



ANNUAL REPORT 2017-18



Extend-A-Family
WATERLOO REGION

2,125

PEOPLE SERVED
IN 2017-18

418

ADULTS SERVED
THROUGH PASSPORT

89%

ELIGIBLE FOR SSAH IN
THE REGION WHO USE
OUR SERVICES

116

PEOPLE RECEIVING
RESPITE SERVICES

93

PEOPLE ATTENDED
SUMMER PROGRAM

4,740

WALES GROUP MEMBERS
EXPERIENCED:

VOLUNTEER HOURS CONTRIBUTED
TO THE COMMUNITY

39

PEOPLE RECEIVING SERVICES
FROM FAMILYHOME

1,026

WALES GROUP MEMBERS
WERE HIRED FOR:

HOURS AND 30 MINUTES
OF PAID EMPLOYMENT



1,620

CHILDREN USING SPECIAL
SERVICES AT HOME

23% INCREASE
IN SSAH FAMILIES
SUPPORTED

301

YEARS SERVING
THE COMMUNITY

37



“This past year has been a year of change for Extend-A-Family Waterloo Region. Maria de Boer, Executive Director of Extend-A-Family Waterloo Region, retired after more than 36 years of service. We thank her for incredible dedication and for building what Extend-A-Family has become. When seeking a replacement, it was important to find a leader who shares our passion for the people, the families, and community we support. The Board was thrilled to introduce Al Mills as our new Executive Director. We are optimistic about what the future holds for Extend-A-Family Waterloo Region!”

- Liz Hedley, on behalf of the Board of Directors

YEAR IN REVIEW

Our Special Services at Home (SSAH) program continues to grow with 31 new intakes in a typical month. We have seen significant increases in the families we support through the SSAH program over the years. In 1999, we became the sole administering agency in Waterloo Region and we currently support 89% of eligible families, with 11% choosing to self-administer.

We have seen growth as well in our Passport program and were thrilled when the province announced that all eligible adults will receive a minimum of \$5,000 each year, rather than wait for funding, in some cases for years. Both SSAH and Passport funding amounts were increased by 15% to offset costs associated with Bill 148. This has also been a positive investment for many people.

The Kitchener-Waterloo Library of Things (KWLOT), a Community Development initiative, opened on February 24, 2018. The KWLOT has been lauded as an innovative and valuable asset due to our impact on the environment, and our sharing and caring for each other. The KWLOT provides access to useful hardware and tools, kitchen appliances and accessories, and camping gear, with each item

generously donated by the community. Our mission of **Community, Dignity, Belonging** is fulfilled by this initiative. The next phase will provide employment opportunities for people with developmental disabilities as Librarians. The KWLOT is open every Saturday morning and Tuesday evening.

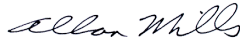
We continue our partnerships with community groups and other service providers to explore work and volunteer opportunities for people connected with us.

Our I Choose Dignity in the Classroom program continued this year at Edna Staebler Public School in Waterloo. The program explored the students' themes of personal gifts, introduced the concept of disability and adaptations people can make, and how to appreciate, welcome, and be curious of differences.


We remain driven by our belief that the community is whole when everyone has the opportunity to contribute. Thank you to our dedicated Board of Directors and staff, our generous donors and to all who help us build a community where everyone belongs. We are excited to be a part of this wonderful organization, and will continue to explore new and innovative approaches so all people have

the opportunity to thrive in our community.

We thank those who have allowed us to share their personal stories in this report. We hope you find inspiration in their journeys as we have.



Allan Mills
Executive Director



Liz Hedley
Chairperson, Board of Directors

2017-18 Board of Directors

Liz Hedley, Interim Chair	Jamie Moffat, Director
Susan Dobbie, Interim Vice Chair	Terry Aivaliotis, Director
Kathy Mortimer, Interim Secretary	Allan Mills, Ex-Officio
Sharon McMorran, Treasurer	Kevin Mendoza, Director *
Jeramie Gallichan, Director	Ankita Sheth, Director *
Christine Nyikos, Director	

* Until October 2017

VOLUNTEERING WITH EAFWR

Here at Extend-A-Family Waterloo Region, we deeply value and appreciate the contributions of our volunteers. Their drive, passion and commitment to giving back to the community is inspiring. We could not do what we do without them.



Brittany's Story

Brittany has volunteered and worked with Extend-A-Family Waterloo Region since 2015, but has had a connection with us since she was a child. Growing up with a sister with a profound developmental disability, she watched her parents' physical and mental states wither as they struggled to care for her younger sister on their own.

One day, there was a beacon of light in the form of a Direct Support Person (DSP) who showed up at their doorstep to help. Brittany was too young to understand exactly what the DSP's role was, but recalls the time she would spend with Brittany's sister. The few hours a week that her sister was occupied with the DSP, her parents were able to catch up on errands, do chores around the home, and spend time with Brittany. Many other support people continued to support her sister and family,

visiting the family home every day to be with Brittany's sister. Brittany knew they were there to support her sister, but she always felt they were there to support the family as a whole even more so.

Fast forward to 2015. Brittany was reviewing volunteer opportunities as part of her studies at Wilfrid Laurier University. One organization stood out immediately amongst the rest – Extend-A-Family Waterloo Region! Her heart skipped a beat as she typed out her application as fast as she could. She was chosen for the position and thus began her own personal journey with Extend-A-Family Waterloo Region.

Brittany volunteered with Open Space which involved meeting every Wednesday at a board game café in Waterloo to hang out, chat, enjoy

coffee, and play board games in a safe space with an incredible group of individuals. Open Space truly became the highlight of her week and she looked forward to seeing the tight-knit group of friends and constant new faces.

After such an incredible experience with EAFWR, Brittany sought out other opportunities and continued volunteering with Open Space well after her course ended. She went on to become a Direct Support Person for an amazing teenage boy, a facilitator for a youth group, and a facilitator for the Open Space. She could not ever imagine not being connected to Extend-A-Family.

“THIS ORGANIZATION IS TRULY A PLACE WHERE VOLUNTEERS BENEFIT FROM THEIR INVOLVEMENT JUST AS MUCH AS THE PEOPLE WHO ACCESS EAFWR'S SERVICES. THE VALUES ARE EXEMPLIFIED IN EVERY PERSON WHO IS A PART OF THIS COMMUNITY, AND I ALWAYS FEEL SO SPECIAL AND CARED FOR WHEN I REFLECT ON MY INVOLVEMENT.”

INDIVIDUALIZED SUPPORT

With services that are individualized to children and adults, each person is supported based on their needs, goals and dreams. Extend-A-Family Waterloo Region uses an individualized approach in all the work that we do, including Special Services at Home, Passport and WALES (Working Adults Learning Empowering Skills).

Passport

Before Extend-A-Family Waterloo Region, Diane felt isolated and depressed, and spent most of her days alone at home. She wanted to go out in the community and try new things, but needed a Direct Support Person (DSP) to help her overcome her anxieties and insecurities.

In 2017, Diane was connected with a DSP named Kelsey through EAFWR whom she immediately warmed up to. She was able to get out of the house, explore her community, go skating and bowling, and even go on trips to Toronto. Her funding also supported transportation to get groceries, run errands, and attend appointments to find new housing.

Unfortunately, this all changed for Diane when Kelsey went on a medical leave of absence. Diane was understanding, but also very anxious about getting to know a new person. Her Support Coordinator was able to find a short-term support person who was kind, generous and adventurous.

Diane tested her new DSP, Brea when they went to Canada's Wonderland, and wondered if this new person would be brave enough to go on all the rollercoasters with her.

Her Support Coordinator, Kathleen noticed that Diane was sociable, friendly and wanted to make new friends, so when Christie, another Passport recipient, expressed similar interests as Diane, Kathleen suggested that the two of them spend some time together. With the help of their Direct Support People, they spent time together painting pottery and hanging out with Diane's new kittens. Diane and Christie continued to build their friendship, spending time apart from their DSPs.

Consistent, person-centered support has helped Dana overcome her anxieties and participate in the community. With an ever-widening circle of relationships, Diane now has multiple people she can call on when she wants to chat or work through a problem.



Diane (right) pictured with her support worker Kelsey (left)



Jason pictured at work

Working Adults Learning Empowering Skills (WALES)

Jason was repeatedly disappointed in his efforts to secure paid employment. With speech and hearing challenges, he experienced a tremendous amount of difficulty during job interviews. Although capable and eager, employers would consistently see barriers rather than abilities. Jason refused to give up, and his determination to prove to the world that he has skills worth paying for trumped all of his negative experiences.

WALES Facilitators began working with employment counsellors at The Working Center (TWC) to support Jason's aspirations. Jason was excited to be on board! He was very interested in working at a restaurant, so when there was an opportunity to gain experience in a commercial kitchen at Maurita's, Jason jumped at the chance. This led to retail kitchen experience at the Queen Street Commons Café.

As Jason continued to hone his skills, facilitators and

counsellors alike wrestled with how to help him past the interview phase of his goal. After learning about how technology can be used to mirror behaviour for people with autism, WALES Facilitators decided to take a video of Jason as he performed his tasks and provide this to prospective employers so they could witness his skills in action. This would accompany or replace the typical interview process.

A TWC Employment Facilitator found a prospective employer and they were provided with the video. Within a week, the employer offered Jason a job. He is now working twice a week and is interested in expanding those hours or finding other employment opportunities in the near future.

While this story shows the flexibility and creativity we bring to the work we do for all those we serve, there is no success without the kind of passion and determination that Jason demonstrated. He just needed a little help to be heard. That's what we do!



WORK IN THE COMMUNITY

Extend-A-Family Waterloo Region collaborates with community partners, neighbourhoods and organizations to build lasting change. With belonging and inclusion at the heart of everything we do, community work is vital to nurturing a Waterloo Region where everyone belongs.

Community Development

**By Yumna Zaghlol, Bachelor of Social Work (BSW) Student,
Renison University College - University of Waterloo**

When I started my joint community development placement with Extend-A-Family Waterloo Region (EAFWR) and Kitchener Public Library (KPL), I was welcomed with open arms and enthusiasm by Kim and Robyn. Over the past eight months, I've been provided with the flexibility and independence to explore projects and initiatives that interest me. Much of my placement has been based in relationship-building and creativity.

I've worked on a number of projects during my placement, including: an interactive community map where neighbours shared their stories about Stanley Park, an older adult group focused on sexual health created with support from numerous community partners and an upcoming walking story book co-organized by EAFWR and KPL. This was an exciting opportunity to bring a love of reading to life outside of the four walls of their own physical space.

Most of my ideas have resulted from random conversations and interviews with colleagues, supervisors and university faculty. I can trace back specific conversations with individuals that ignited a spark and caused a domino effect where one idea led to another, which led to a person, which led to another idea, and so on.

Community development is just as much about building relationships with people as it is about understanding one's self and sense of locality within the surrounding community. I've tried to be of use in any capacity that I could during my placement. Much of this involved listening and learning from others, individual self-reflection and planning, and navigating barriers to applying ideas. Kim and Robyn have been there rooting for me every step of the way and encouraging me to explore different avenues and alternative ways of engaging that have nurtured my creative spirit.

i choose dignity in the Classroom

By Eli Winterfield

Recently, we were in three grade one classes – 57 children total – at Edna Staebler Public School in Waterloo. The program explored the theme of personal gifts. The students were introduced to the concept of disability, adaptations all people can make, and how to appreciate, welcome, and be curious of differences.

Our program also featured special guest speakers who, as self-advocates, shared their own unique gifts and experiences as individuals with lived experience of disability. One of the guest speakers, Clinton, who had participated in the program last year, became a volunteer at the school, helping with reading



and gym and assisting the crossing guard. This resulted from Clinton's interactions with a school teacher who recognized the amazing relationships that Clinton developed with the students. Clinton's volunteer role will continue well beyond the five weeks of I Choose Dignity in the Classroom program. He is recognized and appreciated by many at the school, and brings a very contagious positive energy to the classroom.

At the end of the program, the children shared with us what they learned. They spoke of the importance of treating everyone with kindness and compassion regardless of how they look, talk, act or think, as well as standing up for or being an ally to anyone who may be left out or teased. They expressed that everyone's unique gifts and talents are important. One young, boisterous boy summed up his learnings very simply, "It doesn't even matter if you're blind", and was very impressed by how one of the facilitators gets around independently, attends school and writes songs on the piano even though she is blind.

Both children and teachers expressed their sincere gratitude for our time and curriculum. We are always excited to share our experiences with students. The children are very engaged and participate in the learning activities and conversations in a very creative, motivated and authentic matter. We are grateful to be able to share the importance of community, dignity and belonging with children and teachers alike through the I Choose Dignity in the Classroom program.



KITCHENER-WATERLOO LIBRARY OF THINGS

Launched in February 2018, the Kitchener-Waterloo Library of Things (KWLOT) is a space for sharing items, ranging from tools to camping and kitchen equipment. By sharing items, you save money, reduce waste, discover a strong community and provide inclusive and supported employment opportunities.



KWLOT HOURS:

SATURDAYS, 9AM - 1PM

TUESDAYS, 5PM - 7PM

 www.kwlot.ca

 [@KWLoT](https://twitter.com/KWLoT)

 [Library of Things](https://www.facebook.com/LibraryofThings)

"Congratulations on the opening of your new member-based library of tools, appliances and other handy items that help do-it-yourselfers and others get the job done by sharing rather than buying. Best wishes to you and your team for many years of success." - Mayor Berry Vrbanovic.
(Pictured here, second from right)

SERVING YOU BETTER

Extend-A-Family Waterloo Region is continually looking at how we do our work, and how we can make it better. Whether it's through infrastructure upgrades, better training and development, or other ventures, our values and quality of service are at the heart of everything we do.

Training

As much as we need tech innovation here at Extend-A-Family Waterloo Region, we also need social innovation – new approaches to advocacy and inventive ways to create inclusive communities where everyone belongs. Extend-A-Family Waterloo Region is a social innovator, which is one of the many reasons I love working here!

One of the ways we innovate is through opportunities for professional development and training. In March 2017, EAFWR's Direct Support Person (DSPs) Needs Assessment showed that "offering additional training opportunities to Direct Support People would further clarify job expectations and support them in feeling more empowered – in addition to increasing feelings of appreciation." Some suggested topics included: how to keep yourself and the people you support safe, tips and strategies for working with families, as well as negotiating boundaries.

DSPs are critical to the work we do, so when a need is overwhelmingly expressed, it becomes an easy decision to take a

action. As a result, three additional training opportunities were developed in 2017 and are now available:

1. **Exploring Interest in Community** is a workshop for people who provide support and the people they are supporting to attend together. People work together on identifying interests, explore positive possibilities and plan goals in manageable steps.
2. **Understanding Conflict and Communication** is a two-part workshop designed to help people become more aware of their preferred conflict style, learn to recognize others' conflict styles and learn to effectively clear up conflict and negotiate boundaries.
3. **Talking About Sexuality** is a workshop to inform the way we support people in understanding healthy sexuality and relationships.

EAFWR continues to make a difference in the lives of people with disabilities by equipping DSPs with the tools they need to provide even better support. It is this kind of social innovation that is raising the social standing of people with a disability and building a community where everyone belongs.

LIVING IN THE COMMUNITY

Something we hear time and again is that the people we support want to live and feel connected to their community. Some will live with family and seek short breaks while others want an opportunity to live more independently. Programs like FamilyHome and Special Services at Home (SSAH) offer the creativity and flexibility to do just this.

Special Services at Home

By Connor's mother

It's funny, I don't know where to start as it has all gone so well. Connor's favourite day is Wednesday, now known as Jesse Day. His best mornings and school days are always Wednesdays and this relationship has brought out so many good things in Connor.

A big first hurdle was taking the city bus. Jesse convinced him to try, and Connor went out on a bit of a shopping trip with the confidence to use his own debit card to purchase tickets himself. Typically, he quietly asks me each step hoping I will do everything. I was so proud of him; stepping out of his comfort zone is a big deal and I find his zone is slowly getting bigger.

Jesse's influence and similar interests has also helped with Connor's self confidence in his own

knowledge and abilities. Currently, Jesse and Connor are building a gaming computer, something Connor has always dreamed of doing. Over the past two weeks, they have been pulling apart and exploring three old computers we had lying around, learning what each thing is, what's good, what's garbage.

“CONNOR'S EYES LIGHT UP WHENEVER HE IS ABLE TO SEE HOW THINGS WORK, AND WITNESSING THIS ENJOYMENT IS ALWAYS AMAZING.”

With two other boys in the home, it is always an effort to keep "Jesse Time" for just Connor when Jesse visits. As you would expect, life very easily swings to focus on Connor and his needs, and it is



always a struggle to find time to focus on the needs of the other boys. Jesse gives me this chance, and Wednesday is always a peaceful day for me. Having three young boys with vastly different personalities and challenges means that having peace is sometimes a real rarity.

“ THIS PROGRAM AND PLACEMENT HAS BEEN WONDERFUL, AND I CAN’T IMAGINE THE TYPE OF CHANGES I WILL SEE IN CONNOR SIX MONTHS FROM NOW AS REALLY, THIS HAS JUST BEGUN. I CAN SEE THE TWO OF THEM EXPLORING MORE AND MORE AS TIME GOES ON AND CONNOR BECOMES A BIT MORE ADVENTUROUS. ”

So a big thank you for all of your help in getting started, finding Jesse and the continued support you give. From day one, our experience with Extend-A- Family Waterloo Region has been easy, stress-free and completely enjoyable. You are all doing a great job and I can't thank you enough.

\$78,711

RECEIVED FROM GRANTS AND FOUNDATIONS

\$30,549

GIFTED BY INDIVIDUAL DONORS

\$9,715

RECEIVED IN SPONSORSHIPS
AND IN-KIND SERVICES

\$9,592

RAISED AT THIRD PARTY
FUNDRAISING EVENTS

\$13,034

RAISED AT EAFWR EVENTS

FUNDING FOR BELONGING

It takes a community of dreamers, funders, and supporters to do the work we do. From concerts to community fundraisers, here are some of the ways that Extend-A-Family Waterloo Region receives funds.

Fundraising

Extend-A-Family Waterloo Region has sure felt the love of our community in 2017.

We have a bit of a reputation for wacky and unusual ideas, particularly with our Community Development initiatives, and this year was no exception. We love to create unique and innovative ideas, but the best part is when we feel the excitement and support of our community too.

In 2017, we brought back our **Walk-Or-Wheel** fundraiser. It was a huge success! Not only did we raise thousands of dollars for EAFWR, but we did it together and we are so much better together.

One of our favourite things to do is to get to know our donors and supporters better. We are so grateful for you. Thank you so very much for the phone calls of support and for the gifts you share with us to let us know you believe in EAFWR. Every gift is important

and contributes directly and immediately to building a community where everyone belongs.

Sometimes, the gifts also turn into friendships. The kind of friendship you can turn to when you have an idea to partner with a local brewery to create a beer in celebration of the International Day of Persons with Disabilities. When we asked our dear friend Edna Rhoda if we could please honour her with our fundraising beer and **Cheers To Inclusion** event, after some laughter, she was keen to jump onboard. Together, we worked to raise money and community support for what is important to both of us, an inclusive community and friendships.

Our community connections are what fuel us to not only operate our Community Development team, they are what keep us inspired and informed. Thank you to those who donated their gifts of dollars, time and friendship - you are true champions of belonging.



VISIT US ONLINE AT EAFWR.ON.CA FOR WAYS TO GIVE!

Financial Statement

\$2,260,258
TOTAL ASSETS

\$11,600,755
TOTAL REVENUES

\$1,447,388
TOTAL LIABILITIES

\$11,452,732
TOTAL EXPENSES

REVENUE	2018		2017	
Province Of Ontario	\$8,055,596	69%	\$7,107,339	69%
Central West Region Passport Agency	\$2,482,138	21%	\$2,052,401	20%
Program Billing	\$524,240	5%	\$425,347	4%
Other Funding	\$224,906	2%	\$149,906	2%
Donations And Fundraising	\$102,904	1%	\$113,844	1%
WW Local Health Integration Network	\$163,968	1%	\$131,844	1%
United Way	\$14,581	0%	\$13,800	0%
Investment Income	\$9,622	0%	\$11,344	0%
Government Of Canada	\$22,800	0%	\$21,949	0%
Other Partners	---	---	\$266,741	3%
	\$11,600,755	100%	\$10,294,515	100%

EXPENSES	2018		2017	
Salaries, Wages And Benefits	\$4,371,464	38%	\$4,058,987	40%
Direct Families And Program Expenses	\$6,349,980	55%	\$5,313,973	52%
Consulting And Professional Fees	\$171,889	2%	\$136,173	1%
Occupancy Costs	\$157,595	1%	\$122,745	1%
Office	\$131,728	1%	\$135,610	1%
Staff Training And Travel	\$73,829	1%	\$71,395	1%
Indirect Families And Program Expenses	\$80,663	1%	\$80,650	1%
Computer Related Expenses	\$9,496	0%	\$14,870	0%
Amortization	\$100,765	1%	\$16,575	0%
Fundraising Expenses	\$5,323	0%	\$2,869	0%
Other	---	---	\$6,359	0%
Other Partners' Expenses	---	---	\$266,741	3%
	\$11,452,732	100%	\$10,226,947	100%
Excess Of Revenue Over Expenses:	\$148,023		\$67,568	

♪ COMING HOME TO A PLACE HE'D NEVER BEEN BEFORE ♪

When I was a kid, my grade six teacher taught me to play some John Denver songs on the guitar. The lyric above comes to mind when I think of the privilege that I have to serve at Extend-A-Family Waterloo Region. I feel like I have come home.

It's only been a few short months since I joined the team,



and, while I continue to learn more and more each day about this wonderful organization, in many ways I feel completely at home; like this was simply meant to be.

I have known and respected Maria de Boer and Extend-A-Family Waterloo Region for many, many years, and consider it an honour that the Board has entrusted me with this role. I have met our amazing team and many of our partners, as well as folks that use our services. I appreciate every opportunity to meet more people and dig deeper into what we're all about in serving our community together.

Please share your story with me, and I'll share mine. I look forward to meeting more people who use our services, and learning how we can walk with you and to continuously improve the services we provide. Give me a call, come and see me or invite me over. I take my coffee black, my beer cold, and my whiskey neat. How about you?

I look forward to the journey we have ahead of us as together we invest in community, dignity and belonging. Let's go!

A handwritten signature in black ink, appearing to be 'AM' or 'Allan'.

Allan Mills, Executive Director

LIVE FULLY IN A COMMUNITY WHERE EVERYONE BELONGS.

Extend-A-Family Waterloo Region was founded in 1981 by parents of children with developmental disabilities, as a way to build friendship and nurture community in Waterloo Region. As a local not-for-profit who serves nearly 2,000 adults and children with developmental and physical disabilities, EAFWR is committed to community, dignity and belonging for all.

Contact Us:

Allan Mills

Executive Director

Cathy Meyer

Director of Programs

Jennifer Hanna

Director of Human Resources

Karen Bennett

Director of Organizational
Development and Training

Niki Stevenson

Director of Programs

Ibrahim Aden

Financial Manager





Community. Dignity. Belonging.

91 Moore Ave. Kitchener ON, N2H 3S4

☎ 519 741-0190

🌐 www.eafwr.on.ca

🐦 @eafwr

f Extend-A-Family Waterloo Region

Charitable Registration: 13278 4943 0001

This annual report is produced by Extend-A-Family Waterloo Region.
For questions or additional copies, please contact: Avishka Jutta, Marketing and Communications Coordinator, avishka@eafwr.on.ca or 519 741-0190 ext. 226

Designed by: **LESLEY WARREN**
design group inc.

