

2017-2018 Annual General Meeting Report

addus

developmental disabilities
& community partnerships

Investment. Growth. Community.

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Please help yourself to some refreshments:



Coffee/tea donated by Starbucks Coffee!



Drinking Chocolate donated by ChocoSol!

It is one of their favourite symbolic invitations and is inspired by the flavours and food traditions of Southern Mexico. It is a frothy, full-flavoured and refreshing drink that can be served hot or cold!



A Year In Review



“Investment. Growth. Community.”

Our ultimate vision for participants at Addus is that they are included in their community and hold valued social roles; it remains the cornerstone of our philosophy and purpose. When reflecting on our 2017-2018 fiscal year the theme of investment, growth and community came to mind. We were able to explore new ventures and grow our knowledge and expertise to better support the participants at Addus. In addition, we were able to ‘plant the seeds’ of investment for new future community program supports; for participants and a more inclusive community.

Addus was successful in obtaining various grants from community resources that believed in our vision and investing in Addus; in turn investing to build a more healthy and vibrant community.

One such grant was from the Ministry of Community and Social’s Employment and Modernization Fund. Increasingly, businesses and organizations are requiring their potential future employees and volunteers to hold a few key workplace safety certificates in order for them to be able to obtain employment. Currently individuals with higher developmental needs may experience barriers to employment when they are unable to attain these required workplace safety certifications like WHMIS, Food Handling and Smart Serve for example. Although most participants would be capable of learning the information, there are multiple barriers to the current trainings available in Toronto. These trainings are often not suitable for individuals with higher developmental needs to learn.

With this funding we entered into a partnership with Act First Safety, an Occupational Health and Safety training company in the private sector. Our new partnership model focused on reducing that barrier. We utilized the expertise and support from our cross-sectoral partnership and together we successfully developed and implemented a series of responsive training modules that focused on key mandatory workplace certifications. With this new expertise a future focus for Addus, in partnership with Act First Safety, is the development of a self-sustainable employment certification program that will help increase the potential for employability, independence, safety and self-esteem for people with developmental disabilities. Thank-you to all the dedicated Addus staff and participants that contributed their time and expertise to make this happen. Special thanks to Addus staff, Ann Beaty and Act First Safety Facilitator, Kelly Jackson who were the passionate leads for this project.

With a grant from Catholic Charities we were able to further work on our Strategic Planning Goal of Developing a Social Enterprise, using art as the medium. One of the outcomes to support this venture is the development of our new Addus Online Shop Page (addus.org/shop). The wait is over...the Shop Page is now open!

We look forward to its potential growth and how it can benefit the participants on an

individual and collective basis. As quoted by Simone De Beauvoir, “Buying is a profound pleasure”. Visit us often and watch for new products in the Shop! Special thanks to Steve Evans for his online Shop vision.

With the grant obtained from Catholic Charities, we were also able to grow our Strategic Planning Goal of developing an Art Studio. The first step towards this goal was the opening of our Saturday Art Club, focusing on developing an artist’s self-esteem and confidence while engaging in the arts and having fun. We provide individuals with the tools and materials to create art and the supports to define themselves as artists. In this past fiscal year the program has grown to be self-sustainable and now able to further open its doors to serve additional community members with developmental disabilities! Special thanks to Art Lead Raymond de Ramos, Monica Sanmiguel and Kassandra Llewellyn whose talents, enthusiasm and dedication have made the Art Club a genuinely positive learning experience for the participants. A special thank-you to Catholic Charities whose support allowed us to invest in this venture.

We grew our Strategic Planning goal to develop a Social Media Presence by developing our Addus Facebook Page, and made it accessible through our addus.org website. You’re invited to get connected and join us on Facebook! Be an ambassador...share your belief in our cause. Special thanks to all our current followers who like and share our stories and upcoming events. You are helping to make a difference!

In July of 2017 Addus underwent the Ministry’s Compliance Review. The primary purpose of an inspection is to assess service agency compliance with legislation and policy directives, and seek to ensure that service agencies are fully aware of their responsibilities. Addus was successful in passing and meeting all the requirements. This process and outcome could not have been achieved without the full support of our amazing management team and direct support professionals who are committed to the people we support!

These are just but a few highlights of our 2017-2018 fiscal year. Our year in review is a reminder that it’s important to take that minute to stop and say, “Hey, we’re making progress. We’re doing better than we were yesterday, or last month, or last year.” But, we’ve got to keep moving forward!

None of what we accomplish would be possible without our partners. Together we can... and we will and we do. It is difficult to express how much we appreciate and understand that YOUR commitment and efforts contribute to OUR success and that of our community as a whole.

Our partners include:

The people we support who allow us into their lives. We are given a fragile trust to manage and nurture. Without this trust, there would be no successes to review. Our participants and their active participation in the service process demands that we continually change and grow to meet their needs and desires.

Our staff. Our staff’s commitment to providing quality supports, to meeting our mission, vision, and values every day with every person they meet, makes successes in our Year in Review possible. Their motivation; it is knowing they make a difference for people.

Our Board of Directors. This team of dedicated volunteers brings their collective wisdom and experience together to provide governance and direction. They carry our message to the community, work countless hours ensuring that we are keeping our promises, and that we are doing the work in accordance to our vision.

Our donors, volunteers, and friends of Addus. They, and you, are critical to our success. Without these vital groups, some of our programs and services simply wouldn’t exist. In this current economic climate where the message continues over the years to be ‘do more with less’ we give thanks to you for choosing to support Addus. You partner with and inspire us to increase the possibilities of our participants’ dreams to come true and better our community.

Our partnerships with socially responsible businesses and organizations in the community. These 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.

Our primary partnership with the Ministry of Community and Social Services (MCSS) of which we are thank-full for. Addus has also given back its time and expertise to this partnership by serving on various MCSS 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.

It is important to maintain a balance between focusing on the support we provide and engaging the community and the general public effectively. Our ability to continue to provide support to our participants is dependent on public trust and generosity. The community must understand and support the need for the work we are doing. It’s one of the challenges we face: If we become complacent in our advocacy, we diminish the understanding of the need. The kinds of services and supports may change; the need does not go away.

To maintain and continuously recreate a dynamic supportive community, we each need to recognize our ability to give and our need to receive. At Addus, we have the privilege of being continuously engaged in the process of weaving the fabric of the community together— blend of people who have, people who can give, and people who need support. We are both, you are both. We have the opportunity to create with you all the next chapter in the story that helps us all.

We know that our constant engagement in our community has contributed to our ability to last over time. You have embraced us, you have advocated for us, you have celebrated with us. A heart felt thank-you to you all.

Mary Vieni
Executive Director

Carol Larbi
Board Chair



Addus 2017-2018 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;

On-going education for all directors to ensure that their knowledge and understanding of Addus and their responsibilities as directors 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 2017-2018:

Conducted interviews to fill recently vacated Board positions;

Completed the annual Board Self-Evaluation Questionnaire to identify skill gaps within the Board's current membership and addressed areas where gaps were identified by adding new members to the Board;

Carried out the annual Executive Director Performance evaluation;

Conducted Annual Board Orientation Session at our September 2017 meeting.

The Corporate Governance Committee respectively submits this report.

June 2018

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



*Three keys to more abundant living:
caring about others,
daring for others,
sharing with others.*

—William Arthur Ward

2017-2018

Board Members:

Chair

Carol Larbi

Treasurer/Finance Committee

David Vickers

Finance Committee

Sharon MacMillan

Finance Committee

Marian Lim

Chair of Quality & Risk Committee

Carol Larbi

Chair of Corporate Governance Committee

Mark Benvenuto

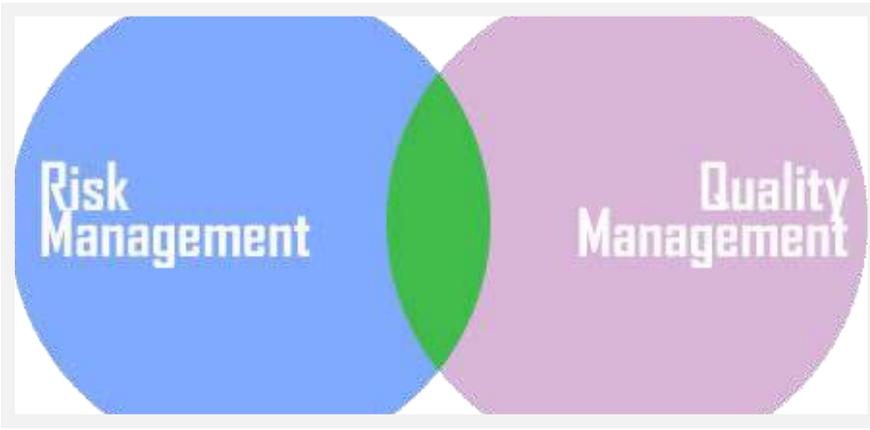
Secretary

Mark Benvenuto

Board Member

Stella Grange

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 2017-2018 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.
- ◆ Reviewed and presented annual Health and Safety Report to the Board of Directors.
- ◆ Maintained focus on the key results of Addus' Strategic Plan at the Board Strategic Planning Review.

The Quality and Risk Committee
respectively submits this report.

June 2018



**Quality is not an act, it is a
habit. -**

Aristotle

Addus 2017-2018 Finance Committee Report

The Finance Committee was active throughout the 2017/2018 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 (e.g. Art Club, Workplace Health and Safety Program, Social Enterprise) as well as contingency planning for changes in program environment.

Fundraising efforts (including the sixth 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 2018/2019.

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

Had the 2017/2018 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 2018

Addus 2017-2018 Fundraising Development Report

Summary of 2017/2018 Fundraising Revenue:

Thank you to all the 2017-2018 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

\$59,000 Employment Modernization Grant

\$1,500 Canada Gives

\$6,673 General Donations

\$1,588 Food and Gift Cards donation for Staff Acknowledgment Towards Staff Holiday Dinner

Holiday Mail Out: \$6,830

\$7,940 Sixth Annual Addus Walking for Dreams Event

This year join us for our 7th Annual Addus Walk! Stay tuned!

\$3,254 Harvest Fest

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!

The Fund Development Committee respectively submits this report.

June 2018

Together
WE CAN!
Make a DIFFERENCE ■



Addus 2017-2018 Day Supports Re-



Orchard View Highlights

Addus Comedy Night Fundraiser

This venture has been a great opportunity to develop additional community networks while promoting Addus and developmental disabilities. Our goal with this fundraising event is to enrich the Orchard View program which is directly related to Orchard View participants; while also working collaboratively with the V.I.S.A and Vocation programs to increase their program resources as well. In addition; the fundraiser promotes all 3 three program sites business enterprises with Windermere's catering business as well as Eglington's art collective with their donations to our raffle gift baskets.

Salvation Army

This has been a new community partnership that has been developed this past year. Helen (Outcome Facilitator) was instrumental in searching and securing this new volunteer placement for the site. Valued social roles have been established for the participants as they have opportunities to practice work place skills. The site will continue to work collaboratively with the Salvation Army in building and maintaining an active volunteer role.

BOOST Child and Youth Advocacy Center

This is another volunteer opportunity that was coordinated through the efforts of Emily (Outcome Facilitator). BOOST has been extremely accommodating by adapting their placement to the needs of the participants. Addus Orchard View will continue to work collaboratively with BOOST Child and Youth Advocacy Center in maintaining this role of volunteerism.

Planned Parenthood

Joella (Site Supervisor) and placement student Amy, created a community partnership with Planned Parenthood. In March; a facilitator from Planned Parenthood came into facilitate a sexuality workshop for the participants. Prior to the workshop; Orchard View staff provided great detail to the facilitator on the needs of the group and best approaches. The facilitator also offered options for professional development in the area of sexual education and facilitation for staff.

**Day Supports Manager
respectively submits this report.
June 2018**

Windermere Highlights

Windermere Catering

Windermere continues to grow in this exciting business venture. Staff and participants are working hard to promote the catering company. The clientele reached a greater audience this year with the additions of the St. Olave's Anglican Church, new community members who used the services around fall and the holiday time. Additionally, Windermere has provided food for the Stone Soup Network as well as the Hunger Patrol program. It is great to see that Windermere caters not only to their respectable partners but also making a huge impact for people in need.

Dramaway

It is sometimes difficult to discuss such topics as bereavement, living on your own and relationships with people with developmental disabilities. The curriculum at Dramaway, allows participants to express and expand their comprehension on such difficult subjects. Providing practical scenarios for people with developmental disabilities allows our participants to improve their language skills, social skills and endorses empathy. We cannot thank Dramaway enough for their continued support and partnership.

Gardening

The benefits of gardening are well known. It's a great source of exercise for people with developmental disabilities. It also provides an opportunity to gain confidence as participants see their growth in a new skill. Participants and staff have a chance to learn from each other and work as a team. Addus Windermere is now responsible for the St. Olave's Vegetable Garden! The vegetables are used for Harvest Fest and for the participants to take home to their families.

Harvest Fest

Harvest Fest continues to be a consistent platform where Addus Windermere strives for valued social roles for the participants and inclusion. Not only does Harvest Fest promote awareness regarding developmental disabilities, it provides the participants the opportunity to enhance their project management skills. Harvest Fest is an annual fundraiser in the Bloor West Community. Proceeds from the event help facilitate strong programming.

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 2017-2018 Day Supports Report

Eglinton/Fairlawn Highlights

Transition to Fairlawn

Change is never easy, but the staff and participants at Eglinton overcame a huge challenge by moving to their temporary home at Fairlawn. As the North Toronto Memorial Community Centre is currently under renovation, there were many transitions to consider, the participants and families adapted well to the new environment, new TTC routes and the schedule changes. We are very proud of how resilient the participants can be.

Infuza Art Show

As our venture continues to grow to new heights, we were ecstatic to see participants from other sites display their art pieces. It was a night to celebrate art, film, photography and music. As the art program continues to add to our repertoire of programs, we are excited to see so much Growth Through Art!

Scott Mission

This past year marked the 10th anniversary of our partnership with Scott Mission. Participants will continue to learn the importance of giving back to their communities and assisting those in need. As a forum to help assist participants in developing work skills, the volunteer group learns the importance working in a team environment.

Yoga

A new partnership has been established with Caroline Zevy, a yoga instructor who facilitates a yoga class for participants once a week. This opportunity came about through the recommendation and help of the Smith family and it has become a part of the weekly activities. We are happy to find an avenue where our group can distress.



Having fun!



At work!



Art Club!



WHMIS Class of 2017!



Harvest Fest!



Our 2017-2018 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:

Joella Connaught- Program Supervisor
Helen Nugusse – Outcomes Facilitator
Emily Delbecchi- Outcomes Facilitator

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
Amy Swartz -Vocation Outcomes Facilitator
(May 2017-April 2018)

V.I.S.A.:

Sarai Demers - V.I.S.A. Coordinator
Justin Luis—V.I.S.A. Coordinator
(September 2017—September 2018)

Relief Outcome Facilitators:

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

Management Staff:

Lorne Weinreb, Faiaz Islam, Linda Wang (Shared Office Manager Position),
Brian Skender, Program Manager
(Until June of 2017)
Neeran Kuni (As of June 2017)

Executive Director

Mary Vieni



Transforming
Lives

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

Your support means a lot and makes a difference!