

# COMMUNITY RESILIENCE



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# A Year In Review 2021-2022



## Community Resilience

Over the past year, Addus has been tested and challenged in many ways. We are thankful to write about Addus's 2021-2022 Annual General Report summarizing the accomplishments of the past fiscal year. The theme of this past year at Addus can be defined as one of "community resilience"; referring to the ability of groups of people to respond to, recover and grow from adverse situations.

The extraordinary circumstances presented by the worldwide COVID-19 pandemic have impacted those we support in significant ways and presented challenges for continuing services.

Addus continued to modify services in order to comply with orders of the Provincial Health Officer, Provincial Government and Ministry of Children, Community and Social Services

Thanks to the determination of staff and unprecedented collaboration with individuals, families, and government, Addus successfully prioritized service continuity, family resilience, and helped to reduce isolation for individuals.

Addus quickly adapted in response to the pandemic and provided individuals and families with flexible support during a prolonged global crisis.

We ventured into new territories with virtual supports when in person programs were restricted due to the pandemic. It was a big switch from our typical in-person engagement with participants, community members and partners. Our community partners were also experiencing various challenges of their own presented by the pandemic.

The strength, resilience, and collective efforts of all those connected to Addus have helped keep us going every day of this past fiscal year.

Special thanks to our board of directors for their tireless work to help make decisions on behalf of Addus during these unprecedented times.

During this challenging time, the staff maintained purposeful connections with our families and participants. They adopted remote technologies to continue essential services such as virtual lesson plans and individual planning. They also launched new supports

such as the Addus Virtual Art Studio. Addus staff have shown incredible dedication to the Addus participants maintaining steady support virtually and, when able, in person support. We are very grateful for their commitment and dedication at Addus.

Adaptations to services, job loss and reduced access to community supports due to the pandemic exacerbated feelings of social isolation and vulnerability among individuals with developmental disabilities and increased caregiving responsibilities for families. A heartfelt thank-you to the families and participants whose support and partnership helped us all to grow from this adverse pandemic situation.

Our donors and granters helped keep our 'spirits up' during this global pandemic; knowing there were people out there in the community that believe in Addus's Vision and, in the potential of the participants we support.

With their support, Addus worked behind the scenes to begin the foundation work that enabled us to launch our new social enterprise, Smashing Good Pinatas (smashinggood.ca), in April of 2022. Our business model is a social enterprise, employing adults with developmental disabilities.

Reflecting on this past year, we also look ahead to brighter days and reconnecting with our community partners. We also want to take the time to say a heartfelt thank-you to our community partners who unfortunately, were unable to endure the consequences of the pandemic. Over the years, they truly made a difference in providing valuable work and volunteer experiences to our participants.

In the face of adversity, we continue advocating for the rights and choices of people with developmental disabilities, with hope for positive outcomes to come in the years ahead.

**Mary Vieni, Executive Director**

## Year End Report from the Board Chair

During this time period, the Addus volunteer board of directors consisted of: David Vickers, vice-chair, treasurer, and member of

the finance committee; Sandy McMillan, family representative and chair of the Corporate Governance Committee; Ankit Sharma, member of the Governance Committee; Marian Lim, member of the finance committee and secretary; Stella Grange, member of the Quality and Risk Committee; Zehra Sheerazi, member who provided legal expertise; and myself, Carol Larbi, Board chair and chair of the Quality and Risk Committee.

I take this opportunity to say good-bye and extend my gratitude to Zehra Sheerazi, for her guidance, dedication, and the positive impact she has made on Addus. Her skill sets and enthusiasm were truly valued. I speak on behalf of the board in saying that it has been a pleasure working alongside Zehra. Addus now welcomes a new board member, Frances Baillargeon.

The Vision, Mission, and Values of Addus remain at the forefront of the Board and we recognize and honour all staff, and management who strive to bring them to fruition for all participants even as we navigate the COVID-19 pandemic. Though challenging, the pandemic created opportunities for Addus to implement creative means to work virtually to an extent we did not imagine happening. We are very thankful to all participants, families, staff, and management who continue to work collaboratively to embrace the vision of Addus.

**Carol Larbi, Board Chair**

**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 2021-2022 Corporate Governance

The Corporate Governance Committee was created in 2008 by the Board of Directors of Addus. The objective of the committee is to develop and maintain governance principles at Addus which 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 orientation programs are in place for new directors to the Board;

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 progress towards completing our goals as well as carrying out our annual responsibilities. The following initiatives were undertaken in fiscal 2021-2022:

Conducted interviews and recommended the addition of one new Board member to replace a departing board member who resigned during the operating year.

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 2021 meeting.

The Corporate Governance Committee respectively submits this report.

June 2022

**Addus continues to work on the 2016-2022 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



## 2022-2023

### Board Members:

#### Chair

Carol Larbi

#### Vice Chair/Treasurer/Finance Committee

David Vickers

#### Finance Committee/Secretary

Marian Lim

#### Chair of Quality & Risk Committee

Carol Larbi

#### Quality and Risk Committee

Stella Grange

#### Chair of Corporate Governance Committee

Sandy McMillan

#### Corporate Governance Committee

Ankit Sharma

#### Board Member

Frances Baillargeon

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 2021-2022 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.
- ◆ 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.
- ◆ Reviewed Health and Safety Inspection Reports
- ◆ Ensured ongoing training on Quality Assurance Measures (QAM) developed by the Ministry of Children, Community and Social Services (MCCSS). 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 MCCSS. Addus is waiting for the official response from MCCSS to its annual risk assessment.
- ◆ 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 2022



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

reau



# Addus 2021-2022 Finance Committee Report

The Finance Committee was active throughout the 2021/2022 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, including assessing the potential timing and impact for reopening the program in physical locations as opposed to continuing in the virtual environment.
- ◆ Continued discussion with Management on managing initiatives for program growth and expansion while operating in a primarily virtual environment; reviewing Management's contingency planning for changes in the program environment including changes to program location availability for reopening.
- ◆ 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:

- ◆ The financial impact of ongoing organizational challenges relating to COVID-19, including requesting government subsidies and incurring additional costs in planning for a safe reopening of the physical program space, were handled by Management with the assistance of the Finance Committee as required.
- ◆ Fundraising efforts (including the annual Addus Walk and Holiday Mail-out Campaign) were held to help support the budget. The organization will be continuing with fundraising/donation efforts in the new fiscal year.
- ◆ The 2021/2022 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 2022

# Addus 2021-2022 Fundraising Development Report

## Summary of 2021/2022 Fundraising Revenue:

Thank you to all the 2021-2022 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.

General Donations: \$7,181

Received \$1,500 grant from Box of Crayons Learning and Development Company.

Food and Gift Cards donation for Staff Acknowledgment Towards Staff Holiday Dinner. The total is \$1,515.

Received \$50,000 grant from the Toronto Enterprise Fund (TEF) to develop and launch Addus Smashing Good Piñatas Social Enterprise.

Holiday Mail Out: \$10,647

10th Annual Addus Walking for Dreams Event: \$8,019

This year join us for our 11th Annual Addus Walk! Stay tuned!

Maxx.ca Online Auction: \$3,547

Book Sales: \$1,281

The Fund Development Committee respectfully submits this report.

June 2022



# Addus 2021-2022 Day Supports Report

## General Program Highlights

### Resilience and Creativity

To say the past year was challenging is a bit of an understatement! The COVID-19 pandemic challenged the resilience and creativity of our programs in many ways. The vision and mission of Addus is that inclusion in the community is a fundamental need for adults with developmental disabilities, and that the community benefits when everyone is included. The pandemic challenged us to continue pursuing our vision and mission when accessing community resources was not possible or safe.

Virtual programming became a huge part of responding to this challenge. Supported by the Addus staff, participants continued to learn and grow online. For example, Fairlawn participants developed their cooking skills in their home kitchens through the program's popular "Brunch Cooking" Zooms. Orchard View participants developed their literacy and communication skills through online programs such as "Read and Chat." Participants in the Windermere program connected through social games and learned about countries of the world and current events. And across the Addus sites, participants learned about rights and health topics, stayed physically active, experienced music and yoga, and had fun together online.

In the fall 2021, we opened our programs in the hybrid model. Again, staff and participants adapted to new protocols including mask wearing and physical distancing, while continuing to host virtual programming as well. We adapted to the 'new normal' of operating programs during the pandemic. Addus has been proud to see the resilience and adaptability of participants, who continue to thrive in our programs despite the changes.



Virtual Cooking Lessons

## Artistic Expression

Art is important for many reasons, including self-expression, connection, and building community. Throughout the past year, participants across different Addus programs continued to pursue art both virtually and in-person. The Orchard View, Fairlawn, and Windermere day programs all welcomed instructors from DramaWay and Miya Music Therapy. Participants at these sites enjoyed exploring music and learning about self-advocacy through drama. Participants also continued to experience visual art, music, and more in virtual and in-person sessions led by Addus staff.

In the Virtual Art+ Studio, participants developed their knowledge and skills in art in a fun social online setting. Participants in this program had opportunities to learn about and apply art theory and history, from complimentary colours to perspective to art movements such as Expressionism. Participants also shared their work with family and friends at virtual Art Shows. The Saturday Art Club also shared their work through virtual art shows, as participants tried new projects such as mixed media projects, printmaking, painting, and more!



Addus Virtual Art Studio



One of the saddest aspects of the pandemic was the impact on our valued community partnerships. Several vocation partners closed over the past two years, including Paintbox Catering and Bistro, a business that adapted repeatedly to support communities through pandemic challenges before closing. The Starbucks locations at Yonge and Wellesley, Dundas and Quebec, and Eglinton and Holly also closed. Those locations all had amazing staff teams that created welcoming and supportive environments for participants, and we will miss these connections.

Over the past year, we were able to maintain connections with partners. Participants are slowly returning to their jobs, and we are actively working to connect with new employment and volunteer partners as well. We look forward to re-engaging with our long-term community partners, such as Starbucks, which has provided great jobs to participants for many years, as well as connecting with new community partners

*"Alone we can do so little; together we can do so much."*

*~ Helen Keller*



15 Year Anniversary at Starbucks!



# Addus 2021-2022 Day Supports Report



## Social Enterprise

With a grant from the Toronto Enterprise Fund, Addus has now launched our new employment social enterprise, [Smashing Good Piñatas at Smash-inggood.ca!](#) Smashing Good Piñatas (SGP) employs participants to make custom handcrafted piñatas, which are available for sale on the business's website. SGP supports participants to earn income and develop employment skills, while sharing their artistic talents with the community. In the upcoming year, we anticipate that SGP will continue to develop in creative new ways and that our piñatas will be a memorable part of many community members' celebrations!



## Looking to the Next Year

The vision of Addus has always emphasized the importance of community connection. In the next year, we are optimistic that we can facilitate participants reconnecting with the community whether through employment, volunteering, attending community events, or sharing artistic skills and interests. We will also take with us the lessons of resilience and creativity from the past year, so we can continue to sustain our vision throughout any challenges.

Program Manager respectively submits this report.

June 2022

Heartfelt thank-you to all our donors, supporters and community partners!

Together we  
**MAKE**  
a difference

*“Continuous effort, not strength or intelligence*

*is the key to unlocking*

*our potential.” Winston Churchill*



# Community Resilience



## Our 2021-2022 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 included:**

### **Orchard view:**

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

### **Fairlawn:**

Steve Evans – Program Supervisor  
Melisa Couto- 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:**

Monica Sanmiguel, Rhys Castro, Kevin McCambridge, Jayne Thibideau, Madelaine Potechin, Natalie Captain, Kristie Vezina and Ridha Khalid.

### **Art Club Staff:**

Raymond DeRamos, Kassandra Llewellyn, and Monica Sanmiguel.

### **Virtual Art Studio Staff:**

Raymond DeRamos and Monica Sanmiguel

### **Management Staff:**

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

### **Executive Director**

Mary Vieni

HAVING YOU  
ON OUR TEAM  
MAKES ALL  
THE DIFFERENCE

*Thank You for Your  
Hard Work And  
Dedication!*

Transforming  
Lives

Thank-you for  
your ongoing support!  
You are making a difference in the  
lives of the people with develop-  
mental disabilities at Addus and  
our community!