



growing



helping



living



working

K-W HABILITATION SERVICES



ANNUAL REPORT

2009/10



K-W HABILITATION SERVICES 2009-10 ANNUAL REPORT

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Executive Director Report

To say that KWHS has been through some changes this past year would definitely be an understatement! But, all is good! You will find the details of all the changes as you peruse the annual report. I do not want to be redundant in my report, so I will focus only on those developments that have been driven by the Ministry of Community and Social Services (MCSS) and which have operational significance.

This year marked the first year that government responsibility for all children's developmental services initiatives moved from MCSS to the Ministry of Children and Youth Services (MCYS). This involved separating budgeting requirements and aligned all children services under one umbrella.

The *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* is new legislation that will help people with a developmental disability live with more independence and choice. The regulations for this new law are still being developed. When it comes into force, this law will replace the *Developmental Services Act*. This new legislation will have a huge impact on our services and I encourage everyone to read more about the changes by going to the MCSS website:

<http://www.mcass.gov.on.ca/en/mcass/programs/developmental/improving/index.aspx>

The Developmental Services Human Resource Strategy is in the final stages of development, with pilot sites across the province implementing the Core Competencies portion of this initiative. This whole project stemmed from a partnership between the Provincial Network and the Ministry of Community and Social Services. I have been involved as the Chair of the Awareness & Marketing sub-committee which will be launching a Province-wide campaign later this year (Fall 2010) to entice people to work in our field. The "awareness" component incorporates the core competencies which are inherent in our direct care positions. Being the chair of this sub-committee has led to my involvement on the Steering Committee and the Implementation Committee at the Provincial Level. All of this has greatly enhanced our connections with the rest of the Province and is helping us become an organization that will be able to champion the core competencies in our everyday work life.

The work of the Board in regards to Governance has been significant. A full review of the bylaws was completed. Governance procedures and an orientation process for new Board Members have also been developed over the past year. This has allowed for a greater knowledge of roles and responsibilities for both the Board and KWHS Management. We also look forward to the outcomes of the Strategic Planning, so that we will be cohesive on the future for KWHS.

As we move forward to 2010-11 there will be exciting times, which will involve input and feedback. Whether it be a redevelopment of 108 Sydney Street or expanding day options for the people we support, involvement from you the stake holder will be imperative.

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Executive Director Report (con't)

Recently, Leadership Waterloo Region completed an extensive research project on the profile of KWHS, both inside and outside of our Community.

The message (from over 350 survey respondents, several face to face interviews and focus groups) was clear KWHS provides excellent service and has a culture of support and caring! Staff are very dedicated and there is an inherent feeling of mutual respect and responsibility. However, there is still much to be done to improve our communication and engage our community at large, even further. KWHS and the people we support are an integral part of this community and we belong, not because we are a “charity”, but because we all contribute one way or another! We sincerely thank the members of the LWR for their work on this project!

In closing I wish to acknowledge the hard work of the entire Management Team. I am always amazed at how dedicated and truly driven they are to ensure that KWHS maintains the excellent quality of program delivery to the people we support.

To all employees of KWHS, a sincere thank you for your ongoing excellent commitment and care of the people we support.

Respectfully Submitted

Ann Bilodeau
Executive Director



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President's Report

My first year as President of the Board of Directors of K-W Habilitation Services has been exciting, challenging and very rewarding. The following is a brief summary of some of the major activities that took place over the past year.

- The annual staff retreat was held once again at Five Oaks, near Paris. The excellent professional development and networking opportunities make this a very worthwhile two day event.
- It was approved by the Board of Directors that the Quality Assurance Committee be changed to a Management Committee. Information and recommendations will be forwarded to management first and to the Board of Directors when decisions on policy are required. We are beginning the accreditation process. We will be using "Focus Accreditation Services" as recommended by the Quality Assurance Committee.
- I met with the Management Team in October to help clarify the role and functions of the Board of Directors.
- As a result of tenders from various auditing companies, the Board passed a motion to use the auditing firm of Graham Mathews for the fiscal year ending March 31, 2010.
- We now have an Orientation Manual for the Board of Directors that includes revised Bylaws of the Corporation and the new Governance Policies and Procedures Manual.
- The KWHS Staff Christmas Party was held in November at the Knights of Columbus. It was an evening to recognize staff for years of service. There were many Board members present to enjoy the festivities.
- Another enjoyable annual event is the Kinsmen Centre "Years of Service Awards" held at the Kitchener Auditorium in December. Many Board members were present to watch Kinsmen Centre employees proudly receive their awards. The T.C. Idol finalists provided entertainment. It was a memorable evening.
- Golder and Associates have almost completed the environmental assessment of 108 Sydney St. We are moving forward to explore the feasibility of developing a detached building, fronting Ottawa St., utilizing the property at 108 Sydney. It is an exciting time for KWHS!
- The Strategic Planning Committee has pulled together input from employees, self advocates, family, community partners, and the Board of Directors. Nancy Draper will present a Draft Strategic Plan to the Board at our last meeting in June.

We welcomed two new Board members this year. Denis Turenne joined the Board in November. He has served on our Finance Committee for many years. Dorothy Hague joined the Board in January.

On behalf of the Board I would like to thank the staff and volunteers of KWHS for their dedication and commitment to the people we support and their families.

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President's Report (con't)

The K-W Kinsmen Club spends many hours preparing for and running the T.V. Auction. We also appreciate the time they generously give every year to hang Christmas lights at our many residences. We thank them for their ongoing financial and moral support.

I would also like to extend a thank you to the K-W Kinsmen Charitable Foundation and the KW Association for Community Living for their continued support.

In February we were deeply saddened by the sudden passing of Cindy White. Cindy, along with her husband Phil, were the founders of the Whack n Quack golf tournament. The 2010 tournament was the "best ever" in memory of Cindy. \$18,000 was raised for KWHS. Next year we will have the first "*Cindy White Memorial Golf Classic*".

Rae & Lipskie Investment Council chose KWHS to be the "charity of choice" at their annual charity lunch. \$10,000 was donated to KWHS. On behalf of the Board I would like to thank them for their generous support.

I would like to thank the Board of Directors for their commitment, support and willingness to serve on various committees when needed. Together we make things happen.

I would also like to thank Ann Bilodeau for her exceptional leadership and her excellent Management Team for a job well done.

I look forward to my second year as President. We have a busy year ahead of us, but I am sure, together, we will continue to meet all challenges with the same commitment, dedication and enthusiasm we have shown in the past.

I move for the adoption of this report.

Kathy Lantz
KWHS President (2009-2010)



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Board of Directors Meetings Held and Attendance of Directors

The information presented below reflects Board and committee meetings held and attendance of Directors for the year ended March 31, 2010. Attendance is a critical element for Directors to perform their duties and responsibilities. K-W Hab Services policy is that Directors attend the Annual Meeting and all meetings of the Board and its committees on which they sit, unless circumstances make it impossible to do so.

Summary of Attendance of Directors

Directors Name	Board Meetings	Finance Meetings	Governance Meetings	Quality Assurance
Kathy Lantz	9		9	1
Dave Faller	9	8	9	
Ron Couch	9		8	
Denis Turenne	3	8		
Ron Johnson	9		9	1
Charlotte Craven	6			
Brian Burchatzki	8	7		
Mike Staub	8			6
Frank Thompson	8	8		
Steven O'Melia	5			
Nancy Oswald	8			
Dorothy Hague	3			

Summary of Board and Committee Meetings Held

Board Meetings	Finance Meetings	Governance Meetings	Quality Assurance Meetings
9	9	9	8

2009 – 2010 BOARD OF DIRECTORS

K-W Kinsmen Club

Appointed Members

Ron Couch (4, 6) 2010
Dave Faller (3, 6) 2009

K-W Kinsmen Club

Community Sponsored Members

Brian Burchatzki 2009
Noel Foley (5, 6, 7) resigned 2011
Steven O'Melia (appointed 2/16/2009) 2010
Frank Thompson 2010
Denis Turenne appointed during year 2011

Ex-Officio Members

K-W Kinsmen Club

President: Chris Kekes

K-W Habilitation Services

Executive Director: Ann Bilodeau (6)

K-W Association for Community Living

Appointed Members

Charlotte Craven 2010
Nancy Oswald (appointed 3/26/2009) 2011

K-W Association for Community Living

Community Sponsored Members

Ron Johnson (5, 6) 2009
Brent Laframboise resigned 2009
Kathy Lantz (1, 6,) 2011
Mike Staub 2010
Dorothy Hague appointed during year 2009

K-W Association for Community Living

President: Susan Hipperson

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2010 – 2011 BOARD OF DIRECTORS .. Board Committees to be determined

K-W Kinsmen Club Appointed Members

Ron Couch (4, 6) 2013
Dave Faller (2, 6) 2012

K-W Kinsmen Club Community Sponsored Members

Brian Burchatzki 2012
Denis Turenne (3, 6) 2011
Steven O'Melia 2013
Frank Thompson 2011

Ex-Officio Members

K-W Kinsmen Club
President: Peter Hood

K-W Habilitation Services
Executive Director: Ann Bilodeau (6)

K-W Association for Community Living Appointed Members

Charlotte Craven 2013
Nancy Oswald 2011

K-W Association for Community Living Community Sponsored Members

Ron Johnson (5,6,7) 2012
Kathy Lantz (1, 6) 2011
Mike Staub 2013
Dorothy Hague 2012

K-W Association for Community Living
President: Susan Hipperson

Board Officers and Committees

- | | |
|----------------------------|---------------------------|
| (1) President of the Board | (6) Executive Committee |
| (2) Vice President | (7) Nominations Committee |
| (3) Treasurer | |
| (4) Secretary | |
| (5) Past President | |

Sponsoring Organizations:

K-W Kinsmen Club Inc ("K-W Kinsmen")

K-W Association for Community Living ("K-WACL")

12 Directors (members of the Corporation)

- 6 approved by the Executive of the K-W Kinsmen, of whom 2 shall also be members of the K-W Kinsmen and the other 4 selected from the community at large.
-
- 6 approved by the Executive of K-WACL, of whom 2 shall also be members of K-WACL and the other 4 selected from the community at large.

Respectfully Submitted by:

Ron Johnson, Past President, and 2009-2010 Nominations Committee



Nominations Report

Moved and seconded that

- Ron Couch, Steven O'Melia, Charlotte Craven and Mike Staub be re-elected as Directors of KWHS for a term of three years each.
- That the following persons be elected as officers of the Corporation of KWHS for the 2010 – 2011 Board year.

Kathy Lantz - President
Dave Faller – Vice President
Ron Couch – Secretary
Denis Turenne – Treasurer
Ann Bilodeau – Executive Director

- That the following persons serve as Governance Committee Members of KWHS for the 2009 – 2010 Board year.

Kathy Lantz – President
Dave Faller – Vice President
Ron Couch – Secretary
Denis Turenne – Treasurer
Ron Johnson – Past President
Ann Bilodeau – Executive Director

Dorothy Hague and Denis Turenne are the newest members appointed to the Board during 2009–2010.

KWACL President Susan Hipperson and Kinsmen President Peter Hood will be ex-officio members on the Board for 2010 – 2011.

For the 2010 – 2011 Board year, we have no Board vacancies.

The various Committees each Board member serves on are outlined on page 3 and 4 of the Annual report.

I move for the adoption of this report.

Ron Johnson, Past President and 2009 - 2010 Nomination Committee Chairperson.

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Finance Committee Report

The Finance Committee met on April 23rd, June 4th, June 24th, September 19th, October 22nd, November 19th, December 17th, January 21st and February 18th.

David Martin and Brian Lipskie from Rae & Lipskie Investment Council attended our January meeting to report on our contingency fund. The committee feels that the current investment strategy for the portfolio is sound and recommended to the board that no changes should be made to it. Our contingency fund closed out the fiscal period at a value of \$1,018,995, up 19.4% from the opening balance of \$853,445.

During the year, the Finance Committee recommended to the Board that the purchase of a new van for our McFadden home be financed by a loan from the contingency fund rather than conventional bank financing. The initial loan has been reduced to \$79,331 by fiscal year end and will continue to be repaid at the rate of \$1000 per month.

During the year, the agency requested tenders for Auditors and for Banking Services. As a result of the submissions, the finance committee recommended to the board that the firm of Graham Mathews should be hired as our auditors for the year 2009/2010 audit. The Royal Bank of Canada, Duke Street branch, was chosen as our banking firm.

Our operations during the fiscal period showed a loss of \$176,678, due mostly to unfunded positions in some of our programs, unfunded pay equity in some of our programs and increasing costs associated with having staff attend to some of our aging residents while in hospital. Management is exploring ways of mitigating these costs. Our operational loss was offset to some extent by our unrealized gain on our contingency fund, by donations and by the capital payments of mortgages against our properties.

I thank the members of the committee and staff of KWHS for their continued support and guidance.

Respectfully Submitted,

Denis Turenne, Chair of the Finance Committee

2009-2010 Finance Committee Members

Denis Turenne
Chairperson,
Community Representative

Brian Burchatzki
KWHS Board

Sue Agle
KWHS Staff

Frank Thompson
KWHS Board

Dave Faller
KWHS Board

Ann Bilodeau
KWHS Staff

Catherine Hartung
Auditor

Graham Aberdein
KWACL Representative

Al Neff
KWHS Staff



Quality Assurance Committee

During its fourth year, the Quality Assurance Committee met 10 times and continued its evolutionary role by transitioning from a Board Committee to a Management Advisory Committee. Highlights of the Committee's accomplishments include the following:

1. Reviewed and revised the Committee's Terms of Reference to reflect KWHS' mission statement and the new advisory role of the Committee.
2. Reviewed a number of accreditation organizations and processes.
3. Prepared a recommendation for KWHS to move forward with the accreditation process in partnership with the FOCUS Accreditation Agency.
4. Received and reviewed reports as to the activities of the QA Manager including;
 - Results from a survey that assessed kitchen procedures, menu planning and dining traditions within our residential services,
 - Results from the ongoing Life Plan Survey (November 2009 – March 2010),
 - Medication Policies and Procedures training throughout the agency, and
 - Health and Wellness Fair in June 2010

Following a summer break, the Quality Assurance Committee will reconvene in September to redefine its future role in light of the Board of Directors' decision to proceed with the accreditation process through FOCUS.

The members of the Quality Assurance Committee continue their dedication and commitment to helping ensure that the people accessing supports through K-W Habilitation Services receive the highest quality of care and services.

Committee Members:

Deb Moskal (Chairperson, Parent)
Karen Klee (Community Member, DSAC)
Larry Culliton (Parent)
Mike Staub (Parent)
Jenny Weickert (KWHS Residential Staff)
Cindy Bester (KWHS Day Services Staff)

Deb Hurgett (Quality Assurance Manager)
Steven Plaum (Human Resources Director)
Wanda Hehn (Community Placement Manager)
Ex-Officio Members
Chris Gefucia (KWHS Residential Director)
Ann Bilodeau (Executive Director)

Respectfully Submitted by,

Deb Hurgett,
Manager of Quality Assurance

Steven Plaum
Human Resources Director

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Preschool Outreach Report

Preschool Outreach Resource Consultants provided services to 121 new children for a total of 279 children in 2009 in licensed early learning and child care programs across the K-W area. The Kinesiologist provided services to 15 new children for a total of 59 children. 18,963 hours of direct classroom support (enhanced staffing) was provided to early learning and care programs to ensure health, safety and mobility needs of the children were met. Children and their families received various services such as screening and functional assessments, assistance to access other services, consultation to their programs, program planning, kinesiology, and transition to school support.

Highlights of 2009 included the following.

- Resource Consultants participated as developmental screeners at 3 Child Health Fairs, a collaborative initiative hosted by Region of Waterloo's Public Health Department.
- Preschool Outreach, along with KidsAbility Centre for Child Development and KidsAbility School Authority hosted "Before the School Bell Rings", a series of parent information sessions in preparation for their child's entry into elementary school.
- Resource Consultants provided quality student placement experiences for 2 Resource Teacher students from Conestoga College.
- At the request of early learning and care centres, 9 Early Childhood Environment Rating Scales were completed by Resource Consultants to help centres evaluate and plan for improvements.
- Resource Consultants provided professional development workshops for Early Childhood Educators on topics such as "Digging Deeper into Autism", "The Dance of Inclusion" and "Completing Developmental Screens and the Importance of Early Identification and Early Intervention".

This year, Preschool Outreach completed year one in "Raising the Bar on Quality (Special Needs Resourcing Version)". This initiative is a peer-reviewed, accreditation program for licensed early learning and care and special needs resourcing programs and is the endorsed quality initiative of the Child Care Network of Waterloo Region. The three categories of Raising the Bar Standards include: Quality Assurance, Best Practices in Management and Professional Development. Year two of this ongoing initiative will begin in July when we will continue to "raise the bar" in the areas outlined.

Preschool Outreach continues to work cooperatively as a member of Waterloo Region's "Child Care Special Needs Resourcing Partnership" supporting licensed early learning and child care programs in meeting the needs of children with special needs and their families. The vision of the Partnership is: "All children and families can participate in quality inclusive child care services". The mission is: "Partners in creating and supporting child care services that meet the diverse needs of children and families in Waterloo Region".

Respectfully Submitted by:

Barbara Arnold
Manager - Preschool Outreach

Bonnie Gannon
Director of Day Options



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Weekend Parent Relief Report

Weekend Parent Relief offers respite to children ages 6 to 18 years. We operate out of the Developmental Services Building 2 weekends per month. Our program is open Saturday from 10am until 8pm, and Sunday from 9am until 7pm. Staff continue to provide a 'shuttle' service for those families needing such support.

We have provided support to 17 families from June 1, 2009 to May 31, 2010, with 384 days of individual respite and 68 operating days. We currently have 8 children attending program each weekend. We have said farewell to 2 families as they have moved on to other services, and have welcomed two new families to participate in our program.

As of April 1, 2010, Weekend Parent Relief no longer offers over night respite. It will, however, continue to run during the day on open weekends. This change was made in order to comply with fire safety regulations.

Parental involvement continues to be an important part of the Weekend Parent Relief program. The strong commitments of both our staff and parents have greatly assisted in meeting the diverse needs of the participating children.

Respectfully Submitted by:

Sarah Mohr
Supervisor of Weekend Parent Relief

Bonnie Gannon
Director of Day Options

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Kinesiology Programme Report

The Kinesiology Programme operates out of the Developmental Services Building. Service is provided to children in child care centres, to enhance their development and make their experience more integrative. Consultation is provided to parents and other professionals.

This past September marked the launch of the new Kinesiology model as established through the “Partnership”. In addition to extending services to all of Waterloo County, there is an added service where child care centres can have their programmes reviewed, in an effort to optimize the effectiveness of physical development for all children. This is in response to the Partnership’s commitment to address the issue of childhood obesity. Several daycares and child care conferences have already taken advantage of this service.

Wheelchairs and walkers are prescribed through the Ministry of Health (Assistive Devices Programme) for those who qualify for these devices. Inservices are provided to KWHS employees, parents and caregivers in lifting and spinal biomechanics in an effort to reduce the chance of injury.

We continue our relationship with the University of Waterloo Kinesiology Dept. Students have the opportunity to gain experience and learn, while we have the opportunity to be updated with the latest research.

Respectively Submitted by:

Brad Simpson, BSc Kin, CK, PFLC
Manager of Kinesiology Program

Bonnie Gannon
Director of Day Options



Day Options Report (Community Placement)

COMPONENTS:

Community Supports:	Ongoing long term support for ages 18+
Community Initiatives:	Time limited supports for ages 18 – 29
Community Link:	Time limited supports 18+
Service Canada:	Time limited employment focus ages 18+
Youth Exploring Possibilities (YEP):	Summer program ages 16 - 21

STAFFING:

Manager	1
Employment Instructors (community supports)	4
Community Initiatives Instructors	2
Community Link Instructors	2
Service Canada	1
YEP:	5 including a supervisor

of Participants accessing supports throughout 2009 – 2010 Budget Year

Community Supports:	104 (includes 18 outreach)
Community Initiatives:	49
Community Link:	45
YEP:	24

Community Site Locations supported (includes both paid and volunteer locations)	
Community Supports:	80 (includes 15 outreach)
Community Initiatives:	44
Community Link:	5

Files opened and closed

Community Supports:	Opened 8 new files and closed 6 files
Community Initiatives:	Opened 12 new files and closed 9 files

HIGHLIGHTS

- Service Canada contract renewed
- Created a working partnership with another organization that is funded to support people with barriers who are deemed ineligible to access our Service Canada project. Great way to utilize resources within the community.
- Community Link provided formal workshops, informal discussion groups and supported volunteer opportunities
- VAF – Volunteer Action Force initiated which involves one shot group volunteer opportunities with the emphasis on friendships, ownership, and leadership development as opposed to task development
- Revamped internal documentation system – implementing wording that aligns with ministry directives - Individual Support Plans.
- Monthly dinner meetings continue with an average of 15 participants in attendance.
- Staff participated in the following training opportunities: Mental Health 1st Aid, Facilitation Training, Anti-Oppression, Diversity & Equity Training, Five Oaks, Facilitation leadership Workshop, Person Centered Thinking, Fire Extinguisher Training OSG Health and Safety Training and NCI Instructor renewal training.

Respectfully Submitted by:

Wanda Hehn
Community Placement Manager

Bonnie Gannon
Director of Day Options

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Day Options Report (Kinsmen Centre)

The Kinsmen Centre currently supports 125 adults in their pursuit of both vocational and non-vocational interests. In addition to completing contract work for local businesses, participants also have the opportunity to take part in numerous and varied activities, both 'in-house' and community based. Activities are structured according to participant's interests and goals, the following are just some of what is available: spa afternoons, swimming, hiking, bowling, drumming, gardening, knitting, soccer, art classes, cooking, aerobics, pet therapy, computer skills, music therapy, and crafts. Theme Dances, Movie Nights, and Special Lunches continue to be much anticipated and enjoyed - we tried some new events this past year, i.e. a campfire sing-a-long night, a 'Nascar' theme dance and the very popular 'Much Music Video Dance' - all of which were big hits. Our Annual Plant Sale and Summer Carnival/BBQ continue to get bigger and better every year. In the past year staff have availed of many professional development opportunities: e.g. training on new Medication Policy, Aging & Developmental Disabilities, Depression & Developmental Disabilities, DSW courses, Dual Diagnosis, Facilitation training, Anxiety disorders etc., and of course the ever popular 5 Oaks!

Staffing:

2 Supervisors	1 p/t Support worker
4 f/t Instructors in ACHIEVE	1 Shipper/Receiver
6 f/t Instructors in Production	

Highlights of the past year:

2009 TC Idol	Whack 'n Quack Golf Tournament
Years of Service @ Auditorium	Kinsmen Blue Jays Trip
Expansion of GRT Commuter Bus	Tim Horton's Community Clean Up
Newsletter publications	Social Services & PSW student placements
Community Link Project	2 admissions (due to ICCI)
Lutherwood/Irish Exchange Program	Biggest Loser Challenge III
Health & Wellness Fair	Summer Youth Experience Program

Major Building Additions/Repairs:

Plumbing/boiler repairs	Mold clean-up in basement storage area
Electrical repairs	Bathroom renovations
Phase 1 & 2 soil testing	Main foyer renovations
Automated External Defibrillator	New tables & chairs
Horticultural cupboards	Pergola for patio area
Lighting & plumbing for horticultural area	Replace Condensation tank
New fridge, stove & freezer	Oil tank excavation
Repair A/C (due to electrical fire)	Replace paging system amplifier

Respectfully Submitted by:

Margaret Kinsella and Barb Forsey
Supervisors, Day Options

Bonnie Gannon
Director of Day Options



Day Options Report (Adult Developmental Services)

ADS continued to provide service to 35 participants.

Over the past year participants have enjoyed traditional and new special events including: entertainment provided by Otto Morataya at our Christmas open house with family and friends, Oktoberfest at Bingeman's, a magical performance by Wilber the Magician, London Western Fair, ADS Olympic Games and other themed events.

Individuals continue to enjoy program options such as: bowling, library, swimming, cooking, bingo, and gardening at a city plot. Some new adventures have included making a quilt for the Alzheimer's Society and renovating a doll house for possible donation. Participants also continued their supported volunteerism at Doon Heritage Crossroads, Wings of Paradise; Adopt a Park, and the SPCA

An individual with his Foundations support worker continued to join ADS providing more flexibility/choice to the family in exploring program opportunities and a person from the training centre began attending Wednesday afternoons to help her friend participate in the Bingo group and broaden her volunteer experience.

ADS looks forward to exploring new activity choices for participants in the upcoming year.

Respectfully Submitted by:

Lorraine Stavenow
ADS Manager

Bonnie Gannon
Director of Day Options

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Residential Service's Report

As an organization supporting people with intellectual disabilities residential services strives to provide people with more than a space and activities. Our comprehensive Life Plan allows for each individual to express their desires for an enriched life of choices and self direction. The support for this process is individualized for people who require minimal assistance to those requiring twenty-four hour care.

During the past year we had 2 demissions, 2 admissions and 3 internal transfers within residential services. Seventeen families utilized our children's respite care for a total of 274 days this past year. While twenty-four families booked 437 days of adult respite care at the David Fisher Residence.

Other significant activities in residential services included:

- A continuation of the monthly "newsflashes" on the website
- Completion of a video and pictures depicting residential services
- A Medication Committee committed to updating policies & procedures and training & accountability within residential services
- Completion of the "on line" review of Policy and Procedures for staff evaluation
- The development of a Central West Regional Respite Bed at the David Fisher Residence
- Committee representation at the Waterloo Children & Youth Services Planning Council, Children's Services Resolution – Waterloo, Waterloo Region Co-ordination Response Services Network, Central West Network of Specialized Care – Education and Training Committee, Social Sexual Health for People with Developmental Disabilities and the Social Sexual Interest Network and the Vulnerable Adults Project.
- Completion of a Feasibility Study of the future use of the David Fisher Residence
- Successful Ministry Licensing and Compliance Reviews of homes
- Five Oaks Committee including the planning for the 25th Five Oaks Retreat in 2011
- Summer Adult Leisure Programme
- Christmas "Give-A-Gift" in conjunction with staff from Manulife
- ART (Alternative Recreation Team) Exhibit in conjunction with Laurier School of Social Work

Our appreciation is extended to the Kinsmen who provided funding for painting, fence repairs, flooring, and replacement of a retaining wall, two roofs, a water softener and foundation repairs. And, of course, the annual hanging of the Christmas lights at the homes. It is a time that the people we support look forward to and greatly enjoys the results of your hard work. Thank you so much!

This past year could be categorized as the year of repairs and replacements! Residential Services was fortunate to receive extensive funding from the Ministry to upgrade many of the properties. The funding enabled us to complete the following:

- Replacement of windows, flooring, garage doors, furnaces, roofs and eaves troughs
- Renovate kitchens
- Repair parking lot and replace driveways
- Purchase of appliances, furniture, lift systems
- Installation of Automatic Fire Door Closures



Residential Service's Report (cont'd)

Great strides continue to be achieved through our Life Plan process and a concentration on Person Centred Planning. As a continuation from last year's facilitation training KWHS has established the "Committee for Excellence". This Committee is in its infancy stage however plans to further develop the culture of Person Directed Planning in all KWHS programmes. Having skilled staff is an essential component of the support of people who live at our residential homes. Staff from residential services participated in numerous training sessions which included workshops and video conferences. This training included:

- Anti-Oppression, Diversity and Equity In The Workplace
- International Dual Diagnosis Certificate Programme – Self Injury and Aggression In Persons with Autism and Intellectual Disabilities
- Behaviour Intervention – A Positive Systems Introduction
- Summer Institute – Maps, Paths and Person Centred Planning
- How To Baffle and Then Appreciate a Psychiatrist – A Look at Complex Needs and Setting Events Strategies for Individuals Who Have Intellectual Disabilities
- What's Love Got to Do With It: Sexuality, Relationships and Disability
- Planning and Facilitation Skills With Susannah Joyce
- Train-The-Trainer: Sex Esteem
- Moving Towards Increased Independence: Solid Skills for Teaching Skills
- Borderline Personality Disorder: New Approaches For Reaching "Impossible" Individuals
- He Hit Me Again-What to Do When Things Aren't Going Well: Establishing Calm Not Control
- Disability and Estate Planning Seminar
- Sign Language
- Reinforcing Reinforcement: The Real Secret of Successful Behaviour Intervention
- Utilizing cognitive Behaviour Therapy in Working With People With Intellectual Disability
- Aging and Developmental Disabilities: Knocking Down the Silos
- Mental Health Works: Complex Issues, Clear Solutions
- Autism Spectrum Disorders In The Community
- Core Competencies in the Developmental Sector
- Advanced Topic In Applied Behaviour Analysis
- Setting Objectives That Are SMART
- Understanding the Behaviour-Communication Connection

Growth, enthusiasm and change continue to dictate the work in residential services. A sincere thanks to the people we support, their families and friends, staff and volunteers who all contribute to sustaining and developing the services offered at our residential homes.

Respectfully Submitted By:

Chris Gefucia
Director of Residential Services

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Human Resources Report

As an organization we benefit from having a strong contingent of long-term staff who consistently demonstrate commitment and care to the people our agency serves. The average length of service is conservatively estimated to be close to nine years for our full-time staff and almost four years for our part-time staff! It is encouraging to hear of the many employees dedicated to the mission and work of this organization. This also speaks positively to the ability of KWHS to attract and retain quality staff.

A significant amount of the Human Resources function at KWHS involves collaboration and cooperation with members of the management team. For example, the regular group interview process, used by the Residential team, continues to be an effective and efficient tool for hiring new Support Workers. In addition, the management and worker representatives who make up the Joint Health and Safety Committee work diligently to promote our commitment to a safe and healthy workplace.

Our investment in staff education includes mandatory courses such as First Aid/CPR, WHMIS, Workplace Violence Prevention, and Non-Violent Crisis Intervention (NVCI) as well as other workshops and training sessions. The three "Management Days" (October, January, and April) also offered the whole management team the opportunity for valuable information-sharing and learning.

The Human Resources Department provides ongoing consultation, support and communication in a variety of areas such as disability management, return to work planning, benefits administration, employment standards, corrective action, and positive employee relations.

Looking forward, we intend to build on our initial steps towards using technology to better organize and understand the increasing amount of personnel-related data and information that exist within the agency. We trust that this process will yield increased efficiencies and lead to the adoption of effective methods to help us continue to be good stewards of the resources entrusted to us.

For the 2009/2010 fiscal year:

Worker Injury Benefit:
<ul style="list-style-type: none"> • 55 Accident Reports • 3 claims of loss time – short duration • 2 claims of loss time – long duration • 1 Accident Medical Expense Claim

Job Postings:
<ul style="list-style-type: none"> • 4 posted and filled full time salaried positions • 16 posted and filled contract positions • 17 posted and filled part time hourly positions • 2 posted and filled Supervisory positions

Staff Count and Termination Data - June 2009 to May 2010:

	Number of Active Staff (includes those on LOA) As at June 3, 2010	Number of Staff whose employment with KWHS ended June 2009 – May 2010	Turnover rate for year ending May 31, 2010
Part Time/Relief	346	43	12.43%
Full Time	174	4	2.30%
Totals	520	47	9.04%

Respectfully Submitted by:

Steven Plaum
Director of Human Resources



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Health & Safety Report

The Health and Safety committee wishes to thank everyone for doing their part to maintain and promote a safe and healthy work and living environment. Our committee continues to meet every 3 months. The committee conducts annual inspections on each work site and recommendations are made as needed. Reps and Liaisons complete monthly work site inspections and make recommendations for improvement to their managers.

It has been an active year for Health and Safety. An H1N1 and flu shot clinic was held in December for all interested staff and people supported by KWHS. We are updating our policies and procedures. Co-chairs were voted in for another two year term. Two Reps completed their Health and Safety certification – congratulations Cedric and Bernie. Annual training for all Reps and Liaisons in WHMIS was conducted. They then trained all staff in their programmes. WHMIS training is also part of the Agency Orientation. Hands on fire extinguisher training was held at the Kitchener Fire Department. These staff trained, then trained all staff in their programme for the annual training. A Joint Health and Safety Refresher and Safety Seminar was offered to all Reps and Liaisons. A sub-committee has developed a draft for a policy on “Fragrance in the Workplace”. The Co-chairs and Human Resources director have written a proposal to the Ministry of Labour to apply for a “Multi-site” Joint Health and Safety designation. This will allow the committee to continue to operate as it has been.

Our priority for the upcoming year will be to implement the “Fragrance in the Workplace” policy, as well as the “Violence in the Workplace” policy that is being mandated for June 2010. We will continue to offer annual training and other safety training as it becomes available or is needed. KWHS strives to keep a safe and healthy environment for all to work and live in. Once again, we would like to thank all employees and management for their commitment to Health and Safety.

Respectfully Submitted by:

Laurene Sprowl and Rhonda Caldwell
Health and Safety Co-chairs

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Health & Safety Report (cont'd)

Joint Health & Safety Committee – June 2010

Representatives

Rhonda Caldwell	Management Co-chair, Certified Member
Laurene Sprowl	Employee Co-chair, Certified Member
Paula Galvao	125 & 129 Connelly
Lorraine Stavenow	Developmental Services – Management Rep
Wilma Young	Training Centre, Admin.
Marc Seymour	ADS (Adult Development Services)
Michelle Tooney	Children's Services, Preschool, Kinesiology
Rebecca Davis	Shantz 37, Shantz 11
Joe Foster	Batavia, Boettger, Foxhunt, Sandowne
Don Mader	Residential Services – Management
Gloria Baerg	David Fisher Residence
Bernie Handke	McFadden, Forest Hill
Rich Preece	Belmont, Eby
Steven Plaum	Senior Management – Human Resources
Christine McKay	Frederick, Stirling
Cedric Ng	Avalon
Sarah Van Veen	Lexington
Tony Ward	Maintenance
Lori Merlihan	Third & Stirling
Mark Kniahnicki	Community Placement
Craig Dinsmore	44 Kilkerran, 88 Kilkerran
Don Tuckett	Pinnacle
Colleen Morgan	Wordsworth, SIL, Victoria

Liaisons

Cindy Ertel	88 Kilkerran
Joan Murray	44 Kilkerran
Roxanne Gingrich	Foxhunt
Cindy Blignault	Boettger
Barb Meyers	Sandowne
Beth Lowry	Training Centre
Donna Caldecott	Stirling
JoAnne Deutschlander	Administration
Donna Cowan	SIL
Sharon Lehtinen	Forest Hill
Bev Wolfe	#11 Shantz
Sean McKendry	DFR
Sarah Mohr	Weekend Parent Relief
Maria Hernandez	Eby St.
Amy Teichroeb	Wordsworth
Jullietta McDiarmed	Victoria
Rob Doherty	129 Connelly