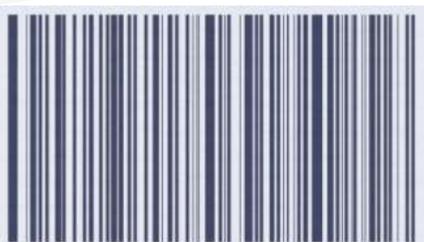


2018-2019 Annual General Meeting Report

Art.
Creativity.
Life



Featuring



ONE OF A KIND Door Prizes!

In this report:

- A Year In Review
- Corporate Governance Committee Report
- Quality and Risk Committee Report
- Finance Committee Report
- Fundraising Report
- Day Supports Reports



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



A Year In Review



Art. Creativity. Life

Our ultimate vision remains that the individuals we support not only participate in the community but also hold valued social roles. When reflecting on the 2018-2019 fiscal year, art and creativity echoed in the background as ways that helped us further Addus's vision.

At its most basic, art is a form of communication. It gives a 'voice' to the individuals with developmental disabilities and is a statement of their individuality. When shared, art can also be said to be a statement of the common bonds between all humans; it serves to create a sense of community.

The forms of art are many, and vary greatly from one to the next. Drawing, painting, photography, the art of cooking are all widely recognized art forms to name a few. At its core, a work of art expresses a real emotion to the viewer. For the people we support, it also echoes individuals, who want to be heard, belong and be valued - because they too matter. The various programs created and facilitated by our staff, such as our Saturday Art Club for example, supported the role of the creative individual - the artist.

Although the creation of art is a noble pursuit in itself, it can lend itself to be a vehicle that can be used to build a culture of belonging. Belonging is communicated through structures, culture and personal interactions. Addus continues to strive towards connecting individuals and building community using various tools such as our Social Enterprises the Addus Online Shop and Addus Sprig Catering. Individuals are seen as 'able', contributors and full of creative potential.

In order to help reduce the barrier of not having extra government funding and working in an economic climate of "needing to do more with less", Addus has creatively found new solutions and methods to help reduce that barrier. Our fee for service program options such as the Art Club and Addus Online Shop have successfully further grown in this past fiscal year without the need of government funding. Addus also laid the foundation for another new fee for service pre-employment program that we hope to launch in this new fiscal year.

We continue to be inspired to creatively work towards Addus's ultimate vision with the support of our partnerships; without

them, it could not be possible. 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. Our individual and collective lives are based on this creativity. This creativity has allowed us to share and grow; individually and as a group. Our collective work is our voice and helps bind us together echoing the promotion not only of acceptance or tolerance, but a true welcoming of diversity—a belonging for everyone.

Thankful for our primary partnership with the Ministry of Community and Social Services (MCSS), Addus has given back its time and expertise to this partnership. Addus has served 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.

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.

We believe our staff are the backbone of our organization. They put people first - at the forefront, and continue to creatively provide greater choice, greater involvement, and greater opportunities toward citizenship.

We give thanks to our donors and volunteers who collaborate 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.

One can say, everything we do is a mere reflection of the life around us. Art can imitate life and life art. The need to make things is what gives us goals. Together by the choices we are making we are working towards building a culture of belonging that might make a fairer, more equitable, and more inclusive world possible.

TOGETHER WE ARE - THE CHANGE MAKERS!

Our ultimate heart felt thank-you is to our participants who teach us everyday that belonging, or being fully human, means more than having access. Belonging entails being respected at a basic level that includes the right to both co-create and make demands upon society.

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 2018-2019 Corporate Governance

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 2018-2019:

- Conducted interviews and recommended the addition of two new Board members to expand the size of the Board by one member to seven after filling a vacancy left by one departing Board member.
- Completed the annual Board Self-Evaluation which identified skill gaps within the Board's current membership. These gaps were taken in to consideration when reviewing candidacy of new Board members.
- Carried out the annual Executive Director Performance evaluation;

- Conducted Annual Board Orientation Session at our September 2018 meeting.

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

The Governance Committee respectively submits this report.

June 2019



2018-2019

Board Members:

Chair

Carol Larbi

Vice Chair/Treasurer/Finance Committee

David Vickers

Finance Committee

Marian Lim

Chair of Quality & Risk Committee

Carol Larbi

Quality and Risk Committee

Stella Grange

Chair of Corporate Governance Committee/Secretary

Mark Benvenuto

Board Member

Sandy McMillan

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



Effort
and
Quality

Addus 2018-2019 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.

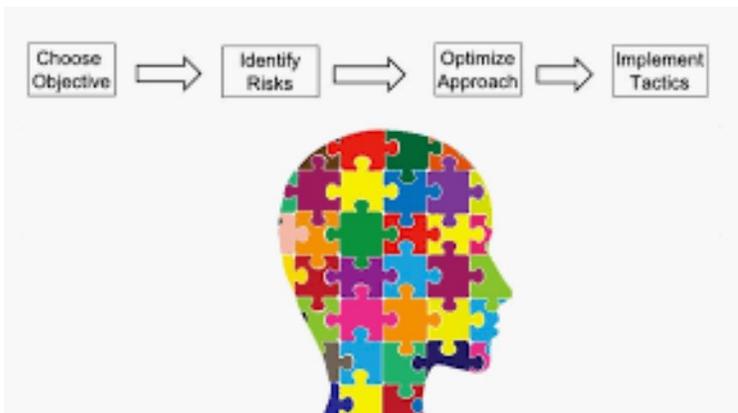
THE QUALITY AND RISK COMMITTEE COMPLETED THE FOLLOWING:

- ◆ 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.

The Quality and Risk Committee
respectively submits this report.
June 2019

To affect the quality of the day, that is the highest of

arts. Henry David Thoreau



Addus 2018-2019 Finance Committee Report

The Finance Committee was active throughout the 2018/2019 year and addressed the following:

Ensured the expected level of scrutiny and realism was upheld in the process of budgeting for Addus' income and expenses; continued transparency was maintained in the budget, leading to the Board of Directors having a thorough understanding of the organization's financial position on a regular basis.

Continued discussion with Management on opportunities and proposed initiatives for program growth and expansion; reviewing Management's contingency planning for changes in the program environment including changes to key staff and any unplanned funding challenges.

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.

Other items of note by the Finance Committee:

Fundraising efforts (including the annual Addus Walk, Windermere's Harvest Fest, Holiday Mail-out Campaign, Comedy with a Cause and other events) were held to help support the budget. The organization will be continuing with fundraising/donation efforts in the new fiscal year.

The 2018/2019 annual audit was 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.

Finance Committee meetings will continue on a regular basis during the Board's summer break, which involve reviewing actual results to budget on a monthly and year-to-date basis.

The Finance Committee respectfully submits this report.

June 2019



Addus 2018-2019 Fundraising Development Report

Summary of 2018/2019 Fundraising Revenue:

Thank you to all the 2018-2019 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:

General Donations: \$5,039.00

Food and Gift Cards donation for Staff Acknowledgment Towards Staff Holiday Dinner - \$1,269.00

Comedy for a Cause Fundraiser - \$1,253.00

Holiday Mail Out Campaign - \$6,149.00

Unique one-of-a-kind tote bags featuring painting decal from one of the Addus Artists were mailed out to Addus families, friends and donors. Overall it was a well-supported campaign.

Seventh Annual Addus Walking for Dreams Event - \$7,830.00

This year join us for our 8th Annual Addus Walk! Stay tuned!

Harvest Fest: \$5,116.00

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 respectfully submits this report.

June 2019



Addus 2018-2019 Day Supports Report

General Program Highlights

Artistic Practice Highlights

Addus participants across the different programs continue to develop their artistic skills and self-expression. This year, Addus participants tried ceramics projects and several have visited All Fired Up ceramics studio. The contin-



ued focus on artistic expression not only benefits participants individually, but relates to our strategic goal of developing an art studio program.

The Saturday Art Club continues to thrive. Within the past year, the Art Club has begun welcoming participants who do not attend Addus day programs, along with those who do. This has been a great opportunity for participants to meet new peers while creating short films, paintings, and other projects. The Art Club is also important to Addus as an organization as it relates to our strategic goal of developing fee-for-service programming increasing our capacity to serve more participants from the community.

Social Roles through Social Enterprise

This year, Windermere Catering rolled out a new name – Sprig! Sprig also launched a new menu, and has been busier than ever this year. Recently, Sprig also took a new step in its development as a social enterprise. Participants will now be paid for time spent



grocery shopping and preparing food for Sprig Catering. This change further allows for participants to grow in the social role of caterer.

Fairlawn has taken the lead on developing the Addus Online Shop, which features t-shirts, cards, and other items designed by participants across all Addus sites. One of the most successful parts of the Online Shop is Fairlawn's piñata business. Fairlawn creates incredible custom piñatas. In keeping with the development of social enterprise, participants are paid for their work constructing and painting the piñatas as well as packaging orders.



Gene Simmons "KISS" Piñata

Employment and Volunteer Connections

Developing and supporting employment and volunteer connections is an important part of supporting participants to reach their goals. This year, Addus Orchard View participants began volunteering at The Teresa Group. The Orchard View participants have been dedicated volunteers in the organization's clothing bank. Participants have made great connections with Teresa Group staff, while supporting children and families in our community.



Many participants continue to work or volunteer supported by the Vocation, VISA, and ISP programs. Starbucks remains a vital connection and our partnership saw some exciting developments this year. In particular, one participant began brewing coffee and learning the customer support role.



The Windermere program collaborated with the Vocation Program and the Relief Staff team to support some new volunteer activities. One participant spent time volunteering at Catholic Charities, while another volunteered at Stonegate Community Health Centre.

Recreation and Fun

Addus participants from across the sites continue to engage with the community on a daily basis for recreation and fun. This includes welcoming Yoga teachers to lead classes within the programs and attending the YMCA (Windermere and VISA programs). Participants also swim at the Toronto Pan Am Sports Centre and North Toronto Memorial Community Centre. These connections allow for important opportunities to engage with the community and pursue participant goals.

The Program Manager respectively submits this report. June 2019

*The world always
seems brighter when
you've just
made something
that wasn't there before.*



Chef creating a culinary feast.



Addus 2018-2019 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 so Participants can become more involved in their local communities and create meaningful partnerships. In 2019 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. We are in the planning stages of two new initiatives. One will be focusing on the arts and the other on a unique program unlike others in the sector in which Participants can learn and obtain 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, Staff, and Community Partners who make Addus a supportive, fun and engaging place to learn, grow and **CONNECT**.

Art Attack!



Taking care of business...volunteering at local daycare...toy washing shift.



Developmental Services Toronto Information Fair Volunteers 2018!



Zen moment at the YMCA

*“Continuous effort, not strength or intelligence
is the key to unlocking
our potential.” Winston Churchill*



Art. Creativity. Life



Our 2019-2020 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
Kevin McCambridge- Outcomes Facilitator
Jessica MacDonald – Outcomes Facilitator

Windermere:

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

Support Outcomes Facilitator:

Vince Strnad

Vocation:

Amy Schwartz -Vocation Outcomes Facilitator

V.I.S.A.:

Justin Luis - V.I.S.A. Coordinator

Relief Outcome Facilitators:

Daniella Tamburri- Raso, Jayne Thibideau ,
Monica Sanmiguel, Tiffany Go, Rhys Castro
and Crystal lamundo.

Art Club Staff:

Raymond DeRamos, Kassandra Llewellyn,
Monica Sanmiguel, and Relief Tiffany Go and
Rhys Castro

Management Staff:

Lorne Weinreb, Faiaz Islam (Shared Office
Manager Position),
Ann Beatty, Program Manager

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!