



# ANNUAL REPORT 2018-19






## YEAR IN REVIEW

This has been an exciting year at Extend-A-Family Waterloo Region. We have welcomed the opportunity to provide service to many new parents and their children, as well as adults and their families as well. We have also continued to journey with many other people who welcome us as part of their village or community.

Extend-A-Family Waterloo Region continues to engage in collaborative approaches, valuing greatly the contributions of our many community partners. We believe we are better together, and this theme has been a common thread through our fundraising events of this past year. We are grateful that you have been part of our experience in 2018-2019.

Extend-A-Family Waterloo Region's strength is our people. That is true of the people who use our services, our volunteers, staff, neighbours and partners. It is each person's contribution that makes this organization something special to be part of.

We wish to extend our appreciation to our Board and volunteers, to the leadership team and to all our staff, donors and the people who invite us to journey with them. We trust you'll find encouragement and inspiration in the stories we have shared in this report. We look to the future with optimism and hope, grateful for the opportunity to serve our community through the work of Extend-A-Family Waterloo Region.



Allan Mills  
Executive Director



Liz Hedley  
Chairperson, Board of Directors

**2018-19 Board of Directors**

Liz Hedley, Chair	Doreen Weise, Director
Kathy Mortimer, Vice Chair	Jeramie Gallichan, Director
Jamie Moffat, Treasurer	Megan Dobbie, Director
Terry Aivaliotis, Secretary	Tomasina Channer, Director
Caitlin Garcia, Director	Veera Vyas, Director
Daisy Martin, Director	Allan Mills, Ex-Officio
Devon Fernandes, Director	



# 2,229

PEOPLE SERVED  
IN 2018-2019

# 519

ADULTS SERVED  
THROUGH PASSPORT

# 85

PEOPLE ATTENDED  
SUMMER PROGRAM

# 127

PEOPLE RECEIVING  
RESPITE SERVICES

91

  
Extend-A-Family  
WATERLOO REGION

91 MOORE AVENUE | 519 741-0190 | EAFWR.ON.CA

PARKING AND ENTRANCE AT THE REAR OF BUILDING

# 38

YEARS SERVING  
THE COMMUNITY



# INDIVIDUALIZED SUPPORT

With programs that are individualized to children, adults and community participation, 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 in programs like Special Services at Home, Passport and Working Adults Learning Empowering Skills.

## Working Adults Learning Empowering Skills (WALES)

Beth's story is about success in many areas. She started working as a volunteer as a table setter at a local community centre. She was both excited and nervous to start her job, and began working with a facilitator through WALES. For a few weeks, the facilitator sat in the hallway while she did her job, but over time she gained confidence and a level of comfort at the community centre. This eventually helped her arrive at work on her own, do her job, and bus to wherever she was going afterwards.

Beth has also joined a knitting group at another local community centre and has successfully learned the bus route. Her willingness and excitement to learn the bus route, which took a couple of weeks, really helped her confidence shine.



Beth setting tables at the community centre

Beth has made many connections, and continues to attend a second knitting group at another community centre that she has been a part of for over three years. She is a volunteer at church and helps put together seasonal members' mail-outs at a local symphony. Her self-determination and confidence has allowed

Beth to really flourish in her own community, and has created a community within the centre she works at, as well as the knitting groups. As cozy and as welcoming as WALES is, Beth is doing exactly what we encourage everyone who comes through the doors to do – to not get too comfortable here, but instead to get out and connect!



Adrian helping to unload donations at Thrift on Kent



Adrian sorting donations with Darlene and Brendan from Thrift on Kent



Adrian high fiving Brett Witmer, Manager at Towne Bowl

## Passport

By Carol Ruddick

I have been a Direct Support Person (DSP) with EAFWR for almost four years. Adrian, who has been with EAFWR for less than a year was excited after our match meeting and talking about Passport funding and support for him. Adrian describes the meeting as being very nervewracking, as he was so shy and quiet. While I did notice initially he was very quiet and not making eye contact, I could still feel a sweetness coming from him. It turns out we have a lot in common, we even share the same 'silly' sense of humour, and that day, we just clicked. I told him that I could tell he is a good person and looked right at me, smiled and confirmed he is a good person. I knew it!

Adrian shared that before EAFWR, he had a hard time leaving his apartment, saying, "I actually hated going out because of my anxiety, didn't know what to do or what bus to take." Now, he is a pro at taking GRT buses and we do a lot of activities together, including volunteering, swimming, piano lessons, banking, and grocery shopping. We also make regular visits to places such as Queen Street Commons, Towne Bowl,

Galaxy Theatre, the local malls (Fairview/Conestoga), museums, Kitchener Public Library, Sunrise, and of course Timmies. The sky's the limit.

On our outings, we make a point of getting to know people's names and being friendly. Some have seen noticeable changes in Adrian and it is amazing how a little bit of support can help someone blossom. He also initiates social interaction, makes eye contact, gives high fives more easily, and smiles all the time.

Adrian enjoys volunteering and giving back to the community, and has contributed 132 hours to date. Adrian is a quick learner, takes instruction well and is a hard worker. Adrian has said about the opportunity to give back to the community, "What I enjoy most about volunteering is taking in donations, sorting them and meeting new people. It feels great to give back because everybody needs help sometimes. I also love the treats they put out for the volunteers."





The Bertin Family. From left to right: Liam, Jamie, Dawson, Bryce and Lauren

From left to right: Liam, Dawson and Bryce

From left to right: Jamie, Liam, Lauren, Dawson and Bryce with their Support Coordinator Vicki Hartman

## Special Services at Home (SSAH)

### By Jamie and Lauren Bertin

My wife and I have three sons aged 4, 7 and 8. When our oldest was diagnosed with Autism, ADHD (attention deficit hyperactivity disorder) and ODD (oppositional defiant disorder), and two weeks later our middle son was diagnosed with the same, we cried about their futures and had no idea how they would survive school and extracurricular activities.

We also wondered how we would afford the necessary therapies, but when we were approved for SSAH funding with Extend-a-Family Waterloo Region's help, the doors opened for our family. When we were approved we decided they would administer the funding and Vicki became our case worker.

We've only known Vicki a few years but it feels like we've known her our whole lives. She is a part of our family now, as crazy and complicated as we are.

The respite alone is lifesaving, giving my wife and I time away from our kids to reconnect and recharge our batteries. The sports and summer camps give my kids the chance to feel like "normal" kids and be surrounded by their peers.

I am extremely grateful for all the help we get from SSAH funding and Extend-A-Family Waterloo Region. Without them we would not be able to provide our boys the life they deserve. Vicki has become a true friend who understands our boys as if they were her own. We truly appreciate everything and will be forever grateful.

**1,593** CHILDREN USING  
SPECIAL SERVICES  
AT HOME

# COMMUNITY, DIGNITY, BELONGING

Here at Extend-A-Family Waterloo Region, we deeply value and appreciate those we serve, our families, staff, volunteers and supporters. We asked the question "What does EAFWR mean to you?" Here is what a few people connected to EAFWR had to say.

What does EAFWR  
mean to you?



“Through the warm & welcoming attitude of Extend-A-Family Waterloo Region, I’ve been given the opportunity to give back through something that I’m truly passionate about: photography. And I’m able to do so in a family-focused, friendly & fun environment.”

- Simmons Huras,  
Volunteer Photographer





“Extend-A-Family means building connections, community, inclusivity and support. They truly care about their staff and the individuals being supported, everyone is overwhelmingly warm.”

-Carol Ruddick, Direct Support Person

“Carol supports me by being my friend and going with me to places, helping me with my funding and becoming more independent...I went on my own to volunteer one day! Extend-A-Family Waterloo Region means all those things to me.”

-Adrian



“Without EAFWR, I felt lonelier, I didn’t know anyone. Now, I have lots of friends and the staff help find me things I want to be a part of.”

-Gord McLeod

# 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 Niki Stevenson, Director of Programs**

During my time at EAFWR, I have seen many changes and upheavals which the organization has ridden like a master-surfer, taking the most challenging waves with courage, determination, resilience and joy! And always with the person and their family first in mind.

The focus of Community Development holds that everyone belongs in community and has a needed contribution to make. EAFWR works at being a "good neighbour" with many assets to offer. People drop by our Little Library out front to pick up and deposit reading materials, as they do at many Little Libraries in the neighbourhood. Often informal gatherings happen and conversations occur, people meet people. Our parking lot offers a space neighbours for community supported agriculture pick-up, a street hockey tournament, a community seed sale, and our WALES building has housed many community-initiated events.

Through these interactions, people supported by EAFWR

have been involved, either intentionally or often by chance and proximity, and connections, relationships and opportunities have emerged for them. The KW Library of Things offers a community lending library of infrequently used tools, kitchen items and camping gear and offers inclusive employment opportunities and volunteerism.

Broader than our own neighbourhood, our community development maintains an ongoing awareness of what is going on in our cities. It also explores where where people with lived experience of disabilities might find opportunity and if not, how to assist community to remedy that.

In those times when we have to ride those giant waves that come crashing down and dump us somewhere unplanned, EAFWR holds that community is full of opportunities and resources, which can shore-up, complement and replenish our work. With this lens, I believe EAFWR and the people and families we support, have a strong footing on their surf boards!





Community members enjoy ball hockey as part of Neighbours Day 2018



Open Space participants and facilitators at the Harvest Party



WALES Group members contributed their ideas to the Midtown Thoughts project last fall



## i choose **dign!ty** in the Classroom

I Choose Dignity (ICD) in the Classroom is a five week program delivered to grade 1 classes in our Region that has grown by leaps and bounds. Developed in-house and piloted among staff, it is truly a home grown project. Time and again it becomes clear that many people at EAFWR believe in it and support it.

Whether it be a beautiful recorded I Choose Dignity song taught to the class each week, to looking through a shared lens through which we can speak the language of teachers and administrators, the dedication and gifts of staff delivering the program is incredible.

Community development is not something we can delineate and separate from ourselves. It is what happens when people show up and journey

together towards shared outcomes. I am just so glad that I get to journey with the amazing people at Extend-A-Family Waterloo Region.







It was a fun-filled week for staff and participants alike



Participants channelled their inner artist at Paint Nite



All smiles from our Summer Program 2018 Leaders

## Summer Program

Our Summer Program Team comprised a group of game changers who ran a fantastic seven weeks of camp.

We travelled "All Around the World" with scavenger hunts, circle games, swimming and a visit to the African Lion Safari. Our second week had us showing off our competitive side at "Get Your Game On." We played various sports and activities, including lawn bowling, tug of war, floor hockey, basketball, cricket, bowling and swimming.

As "Vibrant Volunteers", we gave back to the community by making refugee care packages, friendship bracelets and bird feeders. We ended the week with gardening at Hacienda Sarria Market Garden.

We channeled our artistic abilities with collages and self-portraits at "Hidden Talents." Artist Sean Greenberg showed us how to create a beautiful piece of art. Talk about talent!

A big highlight was our talent show where each camper shared one of their talents. Water capture the flag, drip drip drop, sponge tag and water balloon toss were some of the games at "Wacky Water Week." Leaders were living canvases for our participants to express their inner Picasso. with reverse painting.

Participants and staff enjoyed nature and greenery at Camp Everton for Overnight Camp. It wouldn't be camp without a campfire. It felt as though the days rolled by, filled with colouring, card games, the obstacle course, hiking and archery. Our dance party was a fun way to finish off a wonderful week. The last day was bittersweet, as everyone was excited to head home, but also sad to leave the memories they made at Camp Everton.

Just as quickly as it had begun, Summer Program had come to an end. We all had an amazing time making new friends, sharing new experiences, and creating new memories. Thank you to all who made our 2018 Summer Program possible. Here's to all the fun that awaits at next year's Summer 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.

## Kitchener-Waterloo Library of Things

The Kitchener-Waterloo Library of Things (KWLOT), a project of Extend-A-Family Waterloo Region (EAFWR) and a space for members to share items like power tools, garden tools, camping gear and kitchen equipment, is greater than the sum of its tools. While KWLOT has been open for more than a year, it began building relationships from the very beginning.

After hearing about the new venture, Claudette Meyer decided that she would like to volunteer. One of Claudette's key skills is her community-mindedness, which she put to use welcoming people into the space, making them feel at ease and part of this new enterprise.

Her KWLOT story could have been satisfyingly complete with her volunteer experience, but after nearly a year of volunteering at KWLOT, Claudette heard about a 4-month contract Practicum Librarian position being offered at KWLOT. This position, unique among tool libraries, pays a living wage and is designed to build job skills through a personalized plan.



Claudette started off as a volunteer and has been hired on as a Practicum Librarian.

Claudette, excited about this opportunity, applied and got the job! Two months in, Claudette is still buzzing with excitement about her role.

Come visit KWLOT and hear from Claudette how meaningful a place it is. Even if she's not in, you'll see the fruits of her labours in the inclusive, happy space. Chances are you will meet her there one Saturday morning. "Even when I'm done my contract," she says, "I still want to keep volunteering at KWLOT."

# 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

### Written by an Inclusion Workshop attendee

Although my current studies include courses developed specifically for learning about inclusivity, I found the Inclusion workshop at EAFWR to be life changing, and being in the presence of Andre tonight was empowering.

Andre's story and his ability to articulate perfectly the impact people like myself have on him and others living with these abilities was extremely powerful and inspirational. As a new support person, inexperienced with working in a private environment with persons with disabilities, the workshop gave me a whole new outlook on what I could offer. It also provided lessons I will carry with me throughout my career in this field.

Andre's definition of disability has truly impacted me and will stay with me forever, and I believe it

is something every person should experience as well as shared with not only elementary students but university students as well. Andre would be an incredible asset to the learning within that classroom, as his words are both important and educational.

*Inclusion doesn't have to be a big production...*  
**A simple hello is a start.**

### INCLUSION WORKSHOP

Explore the five ingredients for quality support, hear stories about community and inclusion, and become more aware of your impact in relationships and how you contribute to 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 offer the creativity and flexibility to do just this.

## FamilyHome

As Coordinators for the FamilyHome Program, we have the pleasure of getting to know people, sharing in life's ups and downs, and bearing witness to both their disappointments and their achievements. We can attest to the myriad of emotions and questions that arise when faced with one of life's many milestones: the move!

Moves happen for many reasons, including a change in circumstances, the desire to try something new, a need for independence, a shift in health or support needs, or perhaps the current arrangement is just not working out.

For participants of FamilyHome, moving is much more than bricks and mortar, boxes and bus routes! Moving is about endings...and new beginnings.

It's about connection, communication, companionship and acceptance. The essence of FamilyHome is to be open to possibilities.

In many situations, the stars align with the outcome a testament to the individual and the bonds created, and to the generous nature of the Extend-A-Family Waterloo Region direct support and provider community.







Gord, who lives in the FamilyHome Program, with FamilyHome Coordinator Terral McBey



Twin sisters Anna and Maria (in the middle) with their FamilyHome Providers



Michelle and Matt enjoying a date night out



From left to right: Anna, musician Eric Traplin and Maria



Follow FamilyHome on Twitter [@EAFWR\\_FH](https://twitter.com/EAFWR_FH) for the latest about the FamilyHome Program , photos, videos and more!





# \$21,123

GIFTED BY INDIVIDUAL DONORS



# \$136,365

RECEIVED FROM GRANTS AND FOUNDATIONS

# \$17,450

RECEIVED IN SPONSORSHIPS  
AND IN-KIND SERVICES

# \$13,899

RAISED AT EAFWR EVENTS

# \$18,613

RAISED AT THIRD PARTY  
FUNDRAISING 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

They say it takes a village to raise a child, and that is particularly true when your child has a physical or developmental disability. For nearly 40 years, Extend-A-Family Waterloo Region has served families who access our services and supporting adults as they connect to our community. We can do this because of you, people who believe in a community where everyone belongs.

EAFWR initiatives like Open Space, Ball Hockey, and Summer Program operate with the assistance of fundraised dollars. Your support matters. Often, the very people who are accessing these opportunities for their families become some of our strongest supporters.

**“WE ARE GRATEFUL FOR THE SERVICES YOU PROVIDE AND WISH TO HELP PAY FORWARD THE OPPORTUNITIES FOR OTHERS.”**

**- Wanda and Ryan Deschamps**

In November 2018, our latest offering, Block Party, A Better Together Event, was an evening to celebrate a diverse and inclusive Waterloo Region. Together, with the generosity of our guests and sponsors, we raised over \$30,000 in support of EAFWR. The impact of events like this drive us forward and enable us to serve our community with sustainable and planned programming.

These efforts make a difference and you make a difference. Thank you for being a part of our village. We are truly better together.



## MESSAGE FROM THE BOARD TREASURER

Extend-A-Family Waterloo Region worked closely with stakeholders and community and government partners over the course of the past fiscal year to strengthen its financial foundation, creating additional organizational resiliency and further increasing long-term sustainability.

We began the year in April 2018 with \$915,042 in cash. Over the course of the year we brought in a total of \$12,861,577 through a combination of Ministry funding, family Passport funds, service fees, grants and fundraising activity, an increase of over 12.5% from last year. We incurred a total of \$12,551,272 of in costs on service delivery, program expenses, salaries and wages, and other support costs. This activity left us in an ending position of \$1,270,927 in cash at March 31, 2019, as can be seen in the audited financial statements, which are posted on our website at: <http://extendafamily.ca/about-us/eaf-annual-reports/>

It has been my pleasure to work with Extend-A-Family Waterloo Region as the Board Treasurer over the past year, and I look forward to see the change and growth that 2019-2020 will bring.

**Jamie Moffatt**

Board Treasurer

Extend-A-Family Waterloo Region

## Financial Statement

**\$2,906,349**  
TOTAL ASSETS

**\$12,861,577**  
TOTAL REVENUES

**\$1,893,097**  
TOTAL LIABILITIES

**\$12,551,272**  
TOTAL EXPENSES

REVENUE	2019		2018	
Province Of Ontario	\$8,652,785	67.28%	\$7,855,596	68.90%
Central West Region Passport Agency	\$3,148,098	24.48%	\$2,482,138	21.77%
Program Billing	\$685,323	5.33%	\$524,240	4.60%
Direct Individual Billing	\$125,123	0.97%	\$224,906	1.97%
Donations And Fundraising	\$79,522	0.62%	\$102,904	0.90%
WW Local Health Integration Network	\$134,464	1.05%	\$163,968	1.44%
United Way	\$13,430	0.10%	\$14,581	0.13%
Investment Income	\$9,392	0.07%	\$9,622	0.08%
Government Of Canada	\$13,440	0.10%	\$22,800	0.20%
Other Partners	---	---	---	---
	<b>\$12,861,577</b>	<b>100%</b>	<b>\$11,400,755</b>	<b>100%</b>

EXPENSES	2019		2018	
Salaries, Wages And Benefits	\$4,632,063	36.91%	\$4,349,405	38.28%
Direct Families And Program Expenses	\$7,262,343	57.86%	\$6,353,415	55.91%
Consulting And Professional Fees	\$134,218	1.07%	\$171,889	1.51%
Occupancy Costs	\$134,049	1.07%	\$157,595	1.39%
Office	\$143,884	1.15%	\$131,728	1.16%
Staff Training And Travel	\$106,194	0.85%	\$69,236	0.61%
Indirect Families And Program Expenses	\$84,275	0.67%	\$99,474	0.88%
Computer Related Expenses	\$17,353	0.14%	\$9,496	0.08%
Amortization	\$14,693	0.12%	\$10,686	0.09%
Fundraising Expenses	\$16,905	0.13%	\$5,323	0.05%
Other	5,295	0.04%	\$4,407	0.04%
Other Partners' Expenses	---	---	---	---
	<b>\$12,551,272</b>	<b>100%</b>	<b>\$11,362,654</b>	<b>100%</b>
<b>Excess Of Revenue Over Expenses:</b>	<b>\$310,305</b>		<b>\$38,101</b>	

WE ARE SO GRATEFUL FOR OUR AWESOME SUPPORTERS WHO GO ABOVE AND BEYOND TO HOST THIRD-PARTY EVENTS TO HIGHLIGHT EAFWR. THESE EFFORTS MAKE A DIFFERENCE AND YOU MAKE A DIFFERENCE. THANK YOU FOR BEING A PART OF OUR VILLAGE. TOGETHER, WE ARE BETTER.





# 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

### Ron Trajano

Director of Programs

### Karen Bennett

Director of Organizational  
Development and Training

### Niki Stevenson

Director of Programs

### Lorri Detta

Director of Finance

## Message from Executive Director Allan Mills

New team members have joined in all areas of the organization, including volunteers such as our new Board and Board Committee members, Ron Trajano, our new Director of Programs, and Lorri Detta, our new Director of Finance. We also have new Support Coordinators and have seen some internal movement within our management team as well. I continue to be amazed at the dedication of all our people. We were sad to see the departures of Cathy Meyers, Director of Programs and Jennifer Hanna, Director of Human Resources, and the retirement of our longtime Finance Manager, Ibrahim Aden. The contributions of each of these team members has been immense and I am very grateful for their investment in the community through their years of service with Extend-A-Family Waterloo Region.

As we look to the future, we anticipate new opportunities to contribute to belonging throughout Waterloo Region. Our dedication to community, dignity and belonging are unwavering. Here's to the year ahead!

# SAVE THE DATE!



## BLOCK PARTY

Join us on Saturday November 9, 2019 to celebrate the neighbourhoods of Waterloo Region at the second annual Block Party, a Better Together Event in support of Extend-A-Family Waterloo Region. Stay tuned to [www.bettertogether-events.ca](http://www.bettertogether-events.ca) for more details.



## ALL-BRITE CHIP IN FOR CHARITY EVENT

Have a chip in your windshield? Get it repaired for free! Join us at All-Brite's Chip In for Charity event, held in May and October at All-Brite Glass and Tint. Have your windshield chip repaired for FREE (\$89 value) with a donation to Extend-A-Family Waterloo Region. Watch our website and social media channels for more information.

## Follow along on social media

- 📷 @BetterTogetherWR
- 🐦 @EAFWRgiving
- 🐦 @EAFWRrecruit
- 🐦 @EAFWR\_FH
- 🐦 @KWLot



## Community. Dignity. Belonging.

91 Moore Ave. Kitchener ON, N2H 3S4

☎ 519 741-0190

🌐 [www.eafwr.on.ca](http://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.jutta@eafwr.on.ca](mailto:avishka.jutta@eafwr.on.ca) or 519 741-0190 ext. 226

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design group inc.



Ontario



United Way  
Waterloo Region  
Communities