

Annual Report

2021-22



YEAR IN REVIEW

MESSAGE FROM BOARD CHAIR LIZ HEDLEY



Similarly, to last year at this time, as I reflect over the past year, my heart continues to be full of gratitude for the exemplary work that Extend-A-Family Waterloo Region has been able to accomplish.

Gratitude; to Allan Mills, our Executive Director for the exceptional year filled with advocacy, support and innovative thinking.

Gratitude; to our outstanding Leadership team; Ron Trajano, Courtney Horowitz, Kevin Guay and Cheryl Fuller who have worked tirelessly to help guide and support the organization.

Gratitude; to the hardworking staff, who have endured another unprecedented year and continue to work hard to walk alongside families and strive for a community where everyone belongs and is valued for their contributions.

Gratitude; to our dedicated Board members who continue to work hard, engage in further training and education for the betterment of the Board and our work with Extend-A-Family. As we say good-bye to two amazing members; Nancy Murdoch and Jamie Moffat who have been instrumental in their contributors over the years, we are honoured to welcome in three new Board Members who are filled with energy, enthusiasm, and hope. For myself, I too will be stepping away from the Board, however it has been a true privilege and honour to have been a member of this incredible Board for nine years and Board Chair for the past four years. I feel so very blessed to have worked alongside such inspiring members, staff, leadership team and Executive Director; Extend-A-Family will continue to be near and dear to me always.

Gratitude; for the over 2,000 families who have continued to demonstrate resilience, passion and love as they continue to navigate through this turmoil.

Last but certainly not least, **immense gratitude for Extend-A-Family Waterloo Region** as we successfully celebrated our 40th year anniversary. I am still in awe of the dedication and determination of Helen and Keith Heimpel and our founding members as they sat around their kitchen table to create a place that would support their sons and daughters with developmental disabilities to have friends and be included in their community. Waterloo Region is so very fortunate to have an organization who strives to support a community where everyone belongs and is valued for their contributions.

Truly, we are better together. Stay well.

Liz Hedley, Board Chair

2021-22 BOARD OF DIRECTORS



OFFICERS:

Liz Hedley, Chair

Caitlin Garcia, Treasurer

Tomasina Channer, Vice-Chair

Devon Fernandes, Secretary

DIRECTORS:

Adnan Ali

Daisy Martin

Sigrid Janus

Melissa Quarrie

Chris Letizi

Ryan Voisin

RETIRING BOARD MEMBERS

Liz Hedley, Board member for 9 years

Nancy Murdoch (October 2021)

Jamie Moffat (January 2022)

CELEBRATING 40 YEARS

OUR STORY

Extend-A-Family Waterloo Region (EAFWR) was founded in 1981 by parents of children with developmental disabilities, as a way to build friendship and nurture community in Waterloo Region. We serve more than 2,000 adults and children with developmental disabilities.

2021 marked our 40th Anniversary! EAFWR was officially incorporated on April 30, 1981. From April to December 2021, we celebrated this significant milestone.



EAFWR DOCUMENTARY

In the Summer of 2021, we filmed a new documentary in celebration of our 40th anniversary. This project brought together people from Extend-A-Family Waterloo Region's past, present and future to share about our history, our present and our dreams for the future.

Thank you to everyone who shared their story and was involved in the creation of this film. We are grateful to Matt Brickman and Prathap Thiyagaraj for all of their hard work with filming and creating this documentary and to Sorbara Law for sponsoring this film.

Watch the documentary on YouTube



CELEBRATING 40 YEARS



“It felt like this could be something that could really support us. Family was really important and everybody around the table, while many of us were parents and had experienced that feeling of not being listened to. We were coming at it from the perspective of the child and their family and what was important for them.”

Helen and Keith Heimpel
FOUNDERS OF EAFWR



“Including isn't enough. People have to belong. So you can include me, it doesn't mean that I'm gonna belong. So for us, it's more I think, about belonging, even than it is to inclusion. It's coming, but there's so much work to be done.”

Maria de Boer
EXECUTIVE DIRECTOR, 1984–2017



“We need to stop using the word disabled. We need to start using the word able. Because we are able to make a difference in people's lives.”

I want people to know that I'm a very powerful musician and a very powerful self-advocate.”

Gerima Harvey
SELF-ADVOCATE AND MUSICIAN



“We envision a community in which everyone belongs and is valued for their contributions. So not just welcomed, but recognized that they're making a difference and that our community is better because of each person that's part of it.”

Allan Mills
CURRENT EXECUTIVE DIRECTOR AND PAST FAMILYHOME PROVIDER

Chris Massey
FRIEND OF AL AND FORMER MEMBER OF FAMILYHOME

CELEBRATING 40 YEARS

WHAT EAFWR MEANS TO ME

We invited the people we support, families, staff, support providers and the wider community to share what Extend-A-Family Waterloo Region means to them. Thank you so much to everyone who contributed messages to this video.



[Visit our YouTube channel to watch the video](#)

CELEBRATING 40 YEARS

BETTER TOGETHER FOR BOOKS VIRTUAL AUCTION

We held our first virtual auction, **Better Together for Books**, from November 24 to December 10, 2021. The community was invited to browse and bid on over 40 signature items in celebration of our 40th anniversary.

Thank you so much to everyone who placed bids in the auction. With your support, we raised a total of \$4,717, with nearly half of our items going over the asking bid!

Funds raised will be used to make a special legacy contribution to our community by sparking curiosity and creating awareness around disability, inclusion and belonging. **Turning the Page Together** will ensure books about disability and books written by authors with a disability can be found in Little Libraries throughout Waterloo Region.



Better Together for Books
A virtual auction in support of Extend-A-Family Waterloo Region



OUR VIRTUAL AUCTION IS NOW OPEN! EAFWR.ON.CA/40-YEARS

NOVEMBER 24 - DECEMBER 10, 2021

CRAIG CARDIFF ALBUM RELEASE CONCERT



We were thrilled to partner with Craig Cardiff, a Canadian Juno nominated folk artist and friend of Extend-A-Family Waterloo Region, as he celebrated the release of his new album **"All This Time Running."** People from across the world tuned into this virtual concert on May 15, 2021 for a night of music and celebration.

Funds raised from the concert directly support our Community Development initiatives, including our virtual Open Space gatherings and the Library of Things - opportunities for the people we support to feel a sense of belonging, to be valued for their contributions and to feel connected in our community.

40TH ANNIVERSARY VIRTUAL CELEBRATION

Our **40th Anniversary Virtual Celebration** included the premiere of our 40th anniversary film, messages from our community and a look at our history, our present and our dreams for the future.

Thank you to everyone who joined us to celebrate 40 years of connections, relationships, and stories with you! [Visit our YouTube channel](#) to see how we celebrated 40 years of service to the community.



virtually CELEBRATING 40 YEARS



Join us virtually for an evening to celebrate
Extend-A-Family Waterloo Region's 40th Anniversary

DECEMBER 3, 2021 7:00PM 8:00PM ZOOM SOCIAL

#EAFWR40Years 

FUN FACTS ABOUT EAFWR



Extend-A-Family Waterloo Region **was created in 1981** after a group of parents sitting around a kitchen table dreamed of a more inclusive life for their children with disabilities.

This group received funding for a Family Coordinator and moved to its first official office on Weber Street in Waterloo.

In November 2013, EAFWR held its **first Match Celebration** where nearly 100 Direct Support People and the people being supported were honoured.

We had two matches that had been going on for over 25 years. What a milestone!



We love our partnerships with different neighbourhoods in Waterloo Region. We're grateful to have **partnered with Stanley Park Community Association** over the years for the **annual Ball Hockey tournament at Neighbours Day**.

In September 2019, we hosted **"Coffee, Treats & an Inclusive Community"**, part of **Kitchener Waterloo Community Foundation and Cambridge & North Dumfries Community Foundation's On the Table**. We were happy to take part in this community-wide initiative!



FUN FACTS ABOUT EAFWR

In 2007, our first **Walk-or-Wheel (WOW) event**, known as the Wellness Walk and Wheel, was held at Bingermans. From 2009 to 2012, this annual event moved to Victoria Park in Kitchener. After a brief pause, WOW returned in 2017 with outdoor activities, food, music and connections. We pivoted to a virtual format in 2021 as a way for our community to be *#virtuallyBetterTogether*.



The **Maria de Boer Changemaker Award** was first introduced in 2018. Named in recognition of Maria de Boer, Executive Director of EAFWR for nearly 35 years, the award honour someone who identifies as disabled/having a disability who makes a positive impact for others in some way.

Award Recipients:

- 2018 - Jenny Moulton
- 2019 - Jeff Poolton
- 2021 - Hodan Hashi

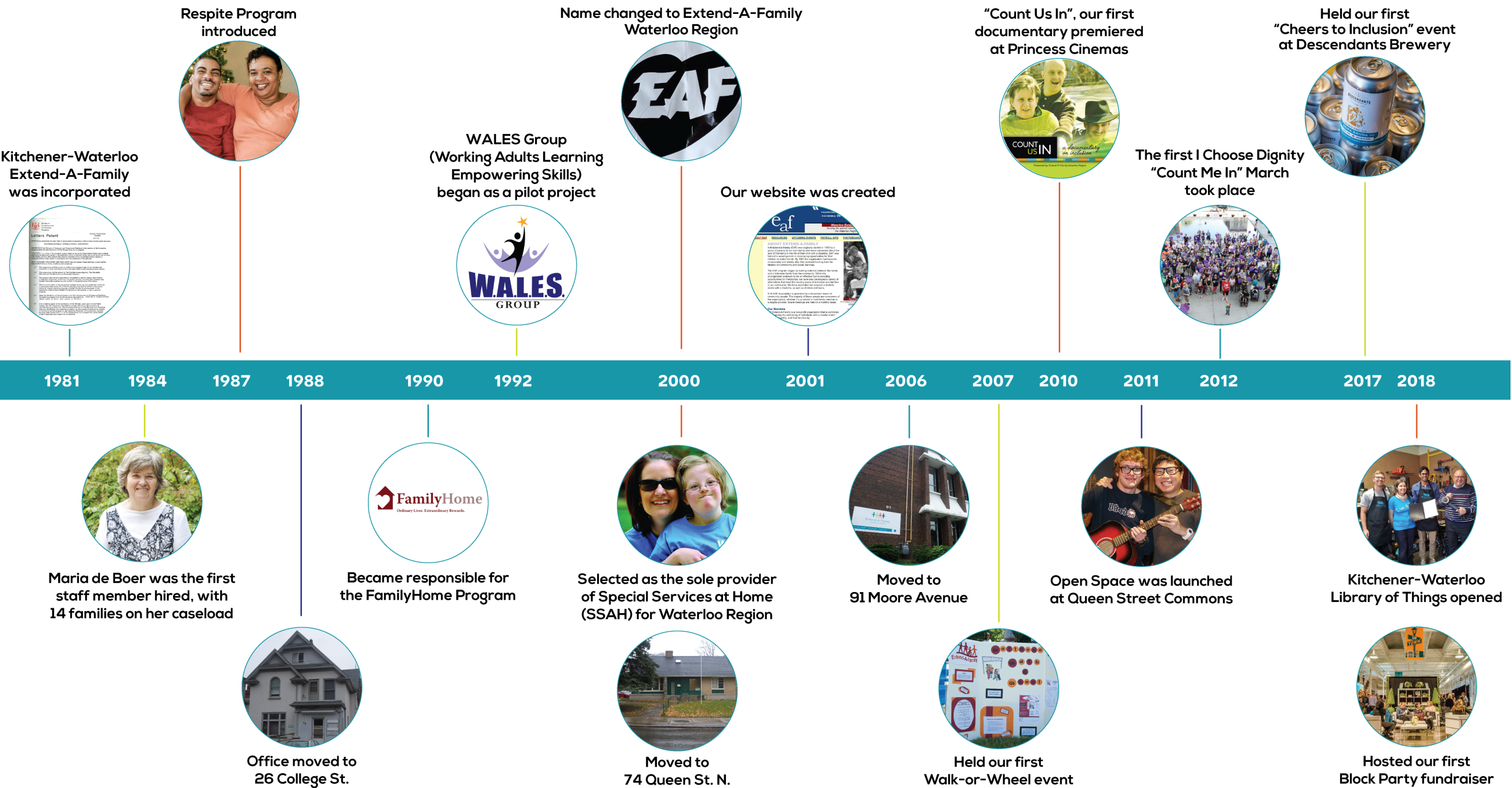


We have always been grateful to the **Ontario Trillium Foundation** for their support of EAFWR. In 2016, we were able to hire a Newcomer Resource Coach. In 2019, we were able to offer supported employment opportunities at the Kitchener Waterloo Library of Things for people with disabilities.



EXTEND-A-FAMILY WATERLOO REGION

CELEBRATING 40 YEARS OF SERVICE



WHERE WE ARE



WE ARE *Better Together*

At Extend-A-Family Waterloo Region, we are extremely grateful for the support from our community and to be able to offer opportunities for connection through our Summer Program.

Summer Program is made possible with the support the **Cambridge & North Dumfries Community Foundation's Kids to Camp Fund, Canada Summer Jobs and the Waterloo Region Record and Lyle S. Hallman Foundation Kids to Camp Fund**, in partnership with the **Kitchener Waterloo Community Foundation**.

Thank you for investing in opportunities for people with disabilities to belong, be included and valued for their contributions.




BROWSE, BORROW, BUILD



What if you could share infrequently used items with your neighbours instead of buying them new?

The KW Library of Things works just like a book library, but with nearly 750 items to choose from. We have kitchen gear, tools, and gardening and camping equipment available to loan.

WHY BECOME A MEMBER OF KW LIBRARY OF THINGS?

 **Save money** – an annual membership is only \$50. You can borrow up to ten items per week. Subsidized memberships are also available.

 **Protect our environment** by using items more efficiently, reducing landfill and greenhouse gas emissions.

 **Support meaningful employment** for people with developmental disabilities in our community.

 **Join a learning community** – take part in repair cafes and other circular-economy events.

SHARING JUST GOT EASIER!

INTRODUCING MOBILE LOT, OUR NEW ITEM DELIVERY & PICKUP SERVICE



HOW IT WORKS

1. Visit www.kwlot.ca and become a member.
2. Browse our online inventory and make your reservation.
3. Arrange a time for home delivery and pickup by Mobile LOT (\$10 fee) or schedule a time to pick up your item at no charge at 91 Moore Avenue.

Learn more at www.kwlot.ca Follow us on social media [f](#) [@](#) [KWLibraryofThings](#) [t](#) [KWLoT](#)

COMMITTEE UPDATES

GOVERNANCE COMMITTEE UPDATE

By: Chris Letizi

The Governance Committee is comprised of a dedicated group of individuals from Board and community members.

This past year, our committee focused on shared learnings, which encouraged others who took training courses or attended seminars to make mini-presentations to share what they learned with other members on the Board.

The Board Manual was also completed this year, which ensures our Board has access to all current documents, procedures and bylaws for Extend-A-Family.

Work in the coming year will include finalizing our preparations for compliance with the Ontario Not-for-Profit Corporations Act, 2010 Legislation which was proclaimed in October 2021.



HUMAN RESOURCES COMMITTEE UPDATE

By: Devon Fernandes



The Human Resources Committee has developed processes to improve the performance appraisal of the Executive Director and how we recruit board members.

To ensure we are continuously building a community where everyone belongs, EAFWR is now a participating organization of the **50 - 30 challenge** and working towards significant representation of equity-deserving groups on the Board and in senior management.

We are excited and proud of the depth and experience of our volunteer Committee and Board members, and look forward to another successful year.

FINANCIAL INFORMATION

MESSAGE FROM BOARD TREASURER

By: Caitlin Garcia

In our 2020-2021 Annual Report, we began by stating that our 2020-2021 fiscal year was a year like no other. At that point, we had all anticipated that the 2021-2022 year would bring more opportunities to connect with one another, and our community as a whole. Unfortunately, the COVID-19 pandemic continued to have ripple effects everywhere, including at Extend-A-Family Waterloo Region (EAFWR). However, the team at EAFWR, the people we support and their families continued to work together to seek out opportunities to engage as fully as possible. This resulted in 85% of individual funding contracts being utilized, a return to pre-pandemic spending levels indicating that despite ever changing recommendations and restrictions, people continued to be able to access services and supports.

The Ministry of Children, Community and Social Services (MCCSS) continued to provide expanded guidelines and funding flexibility, allowing both people supported and the agency to be responsive to changing needs, and the Temporary Wage Enhancement Subsidy provided an opportunity to increase wages for front-line support, acknowledging their essential role in our community, without impacting the number of hours of support provided.

Prior Year

This year, we identified a \$550,200 misstatement of revenue in the prior year's financial statements. An adjustment has been made to restate the 2020/2021 EAFWR financial statements to include \$550,200 of MCCSS funding and revenue from PassportONE not recognized in the previous fiscal year. These misstatements were attributed to pandemic related changes.

Current Year

During the current year, we received a total of \$12,852,606 through a combination of Ministry funding, family Passport funds, service fees, grants and fundraising. The Canada Emergency Wage Subsidy was not required this year to successfully maintain our staffing and program delivery levels.

We incurred a total of \$12,642,124 in costs for service delivery, program expenses, salaries and wages and other support costs. This activity resulted in a net surplus of \$210,482 and an ending cash and investments balance of \$1,749,783.

With the surplus for the fiscal year, we are able to contribute again as planned to our restricted Operating Reserve fund that was established by the Board of Directors after the 2018-2019 fiscal year. The purpose of the restricted Operating Reserve is to be a security for unforeseen operational requirements and support emerging operational objectives.

It has been a pleasure to spend another year with EAFWR as the Board Treasurer, and I look forward to the year ahead. We are just getting started!

FINANCIAL STATEMENT

\$3,136,064	\$2,258,265	\$12,852,606	\$12,642,124
TOTAL ASSETS	TOTAL LIABILITIES	TOTAL REVENUES	TOTAL EXPENSES

REVENUE	2022		2021	
Province Of Ontario	\$8,516,287	66%	\$8,397,808	65%
Canada Emergency Wage Subsidy	-	0%	\$975,150	8%
PassportONE	\$3,770,747	29%	\$3,103,546	24%
Program Billing and Fees	\$137,360	1%	\$115,998	1%
Donations and Fundraising	\$116,558	1%	\$167,446	1%
Home and Community Care Support Services	\$267,672	2%	\$131,434	1%
Other Funding	\$169.00	<1%	\$29,737	<1%
United Way Waterloo Region Communities	-	0%	\$3,125	<1%
Investment Income	\$3,813	<1%	\$8,201	<1%
Amortization of Deferred Capital Contributions	\$40,000	<1%	40,000	<1%
	\$12,852,606	100%	\$12,972,445	100%

EXPENSES	2022		2021	
Salaries, Wages and Benefits	\$4,100,670	34%	\$4,087,088	34%
Direct Families and Program Expenses	\$7,716,857	61%	\$7,017,376	59%
Indirect Families and Program Expenses	\$154,608	1%	\$52,622	0%
Consulting and Professional Fees	\$189,378	1%	\$ 286,723	2%
Occupancy Costs	\$ 156,931	1%	\$159,746	1%
Office	\$103,646	1%	\$162,813	1%
Staff Training and Travel	\$46,652	0%	\$51,574	0%
Computer Related Expenses	\$18,391	0%	\$7,080	0%
Amortization	\$144,629	1%	\$127,736	1%
Fundraising Expenses	\$1,858	0%	\$1,268	0%
Other	\$ 8,504	0%	\$8,145	0%
	\$12,642,124	100%	\$11,962,171	100%
Excess Of Revenue Over Expenses:	\$210,482		\$1,010,274	

NOTE: The above summary is based on the audited financial statements of the 2021-22 fiscal year. **Please visit our website at www.eafwr.on.ca to view a copy of the audited statements.**

CHAMPIONING AN INCLUSIVE COMMUNITY FOR ALL

MESSAGE FROM EXECUTIVE DIRECTOR ALLAN MILLS

The team at Extend-A-Family Waterloo Region continued to shine throughout the lingering pandemic. This has been a difficult time, with our desire to continue making a difference every day in the lives of the people who engage our services and in our community.

I often think of the instructions on a plane: Apply your own mask before trying to help someone else with theirs. These days, we are often thinking of a different kind of mask! However, that advice is transferable to so many different circumstances. Self-care is so important. In our work, we sometimes dig in and simply forge ahead. We've been doing that throughout an exhausting two year pandemic.

I have consistently reminded our team to be kind to themselves along this journey. I wish to express my heartfelt gratitude for their efforts and the positive impact they have continued to have in the lives of the people who use our services.

I want to express my gratitude to the leadership team, Kevin, Ron and Courtney, for their continued excellence. I would also like to express my appreciation to Cheryl, who bravely stepped into a new Human Resources Manager role, learning, growing and guiding us all at the same time.

Extend-A-Family is a wonderful team of staff and volunteers that has experienced both growth and departures during the past year. I thank each member of our team for their dedication, heart, initiative and resilience.

We remain #BetterTogetherWR.



Allan Mills
Executive Director



CHAMPIONING AN INCLUSIVE COMMUNITY FOR ALL

OUR MISSION:

"Extend-A-Family Waterloo Region champions an inclusive community for all by working with people with disabilities, their networks and the broader community."

OUR VISION:

"We envision a community where everyone belongs and is valued for their contributions."



LEADERSHIP TEAM

Allan Mills
Executive Director

Kevin Guay*
Director of Human Resources

Ron Trajano
Director of Services

Heather Dowling
Executive Assistant

Courtney Horowitz
Director of Operations

Cheryl Fuller
Temporary Manager of HR, Training and Organizational Development

*Currently on parental leave



Contact us

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Charitable Registration: 13278 4943 0001

This annual report is produced by Extend-A-Family Waterloo Region.

For questions, please contact: Avishka Juta,
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