

Annual Report 2017-2018



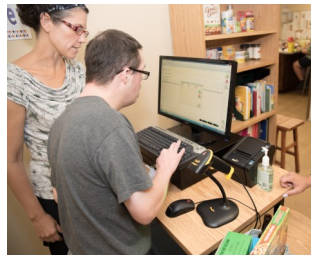




TABLE OF CONTENTS

KWH BOARD COMMITTEE REPORTS

Executive Director	6
Board President	7
Board of Directors	8
Finance Committee	9

KWH PROGRAMS & SERVICES

Residential Accommodations	10
Community & Employment Supports	14
Early Learning, Child Care & Family Resources	17
Operations	20
Human Resources	23

Our Vision

A community where everyone belongs & participates

Our Mission

Together with our community, KW Habilitation inspires abilities to enrich the lives of children, youth, adults and families.

Our Future

KW Habilitation seeks to fulfill our mission by inspiring leadership and championing success.

Our priorities for the next two years will focus on three strategic directions: Living Possibilities, Inspiring Leadership and Championing Success

Our Values

The values of KW Habilitation are what we believe and guide our actions and our relationships. We strive to reflect our values in all that we do, every day.

Our values shape our decisions and ultimately the impact we have on the lives of people we serve.

Equality & Choices:

We treat each person with respect and recognize their rights, choices and contributions.

Inclusion & Community Participation:

We are committed to promoting inclusion through public awareness, community involvement and citizenship.

Collaboration & Partnerships:

We value collaboration and promote effective partnerships that enable the community to share in the responsibility of ensuring participation for everyone.

Leadership & Excellence:

We believe that dynamic leadership, continuous learning and innovation are essential to achieving excellence.

Integrity & Accountability:

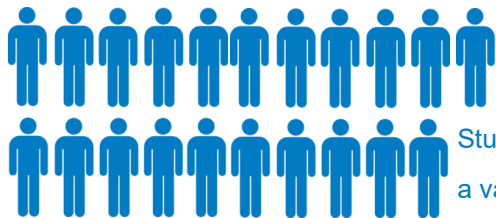
We embrace the values of fairness and honesty in all that we do to ensure our integrity and accountability.

volunteers



Volunteer Stats

21



Students through
a variety of agency



partnerships with
Bachelors and Master's Degree programs

co-op/internship
opportunities from

1976

Volunteer

hours



Our Student and Volunteer Placement Coordinator continues to remain busy with a number of exciting events and creative opportunities provided at KW Habilitation.



This past year we arranged to have 80 volunteers in place who generously give of their time, talents, energy and enthusiasm. Whether it be helping children, youth or adults, we are grateful for all of the opportunities engaged in by our volunteers. Some of these experiences include planting and harvesting in our vegetable gardens, Christmas lunch celebration, Welcome Centre greeting and developing workshops. In addition, we were able to provide learning rich opportunities for 21 students. Students are welcomed from our partnering colleges and universities, and we always welcome the opportunity to expand our partnerships with other learning institutes. During the summer of 2017 we were able to offer our first Cooperative Placement to a student from the Bachelor of Early Learning Program Development at Conestoga College. In partnership with our collaborative our Coop Student is able to work within each organization to develop and promote skill acquisition in the area of Special Needs Resourcing.

Thank you to all of the students and volunteers who joined us in 2017/18.

If you value the work we do in our community, we welcome you to volunteer, donate or sponsor fundraising events.

Your contribution can make a real sustainable impact and help us better serve our community. Areas in need include the Affordable Housing project, Our Farm and Our Community programs.

If you are interested in supporting KW Habilitation by donating or volunteering, please reach out to volunteer@kwhab.ca or visit www.kwhab.ca/donate.

Thank you to all of our donors who helped us make a real difference in the lives of the children and adults we serve. Your generous support is gratefully acknowledged and is critical in our achievements, and for that we are grateful.

Executive Director

Reflecting on the past year I am very proud of the work that KW Habilitation does for children, youth and adults in Waterloo Region. Every program area has experienced significant change to meet the ongoing transformation of how we provide support and services to people who want a “good life”. From Early Learning taking on a much broader mandate of services for Waterloo Region, to Residential creating new and unique models of home support, change has touched all parts of the organization including KW Career Compass, Our Farm and The Vibe.

After 6 years of planning and advocating for more affordable housing, people will be moving in to a brand new apartment over-looking the golf course this spring. This will be a diverse intentional community for people who are willing to be good neighbours and support each other. It also echoes our shift to support what our community needs regardless of a disability.

Guided by our strategic goals and guiding principles we continue to transition to a model that reflects individual choice and a culture that embeds inclusion in all aspects of a person’s life. Our recent development of a team of skilled Independent Facilitators allows for objective planning towards the wants and desires of the person with engagement from family and people in their life.

Our employees continue to be the single most important asset at KW Habilitation. Leadership development is very important to our future, and so we have developed a program to teach that. Focusing on the Direct Support Professional, leadership

modules have been created and the first sessions underway! Utilizing learning exchanges and classroom learning, we have developed a 5-week course with an intense focus on what is needed to be a good leader and have included experiential opportunities for hands-on-learning.

The work of our Committee for Excellence, comprised mainly of Direct Support Professionals, exemplifies the spirit of how important our employees are to KWH. Their tireless efforts have created an atmosphere of positive communication, learning opportunities and encouragement of getting involved. Happy employees equal quality support.

The Board of Directors at KWH continues to be passionate and very supportive which includes taking their fiduciary responsibilities very seriously. Engagement with all activities with staff, volunteers and all fundraising events is ongoing. More importantly is their commitment to the present and future planning for KWH as an organization with an ongoing review of our strategic plan, goals and what outcomes have been accomplished. This fall will be the start of the renewal of the Strategic Plan requiring input from all stakeholders.

I have the privilege of leading this organization, along with the Board of Directors, into a bright future which places the person first. By respecting personal choice and working side-by-side with families and our community, we are able to help create a good life for all.

Ann Bilodeau, Executive Director

Board President

This was an exciting year for KW Habilitation with most of the focus going towards our affordable housing project on Sydney Street. It's hard to believe that we were just breaking ground at this point last year and now when you look over you can see our beautiful 22 unit building ready for occupants to move in and create the neighbor-helping-neighbour community we envisioned.

During such an eventful year it's important to take time out to say thank you and show our gratitude to those that make this organization so wonderful.

First and foremost to the Kinsmen Club, it's an honour to say thank you on behalf of the Board of Directors. Your support for KW Habilitation is unmatched through the support of our fundraising events, the Kinsmen TV auction and the organization of special occasions for our members. It is incredible to think of the resources your organization donates to help ours and are forever grateful to have you in our corner.

Thank you to the KW Association for Community Living who have continued to support us with their time at various KW Habilitation events as well as being an active partner on the Board of Directors. We are so appreciative for everything you do.

Thank you to the staff and volunteers of KW Habilitation, your hard work and dedication over the past year has not gone unnoticed. Your ability and enthusiasm is what energizes this organization and allows it to be successful. A special thank

you to those who give their time to our fundraising events and especially to Karima Kassam of Event Depot who has organized the highly successful Taste of the Region event with all proceeds going to KW Habilitation over the past two years.

Thank you to our Executive Director Ann Bilodeau. It's hard to imagine KW Habilitation without her guidance, leadership and enthusiasm. Her dedication and forward-thinking approach has ensured that KW Habilitation has stayed at the forefront both locally and provincially.

Last, but certainly not least a thank you to my fellow members of the Board of Directors. Each one of you brings a unique quality to the board and I appreciate you contributing your time to help to shape the future of KW Habilitation. In particular I'd like to thank Jim Moore who will be leaving the board after 3 years of service. Your presence around the table will certainly be missed and we wish you nothing but the best in your future.

It is all of you that I mentioned above that makes serving as President of the Board such a pleasure. Without you KW Habilitation wouldn't be nearly the successful organization that it is, so from the bottom of my heart, one last time, THANK YOU!

Jeff Collins, President

Board of Directors

The 2017-18 Board of Directors acts within a policy governance model and is responsible for overseeing the execution of our mission and mandate. Elected by the members of the organizations, Board Members meet 11 times during the fiscal year. The Board provides leadership within the organization in advocacy supporting our mission to better the lives of the people we support, providing financial accountability and overseeing the planning and implementation of our Strategic Plan.

Executive Committee of the Board

Jeff Collins	President
Jane Tuer	Vice-President
Mike Staub	Secretary
Corey Bechtel	Treasurer
Charlotte Craven	Past President

Board Members

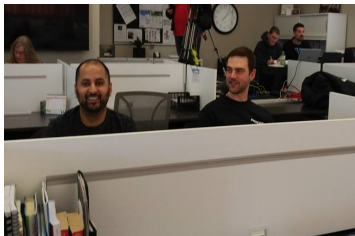
Jim Moore
Ian Labelle
Satish Mistry
Ryan Snider
Pierre Fortin
Rick Willaert
Mary Cathryn Lorentz

Ex-Officio Members

Marty Bauman
KW Association for Community Living
Dave Hart
KW Kinsmen
Ann Bilodeau
Executive Director



(L-R) Ann Bilodeau, Jane Tuer & Tracy Franks participating in Taste of the Region



Satish Mistry & Jeff Collins volunteering at the KW Kinsmen TV Auction



Serving lunch at Staff Appreciation 2017

(Back) Jim Moore, Charlotte Craven, Jane Tuer
(Front) Satish Mistry, Ian Labelle

Finance Committee

The Finance Committee's main responsibility is to provide financial oversight for KW Habilitation. These tasks include the review of financial information concerning their annual budget, monitor adherence to the budget, setting long term financial goals and to report and recommend actions concerning the financial position and risk management to the Board of Directors. During the 2017 – 2018 year, the Finance Committee met regularly to review the financial position of the organization. The Committee met with our financial advisors from Rae Lipski twice to discuss the contingency fund in order to maximize investment returns. We are also very excited to see the near completion of the Affordable Housing Project, which will help fill a void in our community. This will add to the long list of great accomplishments of KW Habilitation.

In the current year, we continue to see the usual underfunded and financial struggles the not-for-profits encounter, while KW Habilitation still meets and exceeds the needs of children, youth, adults and families in our community. Due to the hard work of senior staff and our Executive Director's continued pursuit of necessary funds, the organization is in a firm financial position.

Thank you to the Fundraising Committee, donors, volunteers and sponsors for their energy, hard work and continued support of the programs of KW Habilitation. An extra thank-you goes to our funders MCSS, MCYS and the Region of Waterloo. Most importantly we must recognize the support of KW Association for Community Living and the KW Kinsmen Charitable Foundation.

We thank the members of the Finance Committee for your dedication and insight over the past year. Your knowledge and financial abilities were invaluable! It was an honour and pleasure to serve as Treasurer and Chair with this committee.

Corey Bechtel
Chair, Finance Committee

2017-18 Finance Committee Members:

Corey Bechtel, *Treasurer*
Jane Tuer, *Vice-President*
Ann Bilodeau, *Executive Director*
Lorri Detta, *Director of Finance & Administration*
Sue Agley, *Controller*

Charlotte Craven
Dave Faller
Frank Thompson
Mike Staub
Bill Strachan

116



&

4

**Adults supported
in Group Living
at 22 locations**

**Youth supported
in Group Living
at 1 location**

10



**Families accessed
adult respite
services**

22

**Families accessed
child respite
services**

Residential Accommodations

**90% of Direct Support
Professionals have
attended SMART Goal
training tutorials**



10



30

**adults supported by the
Supported Independent
Living Program at 28
locations**

**90% satisfaction
rate from families
who have participated in
the planning
process with internal
facilitators**



Residential Accommodations

“Change is the law of life and those who look only to the past or present are certain to miss the future” -John F. Kennedy

The area of Residential Supports continues to change for the future in many distinctive ways. Highlights this year include the development of the Apartment Building at 108 Sydney Street South for anyone in the community eligible for affordable housing. The concept of “neighbour helping neighbour” will contribute to a transformed life for some people currently supported by KW Habilitation and moving to their new apartments in this building.

Renovations at the David Fisher Residence are well under way to assist with the needs of people from our community who require multifaceted supports. As a result, five adults moved from the Residence to other community settings. The recent purchase of a duplex in Kitchener will also allow new homes for four people.

Much planning with the people we support, their families and staff is currently occurring daily to allow people more choice and independence in their lives while assisting to meet their accommodation needs.

Supporting a good life for people with developmental disabilities is what residential services is all about. Through KW Habilitation’s vision and our person centred plans each person expresses their true desires for an enriched life of choices and self direction. The support for this action is individualized for people who require minimal assistance to

those requiring twenty-four-hour care.

Goals, aspirations, statements and processes are important but only if they are put in to practice in the best interest of the people supported. A major emphasis for residential services over the past year included the continued development of person-centred/directed goals for the individualized plans for people supported. A new key initiative was the development of Internal Planning Facilitators and was the result of a three-year process to meet the goals set forth in our Strategic Plan.

The Internal Planning Facilitators of KWH are supervised by the Quality Assurance Manager. It involves seven Direct Support Professionals who work throughout the Agency both in Residential as well as Community and Employment Supports.

In the fall of 2017, these staff were involved in a three-day training with Community Living London who has been involved in providing Internal Facilitation for many years. This training highlighted different planning tools including PATHS, MAPS and Solution Circles. Resources were also collected from Community Living Toronto on their various tools for planning. Another two afternoon training sessions were offered to the Planning Facilitators in December 2017 and January of 2018 and then the keen Facilitators “hit the ground running”!

At the end of each planning session the Facilitators hand out surveys for people to fill in and send to Quality Assurance or they can complete a survey on line. This information is consolidated to provide overall



feedback on our new process. To date, satisfaction relating to our new planning process is at 90%.

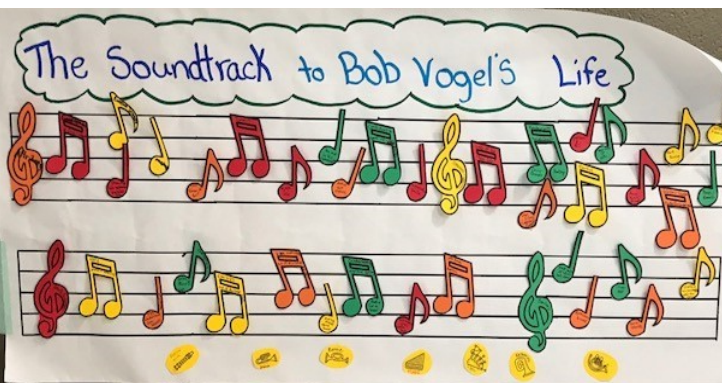
Gerry

Using an Underwater theme to record “everything Gerry” made the meeting process personal and kept his interest and involvement throughout the meeting.

The Facilitator was great at giving everyone the opportunity to share their stories of Gerry. These stories were then incorporated into the planning visual. The sand represented his great attributes, the waves signified what Gerry loves to do and the coral showed everyone what a perfect day for Gerry involved.

Gerry appeared happy with what was being discussed – he was looking around at everyone and smiling throughout the meeting. His planning picture was put up in his bedroom and he frequently looks at this colourful poster with a huge smile on his face. We hope you have a great year Gerry and that all your dreams come true!

Having an Internal Planning Facilitator meet with Bob and those people who care about him helped reveal many of his passions that helped him and the support team start planning an exciting year of new possibilities.



performed at various community venues including Oktoberfest celebrations. A member of Bob's support network has a connection with band members that currently play at the Schwaben Club. Throughout the planning discussion, it was discovered a member of the band had purchased Bob's dad's old keyboard. Bob fondly remembers his dad playing this keyboard and singing "Red Red Wine". Other fond memories included driving in a red car

and eating butter tarts.

An idea started to take form based on Bob's love of music, fascination with red cars and enjoyment of butter tarts. Part of his new goals for the year is to take a road trip in a red car to see a polka band and enjoy freshly made butter tarts! It is often those simple things that contribute to our general contentment and enjoyment of life. Creating new memories out of past experiences helps keep those pleasant experiences alive while enjoying the moment today!

Enthusiasm and transformation continue to influence the work of residential services. I would like to take this opportunity to sincerely thank the citizens we assist, their families and friends, staff, volunteers and the Kinsmen/Kinettes for all their contributions to make the lives of the people we support more enriching.

Chris Gefucia, Director of Residential Accommodations



Community & Employment Supports

70

Programs
offered at the
Vibe weekly

20

community
based
activities
weekly

47

LEG Up!
classes
offered

302

people took
LEG Up!
classes

52

Community
volunteer
placements



10

8 post-secondary
co-op students were
hosted at the Vibe.

2 high school
students did work
experience placements

17 people met their
employment goals



10 youth
found summer
employment



12,213

Hours that people
supported by KWH
contributed to our
community in
independent and
supported volunteer
placements.

Our Farm



Community / Employment Supports

Greetings from the Vibe, Always Doing Something (ADS), Our Farm, The Studio, LEG Up! and KW Career Compass.

2017-2018 has been an exciting year for us, where change continues to be our constant. I would like to express a sincere thank you to the staff for their dedication, trust, flexibility and spirit. We applaud their creativity and commitment in all that they do!



In the spring of 2017 KWH received a two year funding grant from the Ministry of Community and Social Services for Employment/ Modernization Funding. This year we have met some lofty goals: We re-branded our employment-focused promotional materials by customizing marketing from CL Essex County and introduced "KW Career Compass"- a recognizable brand and model of high quality and reputable employment supports for persons with disabilities in the KW area. We established collaborative working relationships with local Boards of Education and Conestoga College (CICE program) to support life transition programs for youth with a focus on skill development and workplace literacy related to competitive employment, co-op placements and summer jobs.



As an active person, Tom's goal was to work at a gym. With support from KW Career Compass he achieved that goal. "KW Career Compass helped me find a paid job at Active Souls Project. They supported me with the interview, bus training and guided me through my work duties. I am very happy working there and am feeling like part of their team."

Sascha King, Owner of Active Souls Project believes hiring inclusively, has benefited her business. "Tom is no different than anyone else. Everyone has to be given the right to job skills training and everyone needs the opportunity to learn and grow. Tom is by far the hardest worker I've ever had." "My experiences with KWCC have been great, although we don't need a lot of support as Tom is an amazing employee, his job coach is helpful and always there if needed to offer support."

Our Farm continues to restore soil conditions on a seven acre plot of land located on the Waterloo Moraine in the Region's Environmentally Sensitive Landscape. This year 1750 trees were planted by Grand River Conservation Authority, and we added 53 fruit bearing shrubs. Installation of 15 Bird houses to attract native birds of the area such as barn swallows, blue birds and chickadees were completed in 2017.

This spring will be our first test of nesting by these birds. Summer employment opportunities were provided to two

students with funding from Canada Summer Jobs. Our Farm produced 3500 lbs of food and hosted 21 Market Days.

We are most thankful to the Region of Waterloo for helping to bring this initiative to fruition. KW Habilitation gratefully acknowledges the financial support of the Community Environmental Fund administered by the Region of Waterloo.

Tracy Franks, Director of Community & Employment Supports



Early Learning, Child Care and Family Resources



1183

Families and
children supported
throughout
Waterloo Region



37

Psychology
Services provided



146

Licensed Child Care
Programs supported
throughout
Waterloo Region



Training hours
provided to our
Regional Partners



532

people provided
with Professional
Development



Workshops conducted
for Licensed Child
Care Programs

Early Learning, Child Care and Family Resources

Our partners in Special Needs Resourcing for the Waterloo Region has changed over this last year. Our collaborative includes, KidsAbility, KW Habilitation and the Region of Waterloo. KidsAbility provides all kinesiology, occupational therapy, physiotherapy and speech and language services to licensed early learning and care programs in the region through their SPOT program. KW Habilitation provides all resource consultation, enhanced staffing on a 100% Purchase of Service (POS) model, volunteer and student placements, as well as psychology services to licensed early learning and care programs throughout the Region, for all specialized needs. The Region of Waterloo manages the funds provided by the Ministry of Education as set out by Provincial legislation. Up until May 2018, Family and Children's Services were members of our collaborative involved with child welfare and supporting children transitioning into licensed early learning and care programs. With changes introduced to our local Family and Children's Services agency, they will no longer be part of our Special Needs Resourcing Collaborative for the Waterloo Region.

Our commitment to excellence is guiding in our practice. As Provincial legislation changes in the area of early learning we value the importance of staff who are committed and prepared through quality initiatives and professional development to support children and families with varying needs throughout the community.

In the Classroom

Recently, we had the opportunity to provide training for all of our Early Learning Staff in the area of Non-Violent Crisis Prevention (NVCI). Each year we focus on Professional Development planning for all of our staff to remain current on the trends and needs that arise in the workplace. This past year we were able to focus on some of our needs around supporting staff in their everyday work as they come and go in the routine life of an employee in an itinerant role. Along with a member from our KW Hab team that provides training in the area of Non-Violent Crisis Intervention, we were able to customize this classroom training to meet the needs of our staff. Reports from this training include comments such as, "This was well worth my time" and "I feel more confident now in the daily routine that my work presents to me". Kudos to Rhonda Caldwell, Wil Candlish and Ryan Grant for providing this excellent learning opportunity to the Early Learning staff. A most recent development in the area of NVCI and Early Learning – one of our own has been trained as an instructor and will be able to provide NVCI courses across the agency as this is training that must remain current with the majority of our staff. We look forward to our staff member in this role of instructor.



Expanding our Service

In June 2017 we learned that the Ministry of Education was following through on their commitment to increase the number of licensed child care spaces by 100,000 across Ontario. The first phase of this expansion saw additional funding provided to Special Needs Resourcing for the Region of Waterloo. As a result, KW Habilitation set the wheels in motion to expand, once again, in our Early Learning service. With funding provided to hire three new Resource Consultants and expand our Enhanced Staffing program, the need arose to look at how we use our office space to be efficient with seating capacity for our current 24 Resource Consultants. As a result, a redesign with office furniture and in-room location allowed us to add an additional six desks to prepare for this expansion. This would also allow for future growth as planned by the Ontario Government. As part of the process our staff were required to pack up their desks to allow for a “shift” in office space and return within a few days to unpack into their new location in the office. As you can see above, not a detail (or Resource Consultant!) was left out of the move and we made sure that everything was put back into place to prepare for our seating in our redesign.



Christmas Sponsorship

In the fall of 2017 our Early Learning management staff were approached by a local citizen of the Waterloo Region who had an idea to ensure that a number of families would have gifts under their Christmas tree and a meal on the table for a traditional Christmas Day celebration. What Shari wanted to do was

to find local citizens that she interacted with in her everyday life and ask them if they would be interested in sponsoring a family in need at Christmas time, providing the children with gifts and ensuring that through grocery store gift cards food could be purchased and prepared for a Christmas meal. Shari found 4 sponsors in the community. Along with her donation to the sponsorship 5 families of varying sizes were able to gather around the tree on Christmas morning with gifts for all the children in the home and follow up with a Christmas dinner that was traditional to the family. Shari is seen above with the Resource Consultant whose family she sponsored. Gifts were dropped off at our building wrapped and ready to be delivered just prior to Christmas. We thank Shari for her initiative and look forward to working with her again.



Our year in Early Learning has been a busy one. With the promise of further expansion on the horizon we are prepared for the future of education in the Early Years. Continuing on the journey we want to ensure that we promote and inspire abilities to enrich the lives of children and families throughout our Region.

John Martin, Director of Early Learning, Child Care and Family Resources

Operations

9

**Renewed Caravan Leases
added to the KWH Fleet**



\$1.1 Million



**Spent on 28 Partner
Facility Renewal &
Fire Code Projects**



4

**Sprinkler System
installations in
KWH properties**

1



**Affordable Housing
Apartment Building**

Operations

As KW Habilitation continues to grow and support our community, it makes for a busy year for Operations.

Early in the spring of 2017, we broke ground on our new 22-unit Affordable Housing Building. We spent the year watching the building grow, and are excited to open the doors to our first residents in June 2018. The building is completely accessible and has some barrier free units.

Proudly, the Affordable Housing Building was built for anyone in need of affordable housing in the community. With this building, KW Habilitation is fulfilling our Vision: *a community where everyone belongs and participates.*

Our next large project has been the renovations at David Fisher Residence. Working alongside Edge Architects and Dakon Construction, we were able to begin construction late in February. There was a lot of demolition followed by a lot of re-building, however the renovations are moving along smoothly. We have renovated one wing of the house from five bedrooms for six people to two apartments for three people: 1 one-bedroom and 1 two-bedroom. We will be supporting individuals with complex needs with the new format, and look forward to being able to support the community in this way.

With the changes at David Fisher Residence, some of the citizens who lived there needed to move. We were able to secure a rental in Waterloo for four people to live in during the renovations. We are grateful for the opportunity of this

house and are looking forward to the next move!

Even with all these changes, work continues on all of our other properties as well: 125 Connelly and Pinnacle each had a new kitchen; Foxhunt needed a new roof; Boettger & Healy House had new back decks put on their houses; Sandowne & Lexington had sprinkler systems installed. The work continues.

We have also continued to participate in the Intentional Community Consortium (ICC), which is aimed at helping to meet the growing demand for accessible supportive housing in Ontario. In December KWH was represented at an ICC meeting in Camphill and KWH was later represented on Parliament Hill in February, discussing the Federal National Housing Strategy. In the Strategy there are 2400 Affordable Housing spots specifically for the DS Sector. This is the first time that DS has been specifically designated spots in a federal roll out. This news speaks to the great work of the ICC!

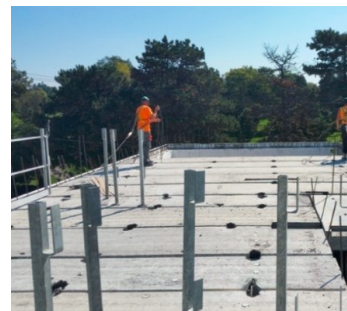
The last twelve months were busy, but exciting for us—and 2018/19 does not look like it is slowing down any either! We would not have been able to complete all of these projects without the continued support from the community and our partners.

Brian Pitts, Director of Operations

David Fisher Residence Renovations



Affordable Housing Building



Human Resources

Staff Years Of Service



124

257

144

10+

39

7

2

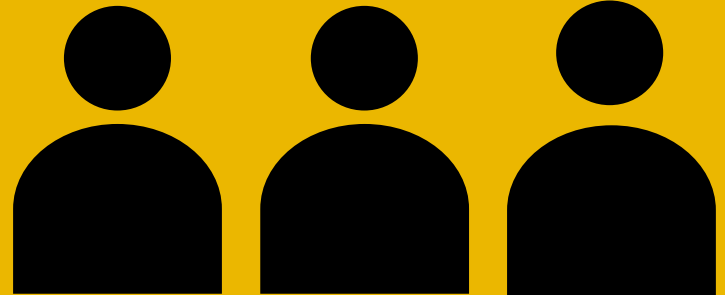
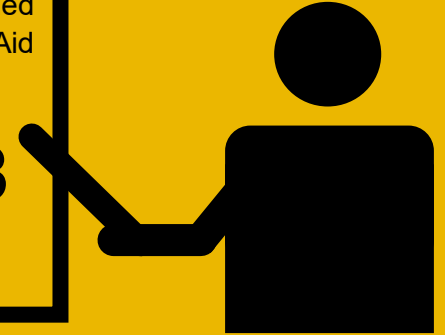
20+

30+

40+

Staff certified or
re-certified
in First Aid
134

Staff
certified
or re-certified
in NVCI
208



Staff Training

Human Resources

It has been another exciting year at KW Habilitation!

We are thrilled that so many people have chosen KW Habilitation as their employer and have remained with the agency for a long tenure. During the past year we had 60 staff celebrate “milestone” anniversaries: 18 employees celebrated 5 years of service; 13 employees celebrated 10 years of service; 18 employees celebrated 15 years of service; 7 employees celebrated 20 years of service; 3 employees celebrated 30 years of service; and one employee celebrated 35 years of service! Combined, this group of staff represents at least 755 years of experience - what an asset to our agency and the community!

The average length of service is close to 11 years for our full-time staff and remains above five years for our part-time staff! It continues to be encouraging to see so many employees demonstrate a long-standing commitment to the mission and work of KW Habilitation. As with other agencies in our sector, it is a challenge to attract new part-time employees. We continue to adjust our recruitment methods to cast a wide net and bring in qualified candidates. This past year we hosted two successful job fairs to streamline our recruitment efforts.

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. One of the strengths of KW Habilitation is the level of basic human resources

knowledge and skills that exist within the members of the management team. These skill sets are enhanced and developed through regular learning opportunities such as our Management Days, South Central HR Group meetings, and the DSHR Forum.

The management and worker representatives who make up the Joint Health and Safety Committee continue to work diligently to ensure compliance with current legislation and promote our commitment to safe and healthy workplaces. During the past year we have made refinements to our policies and procedures in the areas of musculoskeletal injury prevention, infection control, and prevention of violence and harassment in the workplace.

During the past year we added new functionality to our HR information system with an electronic sign-in and sign-out process to capture hours-of-work information. Our Human Resources Manual was revised and updated to reflect the recent legislative changes made to the Employment Standards Act. We are also continuing the process of succession planning by introducing a series of leadership workshops.

As an agency, we recognize and appreciate the contribution and service of all our employees who, day in and day out, live out their commitment to the mission and vision of KW Habilitation, and make a meaningful difference in the lives of the people supported by KW Habilitation!

Steven Plaum, Director of Human Resources





99 Ottawa St. S.
Kitchener, ON N2G 3S8

Phone: 519-744-6307

Fax: 519-571-1629

Email: info@kwhab.ca

www.kwhab.ca

Follow us at:



facebook.com/kwhabilitation



twitter.com/kwhabilitation



instagram.com/kwhabilitation

