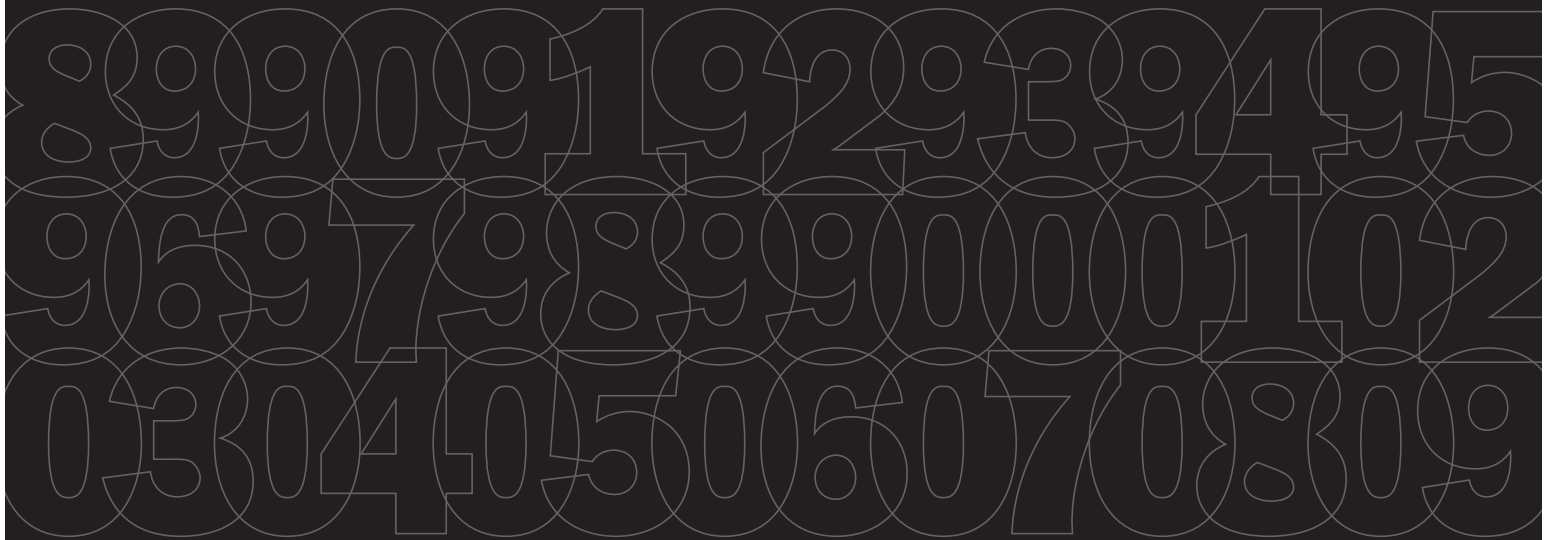


DeafBlind
ONTARIO SERVICES

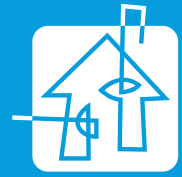
Proud Past Dynamic Future



2010-2011

Annual Report

From **1** idea,
22 years ago,
came **13** houses
and **2** apartments,
so **46** people
could have a **FUTURE**
filled with



DeafBlind
ONTARIO SERVICES

infinite possibility.

2010/2011 ANNUAL REPORT

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Deafblind Ontario Services is a not-for-profit organization that strives to help individuals who are deafblind to increase their independence and quality of life through residential programs and specialized services. Since our beginnings in 1989, we have made it our mission to inspire the spirit and determination of the people we support.



OUR GUIDING PRINCIPLES

OUR MISSION is to support individuals who are deafblind to live and thrive within the community through residential and other specialized services.

WE ENVISION and advocate for a community where individuals who are deafblind have every opportunity to reach their full potential. As a leader in the field, DeafBlind Ontario Services contributes to this vision by:

- Developing innovative programs while respecting the individual's choice.
- Providing specialized services.
- Strengthening the competencies of people who touch the lives of individuals who are deafblind.
- Delivering excellence and expertise in the field of deafblindness.

4 KEY VALUES

RESPECT Simply stated – whether it's our clients, community, stakeholders or team members – we treat each other the way that we would want to be treated.

LEADERSHIP Inspired by the spirit and determination of our clients, we are committed to achieving expectations – while always striving to exceed them.

TRUST We thrive when we feel safe and when we know we can depend on each other for support.

TEAMWORK We all have something to learn and something to teach, so we accomplish more working together than we do individually.

2010/2011 A YEAR IN REVIEW

OUR PROUD PAST HAS OPENED

As we look back over the past year, and look forward to the future, the title of our new Strategic Plan **Proud Past. Dynamic Future.** is very fitting. Our **22 years of service** have been exciting and rewarding as we remain inspired by the achievements of individuals who are deafblind.

Over the past three years the board set out to achieve the goals in our 2008-2011 Strategic Plan “Beyond Boundaries: Yesterday, Today and Tomorrow.” We are thrilled to say that **we accomplished all of our goals.** One major target was to replace some of our old locations with newer, more accessible facilities. Significant funding through York Region’s Affordable Housing Program made this possible. Four of our clients moved into their new home in Jackson’s Point in October 2010, and a second home is currently under construction. We also set out to continue to develop good relationships with government officials. Our lines of communication have been more open than ever before, and we will strive to further these important relationships going forward.

Our **REACH Community Programs now extend even further** across the province – we’re now supporting people who are deafblind in their current residences in places such as Iroquois Falls, Marathon and Ottawa. Ottawa in particular will be a great learning experience, as the person we support graduated from Centre Jules-Léger and his first language is French. This example not only exemplifies our mission, but also illustrates one of our vision statements of delivering excellence and expertise in the field of deafblindness.

We are also thrilled to be able to continue and expand our **Sensory Exploration Arts Program** with the receipt of a grant from the Ontario Trillium Foundation for the next two years. We look forward to the community partnerships this program will bring – and to seeing the amazing art created by our talented clients.

OUR EYES TO FUTURE OPPORTUNITIES.

While we celebrated many accomplishments over the past year, we also faced some challenges. One of our biggest challenges is funding. **Approximately 93% of our funding is from the Ministry of Community and Social Services (MCSS)**; and consequently, we are extremely vulnerable to any changes in this funding. In the fall, we learned of a funding model proposed by MCSS for Intervenor Services. If implemented, this model would have resulted in significant changes to our service delivery. We advocated for this model not to be implemented, and we are pleased to report that MCSS has taken the model that was proposed off the table, and is committed to working with consumers, parents and stakeholders on developing a new model that will be fair and equitable for all deafblind Ontarians.

Advocacy and fundraising will be more important than ever in the future.

We are **extremely proud** of the strong advocacy efforts of our board, volunteers, families of our clients and staff. They called, wrote, e-mailed and visited their MPPs, made their concerns known to MCSS, the Ministry of Finance and the Premier. The Board, working together with our Executive Director, considered efficiencies in our service delivery. As a result, two administrative positions were eliminated, thereby helping to save money.

Another challenge we faced was losing one of our founding members, Gerry Brogan. We will greatly miss Gerry's wise counsel.

As we look forward to a dynamic future, **we have developed a comprehensive strategic plan to guide us through the next three years.** With new goals and great ideas, our strategic focus will include:

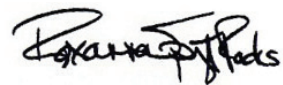
- exploring alternative service delivery models to ensure that individuals who are deafblind have choices, while maintaining the high quality of our existing services;
- exploring opportunities for social enterprise/proprietary initiatives;
- increasing awareness of deafblindness as a disability and the profile of DeafBlind Ontario Services;
- advocating for our clients and services with all levels of government.

While the year has been one of many successes and challenges, we remained focused on our vision of a community where those who are deafblind have every opportunity to reach their full potential. **Our clients are always first and foremost** in everything we do, and we are honoured to be able to walk along side them in their journey.

Respectfully submitted,



Diane Gabay
Chair, Board of Directors



Roxanna Spruyt-Rocks
Executive Director

CHALLENGES

WE FACED — HEAD ON

GOVERNMENT

- Advocating for The Ministry of Community and Social Services (MCSS) to not implement a proposed funding model under the Transformation Agenda for Intervenor Services.
- Building permits and working with municipalities.
- Broader Public Sector Accountability Act 2010 resulted in implementing wage freezes.

CLIENTS & RESIDENCES

- Balance working with the financial resources allocated and meeting the safety needs of clients.
- Effectively meeting the needs of clients in terms of mental health, for instance, we have to connect with the right community supports to effectively help the individual.
- Our clients range in age from 18 to late 50s, and with aging clients comes changes in their needs, such as more physical challenges.
- When we welcome a new client into one of our homes, the transition is often challenging for the individual, and therefore we must respond accordingly with changes to accommodate.
- Space is often tight in many homes, and we are now exploring funding avenues for a new home for the four clients at Castlegrove house.

FUNDING

- To continue to find sustainable funding for the Sensory Exploration Arts program.
- Since 93% of our funding is from MCSS, we are extremely vulnerable to any changes in levels in government funding.

STAFF

- Retention of staff.
- Succession planning
- Restructuring of two administrative positions and functions.

46

In spite of these challenges,
our achievements have made life better
for 46 individuals who are deafblind.



AWARENESS



DEAFBLIND AWARENESS MONTH

We celebrated with a variety of festivals including JuneFest, Aurora Street Festival, Innisfil SummerFest, Music in the Streets (Keswick), and Little Lake Music Fest (Peterborough). We raised awareness of DeafBlind Ontario Services and deafblindness through activities such as community presentations, open houses, volunteer fairs, tours, town proclamations, BBQs and yard sales.

RECORD YEAR FOR MEDIA COVERAGE

5
6
36

TV interviews

Radio interviews

Newspaper articles



BLOGS, POKES & TWEETS

We launched a more interactive website, including a blog, and implemented social media tools such as Facebook and Twitter to make accessibility even easier.



MAIL CALL!

First donor acquisition mailing done in Kitchener-Waterloo.

TOGETHER WE'VE

PROGRAMS

- Expanded eligibility criteria for our REACH program to include people with a sensory loss and communication need.
- Launched a new marketing program for REACH to highlight training and mentoring available to community organizations who support people with sensory loss.
- Secured more community partnerships resulting in volunteer placements for our clients.
- Secured a Trillium grant for our SEA Program in York and Simcoe regions.
- Expanded our SEA Program to include people with sensory impairments and other disabilities.
- 3 Sensory excursions with many wonderful memories were created.
- Continuation of our staff exchange program with SENSE England.
- Created a Planned Giving program.

ACCOMPLISHED A NUMBER OF

ACHIEVEMENTS

CLIENTS

43

adults with congenital deafblindness received support through residential services

3

adults with sensory loss were supported through our REACH program

RESIDENCES

- We received Affordable Housing Program funding to open a second home in Georgina.
- We installed new elevators in the homes of Brogan, John St., Hurtick and Earlwood with stimulus funding from MCSS.

TRAINING

- Implemented Personality Dimensions Training, which gives employees tools and techniques for engaging different personality types in the creative problem solving process, thereby working effectively together as a team.

FUNDRAISING

- Exceeded our fundraising goal by
- First bequest received

84%

STAFF & INTERNAL GROWTH

- Completed the Standards of Excellence for People Who Are Deafblind project, funded by the Ontario Trillium Foundation. This led to development of Domain 18 with FOCUS Accreditation, a standard dedicated to deafblindness.
- Began the process of accreditation with FOCUS.
- Created a new HR Generalist position
- Created a new Director of Operations position
- Finalist in the Voluntary Sector Reporting Awards for the 3rd time.
- Implementation of centralized scheduling software, increasing human resources efficiencies
- Developed an Employee Advisory and Resource Support Committee to liaise between employees and management team.



DeafBlind
ONTARIO SERVICES

ABOUT US

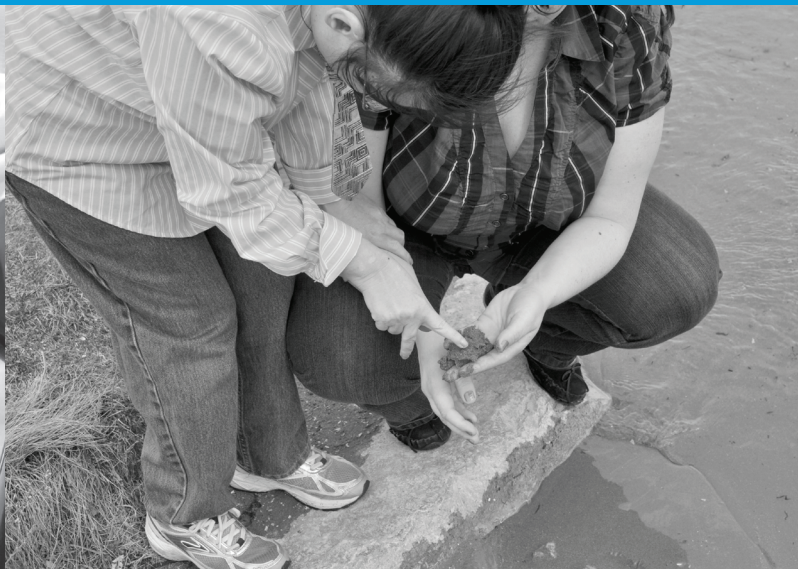
As Ontario's largest not-for-profit organization providing housing and 24/7 support services to adults who are deafblind, DeafBlind Ontario Services has been helping individuals live more independently for over two decades. We provide community-based housing, Intervenor services, independent living skills, work experience and other specialized support to congenitally deafblind adults, those that lost their sense of sight and hearing prenatally or shortly after birth. We also support adults with a sensory loss and communication need through our REACH program.

Individuals who are deafblind are faced with a twofold challenge, and require services that are different from those designed for either the deaf or the blind. We are committed to delivering a multitude of tailored solutions, as each individual who is deafblind has a differing degree of sensory loss.



A cornerstone of DeafBlind Ontario Services is our Intervenors. Acting as the 'eyes' and 'ears' for people who are deafblind, our Intervenors are specially trained to provide critical communication support.

Adults who are deafblind have the capacity to build their life skills, gain independence and contribute to the greater community with the support of DeafBlind Ontario Services.



OUR PROGRAMS

REACH COMMUNITY PROGRAMS

Recognizing there was an opportunity to share what residents have taught us over the past 20+ years, REACH was originally developed in order to share the organization's knowledge and expertise in the area of communication and reach adults who are deafblind throughout Ontario in their current residences. In 2010, REACH expanded to also support individuals with a sensory loss and communication need.

The REACH program's techniques have been specifically developed for the needs of the individual who has congenital deafblindness or has a sensory loss with a communications need. Because our clients' needs are so diverse and unique, each REACH program is tailored to the individual's needs and goals.

A cornerstone of the REACH program is mentoring, so that advice, knowledge and experience can be shared amongst the individual and their support team. The REACH program is supported by DeafBlind Ontario Services' TOUCH™ (Training, Ongoing, Unique, Committed, Holistic) program which provides ongoing training to increase knowledge of deafblindness and sensory loss, and its impact on learning and development. We have partnered with community organizations across the province providing training and mentoring to further REACH more people with sensory loss.

In 2010-2011, we secured two new REACH programs. The first is a partnership with Christian Horizons - Eastern District in Ottawa, working with a young man named Steven who is currently attending Centre Jules-Léger, and will be transitioning into his own apartment.

The second program is with a young man named David who lives in Heron Bay/Marathon on Lake Superior. We are partnering with Superior Greenstone Association for Community Living to be able to bring Intervenor services to David, and are confident that these services will enhance his life and assist him in being able to realize some of his dreams and aspirations.

STEVE'S STORY



Steve, who was diagnosed with deafblindness at the age of two, attends Centre Jules-Léger in Ottawa where he lives in residence. In June 2011, Steve will graduate and move into his new home where he will receive Intervenor services supported by DeafBlind Ontario Services REACH Community Program. The goal of REACH is to develop unique and diverse programs that cater to the needs of each deafblind individual.

A large challenge for Steve's family was finding a program that was able to adapt to LSQ (Langue des signes québécoise). LSQ is a form of sign language that is based on the French Language and is also Steve's first language. In November 2008 Steve's mother visited a home of DeafBlind Ontario Services with a consultant from Centre Jules-Léger. She knew immediately that this was the type of setting she wanted for her son, especially because DeafBlind Ontario Services was willing to offer Steve's program in French.

Steve benefits from a total communication approach which uses a variety of communication forms to promote and build the concept of communication. It also provides options for Steve's development of both receptive and expressive language. The success of Steve's involvement in activities is his understanding of the process that is translated through his Intervenor. Steve requires Intervenor services within his living environment, his community, in his social relationships, his cognitive/conceptual learning, activities of daily living, enhancing coping skills, his recreation and leisure, his orientation and mobility and his related medical concerns.

Through the REACH program, Steve has discovered the following passions: painting, skating, shopping, swimming and animals such as horses, dogs and cats.

“I am much more in tune to the needs of my client and also have the tools and confidence to work with him more effectively. REACH gave me a better understanding of what it is like to be deafblind.”

- Irene Currie,
Intervenor/Community
Support Worker

THE NEW

SENSORY EXPLORATION ARTS PROGRAM

The Sensory Exploration Arts (SEA) Program was created to promote and foster artistic and creative expression among individuals with sensory impairments in a visual arts program. The inspiration for this project began after visiting SENSE Scotland in 2008 and observing the benefits and opportunities of their Arts and Wellbeing Program.

The SEA pilot program that was launched 2010 has successfully come to an end, and now is taking on a new exciting form. DeafBlind Ontario Services applied for and received a grant from the Ontario Trillium Foundation to expand this program in York and Simcoe regions.

We opened the program to other community organizations that serve people with sensory impairments and other disabilities and will introduce other forms of art like music, drama and dance. Community partnerships have been made with Community Living Georgina, Community Living York South, Community Living Newmarket-Aurora, CNIB York Region, Simcoe Community Services and Bob Rumball Associations for the Deaf. New classes are now running at the Varley Art Gallery in Markham, The Georgina Art Centre and Gallery in Sutton, The MacLaren Art Centre in Barrie and The Bob Rumball Associations for the Deaf in Milton.

Many participants have enjoyed the opportunity to explore new experiences in engaging their senses and expressing themselves thorough painting, sculpture, printmaking, collage, music and movement. All those who participate are provided with rich sensory experiences involving taste, touch, smell, sound and visuals in sweet/sour foods, textures of nature, drumming, guitar, piano, animals, sports, body awareness, ballet dance, puppetry, drama and much more.

We are very excited to share that four of our clients' art work was selected to move on to the final round of the 9th Helen Keller International Art Award. The Helen Keller International Award challenges artists to create an original work which provokes thought, challenges perceptions, inspires discussion and encourages an exploration and celebration of the senses. Congratulations to Karl, Lynn, John and Lindy!

Their art was part of an exhibition in Glasgow, Scotland.

“While cleaning
up, signed FUN.”

- Terri-Lynne, Intervenor

THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO





CHRISTIE'S STORY

I would like you to meet my daughter, Christie. Christie was born both deaf and blind.

For hearing and sighted people, understanding what is going on around you, communicating with other people and getting around, are all taken for granted. People who are deafblind need specialized services to do all these everyday things.

Once Christie was assessed as being deafblind, she was eligible for funding that provided her with an Intervenor at school. The change in her was amazing. This Intervenor, who acted as Christie's eyes and ears, was truly a partner in communication. With an Intervenor, Christie learned to communicate through a combination of picture symbols and adapted sign language.

The world of an individual who is deafblind extends only as far as their reach. Through the supportive touch of an Intervenor, that world is brought closer. Intervenor work hands-on with adults who are deafblind in their homes and communities, providing the visual and auditory information necessary to enable the person to interact successfully with other people and their environment.

When Christie graduated, we were not able to find a suitable home for her. We had a lot of difficulty finding qualified people to work with her. She needed constant activity and attention. Eventually, we secured funding for the REACH program of DeafBlind Ontario Services.

Christie was supported through this program in an apartment setting for 7 months until her beautiful group home opened in February of 2009 in Peterborough where she lives today.

Today, with the 24/7 support of Intervenor, Christie is finally able to enjoy more of life. She's still the same happy-go-lucky girl she always was. And she always makes us smile.

Knowing she's with DeafBlind Ontario Services brings much relief to our family. She's living her own life, doing the things she enjoys doing. She has started a new chapter in her life. Like any parent, our only hope for the future is for her to be happy and continue to grow her independence.

- Sue & Craig, proud parents of Christie

TRAINING

INTERVENORS – A SPECIALIZED PROFESSION

Intervenors are specially trained to be partners in communication with people who are deafblind. Providing the visual and auditory information necessary to enable the person who is deafblind to interact with other people and their environment, Intervenors act as the ‘eyes’ and ‘ears’.

Because high quality, specialized training for this profession is imperative to the success of our clients, DeafBlind Ontario Services designed a unique training model called TOUCH™ (Training, Ongoing, Unique, Committed, Holistic). Our goal with the specialized training is to strengthen the competencies of people who touch the lives of individuals who are deafblind.

We also provide Total Communication Curriculum (TCC) training that teaches Intervenors how to be an effective communication partner. For instance, Intervenors are expected to become proficient in the preferred mode of communication of the person they are working with such as Signed Exact English, Adaptive Interactive Tactile Sign Language, American Sign Language, or Fingerspelling. Individuals who are born deafblind often have additional cognitive and physical disabilities, and other medical issues. Therefore, Intervenors are trained to not only provide critical communication support, but to also address these additional physical, cognitive and medical challenges.

86 Average training hours per employee in first 12 months

OUTCOME MEASURES

ENSURING HIGH QUALITY SERVICES

As the needs of each individual person who is deafblind are unique and constantly changing, DeafBlind Ontario Services feels it is extremely important that we review our policies, practices and programs regularly so we may fulfill our vision of being leaders in the field of deafblindness and deliver the highest of quality service.

For our residential clients, we update and track the progress of the client and his or her established goals through an internal review. This review involves the client and the internal team that supports him or her. The first review is held eight months after the development date of the resident program plan. The final internal review is held at the 16 month mark. The internal review determines whether the outcomes or indicators for the resident was successful or needs more work and continues to meet the current abilities and needs of the resident. It is also necessary to evaluate the effectiveness of our programs, and in doing so, establishes accountability.

As an agency overall, we do annual internal audits of resident services, human resources, governance and finance. We do this to ensure our practices and processes are in line with our policies and procedures. It provides a sense of accountability and transparency in our organization. The audits tell us if we’re doing what we say we want to do, in the way we’ve set out to do. We are now in the process of seeking accreditation, and will be the first organization serving individuals who are deafblind to gain this status.

ACCREDITATION

DeafBlind Ontario Services is *Getting into FOCUS*

In 2010, we completed the development of *Standards of Excellence for People who are Deafblind* in which we worked with other agencies across Ontario to develop and deliver service standards for people who are deafblind, the first of its kind in Ontario. Since finishing this important body of work, DeafBlind Ontario Services partnered with FOCUS Accreditation to develop DOMAIN 18: INTERVENOR SERVICES, a standard dedicated to high quality Intervenor services. Agencies that provide Intervenor Services and are seeking accreditation with FOCUS will be required to meet the new service standards.

During this partnership with FOCUS, we decided to take on the exciting challenge of seeking accreditation for our own organization!

Why become accredited?

In keeping with our mission to lead in the field and our value statement of delivering excellence and expertise in the field of deafblindness, DeafBlind Ontario Services will be the first organization that provides Intervenor Services and residential services to people who are deafblind to be accredited by FOCUS in Ontario. By becoming accredited, we are committing to ongoing, continuous learning and growth. As an organization, we are demonstrating to families, funders, community partners, and most importantly, people who use our services that we are dedicated to excellence and accountability.

What is involved in the accreditation process?

The FOCUS Accreditation Committee is a core group of staff from all levels and positions in the agency that will lead the organization down our path to accreditation. The committee has been hard at work over the past months gathering and compiling information from staff about services, and identifying areas of strength and potential growth within the organization.

Once information for all domains is compiled, the documentation is submitted to the FOCUS Validation team for review, followed by an intensive on-site validation process. The on-site validation process will involve not only the staff at DeafBlind Ontario Services, but interviews and surveys with volunteers, family members, community partners, and people who are deafblind that use our services. Once the on-site validation is completed, FOCUS will review all information gathered and inform us of the outcome, at which time we will be granted official accreditation status for three consecutive years. We will also create a Continuous Quality Improvement plan to guide us during those three years.

THANK YOU

Our **170** volunteers generously provided **4,599.95** hours of service to help us advance our mission and vision, for a total value of **\$70,146.78**.

FRIENDS OF DEAFBLIND ONTARIO SERVICES

Our 'Friends of DeafBlind Ontario Services' award recognizes individuals, groups and organizations who, over time, have contributed significantly to our mission by volunteering, supporting or promoting our organization and clients in the community. Our newest Friends for 2010-2011 are:

Brian Watkinson	Volunteer
Julia Ford	Family member
Ann Robins	Robins IDA Pharmacy
Leslie Souckey	Lutheran Community Care Center
Susan Shaw	St. Thomas Aquinas Catholic Elementary School
Jeff Rouble & Ranada Gallant	East Side Mario's Peterborough
Brian Harris	Heritage Renovations
Mike Merrifield	Volunteer
Karen Klee	Community stakeholder
Christian Horizons - East Region	Community partner
Superior Greenstone Association for Community Living	Community partner

COMMUNITY PARTNERS

DeafBlind Ontario Services is grateful to the following organizations who have accepted people we support as volunteers or employees, giving them vocational experience and building their confidence in their abilities:

AIDS Committee of London
Alcona Gas, Variety & Car Wash - Innisfil
Avon
Baskin Robbins - Richmond Hill
Bob Rumball Home for the Deaf - Barrie
East Side Mario's - Peterborough
Emerald Equestrian Farm - Innisfil
Grandview Baptist Church - Kitchener
Innisfil Professional Firefighters - Innisfil
K9 to 5 - Newmarket
Karaoke Canada - London
Lobo Animal Care Centre - London
London Food Bank - London
Montana's Cookhouse - Peterborough
North Park Community Church - London
Ontario Early Years Centre - London West
Ontario SPCA - Newmarket
Peterborough Fire & Rescue
Peterborough Humane Society
Royal Bank - Bradford
Star Mail Flyer - London
St. Thomas Aquinas Catholic Elementary School - Keswick
Video Quest - Bradford
Wal-Mart - Hyde Park, London
YMCA Centre Branch - London
York Region Media Group
York Region Police
Zooz Indoor Playground - Aurora

BOARD OF DIRECTORS 2010-2011

Chair of the Board - Diane Gabay*
Vice Chair - Doug Downer
Secretary of the Board - Barb Hooton*
Chair, Governance Committee - Terry Brouillet
Chair, Finance Committee - Lise Gagnon
Chair - Resident Services Committee - Lee Harding
Director - Rose Gridley
Director - Angela Wycimaga

*Related to a resident

ADMINISTRATIVE STAFF AS OF MARCH 31, 2011

Executive Director - Roxanna Spruyt-Rocks
Director of Resident Services - Karen Keyes
Director of Operations - Suzanne Willett
Senior Controller - Doug Plank
Manager, Community Engagement & Quality Assurance - Susan Manahan
Manager, Resident Services & Specialized Training - Kelly Patterson
Manager, Information and Technology - Josie Quinn
Community Resource Facilitator, REACH - Tina Woods
Major Gifts Officer - Robert Appleton
Human Resources Generalist - Amanda Henderson
Facilities Coordinator - Vanett Smith
Quality Assurance Coordinator - Jolene Stowell
Executive Assistant - Franca Mancini
Accountant - Alan Reid
Accountant - Alex Skrynnikov

REGIONAL OPERATIONS MANAGERS

York Region - Michelle James
Simcoe County Region - Lorraine Simpson
Middlesex-Oxford & TriCities Regions - Brenda Clarke
Peterborough Region - Tracey Veldhuis

TEAM LEADERS

Hurtick (Georgina) - Vera Mota-Polacco
Stickwood (Newmarket) - Natalie Manneh
Elgin Mills (Richmond Hill) - Shannon Allford
Craig Road (Innisfil) - Gail French
Brogan (Innisfil) & John St. (Bradford) - Shannon Mitchell
Hugues (Innisfil) - Lesley Munroe
Lions-Mercel, Castlegrove & Fanshawe (London) - Theresa Merrifield
Old Chicopee (Kitchener) & Ridgeview (Waterloo) - Shari Chantler
Earlwood (Peterborough) - Sarah Nevett
Glenforest (Peterborough) - Nicole Beardmore

STAFF SERVICE AWARDS

5 YEAR

Josie Quinn
Amanda Mathews
Viola Ncube
Linda Fiumarella
Diana Biseau
Brenda Clarke
Judith Campbell-Childerhose
Colleen Brown
Lillian Dawe
Cheryl Biseau
Annette Piggott
Sarah Scott
Elizabeth Makura
Nicole Beardmore
Susie Naelgas
Crystal Boorman
Susan Manahan

10 YEAR

Roda Jama
Ljubo Kresovic
Theresa Merrifield

15 YEAR

Stephen Newton

TEAM 10-11

FUNDRAISING

2010-2011 was another great year for fundraising, surpassing our target by 84%. The net total raised through fundraising was

\$252,221

As approximately 93% of our funding comes from the Ministry of Community and Social Services (MCSS), fundraising initiatives are important to make up the balance and provide a high quality of life to the individuals we support.

The 2010-2011 Fund Development Goal was set at **\$136,750** through donations, special events, major gifts and bingo.

We surpassed many of our goals such as:

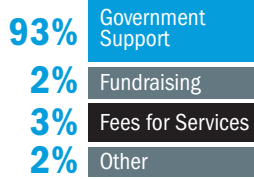
- **\$149,282** came from major gifts - 217% more than our goal!
- **\$31,479** came from Bingo proceeds - 57% more than our goal.
- **\$25,990** came from our two *Indulge Your Senses* events - 13% more than our goal.

We were fortunate to be chosen as one of 20 recipient charities of funds from the Magna Wild Wild West Hoedown. This was a great opportunity to raise awareness of our organization and deafblindness to a large audience in York Region. We also did our first donor acquisition mailing in the Kitchener-Waterloo area, allowing us to gain new supporters, to which we are very grateful.

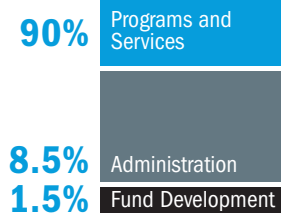
We are proud to say that 100% of our board members and management staff financially support DeafBlind Ontario Services. Our staff giving program is now in its second year with 25% of our staff participating.

Funds raised will go towards things like the Sensory Exploration Arts (SEA) Program, sensory gardens, a wheelchair accessible van, infrastructure upgrades, community programming, transportation and house maintenance to name a few.

HOW FUNDS WERE RAISED



HOW FUNDS WERE SPENT



“With a helping hand,
we can do anything.”

- Karen Szewarda,
family member

DONORS

Our residents, staff, and board of directors express our heartfelt thanks to all those who made donations to DeafBlind Ontario Services. Your commitment and ongoing support has helped touch the lives of individuals who are deafblind living in Ontario.

INDIVIDUAL DONORS

\$15,000+

Estate of Mary Marguerite Treffry

\$1,000+

Barb & Doug Hooton

Doug & Susan Plank

Roxanna Spruyt-Rocks

\$500-999

Robert Appleton

Martha Beaumont

Terry Brouillet

Judy & Ted Campbell Childerhose

Michelle Clark

Maureen Cooksey

David & Diane Gabay

Lise Gagnon

Glenda Johnson

Anna Kanerva

Karen Keyes

Susan Manahan

Franca Mancini

Josie Quinn

Lorraine Simpson

Tracey Veldhuis

Donelda Watson

Suzanne Willett

\$250-499

Ewald Becker

Natalie Cabrero

Lisa Carter

Doug Downer

Melissa Edwards

Sue Fautsch

Patty Flowers

Cynthia Gabay

Rose Gridley

Lori Jane Harding

William Jones

Kylene Kanerva

Dr. Marvin & Marilyn Lean

Birgit McRae

Allen Mercel

Theresa Merrifield

Anne & Jim Morris Dadson

Vera Mota-Polacco

Sarah Nevett

Mary Lou Oakes

Mazen & Laura Rashid

Michelle Schnarr

Shelley Snider

Karl & Karen Szeverda

Carmen & Dennis Vecchiato

Tannis Wengel

William White

Joanne Witt

FOUNDATIONS

Agape Foundation of London

BMO Employee Charitable Foundation

Luke Four Foundation

The Catherine & Maxwell Meighen Foundation

The Harold Crabtree Foundation

The Kitchener and Waterloo Community
Foundation (Community Fund, George
Clute Fund)

The KPMG Foundation

The Ontario Trillium Foundation

The Peterborough Foundation

The Victor & Rhoda Shields Charitable
Foundation

Toskan Casale Foundation

CORPORATIONS

Anjac Construction

Applewood Air Conditioning

BlueSky Communications Inc.

BMO Financial Group

Bruce Elevator Service Ltd.

Canada Mortgage and Housing Corporation,
Affordable Housing Centre

Canadian Deafblind Association National
Office

Care Source Inc.

Crate Designs

Cyclone Solutions

D&L Fire Protections Ltd.

Dove Reflexology

First Link - First Aid Services

Forbes Motors Inc.

George Brown College Intervenor Program

Honda of Canada Manufacturing

HumanWare

Jade Electric Inc.

Jeff Smith Plumbing-Heating Ltd.

KICX 106 FM

Kitchener Radio Group (96.7 CHYM FM, KIX
106.7 FM, 570 News)

Karimjee Greene LLP

Kawartha Clean Air Specialists

Losani Homes

Magna for Community

Mahalo Naturopathic Centre

Mars Canada

Maunder's Food Shop

n.s. Smith Real Estate Ltd.

OKJ Insurance Brokers Ltd.

Orchard International Inc.

Pine Ridge Equipment Ltd.

Region of York Affordable Housing Program

Robitaille Homes Ltd.

Rogers Television

Rotary Cheshire Homes

Scorpion Mediterranean Bar & Grill

St. George Banquet Hall

St. Jacobs Country Inn Best Western

Simone Enterprises Inc.

S.M.C. Versatile Ltd.

Sobeys Alcona Beach

Strategies 4 Impact!

Tangles Salon

Taplay Fire Protection Inc.

The Banner/The Era

The Brick

The Deacon Group

The Printing House

Town of Bradford West Gwillimbury

Vin de Garage

SERVICE CLUBS

Keswick Lakeside Lions Club

Newmarket Lions Club

Rotary Club of Newmarket

Rotary Club of Richmond Hill

COMMITTEES

GOVERNMENT RELATIONS

Chair: Brian Watkinson

Members: Doug Downer, Diane Gabay

For a number of years, DeafBlind Ontario Services has been working with the government as it develops and implements its “Transformation Agenda” for Intervenor services. A key objective of that initiative is to ensure that Ontarians who are deafblind are served by a fair, sustainable and equitable Intervenor services system. DeafBlind Ontario Services has always supported this initiative and provided input into important components of the system such as tools for assessing the needs of individuals, and an improved model for allocating funding to support the provision of Intervenor services.

The government developed a proposed funding model in September 2010 that, unfortunately, would have seen a significant reduction in services to many of our clients. At the direction of the Board of Directors, the Government Relations Committee initiated an information campaign to highlight this issue. Parents, volunteers and staff were engaged to deliver the message, working with other organizations that would have been affected. The government withdrew the model and has committed to continue to work with its agency partners, including DeafBlind Ontario Services, to develop a funding allocation that will protect Intervenor services to those who now receive them, while matching resources to the needs of individuals, treating all Ontarians who are deafblind fairly going forward. MCSS announced in April that the opportunity for new funding has been identified in the 2011-2012 provincial budget.

GOVERNANCE

Chair: Terry Brouillet

Members: Lesley Banner, Martha Beaumont, Jim Dadson, Gwen Elling, Renu Minhas, Angela Wycimaga

The major undertaking of the Governance Committee in the past year has been to increase the number of volunteers at the board committee level. A recruitment plan was implemented and we were successful at attracting five new members to sit on various board committees. We also monitored developments related to Bill 165, a bill that will change the legal framework governing Ontario Not-for-Profit Corporations in Ontario. In the coming year we will continue with orientations for new board members and will initiate accessibility training for all board and board committee volunteers for compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

RESIDENT SERVICES

Chair: Lee Harding

Members: Paulette Bedard, Anne-Marie Desmarais, Rose Gridley, Barb Hooton, Karen Szezerda

This past year was an exciting and productive time for our committee as we monitored the managed growth of DeafBlind Ontario Services programs and services. We saw expansion into the Ottawa and North West regions of the province, more referrals to the REACH Program, Sensory excursions, international staff exchange with SENSE Scotland, new policies developed and old ones “tweaked” and the launch of our Sensory Exploration Arts Program.

Internal audits have been booked and were conducted in April and May 2011 by three of our members and the staff. We are looking forward to the new direction of implementing a quality management system that will see the organization certified.

We also gained some new volunteer committee members and lost a few! However our membership is strong and dedicated and we will be using the updated strategic plan to enhance our work plan for the next fiscal year.

FINANCE

Chair: Lise Gagnon

Members: Terry Brouillet, James Chuang, Steven Fenster

The core functionality of the Finance Committee involves the financial oversight of DeafBlind Ontario Services’ core operations and foundation financial results, external audited financial statements, capital budget and expenditures, and annual selection of the external audit firm. In addition to these fundamental responsibilities, the Finance Committee was involved in conducting an internal audit of finance and HR policies and procedures as well as oversight of the Affordable Housing Project funding agreements/projects.



Board of Directors, with facilitator Brian Watkinson and Executive Director Roxanna Spruyt-Rocks on their strategic planning weekend.

Kempfenfelt, January 2011

STRATEGIC PLAN

PROUD PAST. DYNAMIC FUTURE.

Our Vision to 2014

We worked closely with clients, parents, guardians, stakeholders and staff to create the strategic plan that defines our vision to 2014.

Proud Past. Dynamic Future. signals that we will build on the solid foundation that has been created since 1989 as we continue to find new ways to support Ontarians who are deafblind, providing individuals choice and helping them engage their communities.

Four strategic principles will guide our way forward.

1 Alternative Delivery Models

Continue to be a leader in service delivery to individuals who are deafblind by exploring alternative models to ensure that individuals who are deafblind have choices.

We will continue to search for new and more effective ways to provide service and support to our clients. Our first step will be to evaluate the services we currently offer to measure their effectiveness and our efficiency in delivering them. We'll investigate innovative approaches to service delivery and consider new types of services that will benefit our clients. We'll explore partnerships to achieve economies of scale. Most importantly, though, DeafBlind Ontario Services will make certain that the high quality and integrity of services we provide is maintained.

2 Social Enterprise

Explore opportunities for social enterprise/proprietary initiatives.

Our organization, and therefore our clients, have always been very reliant on funding support from the provincial government. We plan to temper that dependence by investigating the potential to generate revenue from other activities to help us serve and support our clients. For example, there may be opportunities to market our highly-valued TOUCH™ training to others. The reputation of our REACH program is growing, creating opportunities to support individuals who are deafblind in settings outside of our residences.

3 Communications

Continue to build on the progress of the communication strategy.

The Communication Strategy we developed and implemented in response to our last strategic plan has clearly benefited our clients. We will expand our efforts to increase knowledge and understanding of deafblindness and raise the profile of DeafBlind Ontario Services among our key stakeholders and the general public. It is imperative that we purposefully engage clients, families, management, our staff and stakeholders through our various communication initiatives. An important objective of our strategy will be to educate clients, families and staff about the challenges of our diversifying population.

4 Advocacy

Continue to build on the progress of the advocacy strategy.

Our last strategic plan placed much greater emphasis on advocacy on behalf of our clients and their families. We plan to continue to maintain the critically-important relationships we have put in place with government and other agencies, and to create new ones. In particular, DeafBlind Ontario Services will continue to take a leadership role as the provincial government implements improvements to the Intervenor services system in Ontario.

It is my pleasure to report and comment on the financial results of DeafBlind Ontario Services for the fiscal year ended March 31, 2011.

The organization continues to meet its financial objectives and maintain a strong economic position. Our processes of internal control provide us with excellent management reporting, allowing both management and the board of directors to be proactive when dealing with changes to our financial position.

During the year, our government funding increased 6% to \$8.6 million. The increase is attributable to new subsidies received for additional community program clients, and to increase our organizational capacity. Operating expenses rose by a corresponding amount, resulting in an operating surplus of \$63,466 (before gain on sale of assets).

Significant property and equipment purchases were recorded during the fiscal year with a consolidated total of \$1,517,000. Of these disbursements, \$822,000 consists of purchases of land and buildings to replace two existing residences. One of these new homes opened in 2010, the second is currently under construction. The majority of these projects were subsidized by Affordable Housing Project (forgivable) loans through the Regional Municipality of York. The proceeds from the disposal of an existing residence provided the balance of the required capital. We greatly thank the Regional Municipality of York for their assistance with these projects.

Our development team continues to exceed their annual goals. Additional information on our fundraising goals is provided on page 22.

The consolidated surplus of \$141,138 for the 2010 / 2011 fiscal year (operating - \$63,466 / fund development - \$77,672) demonstrates a continued trend of strong financial results for the organization, and good fiscal stewardship.

We receive a significant portion of our funding from the Ministry of Community and Social Services (MCSS), whom we wish to thank for their continued support and partnership. We report our expenditures for MCSS purposes using different accounting protocols than we do for the results reported in our audited financial statements (Generally Accepted Accounting Principles). As a result of these divergent accounting rules, we have reported a deficit of \$18,154 to MCSS.

As we move forward, our new strategic plan will allow us to maintain and enhance our existing revenue streams while simultaneously reducing our dependence on government funding.

On behalf of the Finance Committee, I would like to thank all of those involved; donors, volunteers, clients and staff whose contributions and efforts ensure our continued financial success.

Lise Gagnon, CGA
Finance Chair

SUMMARY FINANCIAL STATEMENT

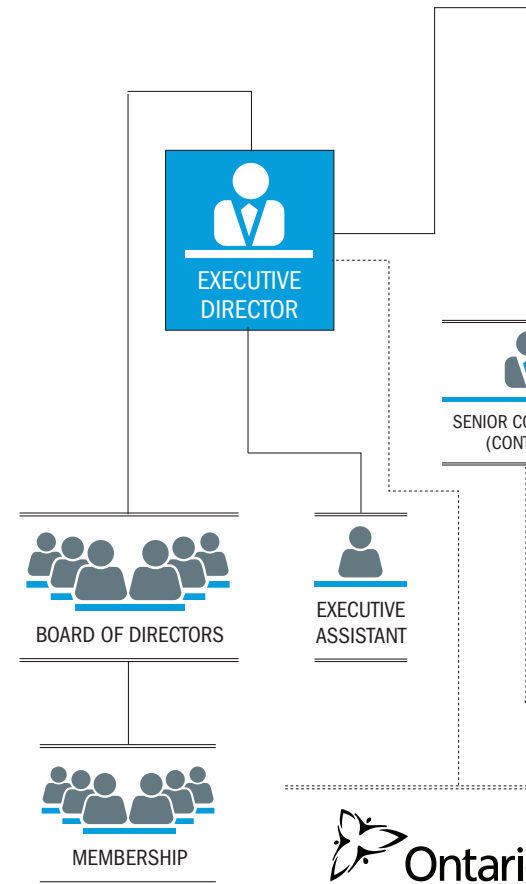
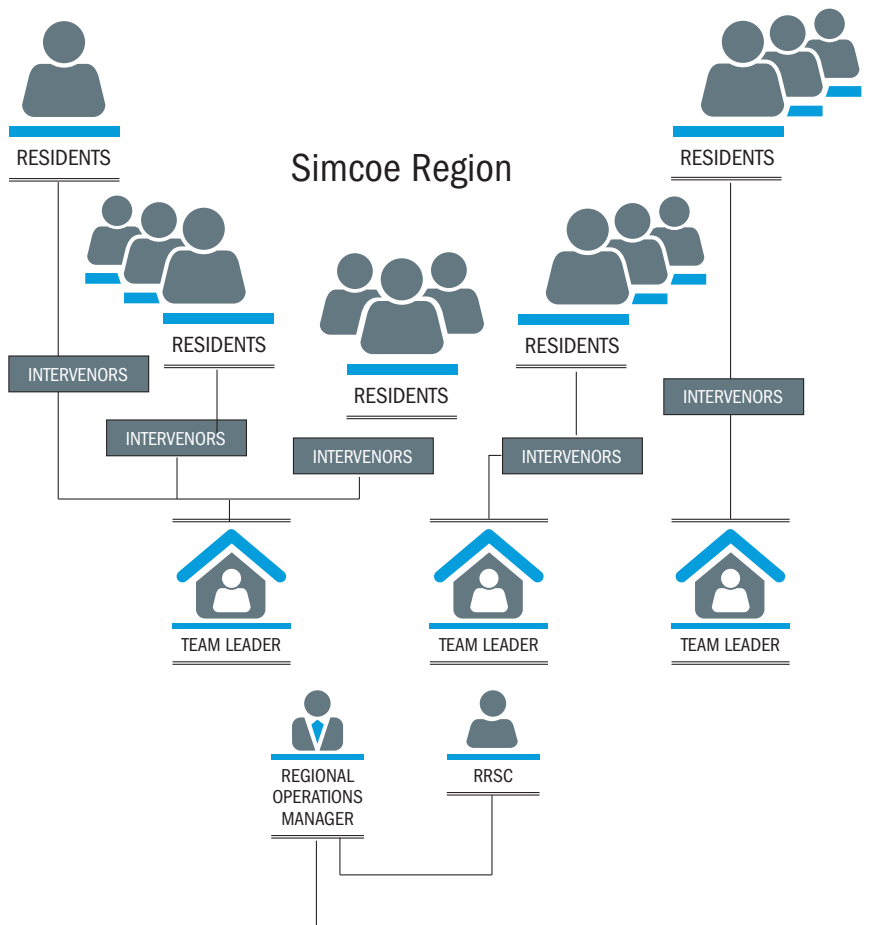
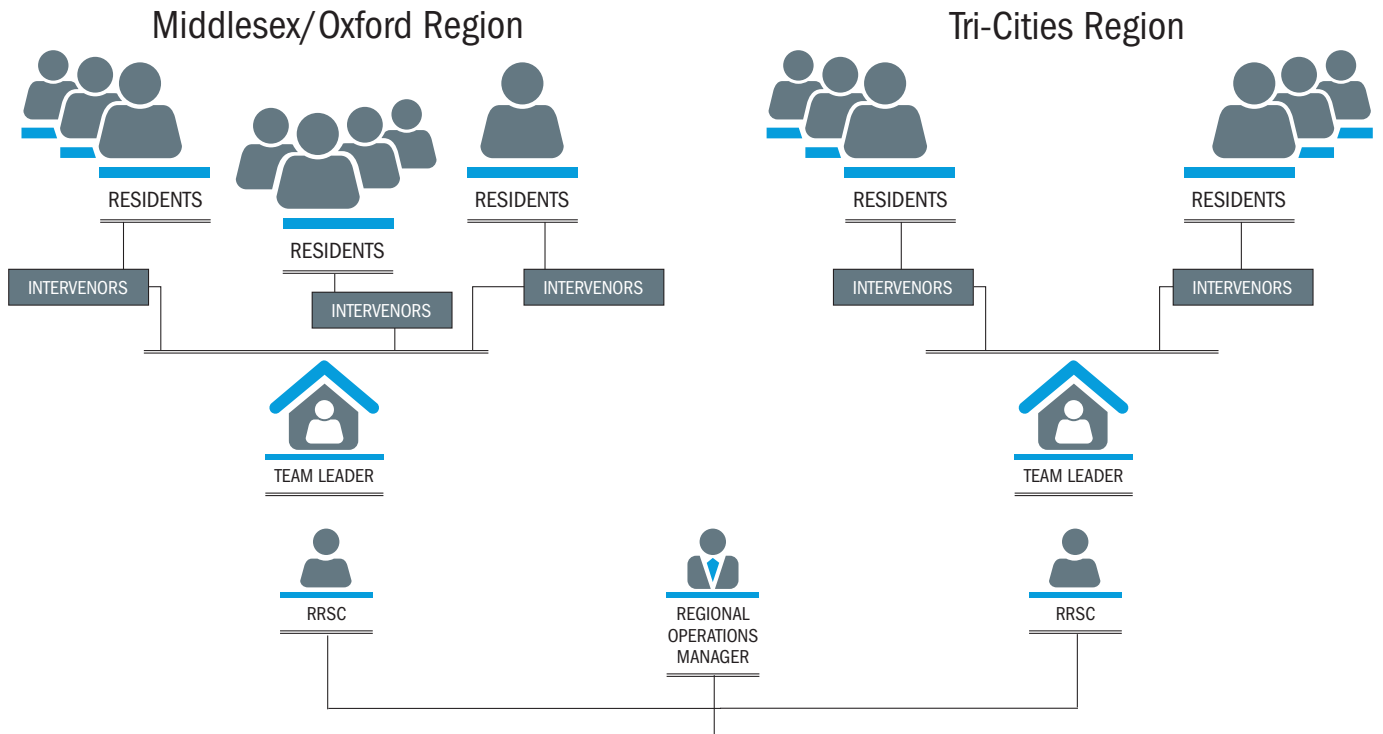
For the year ended	March 31 2011	March 31 2010
ASSETS		
CURRENT ASSETS		
Cash	\$100,870	\$142,391
Accounts receivable and prepaid expenses	423,997	98,205
Total current assets	524,867	240,596
Community donation fund net of assets designated for projects	254,099	224,780
Property, plant and equipment	4,957,079	4,285,320
Total assets	5,736,045	4,750,696
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable	877,113	675,407
Current portion of mortgage and bank loans	172,387	14,040
Total current liabilities	1,049,500	689,447
Forgivable loans	504,181	-
Mortgage and bank loans	-	216,888
Unamortized restricted transfers	1,115,861	1,103,674
Total liabilities	2,669,542	2,010,009
Net Assets	3,066,503	2,740,665
Total liabilities and net assets	5,736,045	4,750,674

STATEMENT OF OPERATING AND COMMUNITY DONATION FUND REVENUES AND EXPENDITURES

For the year ended	March 31 2011	March 31 2010
REVENUES		
Province of Ontario subsidy	\$8,635,123	\$8,122,716
Accommodation and care service fees	454,340	427,060
Interest, amortization of deferred revenue and other	276,452	280,578
Fundraising and donation revenues	222,621	184,677
	9,588,536	9,015,031
OPERATING EXPENSES		
Salaries, benefits, training and recruitment	7,221,161	6,882,443
Amortization	518,715	457,243
Programming and supplies	504,471	512,580
Professional fees	277,649	228,663
Accommodation expenses	427,842	402,498
Other	352,611	308,332
Total operating expenses	9,302,449	8,791,759
Fundraising expenses	144,949	63,500
Total expenses	9,447,398	8,855,259
Total surplus from operations	141,138	159,772
Gain on disposal of assets	184,700	-
EXCESS OF REVENUE OVER EXPENDITURES	325,838	159,772

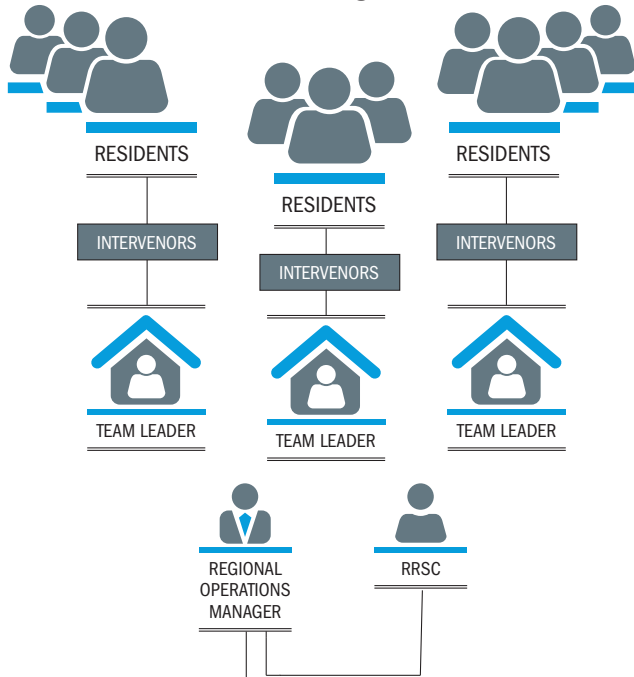
The above information has been extracted and summarized from the 2011 audited financial statements. A complete set of the financial statements is available upon request.

OUR ORGANIZATION: CLIENTS FIRST



MINISTRY OF COMMUNITY AND SOCIAL SERVICES (M)

York Region



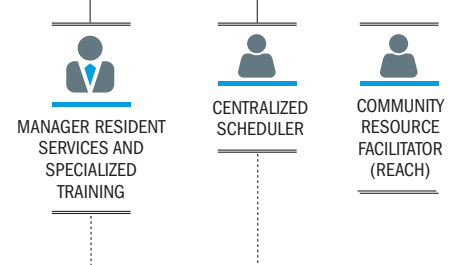
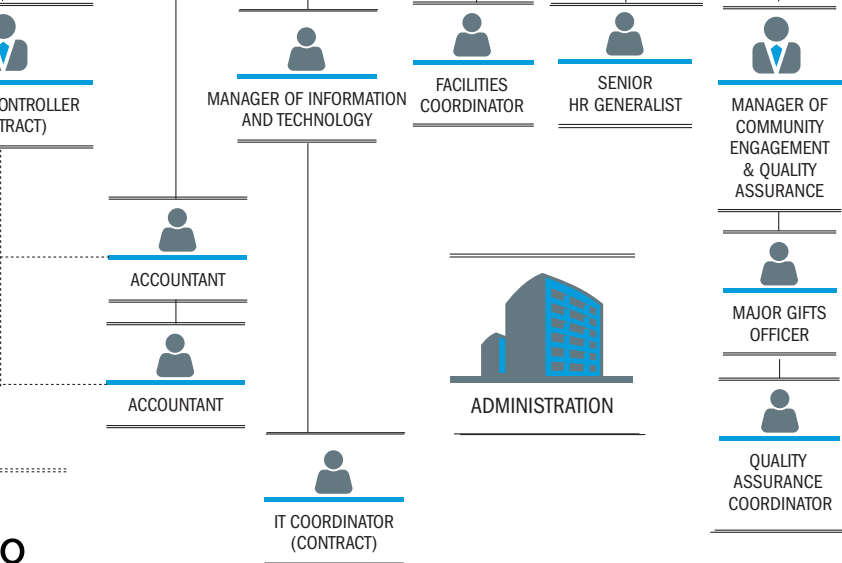
Peterborough Region



DIRECTOR OF OPERATIONS

RESIDENT SERVICES

DIRECTOR OF RESIDENT SERVICES



DeafBlind
ONTARIO SERVICES

“Kindness is a language
which the deaf can hear
and the blind can see.”

– Mark Twain

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