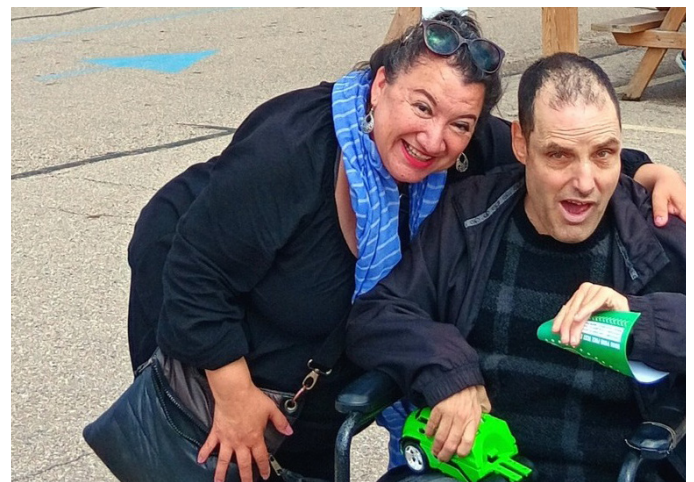


ANNUAL REPORT

2023-24



Extend-A-Family
WATERLOO REGION



YEAR IN REVIEW



2023 marked an exciting milestone as we completed our **2020-23 Strategic Plan**. 2023 gave us the opportunity to celebrate and reflect on all of the things we accomplished as part of this strategic plan, despite the significant restrictions and setbacks of the pandemic. Some of the work, accomplishments and stories can be found in this report.

To assist with crafting the next roadmap in our journey, we reached out to a wide variety of stakeholders and, with the guidance once again of People Minded Business, we developed our **2024-27 Strategic Plan** which you can find on page 11.

We continue to learn and grow in our efforts to **measure and evaluate** our work to better understand the impact of our services, and how to better these to meet the needs of the people we support.

Our **Equity, Diversity and Inclusion (EDI)** journey has continued, working with other agencies across Ontario to talk about why this work matters, and how it looks for the people we support, their families, networks, our team and those connected with us. In partnership with Laurier's Centre for Creative Research and Action, we conducted a **demographic survey** to better understand who we are, how we align with the demographics of Waterloo Region, and who we may be missing in our efforts to serve the community with equity.

Advocacy was an area of focus at EAFWR. We used our voice to share and raise awareness about affordable housing, Community Living Ontario's #5ToSurvive campaign, and the Canada Disability Benefit. The Ministry of Children, Community and Social Services' **Journey to Belonging** remains a somewhat elusive but important vision for our work, and we look forward to the further transformation of Developmental Services in Ontario.

As we approach the end of the lease for our office, we have taken the first steps towards a **potential partnership with Parents for Community Living and Beyond Housing** where we will share office space, community space and access to affordable apartments. Stay tuned as this exciting opportunity evolves!



The past year also marked **the return to in-person events**, including All-Brite's Chip in for Charity event, Walk-or-Wheel, and the launch of our Turning the Page Together initiative.

Meaningful community connections remained an important theme, with the growth of our Open Space offerings, Teen Hangout Groups, Community Groups and Supported Extended Experiences and Discoveries (SEEDs). We are always looking for new and creative ways to expand these opportunities and ensure that there are spaces where all people belong and can pursue their goals and interests.

These efforts continue to move us toward our vision of a community where everyone belongs and feels valued for their contributions. It's an honour to serve under the guidance and direction of our amazing Board and to work alongside our Leadership Team and all the staff and volunteers that make Extend-A-Family Waterloo Region such a fantastic organization to be part of.

Serving the community together,

Allan Mills, Executive Director

MESSAGE FROM BOARD OF DIRECTORS CHAIR



Reflecting on the past year leaves me full of gratitude. Extend-A-Family Waterloo Region ushered in our new Strategic Plan for 2024-2027, which centers equity, diversity, inclusion and belonging. This provides us with a roadmap to champion an inclusive community for all by working with people with disabilities, their networks and the broader community.

While deeper and more complex challenges face people with disabilities and their families, we have continued to evolve how we can best serve our families, while advocating to all levels of government for transformative policies.

To the dedicated staff who continuously enhance our families' feelings of belonging, thank you for the direct impact you have and the many positive ripples across Waterloo Region.

To the Leadership Team: Courtney Horowitz, Kevin Guay, and Ron Trajano – your passion enhances the incredible programs and services that help create community for each of us.

I want to thank **Allan Mills, our Executive Director**, for his continued stewardship of the organization and his collaborative spirit, which is enabling EAFWR to adapt our work to meet the needs of the community.

As this is my first year as Board Chair, I would be remiss not to acknowledge the big shoes that I have the privilege of filling – and the incredible honour of **working alongside your amazing board members**. This year, we say our sincerest thanks to three of our 'retiring' board members who have made such an impact through their contributions: Beth Houston, Malika Ismaili, and Melissa Quarrie.

- Devon Fernandes





Devon



Daisy



Rod



Ryan



Adnan



Angela



Christopher



Elizabeth



Malika



Marisa



Melissa



Sigrid

2023–2024 BOARD OF DIRECTORS

Devon Fernandes, Chair

Rodney Goetz, Treasurer

Adnan Ali, Director

Christopher Dell, Director

Malika Ismaili, Director - retiring

Melissa Quarrie, Director - retiring

Daisy Martin, Vice-Chair

Ryan Voisin, Secretary

Angela Riddell, Director

Elizabeth Houston, Director - retiring

Marisa Tabong, Director

Sigrid Janus, Director

A SNAPSHOT OF PROGRAMS AND SERVICES FROM 2023-24

A LOOK BACK AT FIVE YEARS AGO



719

ADULTS SERVED
THROUGH PASSPORT

38% INCREASE
SINCE 2019

1,706

CHILDREN USING
SPECIAL SERVICES
AT HOME

7% INCREASE
SINCE 2019

23

PEOPLE RECEIVING
SERVICES FROM
FAMILYHOME

26% DECREASE
SINCE 2019

SEVERAL PEOPLE MOVED TO
ALTERNATIVE SUPPORT MODELS.

15

PEOPLE RECEIVING
SERVICES FROM SUPPORTED
INDEPENDENT LIVING (SIL)

150% INCREASE
SINCE 2019

340

MEMBERS AT
KITCHENER-WATERLOO
LIBRARY OF THINGS

120% INCREASE
SINCE 2019

4

OPEN SPACE
GROUPS

33% INCREASE
SINCE 2019

189

SUPPORTED ADVENTURES
THROUGH SUPPORTED
EXTENDED EXPERIENCES
AND DISCOVERIES (SEEDS)

CREATED IN 2021

54

PEOPLE ATTENDED
CAREGIVER
CONNECTION GROUPS

CREATED IN 2023

125

SUMMER PROGRAM
DAY PARTICIPANTS

YEAR AFTER YEAR,
WE CONTINUE TO SEE
REGULAR PARTICIPATION
IN OUR SUMMER PROGRAM.

30

SUMMER VACATION
OVERNIGHT
PARTICIPANTS

50% INCREASE
SINCE 2019

7

COMMUNITY
GROUPS

CREATED IN 2019

46

PEOPLE ATTENDED
WALES GROUP

21% INCREASE
SINCE 2019

WHERE WE'VE BEEN: STRATEGIC PLAN 2020-23

A strategic plan typically identifies a “north star” to move towards. In 2020, we identified a “north star” for the process itself: **engagement**. We are grateful to everyone who shared their time and talent for our 2020-23 Strategic Plan, taking the plan and turning it into concrete, incredible impacts for the people we support, their families, our staff team and the wider community. Our strategic plan was driven by over 90% of our staff team, with working groups diving deeply into the work towards our identified goals.

The next several pages of our annual report highlight the learnings, successes and accomplishments over the past three years.



GOAL #1: EAFWR IS RECOGNIZED AS A LEADER IN DEVELOPMENTAL SERVICES

WELCOME! HAVE A CUP OF COFFEE!

By: Christina Koenig, Community Ambassador

For many of us, starting the day with a cup of coffee or tea is routine. We may appreciate some time to pause before a busy day, enjoy the flavour, or look forward to the energy boost that this brings for the day ahead. This year at Extend-A-Family Waterloo Region (EAFWR) however, we discovered that taking time for coffee or tea offers so much more.

At the beginning of this year, while our office building had a relatively new exterior, we still had a lot of work to do to create a warm, welcoming feeling inside. Many hands make light work, and we began thinking together about all the things that we could add to our space to make it comfortable and inviting. A committee was formed, and the idea of the coffee nook came up.



This turned into a great team project, and now that it is in full swing, we see how our nook offers a welcome, and comforting feeling for everyone. Beyond hospitality, what makes us smile the most is the way in which the coffee nook has helped people feel included.

Dieter, who works at EAFWR each week, comes to us from KW Habilitation. He loves coffee and was happy for a chance to be involved in our project. Together, we purchased supplies, and he recommended his favourite coffee, which we try to always have available (Tim Hortons Hazelnut).

Others have also shared their favourites, but Dieter has really taken ownership. He brings coffee from home to share with everyone if he notices supplies are low and invites people to join in celebrations. These are complete with cake and ice cream and take place at the coffee nook, as we acknowledge someone's birthday, or a job well done at an Earth Day outdoor clean up event. Dieter feels a sense of belonging and he is also helping us build community and relationships.

Being at the front desk, I often see people start a conversation and connect over coffee or tea. For many of us, there has been a lot of value this year in taking this time to get to know each other. Since we work in different departments, we don't always have a chance to connect but we need to work as a team. Spending time together over a cup of coffee leads to learning, understanding, friendship and teamwork.

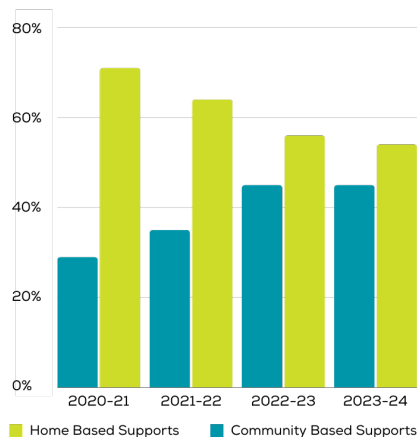
And so, and I am sure that Dieter would agree, we want to work together towards a community that is more equitable where everyone can feel a sense of belonging. A conversation over a cup of coffee is a great start, especially if that coffee is made with a hint of hazelnut.



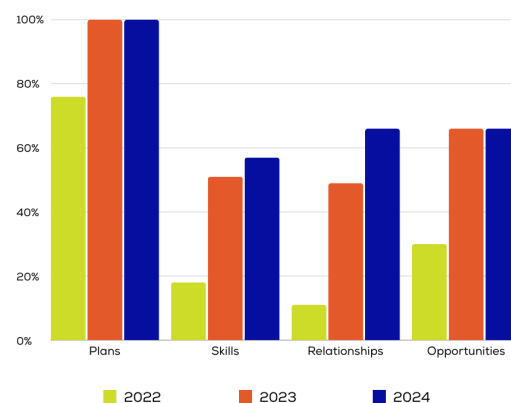
SUMMARY OF GOAL #1 SUCCESSES

- Achieved and maintained accreditation with Imagine Canada and supported two other organizations going through their own accreditation process.
- Developed and shared a new organizational mission and vision.
- Identified the core organizational values that will guide our work moving forward.
- Created an organizational theory of change, key outcomes, indicators and evaluation tools to help us ensure that we are always moving towards our ultimate goal of "People in Waterloo Region have the tools, skills and relationships they need to create the inclusive lives they want." See below for a few examples of how we are tracking our success on some of these indicators!
- Implemented a revenue diversification plan that allows us to continue investing in new and innovative services and supports.
- Became a member agency of Community Living Ontario.
- EAFWR was one of the founding members of the Developmental Services "Equity, Diversity and Inclusion Community of Practice."
- EAFWR was invited by the ministry to join the Talent Acquisition & Workforce Development Committee of the Developmental Services Workforce Initiative.

Families are assisted to access new, different, creative opportunities in the community with/for their loved one.



People with disabilities live personally meaningful lives that include reciprocal relationships where their skills and contributions are valued.





GOAL #2: WE OFFER A RESPONSIVE CONTINUUM OF SUPPORTS FOR PEOPLE WHO USES OUR SERVICES

MAKING FRIENDS

By: Cory L

I love wrestling, and my coordinator Rebecca arranged for tickets to a WWE (World Wrestling Entertainment) show in Toronto as part of SEEDs (Supported Extended Experiences and Discoveries). This was so exciting! The day before the trip, she called me to ask if I would be okay if two more people joined me and my support person, Judy.

On the drive, we talked about WWE the whole time. It was a lot of fun. Lindsay was the loudest cheerer at the show. The ride home was too fast, and we wanted to talk more. Now, I'm friends with Lindsay and Aaron. We talk all the time and are even in a community group together. We went on another SEEDs trip to Tobermory overnight and this year, we are going on a SEEDs trip to Sauble Beach!

SUMMARY OF GOAL #2 SUCCESSES

- Built relationships at the municipal level to ensure that people with disabilities have a strong voice in the conversation about affordable housing.
- Created new programs and services ranging from a few hours a week to several days a month that provide respite to families and fantastic new experiences to people we support.
- Developed hybrid models of support, allowing people to connect with EAFWR from anywhere, and accessible multimedia resources to support families with common questions.
- Revamped the WALES space to make it warmer, welcoming and more accessible.
- Created an internal Opportunities Fund to pilot new initiatives not funded by grants or provincial funding.



GOAL #3: WE HAVE DEVELOPED STRONG, STRATEGIC AND PROGRESSIVE RELATIONSHIPS TO STRENGTHEN THE COMMUNITY

CAREGIVER CONNECTION GROUPS

By: Tara Smith-Mior, Creating Community Circles Coordinator



In 2023, we launched a new program, Caregiver Connection Groups, for families with children under the age of 7 who are waiting to receive Special Services at Home (SSAH) funding. Supported by a grant from the Lyle S. Hallman Foundation, four sessions will have been completed by this summer, with more planned later in the year.

Offered at various locations throughout the region, the program provides caregivers with an opportunity to connect with other adults, share experiences, and learn about resources, while their children participate in play-based activities in a small group setting, supervised by Direct Support People (DSPs) and volunteers.

After receiving a diagnosis and applying for funding, many families experience a great deal of uncertainty regarding what their next steps should be. Parenting young children is overwhelming, and the added stress of navigating a diagnosis often leads to feelings of confusion and isolation. Caregivers have expressed that it can be challenging to find others who understand, and that attending mainstream programming often is not a great fit for the needs of their family.



The Caregiver Connection Groups were created with the goal of offering a supportive environment where parents can discuss these challenges with people who can relate to their experience. It provides an opportunity to be honest about what they are facing in a safe and judgement-free atmosphere. It has also offered them a break, where they can catch their breath and take some time to think about their own needs and interests. For many children, it has provided a first opportunity to participate in a program independently, building an increased sense of confidence and autonomy for them and their caregiver.

Several local small businesses and partner organizations have helped this program to run successfully, including the Kitchener Public Library, Cambridge Idea Exchange, Recharge and Play Wellness Café, Crock A Doodle and Axon Music Therapy. Making these connections has helped families explore new and welcoming environments in their community while discovering new friends, knowledge and opportunities.

EVERY WEEK HE IS SHUFFLING

By: Working Adults Learning Empowering Skills (WALEs) Group

Chris started out with an idea of wanting to play shuffleboard, like he did with his family while they were in Florida on holiday. He did some research and found a shuffleboard group that runs at a community centre. Chris was bringing a bit of Florida fun to the KW life.

He did some emailing back and forth between home and the centre to put all the pieces together to get a card for the group and register. Once he had the money for the card, he went with a facilitator to the centre, got registered and connected to the group. He introduced himself and then was put on a team.

Then, he was off and shuffling! One of his favourite things about shuffleboard is sliding the weights on the board. Someone from the class expressed concern that Chris may require support while attending the group. Chris worked with a facilitator, inclusion supports and the community centre to create sustainable connections in the group. Chris advocated for himself in informing people of all the systems he has in place to be successful and built sustainable connections and community to do his thing on his own. He's a familiar face that is missed when he's not around and the group is happy to see him back, week after week.

SUMMARY OF GOAL #3 SUCCESSES

- Expanded community based programming to build and strengthen natural connections for people with and without disabilities, with a focus on people who are experiencing feelings of isolation.
- Delivered numerous training workshops to groups outside of EAFWR to support the provision of more inclusive services.
- Worked alongside Wilfrid Laurier University to identify who may be missing from our services and develop a plan to deepen connections in an authentic way with marginalized groups.
- Developed an organizational partnership continuum to ensure that our working relationships are aligned with our organizational values.
- EAFWR was one of the founding members of the Developmental Services “Equity, Diversity and Inclusion Community of Practice.”



GOAL #4: EAFWR IS EQUIPPING EMPLOYEES AND VOLUNTEERS TO DO THEIR BEST WORK FOR THE ORGANIZATION

TRAINING UPDATE

By: Cheryl Fuller, Training and Organizational Development Manager

We’ve continued to see our training opportunities grow at EAFWR and in the community. In April 2023, we welcomed staff, Direct Support People, and the community to our in-person Direct Support Conference. This day and a half learning focused on the journey from trauma to trust, learning about tools for caring for ourselves and others. Our speakers, Leah Jeffery and Bonita Eby shared about providing trauma-informed care and ways to take care when experiencing burnout and compassion fatigue. It was a great space to learn, share and grow together!

We continued equipping our staff with tools and knowledge through our Inclusion Workshop, and we are always happy to welcome community members who want to understand how they can help champion inclusion and belonging in our community.

In June 2023, we were approached by the City of Kitchener about providing training for the Kitchener Fire Department. We took our knowledge and skills to develop a de-escalation training to help firefighters be more equipped to respond to calls. Over the course of two weeks, we delivered this training to office staff and the fire prevention team, sharing our knowledge of the people we support, and teaching different approaches when responding to these situations. Thank you for the opportunity to share our knowledge and tools!



DID YOU KNOW: Our workshops are open to community members! Visit eafwr.on.ca/training to learn more about our workshops and how you can get involved. Interested in training for your organization or business? Please contact Cheryl at cheryl.fuller@eafwr.on.ca

SUMMARY OF GOAL #4 SUCCESSES

- Reviewed and revised organizational policies through a lens of equity, diversity, inclusion and belonging.
- Implemented a new human resources information system to make it easier for EAFWR employees and volunteers to connect with the information they need to be successful in their roles.
- Created new training opportunities for all EAFWR employees and volunteers
- Developed a comprehensive performance review system to support team members in continuing their personal and professional growth.
- Invested in technology that allows team members to work from more places within the community, and redesigned office space to promote communication and collaboration between teams.
- An EAFWR representative was invited by the ministry to join the Talent Acquisition & Workforce Development Committee of the Provincial Developmental Services Workforce Initiative.

WHERE WE'RE GOING - OUR 2024-27 STRATEGIC PLAN

We had the opportunity to connect with many people in the development of our 2024-27 Strategic Plan, and we heard that there are opportunities to provide services that are more accessible, where people feel safe, welcomed, celebrated, and receive supports that meet their unique needs and circumstances. Thank you to everyone who shared their suggestions, hopes and dreams with EAFWR and to People Minded Business for guiding us through the development of this plan. **Read the full plan at eafwr.on.ca/2024-27-strategic-plan**

Drive Financial Sustainability and Diversify Revenue	EAFWR will develop new and innovative funding and revenue streams, while ensuring the efficient and sustainable use of our resources.
Enhance Our Team	EAFWR will support employee well-being, organizational resilience and professional development through continuous learning, interpersonal connection and strengthening our organizational culture.
Adapt Our Work To Meet The Needs Of Our Community	EAFWR will improve our services and supports to meet the diverse and evolving needs of people we support, their families, networks and our community as a whole.
Prioritize Equity, Diversity, Inclusion and Belonging (EDIB) as foundational to EAFWR's work	EAFWR will deepen our learning while developing our policies, processes, practices and services to ensure equitable impact for all community members and employees.

IN THE COMMUNITY

KW LIBRARY OF THINGS

By: Kim Sproul, Community Development Manager

The KW Library of Things (KWLOT) has had quite the year in 2023-24! Looking at it from the lens of what we accomplished that supported the wider 2020-23 Strategic Plan, it is amazing to see how our small little social enterprise contributes greatly to the work EAFWR is committed to doing.

I won't go into our origin story, as that has been shared often. Instead, I want to focus on our volunteers and staff. Within the strategic plan, Goal #4 stated that by 2023, "EAFWR is equipping employees and volunteers to do their best work for the organization." This couldn't be more true for KWLOT right now.



We have invested in both paid and volunteer work:

- **We created two new paid positions**, the Support Librarian and the Summer Librarian with Lived Expertise of Disability.
- **We welcomed 4 additional volunteers** into our roster, and are currently engaging more.
- **We supported a student placement** for Conestoga College's Community Integration Through Co-operative Education (CICE) program.
- **We resumed our community workshops** for our members and the wider community to learn new skills or practice old ones, led by volunteers who are members, neighbours, environmental enthusiasts, and are just really keen to meet others.

One small anecdote that brings a smile to our faces is that we have two sisters who have volunteered with us for years. While they couldn't be more different, they are both so profoundly supportive and helpful. Consistent, reliable and positive attitudes are just some of their traits. They live in our community and are high school students out there doing their best in this world. We love them. Well, guess what? We were finally able to welcome on their brother! We have the whole set – did I mention they are triplets? – and it is exciting. They each have a different role at KWLOT, offering help in different ways.

KWLOT hasn't had the work or capacity to support all the would-be volunteers who come our way. As this slowly changes, we are thrilled to be able to offer valuable, meaningful and crucial work for our volunteers. Experience in helping is great. Experience in growing and building is exceptional. We are pleased they are willing to join us and pumped that we can offer this valuable learning environment.

Learn more about KW Library of Things at www.kwlot.ca

OPEN SPACE

By: Trena Barnes, Megan Tadman and Judy Zulkosky, Community Participation Team

Open Space is a program that happens in the community and is free to attend.

Over the past year, our offerings have included:

- ➡ Zoom Group and Games & Drop-in at the Kitchener Public Library (Monday nights)
- ➡ Coffee & Chats at the Cambridge Centre and Film & Connection at Doon Pioneer Community Centre/Kitchener Public Library (Wednesday afternoons)
- ➡ Coffee & Chats at Conestoga Mall (Friday mornings)

Each group has a paid facilitator that helps the group socialize and provides a variety of activities to suit many different places and spaces. Within the last 12 months, Justin brought up the idea of a group ambassador for people with lived experience. Justin took on the role of welcoming people and helping to make introductions and introduce games or ways that people could feel included. He continued to develop skills and become more confident overall.

When a person was visiting with his sister, Justin made sure to sit beside them and help them to learn to play UNO, a popular card game. Justin quickly became aware that the person was from a different country and spoke Spanish. The person's sister was translating for them. Justin used his phone to find Google Translate and began speaking using the phone. This was quite an experience to witness as they continued to play.

Justin continued to build skills as he took on responsibility of taking attendance and ensuring everyone could participate in their own way. Justin also helps set up games and pack things away. He also brought up the idea of hiring someone with lived experience of disability for the role of facilitator to staff and board members. With support from our Leadership team, we updated our Open Space Facilitator job posting.



This spring, we shared this opportunity with our networks. Justin worked hard to understand the process and with some help, applied for the job. He was successful in the application process! **Why is this so important?** Justin began almost 18 months ago, and his feelings were that the group was not for him and would not return. Cautiously, he kept coming back, now Justin is paid staff and is part of our team.

Open Space is truly that, a space for **anyone** to join. Open Space has also been a way to interact with businesses and develop relationships with community partners, especially Go! Games at Calendar Club, New York Fries and A&W. Open Space continues to build relationships with employees from the different stores and people from the community as they arrive for work or are shopping at the malls. **Stay tuned for more about Open Space at eafwr.on.ca/open-space**

COMMUNITY ENGAGEMENT AND FUNDRAISING UPDATE

By: Kerry Cressman, Avishka Juta and Lisa Stanley, Community Engagement Team

Over the past year, we've been so grateful for the opportunity to reconnect in person with the people we support, families, support people, volunteers, supporters, and the wider community!

Our Community Engagement Team invited people with lived experience of disability to recommend books written and/or illustrated by or about people with experience of disability for our **Turning the Page Together (TTPT) initiative**. Funds raised from our 40th Anniversary Celebrations were used to purchase books and update our Little Free Library. In June 2023, we welcomed friends, supporters and neighbours to the TTPT launch event! It was a wonderful day to celebrate inclusion and community, share about TTPT, unveil our new Little Library and share books for people to put in their neighbourhood Little Libraries.



Our hope is that TTPT will spark curiosity, educate and create awareness around disability, inclusion and belonging in Little Free Libraries across Waterloo Region. Be sure to look for books written and/or illustrated by or about those with experience of disability across the region.

It was an evening full of laughter and philanthropy at the **Live Fully Charity Comedy Night**. Held at Counterpoint Brewery in celebration of Mona Mousa's birthday. Funds were raised in support of creating inclusive communities, empowering people with disabilities and promoting equality.

After shifting our fan favourite Walk-or-Wheel fundraiser to a virtual event during COVID, we were excited to bring WOW back over two weeks and have our first **in-person Walk-or-Wheel Kickoff** in September 2023! It was a sunny day filled with fun, friends, snacks and community. We loved seeing our community take part in activities and challenges at home and in the community, and collect pledges in support of inclusion and belonging. **Mark your calendars for WOW 2024, happening on Saturday September 21, 2024 at Kingsdale Community Centre.**



All-Brite Glass and Tint's semi-annual Chip in for Charity event continues to be a favourite in the community! We enjoyed seeing old friends and meeting new people at our June and October events. Thank you to Terry Aivaliotis and his team for their generosity and support of EAFWR and our Community Development initiatives.



Hosted by Capacity Canada, Intertek Catalyst and Google Kitchener, **Creative Day for Social Good** welcomes design and PR students from local colleges to partner with creative professionals and provide communication and design materials for not-for-profit organizations. We were thrilled by the collaborative team effort from Conestoga College students to create materials for the Kitchener-Waterloo Library of Things. Keep an eye out for the posters, postcards and social media posts on KWLOT's channels.



In September, we **celebrated our Direct Support People**, who do incredible work each and every day helping people build the relationships, skills and connections they need to live the lives they want. Our **DSP Appreciation event** at Victoria Park Pavilion was a chance to celebrate our DSPs with a food truck, outdoor games, indoor activities and conversation.



In March 2024, we joined KW Titans for **A Community for All**. Held on World Down Syndrome Day (March 21), the game shone a spotlight on local organizations, including EAFWR, who are dedicated to supporting and empowering people with disabilities.

FUNDERS AND GRANTERS

Thank you to those who have provided support to Extend-A-Family Waterloo Region throughout the year. Better Together includes you!



Funded by the
Government
of Canada



\$43,091

RECEIVED IN DONATIONS



\$7,766

RECEIVED IN
IN-KIND SERVICES



\$238,627

RECEIVED IN GRANTS



\$7,690

RAISED AT THIRD PARTY
FUNDRAISING EVENTS



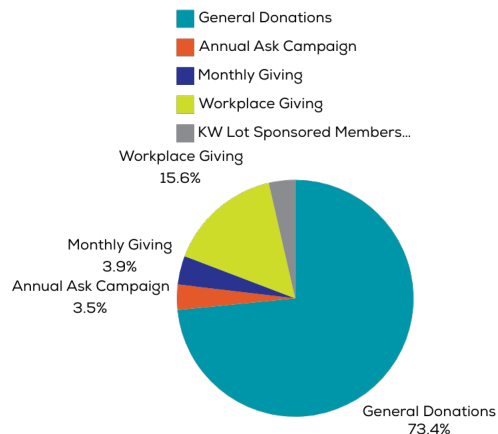
\$10,359

RAISED AT EAFWR EVENTS

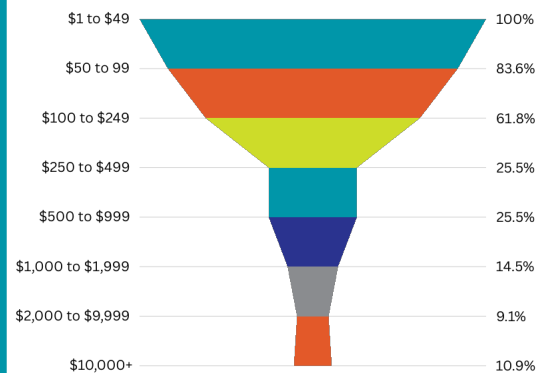
(WALK-OR-WHEEL 2023, TURNING THE PAGE
TOGETHER LAUNCH AND KWLOT GARAGE SALE)

BETTER TOGETHER INCLUDES YOU - DONOR OVERVIEW

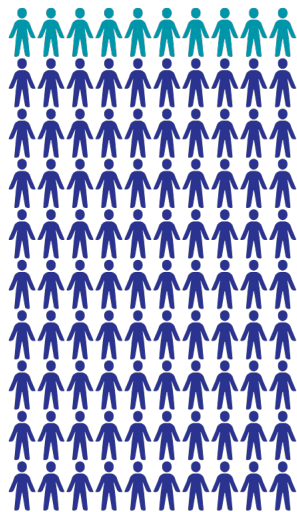
Where do our individual donations come from?



How Much Do Donors Give? 23/24



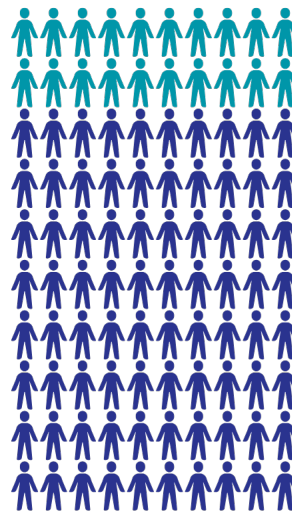
We thank you for increasing your donations to EAFWR!



10%

of our donors give bi-weekly or monthly

Does your workplace match donations?



20%

of our individual donations come from payroll giving and monthly donations.

MONTHLY GIVING AT EAFWR A DEPENDABLE BASE OF SUPPORT

Our Monthly Donor Program is flexible and allows our donors to spread donations out over the year, which in turn, provides us with a dependable base of support. Knowing that we have a steady and predictable source of funds helps us to develop EAFWR community development initiatives that focus on **partnership development, education and awareness, and creating opportunities for people with a disability in our community to connect with people of all abilities based on common interests.**

Monthly Donations are a great way to:

- make a sustainable impact
- reduce administrative costs
- support innovative programming
- partner with us to grow belonging, community, equity and relationships

eafwr.on.ca/donate
fundraising@eafwr.on.ca



Thank You
for considering
making it
monthly!

TREASURER UPDATE

We all hope that COVID-19 remains in the rearview mirror. EAFWR continues to build strong relationships within our community. Our team has done a great job working with people to use the funding in a way that helps the people we support and their families.

During the year, our total revenue increased by 9.16% to a record \$15,234,000. With the exception of Home Care and Community Support Services, all revenue sources increased.

The Passport contract planning continues to allow us to expand our innovative person-centred programs. This not only helps the people we serve, but also the community as a whole.

Direct expenses increased by 10.18%. This was the result of the increase in volume as well as inflation.

Indirect expenses increased by 6.6%. This is the result of strong expense control by the organization.

The net result of all of these numbers is a net income in the amount of \$234,000. This is small decrease from the \$315,000 in the previous year.

The Board of Directors established a restricted Operating Reserve Fund after the 2018-2019 financial year. This fund is designed to support the organization in funding new opportunities, investing in education and ensuring that obligations to staff members and vendors will be met in a worst-case scenario.

We have transferred \$300,000 to the Internally Restricted Relocation fund and \$100,000 to the Operating Reserved Fund, bringing the balance in these funds to \$600,000 and \$1,100,000 respectively. In 2023/2024, we also invested \$50,000 in an Opportunities Fund to pursue new organizational initiatives that will have a positive impact on the people we support. An additional \$27,100 is reserved to support continuing education for team members

This has been a great year for Extend-A-Family Waterloo Region.

I'm grateful for the opportunity to serve on the board of this great organization.

-Rod Goetz, Finance Committee Chair

FINANCIAL STATEMENTS

REVENUE	2024	%	2023	%
Province Of Ontario	\$10,069,530	66%	\$9,267,509	66%
PassportONE	4,073,841	27%	3,739,508	27%
Program Billing and Fees	294,470	2%	344,775	2%
Home and Community Care Support Services	257,060	2%	315,661	2%
Donations and Fundraising	413,210	3%	213,280	2%
Amortization of Deferred Capital Contributions	40,000	<1%	40,000	<1%
Investment Income	91,065	1%	31,430	<1%
Other Funding	34,849	<1%	3,315	<1%
Total	\$ 15,274,025.00	100%	\$13,955,478.00	100%

EXPENSES	2024	%	2023	%
Salaries, Wages and Benefits	\$5,078,155	34%	\$4,482,003	33%
Direct Families and Program Expenses	9,035,253	60%	8,327,258	61%
Indirect Families and Program Expenses	97,507	<1%	160,860	1%
Consulting and Professional Fees	263,433	2%	179,225	1%
Occupancy Costs	148,232	<1%	146,147	1%
Office	154,934	1%	88,421	1%
Staff Training and Travel	109,643	<1%	88,771	1%
Computer Related Expenses	23,414	<1%	35,325	<1%
Amortization	122,832	<1%	131,013	1%
Fundraising Expenses	4,700	<1%	800	<1%
Other	1,366	<1%	673	<1%
Total	\$ 15,039,469.00	100%	\$13,640,496.00	100%
Excess Of Revenue Over Expenses:	\$ 234,556.00		\$314,982.00	

NOTE: The above summary is based on the draft audited financial statements of the 2023-24 fiscal year. **Please visit our website at www.eafwr.on.ca/accountability following our June member's meeting to view a copy of the audited statements.**

COMMITTEE UPDATES

HR COMMITTEE

This year, the Human Resources Committee took significant steps toward improving its processes and effectiveness. Building on momentum from previous years, the routine procedures of the Committee are now well-documented and repeatable, meaning more time is spent on important discussions like improving diversity and inclusion on the Board.

Our Executive Director performance appraisal process is now fully implemented and running smoothly. We redesigned the Board Evaluation process to better understand the needs of the current Board and the gaps left behind by retiring Board members. Lastly, while the Board has always valued representation from family members, we have learned a lot about (and started to take action on improving) our recruitment and onboarding processes, so that people with lived experience themselves can fully participate in Board and Committee activities.

We wouldn't have been able to do any of this work without the insight and dedication of our incredible volunteer Committee members!

-Ryan Voisin, HR Committee Chair

GOVERNANCE COMMITTEE

The Governance Committee is comprised of a committed group of volunteers from the EAFWR Board of Directors, the broader community, and supported by EAFWR senior leadership.

This past year, our committee completed required work to ensure compliance with Ontario's Not For Profit Corporations Act (ONCA) which replaced Ontario's Corporations Act in 2021. This work, under the guidance of PooranLaw, included reviewing and revising EAFWR's Articles of Incorporation and Bylaw.

Heading into 2025, the Governance Committee will formalize a reoccurring document revision process and complete a review of other internal process documents, such as the Board Manual, to ensure they align with the amended documents above.

Thank you to all the members of the Governance Committee for their dedication and perseverance in tackling a large amount of committee work this year.

- Marisa Tabong and Melissa Quarrie, Governance Committee Co-Chairs

LEADERSHIP TEAM



Erin Ackersviller
Executive Assistant



Kevin Guay
Director of Human Resources



Courtney Horowitz
Director of Operations



Allan Mills
Executive Director



Ron Trajano
Director of Services

UPCOMING EVENTS

SAVE THE DATE: WALK-OR-WHEEL 2024



Our family favourite event is back! Join us for **Walk-or-Wheel (WOW) 2024**, happening from **September 21 to October 4, 2024**. We invite our community to join us at our **WOW Kickoff Event on Saturday September 21 at Kingsdale Community Centre** (72 Wilson Avenue, Kitchener).

All fundraised dollars will support EAFWR's community development initiatives that focus on partnership development, education and awareness, and creating opportunities for people with a disability in our community.

Registration will open online in August and you can also register in-person. As a registered participant or team, you will receive a WOW Activities Passport which will include a number of different activities and challenges for you (and your team) to participate in. From September 21 to October 4, you can choose how you participate, when you participate and how often.

Stay tuned to our website and social media channels for more information!



Contact us

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☎ 519 741-0190

🌐 www.eafwr.on.ca

✉ info@eafwr.on.ca

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🐦 @EAFWR_Engage

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🐦 @KWLOT_

Get involved

Work with us: eafwr.on.ca/hiring

Volunteer: eafwr.on.ca/volunteer

Donate/Give Back: eafwr.on.ca/donate

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

For questions, please contact Avishka Jutta, Community Engagement and Communications Specialist at avishka.jutta@eafwr.on.ca

ACCREDITED BY:



MEMBER OF:

COMMUNITY LIVING
Ontario

