

“Partnerships” Win-Win Opportunities



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Please help yourself to some refreshments.
Coffee/tea donated by Starbucks Coffee!

A Year In Review

“Partnerships”– Win-Win Opportunities

Addus's unique model of support is based on collaboration and partnerships in the community. Addus is in the community and engaged with it in many different ways. It was designed with a minimum of facilities – what one can call a program without walls – and a philosophy that places a premium on teamwork and collaboration. Partnerships are always a serious focus at Addus. It's the way we do business and it's an important part on our vision and who we are; both when reflecting on our past fiscal year in 2016-2017 and for the New Year ahead.

There is a culture of cooperation that supports partners with diverse interests and philosophies, with approaches that evolve over time. Our ultimate vision for participants at Addus is to hold valued social roles in their community; it remains the cornerstone of our philosophy and purpose. Today, the issues organizations in the developmental services sector face are even more complex, in order to achieve inclusion for individuals. In the past year collaboration with our cross sector, public and private partnerships continued to focus on the greater good with return on social investment. In turn, by helping others, we help ourselves; be it on a personal, business, organizational, monetary or altruistic level.

Partnerships can bring more diverse benefits than any other form of business. Each can bring to each other recognition for the good they are doing in society developing a new culture of diversity and a healthy community for all; all the while supporting each other to achieve their unique vision and mission. The profit and non-profit sector can bring to each other greater community impact, increased business and marketing as well as a deeper understanding of our community and its need. They can create great leaders to echo the benefits of inclusion for all. It's a win-win situation.

Our community partners remain a key component of our success for our participants and are dear to our hearts. These include partnerships with families and participants, socially responsible businesses and organizations in the community and philanthropists alike. We were able to maintain and develop new partnerships as one of our 2016-2020 Strategic Planning goals. For example, with Henderson Brewing Company providing employment experience for our participants and Catholic Charities Toronto who provided grants to develop new program initiatives to continue to grow our Strategic Planning Goal of developing our Art Studio.

Thank-full for our primary partnership with the Ministry of Community and Social Services

(MCSS), Addus has also given back its time and expertise to this partnership by serving on various Ministry of Community and Social Services Committees as part of the collective of Service Providers supporting the work that needs to be done 'behind the scenes' during the important transformation of sector. Addus has met the requirement of being a referral agency for the MCSS Increasing French Language Capacities Initiative and is working with the sector to further build capacity in this area.

As a recipient of a Building Capacity grant we were able to develop our new website that better reflects Addus's growth in services and supports. The website also lays the foundation to become a resource to families, staff and community members as well as promote the wonderful leadership and support of our business and community partners as one way to give back to our partnerships and give them a voice. The development of the website is one of our many Strategic Planning Goals to Develop a Social Media Presence in the community and the benefits that will accompany that goal for Addus, its participants and partners.

We have planted the seeds towards the Strategic Planning Goal of Developing a Social Enterprise; currently using art and food catering as the two streams to further develop. We look forward to its potential growth and how it can benefit the participants on an individual and collective basis.

In Addition, we are grateful for and thank our volunteer board of directors and our management team for their commitment to strengthening our financial stability to ensure a strong sustainable organization; to build capacity to embrace new progressive ideas and programs for the future.

In this current economic climate where the message continues over the years to be 'do more with less' we give thanks to our donors and volunteers who partner with and inspire us to increase the possibilities of our participants' dreams to come true and better our community. They give us the inspiration and ability to dare to dream! Without their support this would not be possible. We thank-them big time for choosing Addus and standing with us.

A special thank-you to our Addus Staff who collectively continue to demonstrate care, responsibility, respect, and knowledge in their everyday creative efforts to better the lives of the individuals we serve and the community we live in. They are the backbone support of our collective impact.

We are humbly grateful to the participants and their families who entrust in us the support to help pursue dreams.



This partnership also teaches us how to find creative ways through real differences that can benefit us all in helping to build a community that we all want to live in, one that is supportive and inclusive.

To all our partners who with us focus on the greater good we thank-you. Amazing things can happen!

Carol Larbi

Mary Vieni

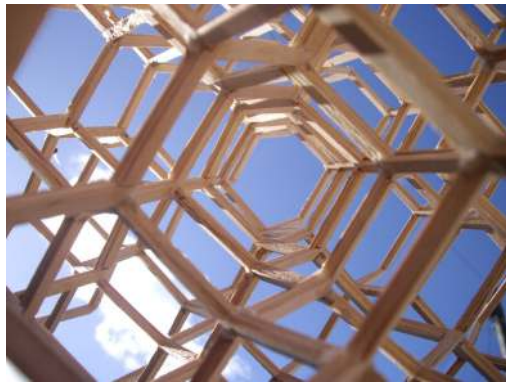
Board Chair

Executive Director

Vision: Adults with developmental disabilities are included in their community and hold valued social roles.

Mission: To foster the dignity and respect of adults with developmental disabilities, in partnership with our communities, by facilitating choice, creating community based opportunities and promoting independent living skills.

Values: Personal choice, individuality, empowerment, continuous learning, meaningful activity, friendships and fun.



Addus 2016-2017 Corporate Governance Report

The Corporate Governance Committee was created in 2008 by the Board of Directors of Addus, with the objective of developing and maintaining governance principles at Addus that are consistent with the highest standards of corporate governance and to review and assess on an ongoing basis Addus's system of corporate governance.

The Governance Committee is responsible on an on-going basis for:

- Identifying and recommending candidates for election or appointment to the Board.
- Ensuring that Board orientation programs are in place for new directors.
- An ongoing education program for all directors to ensure that their knowledge and understanding of Addus and their responsibilities as director are kept current.
- Developing and recommending to the Board a process for assessing the Board, its committees and individual directors, including the Board and committee chairs.

The Corporate Governance Committee has had a productive year and we have achieved or made good progress towards completing many of our goals as well as carrying out our annual responsibilities. The following initiatives were undertaken in fiscal 2016-2017:

- Conducted interviews to fill recently vacated Board positions.
- Completed and reviewed the results of the Board Self-Evaluation Questionnaire.
- Carried out the annual Executive Director performance evaluation.
- Conducted Annual Board Orientation Session.

The Corporate Governance Committee respectively submits this report.
June 2017

Addus continues to work on the 2016-2020 Strategic Plan goals. The four strategic priorities are:

- ◇ Expansion: Art Studio, Vocation, Fee for Service Options
- ◇ Increasing Community Partnerships
- ◇ Developing a Social Media Presence
- ◇ Developing a Social Enterprise
- ◇ Increasing French Language Capacities



2016-2017

Board Members:

Chair

Carol Larbi

Treasurer/Finance Committee

David Vickers

Finance Committee

Sharon MacMillan

Chair of Quality & Risk Committee

Carol Larbi

Branding/Fundraising

Chair of Corporate Governance Committee

Kristen Lawrie de Jesus

Secretary

Mark Benvenuto

Board Member

Catherine McCall

Board Member

Andrea Westbrook

Many thanks to all the board members that volunteer their time and expertise to further enrich the lives of the participants at Addus.



**Effort
and
Quality**

Addus 2016-2017 Quality and Risk Committee Report

The Quality Risk Committee ensures that appropriate quality indicators of services and supports are in place to measure Addus' performance and to foster continuous quality improvement. This committee monitors indicators and seeks proactive approaches for certain unexpected occurrences. This focus enables Addus to strengthen its commitment to quality programming.

THE QUALITY RISK COMMITTEE IS RESPONSIBLE FOR:

- √ Periodic monitoring and review of achievement of quality indicators.
- √ Identifying barriers to achieving Addus' vision and present recommendations to the board of directors to address them.
- √ Complete analysis of targets and outcomes achieved to ensure continuous quality improvement.

THE QUALITY AND RISK COMMITTEE COMPLETED THE FOLLOWING:

- ◆ Monitored the Annual Checklist to ensure Addus remains on track with quality indicators.
- ◆ Presented and reviewed the results of the Family Satisfaction Survey and the Staff Engagement Survey to the Board.
- ◆ Ensured ongoing monitoring of the Basic Assurances Outcomes and Business Continuity Plan Outcomes for Addus and presented the results to the Board.
- ◆ Monitored Preventing Workplace Violence Committee and presented the results to the Board.
- ◆ Ensured ongoing training on Quality Assurance Measures (QAM) developed by the Ministry of Community and Social Services (MCSS). As such, participants and staff are trained on rights/responsibilities and protocols when responding to issues pertaining to safety. The Board continues to receive training in areas specified by MCSS. Addus is once again in compliance with QAM and received a low risk MCSS assessment rating.
- ◆ Maintained focus on the key results of Addus' Strategic Plan at the Board Strategic Planning Review.

**To affect the quality of the
day, that is the highest of
arts.** Henry David Thoreau

The Quality and Risk Committee respectively submits this report.

June
2017



Addus 2016-2017 Finance Committee Report

The Finance Committee was active throughout the 2016/2017 year and addressed the following:

Continued Finance Committee governance with respect to oversight of the office manager's duties, where a segregation of duties continues to be upheld to maintain strong financial controls.

Rigour upheld in the budgeting process Addus' income and expenses; continued transparency in the budget leading to the Board of Directors having a thorough understanding of the organization's financial position.

Active discussion with Management on opportunities and proposed initiatives for program growth and expansion, as well as contingency planning for changes in program environment.

Fundraising efforts (including the fifth annual Addus Walk, Windermere's Harvest Fest, Holiday Mail-out Campaign, and other events) were held to help support the budget. The organization will be maintaining focus on fundraising/donation efforts in the new fiscal year 2017/2018.

Continuing Finance Committee meetings during the Board's summer break.

Had the 2016/2017 annual audit completed by RSSM LLP, Chartered Professional Accountants. The auditors had no significant findings to report.

The audited annual financial statements, which comply with the current Canadian accounting standards for not-for-profit organizations, can be obtained upon request.

The Finance Committee respectively submits this report.

June 2017



Addus 2016-2017 Fundraising Development Report

Summary of 2016/2017 Fundraising Revenue:

Thank you to all the 2016-2017 donors, supporters and friends of Addus whose financial support continues to help us work towards our vision of a community in which adults with developmental disabilities have valued social roles.

Grants Received:

\$5,000 Scotia Bank D.H. Gordan Foundation

\$10,000 Catholic Charities for Art Community Event & Development of Art Stock.

\$1,500 Canada Gives

General Donations: \$3,322.46

Food and Gift Cards donation for Staff Acknowledgment Towards Staff Holiday Dinner and Board Meetings.

Holiday Mail Out: \$5,080

Addus participants demonstrated their creativity by creating unique greeting cards as a lovely gift to donors. They were mailed out to Addus families, friends and donors. Overall it was a well-supported campaign.

Fifth Annual Addus Walking for Dreams Event: \$8,008

This year join us for our 6th Annual Addus Walk! Stay tuned!

Harvest Fest: \$4,139

Another successful year! The Harvest Fest Fair was created in 2008 and it is hosted by the participants and staff at the Windermere program location site to raise money for programming to be used at their location site. Their success is due to their hard work, the support of St. Olave's Anglican Church and the community, making it every year a very successful event! Once again this year all other Addus programs supported the successful event by selling their arts and crafts at the fair.

The Fund Development Committee respectively submits this report.

June 2017



Addus 2016-2017 Day Supports Report



General Program Highlights

Our Vision, Mission and Values is the core of who we are and what we do. From the planning stages of the annual Individualized Community Action Plan (ICAP) for participants at Addus to Participants realizing their goals... our Vision, Mission and Values embrace partnering and connecting with our community.

All the programs have successfully promoted personal choice, independence, meaningful activity, continuous learning and social inclusion as a way to ensure that each person is feeling empowered and supported to make their own decisions and discoveries.

We continue to focus on what is most important to the Participants while directly involving them within the community, building a network of connections, fostering relationships, engaging them in meaningful activities and most importantly just having FUN! As Participants are provided with and experience new ventures, supports are expanded and participants exercise self-determination and choice.

2016/2017 SOME EXAMPLE HIGHLIGHTS:

A very warm WELCOME to our new Participants: Oliva C., Sarah P. and Mark O.!

✓After receiving a seed grant from Catholic Charities the Saturday Art Club will be having its 3rd 12-week session this summer. It has grown from an idea Addus staff Raymond De Ramos proposed into an enriching program where Participants enjoy a day of creativity, fun, and learning about art & film. We had a really great response from the Participants and families who have joined us for one or all of the Art Club sessions and we hope to open the program externally in order to share our success and fulfill a need in the community for more creative day supports and opportunities for individuals.

✓Participants at the Orchard View and Windermere programs were able to experience the creative art and film program Eglinton enjoys under the direction of Raymond de Ramos and with the gracious support of a grant from Catholic Charities. This was an opportunity to take one staff's unique skills and transfer them to other sites in order for all Participants to have opportunity to be creative with painting and film. It was well received and the next Addus Community Art show will benefit from all the sites being represented.

✓Individuals at Windermere enrolled in yoga and dance classes this year in the community. Participants are enjoying the exciting opportunity to have fun while also benefiting from the physical workout yoga and dance provides as well as being involved in their local community.

✓Developmental Services Toronto (DSTO) continues to request the support of Addus Participants in preparing their annual DSTO Information bags for their annual DSTO Community Information Fair. The bags are

given to attendees when they arrive. Orchard View and Eglinton Participants with the support of staff have reliably completed the information bags for the DSTO for several years experiencing a valued volunteer role.

✓All programs continue to give back to the community and build connections by volunteering with various organizations from food and clothing banks to food and clothing drives. Some examples: Daily Bread Food Bank, the Scott Mission, FoodShare Toronto. All the while, participants experience the social role of volunteering and the benefits and self-esteem that accompany that role.

✓Participants at the Windermere location have agreed to help a new initiative in the Bloor West Neighbourhood called "Stone Soup Network." It was created as a way to support those in need and give back to the community. Businesses offer their services - Social Connectors identify neighbours who need a little help and make the link between the offer and the individual or family who needs it. The Windermere team has agreed to make some frozen family dinners every month as their contribution. Participants get to practice their culinary skills while contributing to their community.

✓Many Participants have celebrated milestones in their careers over the last several years - this year Hannah O. celebrated 10+ years with Starbucks. Congratulations Hannah!

✓The Eglinton site continues to explore their creative energies on a weekly basis with the art program while exploring their potential and talents. With the help of a grant from Catholic Charities the art program began preparations to host another community art show scheduled for this coming November 2017. Stay tuned!

✓Windermere site continues to provide catering services to the St. Olave's Church and other community partners. Recently, Windermere catered the last seasonal day celebratory party for the Winter Art Club. Windermere catering has also recently began advertising their delicious services and culinary delights on Addus's new website. Need help with your next event or party? Check them out at addus.org!

✓The V.I.S.A. program took advantage of some Participant absences last summer while they were on vacation by inviting other programs and Participants to come experience the V.I.S.A. Program. Participants from Windermere and Orchard View had the opportunity to learn the skills and techniques of sailing through the Disabled Sailing Association of Ontario (DSAO) on the Harbour front. It was a huge success and all the Participants enjoyed the experience.

✓Congratulation to Klicia for accepting a part-time position with Henderson Brewing Company - a local Toronto Brewery in the west end. Congratulations also to Addus Vocation Staff Ann Beatty for her support connecting with the Brewery.

✓Tara S. obtained a volunteer position working at Central Eglinton Community Centre. This volunteer position was attained by Tara with the steadfast support of our relief staff Monica Sanmiguel. Congratulations Tara and thank you Monica!



Working



Having fun!



Addus 2016-2017 Day Supports Report



LOOKING AHEAD TO FUTURE PARTNERSHIPS:

As always we look forward to connecting with and working alongside families to offer our support and services, and to ensure the continuity and care of the people we serve. Staff are constantly planning and moving towards new ideas of Participants can become more involved in their local communities and create meaningful partnerships. In 2017 we look forward to broadening our base of connectivity in hopes to find more opportunities to grow and offer the Participants new chances to further develop their skills, potential and valued social roles.

We are also looking to expand our services to further support our community by offering fee-for-service Community Participation Supports to share the Addus Philosophy and support new Participants leaving school. We are in the initial planning stages of this new initiative but our goal is to create a unique program unlike others in the sector in which Participants can learn and earn various employment certifications to add to their résumés for future employment – more to come!

Our commitment to social roles, as well as our core values of personal choice, individuality, empowerment, continuous learning, meaningful activity as well as friendships and fun are part of our daily philosophy and help to guide us as we look towards planning and growing. Thank you to the Participants and Staff who make Addus a supportive, fun and engaging place to learn, grow and **CONNECT**.

The Day Supports Manager respectively submits this report. June 2017



Making a difference



Creating



Artisans



Achievements



Volunteering



Sailing away



Our 2016-2017 Staff Teams

As always at Addus we look for opportunities to continue to connect and strengthen our commitment to families and participants in all that we do.

Our exciting and dynamic staff teams include:

Orchard view:

Helen Nugusse – Outcomes Facilitator
Joella Connaught- Program Supervisor
Emily Delbecchi- Outcomes Facilitator
Justin Luis - Outcome Facilitator
(September 2016-May 2017)

Eglinton:

Steve Evans – Program Supervisor
Melissa Couto– Outcomes Facilitator
Raymond de Ramos– Outcomes Facilitator

Windermere:

Rosie Parris – Program Supervisor
Stephanie Raymond – Outcomes Facilitator
Tavis Stoby -Outcomes Facilitator

Support Outcomes Facilitator:

Vince Strnad

Vocation:

Ann Beatty -Vocation Outcomes Facilitator

V.I.S.A.:

Sarai Demers - V.I.S.A. Coordinator

Relief Outcome Facilitators:

Amy Schwartz, Justin Luis, Kassandra Llewellyn, Odessa McGarey, Kevin McCambridge, Daniella Tamburri- Raso, Anh Hoang, Silviu Kondan, Jayne Thibideau and Monica Sanmiguel

Management Staff:

Lorne Weinreb, Faiaz Islam, Linda Wang (Shared Office Manager Position),
Brian Skender, Program Manager

Executive Director

Mary Vieni



Lives
Transforming

Thank-you for attending this evening and for celebrating with us!

Your support means a lot and makes a difference!