



SIMCOE COMMUNITY SERVICES

Preschool Services Simcoe

Community Living Simcoe

# Annual Report 2010-2011





Lynn Price

Chief Executive Officer 1994-2010

On November 22nd, 2010 after a lengthy battle with pulmonary disease, Lynn passed away. Until she was hospitalized in July, Lynn had continued to provide leadership to one of the largest community living agencies in the province via teleconference from her home. Even during her failing health, her commitment to family, friends and Simcoe Community Services (SCS) never wavered. She never stopped thinking or caring for others, encouraging them to become the best that they could be.

Lynn's leadership skills built SCS into one of the premiere providers of services and support for people who have an intellectual disability in Ontario. Under Lynn's tutelage, the agency's mandate expanded, its funding doubled and accreditation was achieved.

SCS held a celebration of Lynn's life on May 5th, 2011. Friends, family, colleagues and staff members shared stories of the impact Lynn had on their lives personally as well as professionally. In her memory, a sculpture was created and is erected at 4 King Street in Orillia. This new site was Lynn's last project in her mission of providing quality supports and environments for people who have an intellectual disability.

A week later, on May 12th at the annual OASIS (Ontario Agencies Supporting Individuals with Special Needs) conference held in Toronto, the Annie Oliver Award for Excellence was given posthumously to Lynn for her outstanding contributions to the Developmental Sector.

Gone, but not forgotten.

# SIMCOE COMMUNITY SERVICES

## VISION STATEMENT

Everyone's included! Catch the excitement! Join in!

## MISSION STATEMENT

We are dedicated to supporting individuals and families to achieve their full potential through:

- Leadership, innovation, collaboration and advocacy
- Developing valued supports and services that respond to evolving community needs
- Being a diversified and engaged community organization

## BOARD OF DIRECTORS

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David Barber, *Strategic Directions*



The Council on Quality and Leadership  
Partners in Excellence; Leadership for the Journey

# HIGHLIGHTS OF 2010-2011

- In August 2010, Simcoe Community Services celebrated the opening of 4 King Street in Orillia – a centrally located, readily accessible location to house day supports for adults who have an intellectual disability. This new location houses a state of the art computer lab, Virtual Reality and Snoezelen as well as physiotherapy and occupational therapy supports and space to provide various trainings for people we support. Supports provided previously at 388 West Street are now accessed at 4 King Street or in the community.
- The introduction of full day Junior/Senior Kindergarten makes an impact on the enrolment of nursery school programs.
- In 2011 the Family Home Program celebrates its 30th anniversary. Various activities are underway to celebrate the program's successes as well to raise the program's profile both internally and externally which hopefully will result in more family home providers
- Simcoe Community Services is preparing for re-accreditation in 2011 using the newly launched Person Centred Excellence process developed through CQL International
- The passing of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act and its related 'Quality Assurance Measures' in January 2011 resulted in staff across the agency working together to ensure the agency's continued compliance in all areas.
- Due to the untimely passing of Chief Executive Officer (CEO) Lynn Price, Terry MacMillan, Executive Director, assumed the CEO role on an interim basis. After a lengthy search, the Simcoe Community Services Board of Directors has hired a new Chief Executive Officer, Marion Peck, who will begin with the agency in July 2011.



## PRESIDENT'S REPORT



David Barber  
President, Simcoe Community Services

I am pleased to report that the search committee assigned to the task of recruiting a new Chief Executive Officer for Simcoe Community Services (SCS) has completed their work and the Board of Directors has approved the appointment of Ms. Marion Peck as our new CEO. Marion has a long history in the Developmental Services Sector in government and in the community and brings a wealth of knowledge and experience to the post. We extend a warm welcome and look forward to working with her to achieve the strategic goals of our organization. Our vision and mission statements guide us in our every day activities and we are confident that SCS will continue to thrive and prosper under Marion's leadership.

Ontario Government Bill 16 has had a significant impact on our ability to deliver on the written promises and assurances that included a commitment to increased resources in the form of compensation (deriving from a four year agreement), which have subsequently been withdrawn by the Ministry of Community and Social Services (MCSS) in the final year of the accord. We read each day in the news about awards to other public sector employee groups wherein arbitrators are not being held to the fiscal restraints contained in Bill 16. This has caused a great deal of concern to agencies across the Province of Ontario and we are seeking clarity and a concession to what appears to be an egregious, arbitrary and unenforceable policy of wage discrimination. Our two Provincial Associations OASIS and Community Living Ontario are working diligently on our behalf to convince MCSS and the Government of Ontario to re-consider this matter and we are optimistic that we will make further progress.

In the interim, MCSS remains committed to the transformation process under the new social inclusion mandate and it is likely that further development of rules, regulations and other options will continue to be forthcoming going forward. We will keep you apprised of these changes which currently are reflected in the Quality Assurance Measures recently introduced and for which appropriate training and education have been implemented throughout SCS.

It is with great pleasure that I share with you two simultaneous expressions of respect, honour and recognition of our former CEO, Ms. Lynn Price. I participated in a celebration of her life at our King Street Centre in Orillia last week where many stories were told and shared with us about her life and times by family, friends and colleagues. It was a poignant moment, one that brings closure to this story and a new beginning for SCS as we unveiled an original work of art dedicated to her memory, on display outside the King Street location. The following week, OASIS our Provincial Association, honoured our beloved leader posthumously with the Annie Oliver Award, given to individuals who best reflect the mission and values of OASIS. Truly a remarkable woman and a leader who exemplified all of the things in life that we sincerely believe should reside in all great people.

Spring is sprung and summer is on the run. Enjoy.



Terry MacMillan  
Acting CEO, Simcoe Community Services

## ACTING CEO'S REPORT

This past year has been one of hard work, achievements and change for Simcoe Community Services. In the summer of 2010, we celebrated the much anticipated opening of our newest program site – 4 King Street, in Orillia. The opening was the culmination of much hard work and planning on the part of staff and management since the purchase of the property in 2009. This space now provides an engaging, accessible and centralized location for all the agency's community support programs provided to the Orillia community.

Several new legislative requirements that directly impact the operations and the ongoing work of the agency were passed in the last year. Accordingly, a number of initiatives have been undertaken to work toward compliance, of which I will highlight a few. To meet the requirements of Bill 168, (amendments to the Occupational Health and Safety Act), which passed in June 2010, the agency has developed and approved a new standard of practice and procedures regarding workplace violence and harassment. With the assistance of Georgian College, we were able to provide all staff with the mandatory workplace violence and harassment training via e-learning.

The winter months have been busy with the passing of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act and its related 'Quality Assurance Measures' in January 2011. Current agency practices have been reviewed and new best practices are being identified and embraced where appropriate. Additionally, a number of new training measures have become mandatory and existing training is being renewed, expanded and/or enhanced to provide staff with the most comprehensive and effective training possible – all to assist them in their role of supporting people with intellectual disabilities to lead meaningful, engaged lives free from indignity and isolation.

As well, in anticipation of the new Accessible Customer Service Standard coming into effect in January 2012, (under the Accessibility for Ontarians with Disabilities Act), a task group has been formed to assess the agency's current status and ensure our compliance. All of these regulations are valuable in furthering the rights and freedoms of people with disabilities.

This year marks the end of our four-year accredited standing with the Council on Quality and Leadership (CQL). We have applied to CQL International to renew our accredited status, preparing for the work we will need to undertake as part of the re-accreditation process. Re-

accreditation involves a commitment from the agency and its staff to strive for continued enhancement of our programs and services delivery with the goal of ever increasing quality of life for the people we support and their families. I am confident that the agency will be successful in attaining re-accreditation as staff and management continue to demonstrate remarkable capacity to grow and improve the services and supports we provide.

The agency has now entered the second year of its Succession Planning program which embarks qualified and interested employees on a journey of coaching and mentoring in preparation for potential management roles becoming available within the agency in the next few years.

Indeed, the past year has brought a transition in the leadership of SCS which is continuing into 2011. With the deteriorating health and then passing of our CEO, Lynn Price, I have been the Acting CEO of SCS since July 2010. Now, after months of careful and considered recruiting and interviewing for the agency's next CEO, our Board of Directors has recently announced their selection for this position: Marion Peck will be assuming the CEO position in July 2011. I am looking forward to working with Marion to assist in a smooth transition of leadership, ensuring the continued strength and achievements of our agency. Welcome Marion!

For my part, I am eager to 'turn the page' on the next chapter of my life, which I intend to fill with the pursuit of some of the interests and hobbies which I seem to have put on hold for the last few years. I have truly enjoyed my tenure of 28 years with SCS. Recently, I attended a celebration marking the 30th anniversary of the Family Home Program, the program in which I started with the agency; I felt I had come full circle. Simcoe Community Services and all the people I have had the opportunity to work with and, more specifically, the families and people we support will always hold a special place in my heart! As I sign off, I want to thank the Board of Directors and especially David Barber for giving me the confidence and support that enabled me to carry out the role of Acting CEO.



## ONE PERSON AT A TIME

(One family's story as told by a  
Family Support Worker)

In the fall of 2010 I attended a high school basketball tournament to cheer on my daughter and her team. While the basketball game was intense and exciting it was not what held my attention. Among the fans was a young girl who made her way throughout the crowd and would occasionally grasp a fan's hands and bring them together to clap. I couldn't help but notice this youth's mother following her daughter and occasionally grasping the back of her daughter's shirt to gently pull her back from the edge of the stage to prevent a fall. As I observed the interactions between this mother and daughter, I couldn't help but think that the level of support this child required was overwhelming. During the game, I had a brief conversation with this mother in which she shared that they had moved to Barrie from Nova Scotia due to a new posting her husband received

from the military. She mourned the fact that they had lost all their respite funding in the move to a new province. I left that game with an increased awareness of the struggle faced by many military families when posted to a new province. Each province is unique in the way it provides services to persons with special needs and no sooner do you have supports in place, a new posting comes along and you start all over again at the bottom of someone else's waitlist.

About a week later I was doing a file review with a co-worker who was moving from the Family Support Program to a new position in the agency. I was to provide support to several of the families she had supported. As she spoke about one family in particular the details began to sound very familiar. Sure enough the family I had met at the basketball game was

assigned to me. I scheduled a visit with the Henshaw family and this is where the real story begins.

Rachel Henshaw is a nine year girl living with her mom and dad and younger brother in Barrie. Rachel has a clinical diagnosis of Angelman Syndrome. "Angelman syndrome is a complex genetic disorder that primarily affects the nervous system. Characteristic features of this condition include developmental delay, intellectual disability, severe speech impairment, and problems with movement and balance (ataxia). Most affected children also have recurrent seizures (epilepsy) and a small head size (microcephaly)" (<http://ghr.nlm.nih.gov/condition/angelman-syndrome>). Rachel's family receives support from the Family Support Program at Simcoe Community Services in the form of Service Coordination through the Children's Treatment Network of Simcoe York. In the process of working out a Single Plan of Care with Rachel's family it became very clear that the family's number one goal related to respite and family relief. Mrs. Henshaw painted a word picture for me of what their days look like. Rachel wakes early every day and instead of rising for breakfast and getting ready for school she has a seizure. After the seizure has run its course, Rachel's mom or dad assists her with preparing for school, feeding her breakfast, looking after her personal care, lovingly brushing her hair and administering her medication. Rachel is picked up for school by a wheelchair van which takes her in her wheelchair to the Developmental Skills class at Portageview Public School. Rachel is greeted by an Educational Assistant who assists her into the school to begin her day. When Rachel arrives at home someone must be there to greet her and prepare for the evening meal, bath and bedtime routine. Rachel must be in bed by 7:30. The family has discovered that changes in bedtime routine usually translate into a lengthier seizure which is extremely dangerous and may mean medical intervention is required.

Rachel has an amazing family who is very dedicated to her care. However, no caregiver can sustain this level of care without relief. The family had already applied for Assistance for Children with Severe Disabilities (ACSD) and Special Services at Home (SSAH) as well

as Family Relief through Simcoe Community Services. They quickly received notification that they did not qualify for ACSD based on family income. They were told that SSAH dollars were frozen and there was a lengthy waitlist for Family Relief dollars, however, they would be placed on the waitlist and were given information on Children's Relief for medically complex children available at 21 Broadfoot. The family appealed the ACSD decision and was denied so they took the decision one step further and requested a Tribunal.

The Tribunal date was set for January 20, 2011, a full fifteen months after the initial application was made. The Family Support Worker (FSW) worked with the family to create a document which clearly outlined the family's history, the present situation and future implications in all areas which might impact the decision at the tribunal. Areas included natural supports, work situation, income, community supports, medical needs, travel, waitlists, school supports, cognitive abilities, sibling impact, and safety issues.

The day arrived and together the Henshaws with their FSW presented their case to a panel of three persons, Special Agreements Officer, Sheila MacDonald, a representative of the Director of the Ontario Disability Support Program, Terry Turner, and Presiding Member, Brian Brown. The Presiding Member outlined the procedure of the hearing and explained that it was his job to determine whether or not the decision of the Director was correct after considering all of the evidence. The exchange of information was very formal which had two effects: it increased the anxiety of the Henshaws, however, it also gave them the sense that this matter would be considered very seriously before a decision was rendered.

The questioning process was thorough and the Henshaws felt when they left 90 minutes later that the panel had a good understanding of their situation. The Presiding Member shared his gratitude to Mr. Henshaw for serving his country and recognized the unique challenges faced by military families. The Henshaws and this FSW were thankful they had prepared thoroughly. The mood was cautiously optimistic.

The Henshaws did not have to wait long. A day later, the decision was made and the family received the results of the hearing. The decision not only took into account the evidence presented by the Henshaws but also a historical decision made in another similar case and relevant legislation. Quoting from the Social Tribunal Decision document, "the Tribunal is of the opinion that the Appellant has established on a balance of probabilities that the decision of the Director is wrong in this unique situation".

Mrs. Henshaw called this Family Support Worker to share the news that they had won! Not only was the decision in their favour but they would be receiving the maximum amount for ACSD and the amount was retroactive to the date of the Director's original decision which was made one year earlier in January 2010.

Rachel is attending overnight camp this summer for a week for the first time ever. She is also attending a week of day camp through the City of Barrie with one to one support through the Accessible Inclusive Recreation Program. The family has hired a respite worker to provide some relief and continues to use Children's Respite at 21 Broadfoot. Rachel continues to require intense care but these days the family feels they have some options.

The continuing challenge faced by military families with children with special needs remains. However, when we give voice to these challenges, things begin to change...one person at a time.



## ACCOMMODATION SERVICES

Accommodation Services supports over 400 children and adults to live in a variety of settings. From group living, family home, supported independent living and retirement settings, accommodation services is able to provide supports for people during all stages of their lives.

Recent efforts have identified the need to develop an Accommodations' Work Plan which embraces the direction of our agency's strategic plan with creative new housing options for people receiving support. The opening of "Maple Apartments" took place in May 2011 with 5 individuals moving to their own apartments. Supports are geared to the wants and needs of the new tenants, supporting people to live in their own apartment who require more support than a typical SIL setting.

This year marks the 30th Anniversary of the Family Home Program at Simcoe Community Services. Supporting children and adults to live in a family setting, the family home program promotes full participation in family and community life. Celebrations for the 30th Anniversary are occurring throughout the year.

As Simcoe Community Services undertakes the process of re-accreditation this year, we focus our attention to the philosophy and culture of personal outcomes for people receiving support. In Accommodation Services we strive to provide increased options for people so that they can make informed decisions regarding where they live, how they are supported and who they live with. As we embark on this journey to create and sustain viable living options for individuals, we will continue to respond to the direction that people receiving supports are telling us.

### *Will to Live Despite Life's Hardships!*

*Everyone has heard the expression 'If you put your mind to it, you can accomplish anything'. Brian is living proof of this. He is someone who has beaten the odds repeatedly. His determination is unparalleled!*

*Brian never takes a moment for granted. He has been fighting (and winning) since the day he was born. Being diagnosed with cerebral palsy did not keep him down.*

*With the aid of his wheelchair, he went wherever he wanted to go. Brian and his family looked at moving to 35 Bishop in 1991 as an adventure full of new experiences and joys. When he could no longer eat food by mouth, he accepted getting a g-tube and went on with his life without ever missing a beat. Nothing stood in the way of Brian experiencing everything life had to offer.*

*In 2009, Brian got sick. It was not uncommon for him to fall ill in the winter months but this time was different. He just couldn't get better. He was admitted to Intensive Care at the Royal Victoria Hospital (RVH). Things did not look good especially when Brian had to be put on life support twice but he dug deep within his soul and found the strength to fight back. He would do anything to live including having a tracheotomy. It did take some time for him to adjust but he knew that it was necessary so he could continue on. Having his mother supporting him every step of the way, gave him strength when he became weak. With his mom's love and staff support, Brian was able to come home to recuperate. Each day he got stronger and within a few months, he was doing everything he used to do.*

*At the beginning of 2011, Brian fell ill once again. He had to regrettably be admitted back into Intensive Care at RVH.. Along with his family and support staff, Brian had the added encouragement of the nursing staff that remembered him fondly from 2009. Those who did not have the pleasure of meeting him before got to know him very quickly. Everyone in Intensive Care had a spot for Brian in their hearts and became part of his extended family like many had in the past. Brian felt everyone's support and he fought back from yet another illness and accepted that he would require oxygen for the rest of his life.*

*Brian could have a negative outlook but chooses to believe that he now has new friends/extended family. Brian receives nursing support at his house whenever he needs it. Brian, who used to have panic attacks at the sight of an ambulance, can now even smile during the ride to the hospital as he knows he is safe and surrounded by people who truly care about him. Brian has faced so many challenging obstacles and has never given up. The world would be a better place if everyone had such a positive outlook on life.*



## COMMUNITY SUPPORT SERVICES

Employment Support Services helps people to obtain and maintain employment opportunities in Barrie, Orillia and surrounding communities. The job market continues to be extremely competitive but we have noted more successful job matches. Hydro One and the Ministry of Natural Resources approached us in expanding diversity in their workplace. This has resulted in unique job opportunities for people and the development of flourishing partnerships.

Renovations at our 39 Fraser Court location are now complete. The new design has increased space and opportunities for people to enjoy a greater variety of activities and interests. People are benefiting from the relocated and enlarged Snoezelen room. A new lift system has enabled some individuals to now utilize all areas of Snoezelen making it accessible to everyone. The computer lab with all new equipment, updated software and touch screens is a big hit with participants. Staff are also excited about the newly designed communication area and the professional environment it has created.

August 16th was a long anticipated day and will be remembered fondly by staff and participants as the

day that they moved into a brand new Community Support Services home in Orillia at 4 King St. This milestone was celebrated with an open house on August 24th and included a ribbon cutting, tours and photo opportunities for families, agency staff, board members and community partners. The building has been a long time vision for Simcoe Community Services. Creating new programs and increased opportunities as well as bringing the staff team together at 4 King Street make this vision a long-awaited reality.

### *Reach for the Stars!*

*If someone had told Brian Waring to "reach for the stars," he would have landed on the moon this year. Brian has been very successful both with his employment and his personal life. In the past, Brian has volunteered his time with Woods Park Nursing home and has been a spokesperson on the radio and publicly speaking for the Simcoe Community Services' United Way campaign. For his many efforts Brian received the Gift of the Heart Award in 2009.*

*Brian also participates in Special Olympics. This year he received three gold medals and one bronze for snow shoeing in the winter provincial competition. He will be competing in the long distance track and field event this summer. According to Brian, he*

*has been the most successful in 10 pin bowling as he achieves high scores in his division. Brian also plays outfielder on a team sponsored by the Barrie Integrated Baseball Association. Brian still finds time to be on the Self Advocates Council and is writing a children's adventure book.*

*Brian has worked diligently at obtaining competitive employment. Brian was involved in the agency's Job Readiness Program learning skills on "how to get a job and keep a job." Brian has held part time positions with Sport Chek, Wendy's and Culligan. His desire, however, was to have a full-time position so that one day he would be able to live in an apartment on his own. Brian had been successful but with the slower economy, he was not having any luck. An opportunity as a File Clerk from Hydro One became available. Brian needed to attend an interview to compete with other candidates for the position. Brian did very well with the interview and was the successful candidate for a full-time contract position with Hydro One. Brian loves his job and continues to apply for permanent positions. Brian has been saving his money and once he gets a permanent position is hoping to get a place he can call his own. Way to go Brian!*



## FAMILY SERVICES

### Family Support:

This year, the Family Support team has been involved in several special projects. The Children's Treatment Network has been conducting an evaluation of the Single Plan of Care (SPOC) process. As Service Coordinators for the CTN, Family Support Workers have been heavily involved in the evaluation project. In most cases, they have taken the lead in pulling together the various team members involved with the family to develop and implement the Single Plan of Care. A total of 29 families involved with the Family Support program, have participated in this project and although time consuming, it is hoped that the findings will result in better service for everyone.

Each year approximately 16 youth with autism and their families participate in the "Let's Socialize" program, a 12 week program that helps youth with autism spectrum disorder to make a successful transition to high school. This program is run in partnership with the Behaviour Management Services of York Simcoe. In addition to the current program, we

have recently been asked to partner with the Autism Society of Ontario to provide an additional session starting in the fall.

Over the last few years, we have been unable to meet the demand for service, and the wait list for Family Support has been steadily increasing. Last year we began a project to address this problem. We set aside specific staff time to meet with people on the wait list to address any immediate concerns and to help connect them with supports while they are on the wait list. Through this initiative, we were able to contact over 59 families and provide short term support while they wait for ongoing service.

### Family Relief:

Family Relief offers families a number of options: in-home relief, where a relief provider provides respite in the family home; host home relief, where the relief provider takes the individual to their home for a period of time; and, in partnership with our Accommodations program, we offer residential respite for adults and for children who are medically fragile. We also provide funding for children and adults to attend summer camps, after school and weekend programs, and other community activities. The newest initiative

is the Springwater home for adults.

My name is Teresa Stiffer. I am a single parent of a child with special needs. I work full time to support myself and my son Cameron. I have only really been able to access proper respite for Cameron since the Springwater house became available. It has made such a difference for me and Cameron's two older brothers. The house is nearby, well run and clean. As a parent, to leave your child in someone else's care is huge. Making the decision to leave a vulnerable child takes so much emotional energy. I had a few bad experiences when I lived in... (another community). I once left Cameron for a weekend trial. I felt uneasy leaving him there as the place did not smell very good and looked very institutional. When I picked him up he was covered in food (he was younger then) and smelled. I never sent him back. Previous to Springwater I relied on Cameron's two older brothers heavily. Every waking minute for all three of us, there was always concern around who was watching Cameron. Before either of his brothers ever made any plans they called me to ensure that it would not impact Cameron's care. I just tried not to go anywhere and when his brothers finally moved out (after much convincing that I would survive) things

just became more stressful for me. But now Cameron loves the Springwater house and looks forward to going. The peace of mind that I have that he is well looked after is priceless. I can then continue on with Cameron's care a little less stressed. Thank you.

With the advent of Respiteservices.com we are able to assist a wide variety of families in finding a worker, whether they receive Family Relief funding or not. Respiteservices.com has become the source for trained and screened CHAP (Community Helpers for Active Participation) workers across the county. Often families will combine several sources of funding such as Special Services at Home, Assistance for Children with Severe Disabilities, and Family Relief funding, and even some of their son or daughter's ODSP to "tailor make" a plan that works, just for them.

## Youth Programs:

Simcoe Community Services youth programs have three components: WEB and Get OUT, mid week social activities during the school year; Youth in Action, a summer day camp for teens with special needs; and Circles, a six week program that focuses on appropriate social boundaries. This year the youth program introduced a new element to WEB and Get OUT – targeted skill building activities. One of those activities was monthly cooking classes hosted by Zehrs Marketplace. Ten youth participated at a time, and the class was offered three times, allowing a total of 30 youth to participate. The smaller group enabled everyone to have a turn learning an easy way to make chicken bruschetta. The youth gained important cooking skills and learned how to work safely in the kitchen. The event was such a success that one youth took the recipe home and made it for her family that week!

This year we offered the Circles program at seven local high schools and one elementary school. The program teaches appropriate social interaction and levels of intimacy between individuals. Although valuable in itself, this program also gives the youth workers the opportunity to meet youth and share information about WEB.

Through the relationships the workers develop with students, they provide a link to WEB and Get OUT, so that the youth are more comfortable coming to a new

activity. This happened recently with a girl in Barrie who had participated in the Circles program in her high school. The first event she attended was 'Girls Night Out' - a night hanging out with the girls having their nails and hair done. She was a bit apprehensive and chose to keep her mother and her support dog close at hand. The second event she attended was a totally different story! Once in the door, she told her mom that her mom couldn't stay because she wanted to hang out with her friends. WEB and Get OUT are a vehicle for youth to develop new friendships, have fun, and experience new growing experiences with each other in the community.

## Barrie Housing Support Services:

"Mary", a single mother of four, recently walked into the Bayfield office of Barrie Housing Support Services, looking for help. Her husband had left the marriage six months earlier, leaving her with four children, two with special needs. She had fallen behind in her rent and utilities after their separation and, as a result, her gas had been cut off, she had received a disconnect notice for her hydro, and her landlord was threatening eviction. Because she had just gone back to work, she felt she could manage her bills if she could get caught up with her arrears.

The Housing Support Worker helped her access the county's Housing Retention Fund to help with her hydro and rental arrears and the Winter Warmth program to assist with getting her gas turned back on. The worker then spoke with her landlord, Power Stream and Enbridge gas. The landlord agreed to let her keep her apartment, her gas was turned back on and her hydro was maintained.

Two months later, the Housing Support Worker learned that the family was still struggling. By the time the bills were paid, there was nothing left over for other needs. She linked the family with the county's rent subsidy program. Now with the savings on rent, the family has a bit of a financial cushion in case of emergency.

This year, Barrie Housing Support through our offices at Bayfield Mall and the David Busby Street Centre assisted nearly 1800 men, women and children to either find new accommodation or keep their current housing. One of the major roles of the housing support worker is to help people like Mary who are

at risk of homelessness to keep their accommodation by accessing such programs as the Housing Retention Fund for rental and energy arrears, Winter Warmth which assists with oil and gas arrears, and LEAP, the Low income Energy Assistance Program which assists with hydro arrears. All provide short term financial assistance to families at risk of homelessness.

Others are like "Jeff", a middle aged man who frequented the David Busby Centre who was homeless, and had no family support. Jeff does not drink, smoke or use street drugs; however, he appeared to have either learning disabilities or a mild intellectual delay. Until recently, he had lived with his parents, and had held a series of unskilled jobs. When his parents died, he suddenly found himself adrift, unable to manage his finances, and suffering from depression. First he lost his job, then his home. He ended up staying at Out of the Cold. After about six months of searching, the Housing Support Worker found him a room in the basement of a single mother with two young sons. In exchange for room and board, he would pay a small rental fee and help by doing odd jobs - shovelling snow in the winter and mowing grass in the summer. And he is back working again. In Jeff's case, the role of the housing support worker was to help him find accommodation that meets his needs, and to help put the supports in place that will allow him to keep it. Our partnership with the David Busby Street Centre has made it much easier to reach these truly homeless individuals.

## Family Council:

The Family Council met five times this year. In addition to reviewing agency standards of Practice related to families, the Council received presentations on the results of the review of the Supported Independent Living (SIL) program, the new Inclusion of Persons with Developmental Disabilities Act of 2008, and the new Ministry Quality Assurance Measures. They also met with the Accommodations Social Workers about establishing family groups, and responded to a request for recommendations for updating the website. Finally, the Council supported a second workshop for families on the new RDSP initiative.

# PRESCHOOL SERVICES

## Simcoe County Infant Development Program

Family centred outcomes are necessary in order to provide quality service and develop a collaborative and trusting relationship with families and their infants. Four staff from the Simcoe County Infant Development Program shared this message at the Ontario Association for Infant and Child Development Conference last October. This included information on our agency's journey through accreditation and stories about families who have benefited from this.

The development of outcomes based tools for staff has assisted the Infant Development Workers to better support families to recognize their strengths and assist them to achieve their goals. Partnerships with community agencies, such as Samaritan House, the Barrie Fire Fighters as well as our own Simcoe Community Services Foundation, have been instrumental in assisting families to meet some of their financial needs. Families have been supported to purchase a highchair, crib, shoes, private therapy or high cost formula for their infant. As well, family based costs have also been supported, including purchase of a city bus pass in order to take a child to therapy or attend programs at the Ontario Early Years Centre, car repairs, and on occasion rent.

The promotion of personal outcome measures has encouraged staff to think outside the box and support families in their home, child care setting or in the community. This in turn has assisted families to become better connected in order to begin to build social capital.

In talking with families it became apparent that many of them wanted to connect with other families. In response to this need, the Infant Development Program is facilitating a group for parents and their infants at the Ontario Early Years Centre (OEYC). This group has not only assisted parents to learn new ways to connect through play with their infant but it has also been instrumental in helping



parents connect with other parents who are in similar circumstances as well as introducing them to the OEYC, a wonderful resource in their community.

## Resource Teacher Program

Waiting List Strategies become more important as the Resource Teacher list for service continues to grow.

The Barrie, Innisfil, Bradford area has attracted many young families to its neighbourhoods. As a result, increased demands have affected all services offered by Preschool Services. The Resource Teacher program, as part of the county-wide early intervention system, continues to strive for family centered practice while children wait for active service.

Communication is essential while families are waiting for support. All families receive a letter confirming their request for service, outlining beneficial community resources, particularly the Ontario Early Years Centre. Families have an identified contact name and phone number for the program and an in-person visit is scheduled. Regular communication is maintained with the family, at least every 4 months, whereby updates are made to our electronic agency record. With increasing opportunity to connect with families via email, the preschool programs are able to alert families quickly about parent education opportunities as they arise. The Resource Teacher program offered three Parents as Partners sessions and one Triple P Parenting training for families this past year.

To increase opportunities for children and families on the wait list, ongoing 12 week playgroups at Sunny Park Children's Centre were organized. The goal was to meet children to help determine their needs, allow for social peer group interactions and connect with families to complete applications for funding and services. The playgroups have been received very enthusiastically by families and the goal is to continue them as we are able.

## Sunny Park & Rotodale Nursery Schools - Promotion increases Enrolment!

Over the past few years, Rotodale and Sunny Park Nursery Schools have seen a decline in enrolment from the programs they provide for children 2 ½ to 5 years of age. This is in part due to Junior Kindergarten and that there are more working parents requiring full time child care. We know that the first six years of life set the tone for a child's life long learning, health and well being. Our Preschool programs are enriched learning environments that develop children's social skills, encourage independence and help prepare them for primary school.

To address our declining enrolment a Promotion Committee was formed consisting of the Supervisors of the Ontario Early Years Centre and the Nursery Schools, the Manager of Preschool Services and the Coordinator of Volunteer and Public Awareness. The Promotion Committee looks at ways to increase the visibility of and benefits of nursery school attendance. Strategies have included (a) newspaper articles to educate the community on the importance of early learning (b) local church bulletin coverage (c) television coverage of special days at Sunny Park (d) "bring a preschool friend to school" day and (e) participation in the annual OEYC picnic, providing a children's activity and handing out promotional flyers.

By actively promoting preschool programs, enrolment for September 2011 is nearing capacity.

## Ontario Early Years Centre - The Grandparents, Parenting Again Supper Club Reinvents Itself

Supper Club evolved from the weekly meetings where grandparents, who are parenting again, come together to learn parenting strategies, share experiences and support each other. The opportunity for grandchildren and grandparents to meet with other like-families became an identified need and the experience became the Supper Club in 2005. The social experience provides the whole grand-family with much needed connections to each other and the community in which they live.

The monthly Pot-Luck experience met the needs of grand-families as they gathered at the OEYC for 4 years. Through the involvement of Simcoe Community Services Family Support Program in 2009, grand-families with older grandchildren were able to connect to services that supported their youth. With the successful connection to broader supports and services, The Supper Club was ready to evolve and explore the larger community that supports typically developing families. However, the challenge was being able to afford the natural social connections that families typically make.

Grand-families often discover that the financial realities of raising a family on a senior's fixed income, prevents them from participating in community activities. Community connections, while enriching the lives of families, also provide a social and inter-generational component that enables grand-families to be active participants which further nurtures the feelings of normalcy.

In 2010, *The Supper Club* became a quarterly experience:

Fall: Bowling at Kempview Bowl  
Winter: Dancing at The Art of Dance, dance studio  
Spring: Aikido lesson at AIKIDO HIRYUKAN DOJO  
Summer: Picnic in the Park (pot-luck)

The above activities were sponsored by private individuals, Simcoe Community Services' Bingo Fund and Simcoe Community Services Preschool Department.

In order to make meaningful community connections a reality for grand-families, an opportunity for sponsorship has been created. Through sponsorship, our community can be an active partner with grand-families as they discover a community that supports family health, which then helps to prevent disease and allows grand-families to get the most out of life.



## COMMUNITY PARTNERSHIPS BARRIE FIRE FIGHTERS

The Barrie Fire Fighters have been a wonderful community partner for a number of families supported through the Infant Development Program. Through our outcomes process with families, many needs are identified and when these needs are not covered through government funds, the Infant Development Workers have been proactive and looked to our community for funds to assist these families. The Barrie Fire Fighters responded to this call and have provided financial support to many families across Simcoe County to cover a variety of needs. Families have used these funds to (a) purchase private intensive behaviour therapy and private speech therapy (b) cover costs incurred through travel to the Hospital for Sick Children (c) provide household items such as a baby gate for the fireplace, groceries, and monthly rent payment in times of great need. They have also provided funds to purchase a community park bench in memory of a child.

Over the years, the Barrie Fire Fighters have also been involved with our annual fashion show escorting models and sometimes donating a portion of their calendar sales to the event.

A huge thank-you goes out to the Barrie Fire Fighters Association, not only from the Simcoe County Infant Development Program and Simcoe Community Services but especially from the families and their infants who have benefited from their tremendous generosity over the last several years.



## SELF-ADVOCATES' COUNCIL

The Council is very excited to welcome Kevin Grigg, who joined the group in February, 2011.

In February 2011, Jordan Downing, attended a Simcoe Community Services Board of Directors meeting to present an overview of the current and future focus of the Council's work. The Board continues to be very supportive of the Self Advocates Council through their attendance at each Council meeting. Presentations of this nature occur yearly.

A number of the Self Advocates Council have made plans to attend Community Living Day at the Legislature on May 17, 2011. This supports the group's growing political awareness.

In June 2011, 6 Council members will be attending the annual Community Living Ontario Conference in Niagara Falls. Additional members will be attending the ACE Self Advocate Conference in September 2011. Information sharing about sessions attended and current challenges/issues facing people with disabilities are discussed after each conference.

Plans are still under way for the Council to participate in team building sessions. Over the past several months the Council has been reviewing their current Terms of Reference and are completing the final revisions. The Self Advocates Council is looking at ways to raise awareness about who they are and what they do. Stay tuned!

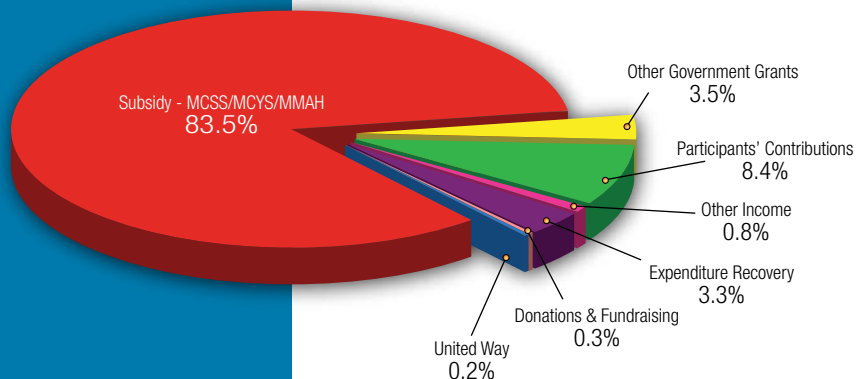
### *Member Profile*

*Jordan Downing lives in Barrie with his family. A high school graduate, Jordan currently works for Professional Warehouse Demonstrations. Jordan is a member of the Self-Advocates Council as well as a member of the Independent Rights Committee. He also volunteers at Grove Park Home and Royal Victoria Hospital. Jordan is excited to have been accepted to Georgian College's new CICE (Community Integration through Cooperative Education) program which starts in September 2011. Jordan enjoyed emceeding the Community Breakfast held on May 27th at the MacLaren Art Centre in Barrie.*

# FINANCIALS 2010-2011

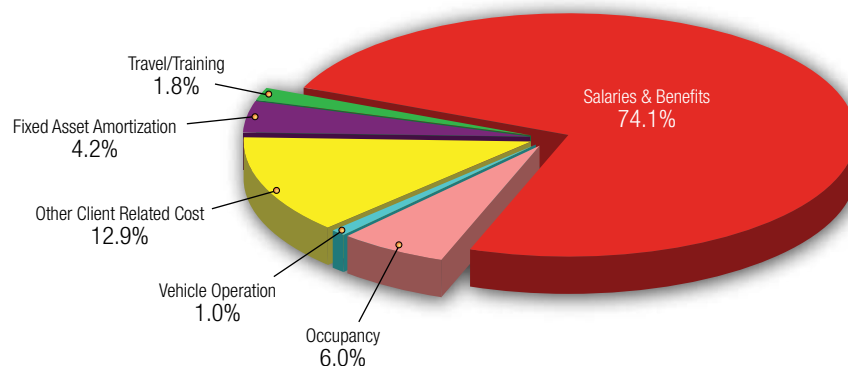
## REVENUE

per Audited Financial Statements  
March 31, 2011



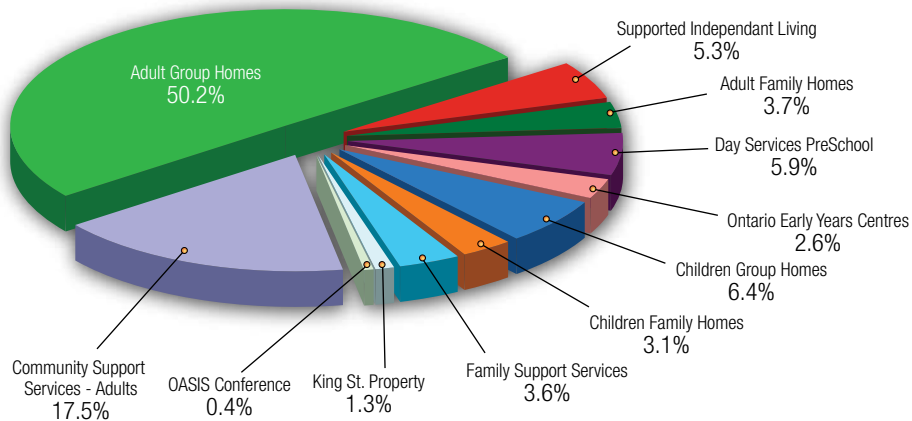
## EXPENDITURES BY CATEGORY

per Audited Financial Statements  
March 31, 2011



## EXPENDITURES BY PROGRAM

per Audited Financial Statements  
March 31, 2011







Bonnie Martino  
President, Simcoe Community Services Foundation

## BOARD OF TRUSTEES

Shelly Black  
Dan Catton  
Kathy Graham  
Bonnie Martino  
Paul Muldoon  
Ron Ptasiuk  
Joan Tonner  
John Weber

# SIMCOE COMMUNITY SERVICES FOUNDATION

## PRESIDENT'S REPORT

The Foundation has undergone a year of transition with the hiring of a new Fund Developer – Craig Hurst. Craig's many talents include the ability to strategize and prepare documentation forecasting our future growth potential. Craig was instrumental in creating an ambitious Marketing & Communications plan, as required by our Strategic Plan. He has been an active member on several committees including Public Awareness, Wealth Acquisition, Organizational Development and Annual Campaign.

We also welcomed one new member to our Board – John Weber, a well-known realtor from Royal LePage First Contact Realty.

Mike Cillis completed his term as director last June and we thank him for his valuable contributions to the success of the Foundation.

Some of the accomplishments for the past year have been . . .

As part of the Board's continuing commitment to the Strategic Plan:

- The Organizational Development Committee, under the leadership of Paul Muldoon, prepared Terms of Reference for both the Wealth Acquisition Committee and the Resource Allocation Committee. Also, a position description for Vice President was developed. All three documents were adopted by the Foundation Board of Directors. The Organizational Development Committee welcomed a new member – Enda Soostar who comes from the Simcoe Muskoka Catholic District School Board. Many thanks to Joan Tonner for continuing to offer her colorful input into the meetings.
- The Wealth Acquisition Committee, chaired by Dan Catton, has begun the process of developing strategies to drive the fund development activities and initiatives of the Foundation.

- Congratulations to Ron Ptasiuk who was elected as Vice President of the Foundation Board of Directors.

As part of our ongoing efforts to improve the lives of people with intellectual disabilities and their families:

- The Ontario Trillium Foundation approved a grant in the amount of \$40,000 for a one-year period that will be used to hire a full-time fundraising coordinator and

a part-time web developer.

- The Foundation has continued to be involved in Bingo from which many wishes have been fulfilled from the proceeds. Thanks to Kathy Graham and all of the volunteers who have contributed to its success.

- The Annual Campaign Committee developed a Certificate of Appreciation that will be used to thank donors who have made a contribution to the Foundation. Many thanks go out to Shelley Black for having a BBQ Event at her home from which she donated the proceeds to the Foundation. Also thanks to Barb Wetmore, Arner Armstrong and Greg Bruce for their support.

- The Winners store in Orillia and the South end store in Barrie have agreed to donate their returned clothing to our SIL program. Thanks to Sybill Milligan and Greg Bruce who were instrumental in making these arrangements.

- A \$1000 scholarship has been awarded to a high-achieving student attending Georgian College in the Developmental Service Worker Program.

On behalf of the Board of Directors, I would like to thank the many families, businesses, and individuals who have supported the Foundation during the past year. I also wish to thank the many volunteers and SCS staff who have contributed to our successes.

I am stepping down as President at the end of June and wish to express my sincere thanks to the many people who made my term in office both fulfilling and enjoyable. Special thanks to Terry MacMillan for her enduring guidance and sense of humour which have helped me out on many occasions. I wish Terry all the best in her retirement.

I would be remiss in not expressing my profound sense of loss with the passing of our CEO, Lynn Price, in November 2010. Lynn's graciousness and humility were the two attributes that I most admired about her. She inspired me to be a better person and I will be forever grateful.



Terry MacMillan  
Simcoe Community Services, Acting CEO

## SIMCOE COMMUNITY SERVICES ACTING CEO AND FOUNDATION FUND DEVELOPER'S REPORT

2010/11 has been a year of change at the Simcoe community Services Foundation. We said our farewells to Louise Pope, as she moved on to retirement. In July, Craig Hurst, was welcomed as the new Fund Developer.

Considerable effort was expended in moving ahead with some of the directions outlined in the Foundation's Strategic Plan. A partnership agreement was developed and signed between the boards of Simcoe Community Services and the Foundation. This confirms the relationship between the agency and the Foundation and will serve as a conduit for good communication and ongoing collaboration. As well, a new committee structure was established which is comprised of two standing committees: a Wealth Acquisition committee and a Resource Allocation Committee. These will constitute the structure by means of which funds are raised and allocated. Additionally, the plan called for an annualized Marketing and Communications Plan detailing how key Foundation initiatives are to be supported. The latter was a project that the new Fund Developer took on and completed.

The Foundation was successful in receiving a one year Trillium grant providing additional staff resources for web design and to support the annual campaign and special events.

All of these accomplishments can only be achieved through the dedication of committed volunteers, of which we are fortunate to have worked with over the past year.

As Craig moves on from the Foundation to his next endeavour, we wish him every success. 2011/12 will see further changes as I move on to retirement and Marion Peck, the new CEO of SCS, will provide support to the Foundation. I am confident that the Foundation is now well positioned to move strongly into the future, providing funds to enhance the supports and services Simcoe Community Services provides to people with intellectual disabilities and their families.



## MAKING A DIFFERENCE

An ongoing fundraiser of the Foundation is their Bingo which is held every other Thursday. Each Bingo is supported by two volunteers who are scheduled and energized by Bingo Volunteer Coordinator Jacqueline Eveleigh. Jackie is most committed to this endeavour which ensures that funds remain forthcoming to assist individuals who have an intellectual disability with extraordinary expenses. Many thanks are due Jackie and all the Bingo volunteers. The following illustrates one family's story.

*Aiden and Avery Mugford, twin boys, were almost three years old when they were diagnosed as having Autism Spectrum Disorder in September 2010. In the summer of 2010, the boys were seen by a number of professionals including a speech and language pathologist, Intensive Behaviour Management workers, a social worker, a Resource Teacher and Occupational Therapist Stephanie Dalley.*

*Stephanie noted that the twins were still having considerable difficulty sitting for any meal or table top activity. She recommended that they each would benefit from a Kettler Junior Highchair to use for these activities.*

*The highchair has an adjustable seat and footrest, a safety lap bar and a four point harness, and is rated up to 125 pounds of weight. Unfortunately, the two chairs cost almost \$350.00 to purchase and the Mugfords were struggling financially.*

*Lorraine Durnford-Hill, the boys' Resource Teacher, suggested that the Simcoe Community Services Foundation might be able to provide funds for the purchase of the chairs through their Bingo Fund. She set about completing the application on the Mugfords' behalf and submitted it to the Foundation in November 2010. The Foundation approved the request, the chairs were ordered and delivered to the Mugford family shortly after the New Year.*

*In February 2011, mom, Kieran Mugford sent a letter to the Foundation, thanking them and affirming that "the chairs have already made a world of difference for them and I am sure that they will continue to do so as time goes on."*

