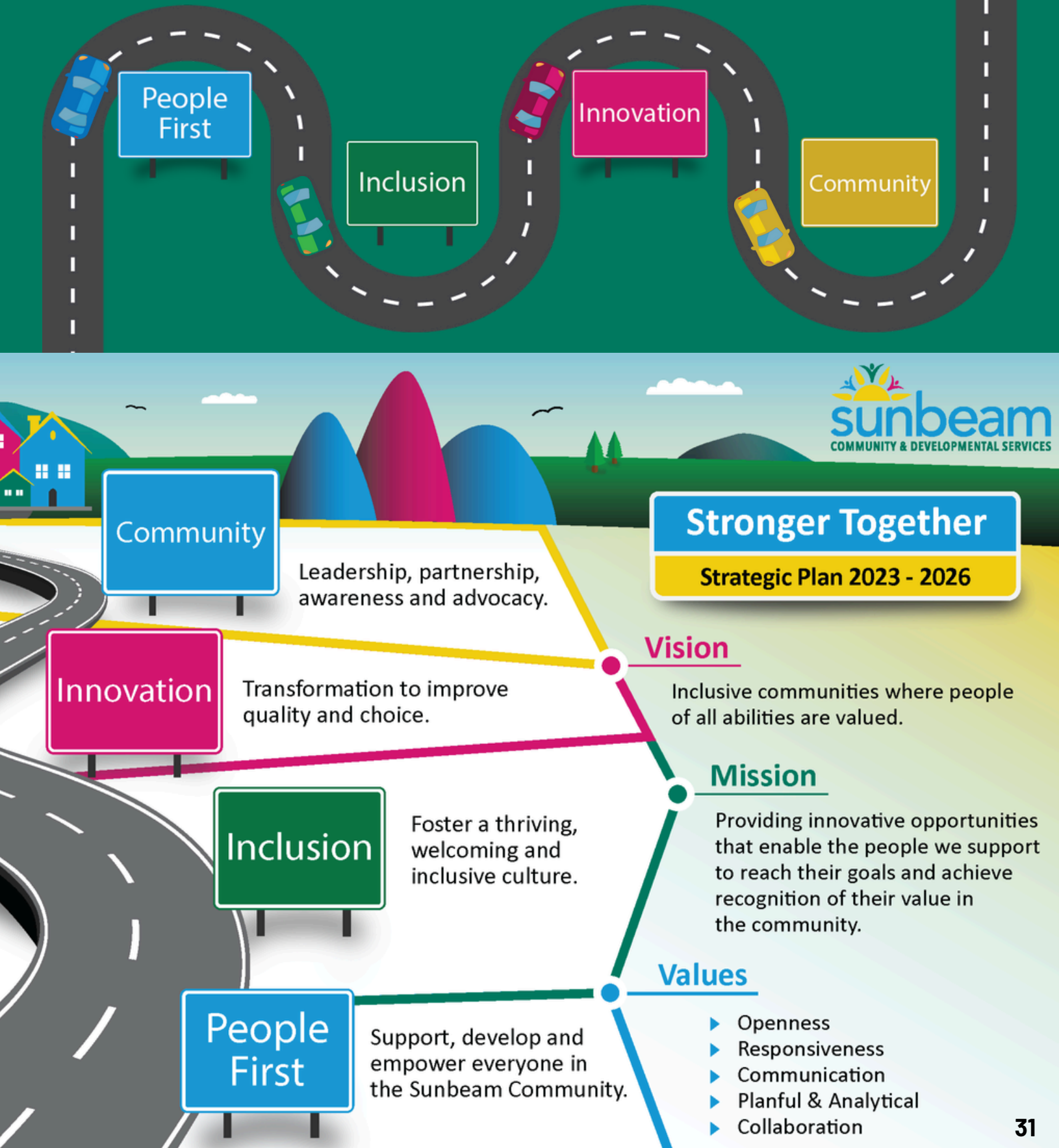
Amy truly loves providing care and support in her role. She is especially passionate about helping to promote socialization by encouraging connections across the community while having the flexibility to foster friendships and create fun, lasting memories.

It is truly rewarding to get to know the interests and preferences of the people we support, so we can help to provide engaging programs and activities to enrich each person's life.



Our Value Proposition

Our Vision, Mission and Values resonate throughout the Sunbeam Community, reflecting our commitment to Choice and Inclusion.





To contact Developmental Services Ontario
visit: dsocwr.ca



To contact Sunbeam Developmental Resource Centre
visit: sdrcc.ca



To contact Brightside Services visit:
brightsideabaservices.com



To contact Sunbeam Community & Development Services
visit: sunbeamcommunity.ca

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

SUNBEAMCOMMUNITY.CA/DONATE

Sunbeam Community & Developmental Services is a registered charity.
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