



**Independent  
Living Centre**  
Of Waterloo Region

# **ANNUAL REPORT**

## **2018-2019**

Helping People with Disabilities Achieve Independence

## **VISION:**

A world where people with disabilities have the maximum opportunity to make choices over their lives.

## **MISSION:**

Anchored in consumer direction, we partner with people with disabilities to support their independence, make informed choices, and have full access to the community.

## A message from our Board Chair

During this past year, the ILCWR Board has made changes that increased its efficiency and effectiveness. It has decided to develop a rolling strategic plan so that the strategy can be adjusted as goals are met. Likewise, the Board is continuously working with Executive Director, Philip Mills, to ensure that the Board receives relevant operational information to help it make informed governance decisions.

The Committee structure has been revised and a new Human Resources committee, under Chair Sarah Shantz, conducts annual reviews of the Executive Director and ensures that current human resource policies are in place. Also, the Finance Committee, under present Chair Matt Densa, and past Chair Marla L'Ecuyer, has been diligent in the oversight of the financial well being of the organization. I am proud to say that our finances are very secure at this time.

Through the past year, the Policy Committee of the Board has worked with not-for-profit lawyer, Gwenyth Stadig, of Miller-Thompson, to review the letters patent and by-laws of the organization, written in 1982. This is to ensure that all are following present day practice and law. These will be revised and completed in the Fall of 2019.

It has been a pleasure to get to know and work with so many people — consumers, staff and Board members — committed to making ILCWR the best that it can be. Soon my term as Board Chair will come to an end. I'd like to take this opportunity to thank everyone for making my experience such a positive one.



**MARTHA STAUCH**  
BOARD CHAIR

## A message from our Executive Director

The word that sums up this year for me is transformation. Some of the changes were inside and some were outside, but this year did seem to be best summarized as a year of transformation.

This year we heard about health system changes. Moving the way health care is organized, with the goal of providing the best possible care for people. That has had an impact on us and one we will continue to keep you updated on.

We also launched our new geographies this year. Reorganizing ourselves so we can support our consumers in Attendant Services better. We continued that work and will continue that work throughout our next fiscal year. All of this has been done by our incredible staff team. From Attendants to our Directors, it is a privilege to get to work with and lead this group of staff.

The Board has worked hard to transform us into a best practice example of good governance. They have worked tirelessly to put us in the best place possible as an organization, looking at our policies and by-laws.

Our world moves fast and little stands still anymore. I am encouraged and excited to be part of an organization that can transform with the world around it while staying well anchored in our history and who we are.

Reflecting on this year I see that our future is very bright.



**PHILIP MILLS**  
EXECUTIVE DIRECTOR



“Working with the Community Resource Coordinator (CRC) has helped me to develop more connections in the community. Whether my inquiries are health related or housing related, the CRC will connect me with the right people.”

– **COMMUNITY RESOURCE PROGRAM CONSUMER**

“YIT has taught me to view disability as an experience of diversity rather than a barrier to independence.”

– **YOUTH GROUP PARTICIPANT**

“Words can not express my sincere appreciation to you for your assistance in providing me this privilege and giving me this liberty. Your kindness and generosity will remain with me forever.”

– **ACCESS FUND RECIPIENT**

“Great job! Love, Love, Loved the Kids on the Block show!”

– **ELEMENTARY SCHOOL TEACHER**

“Your help has made such an improvement and a positive impact to our lives. We are forever grateful.”

– **ACCESS FUND RECIPIENT**

“Helping people is the passion of Independent Living Centre.”

— ACCESS FUND RECIPIENT

“The Community Resource Coordinator is a real life-saver!”

— COMMUNITY RESOURCE PROGRAM CONSUMER

“Collaborating with ILCWR has allowed us to serve more people and remove more barriers in the community.”

— AGENCY PARTNER

“Having a Consumer Advisory Committee allows those of us that experience Attendant Services the opportunity to help shape how we receive those services.”

— CONSUMER ADVISORY COMMITTEE MEMBER

“I was thoroughly impressed with the Kids on the Block presentation and I would recommend them to any school.”

— ELEMENTARY SCHOOL TEACHER

“The summer student placement has been a valuable experience. It’s helped me connect to the social service sector, and I feel more prepared for future employment. Thank you so much for this opportunity!”

— SUMMER STUDENT



## Feels Like Family

It might be difficult for people to imagine that one day they might find themselves with a mobility disability, but it happens and when it does, it requires a lot of getting used to. One of the hardest things to get used to is the exclusion and loneliness that many people experience when acquiring a condition that affects their body.



Community Resource Coordinators hard at work.

gets me connected to other services and opportunities in the community. Also, everyone at ILCWR wants to help. I don't feel lost anymore... it feels like family."

Michelle, a former nurse, explained to us the challenges she experienced when "going from a care-giver to a care-receiver". Michelle was referred to the ILCWR seated yoga program in January of 2016. She says "If someone had not recommended seated yoga, I never would have known about all of these other supports available. I've told so many people about how this organization has helped me". Since joining the yoga class, Michelle has taken advantage of connecting with our new Community Resource Program, for community information and advocacy support. She also actively participates in the ILCWR book club and has volunteered within the agency.

Michelle explains "I love ILCWR. It offers me a social outlet. It gets me out of my funks and

— MICHELLE, ILCWR ACCESS AND AWARENESS CONSUMER

# Inclusivity For Everyone



ILCWR staff celebrating the launch of *AlayaCare*.

implemented this new system is that there is better consistency in shift coverage. I believe that is because everyone has the same communication tools and the ability to grow. Simply put, this new system has provided a higher level of inclusivity for everyone.”

This system also reduces scheduling errors and inefficiencies. Joseph says “the attendants are in the know more than ever before and it’s improving the support I receive. This new system allows for services to grow.”

Consumer experience is the driving force behind all that we do at ILCWR. We realize that the world is changing around us and we need to change with it so we invested in technology to help us do that.

We were able to transform the way we organize our attendant staff by implementing *AlayaCare*, a revolutionary home care software system. Through this new system, we are able to greatly improve the way we communicate with our frontline staff. Those team members are now able to access the information they need to do their work quickly and easily.

Joseph, a consumer of attendant services says, “The biggest change I’ve seen since we

— JOSEPH, ATTENDANT SERVICE CONSUMER

# Summary of Revenues & Expenditures

**YEAR ENDED MARCH 31, 2019**

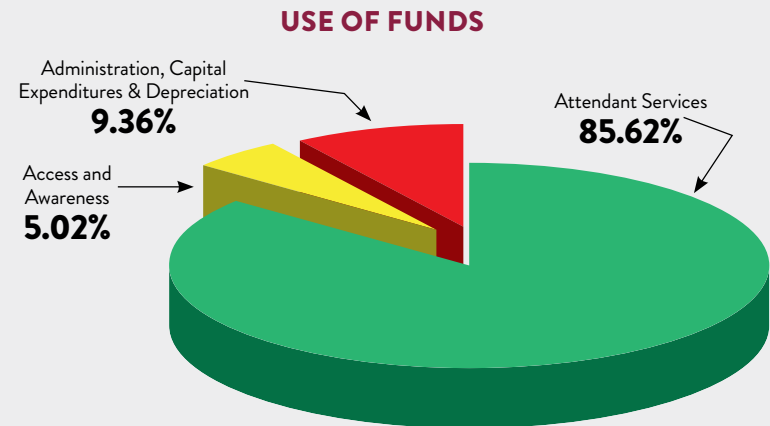
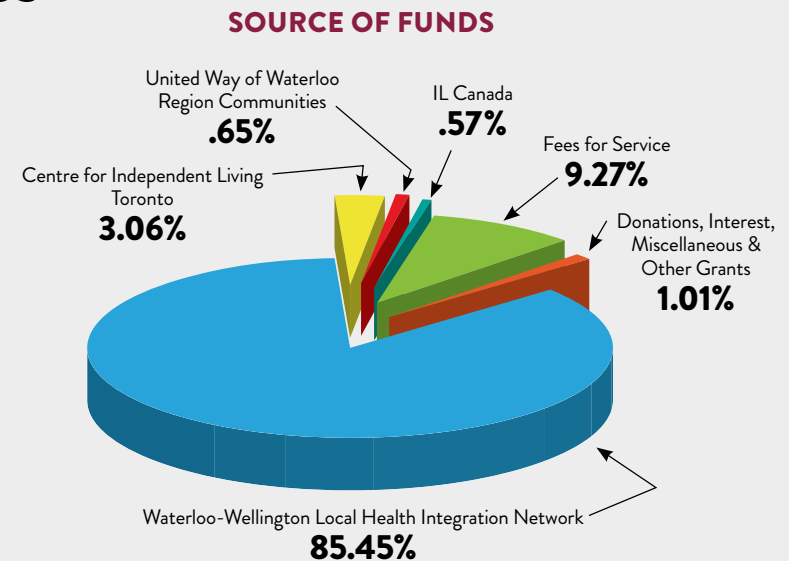
Waterloo-Wellington Local Health Integration Network.....	85.45%	6,650,878
Centre for Independent Living Toronto.....	3.06%	238,428
IL Canada.....	0.57%	44,215
United Way of Waterloo Region Communities.....	0.65%	50,000
Fees for Service.....	9.27%	721,645
Donations, Interest, Miscellaneous & Other Grants.....	1.01%	78,432

**TOTAL REVENUE 7,783,598**

Attendant Services.....	85.62%	6,679,236
Access and Awareness.....	5.02%	391,440
Administration, Capital Expenditures & Depreciation.....	9.36%	730,370

**TOTAL EXPENDITURES 7,801,046**

**DEFICIT -17,448**



254

Direct Funding Self-Managers  
across southwestern Ontario

4,784

People served

24

Volunteers

448

Information and  
referral contacts

3,689

People participated in  
67 education presentations

3

Exciting new  
Access and Awareness  
programs



321

Attendant Service Consumers

33

Direct Funding  
Self-Managers locally

39

People participate in  
ongoing Peer Programs

227

Employees



“Those who can, do.  
Those who can do more,  
volunteer.”

— UNKNOWN



“Volunteers do not necessarily have the time;  
they just have the heart.”

— ELIZABETH ANDREW

## Milestone Staff

### 5 YEARS

Linda Carrigan  
Yeni Fountain  
Crystal Frey  
Kathryn Poirier  
Sue Rivard

### 10 YEARS

Amanda Ram  
Donna Quangvan  
Angelika Werner

### 15 YEARS

Petula Boyce  
Maria Muntean  
Carol Schmidt

### 20 YEARS

Jadranka Mocevic

### 30 YEARS

Catherine Evenden

## Volunteers

Faith Austin  
Alfred Bott  
Gerard Carmichael  
Donna Farrow  
Edward Faruzel  
Sharron Garrah  
Dean Henderson  
Rick Herdman  
Janelle Jamieson  
Dan Lajoie  
Marla L'Ecuyer  
Aran Matier  
Abduke Melka  
Sue Morgan  
Joyce Nieuwesteeg  
Jay Oswald  
Gary Racine  
Karen Redman  
John Robson  
Lisa Roszel  
Sarah Shantz  
Megan Shepherd  
Christine Simpson  
Martha Stauch

“Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has.”

— MARGARET MEAD

“You make a living by what you get, but you make a life by what you give.”

— WINSTON CHURCHILL

## 2018 Board of Directors

Independent Living Centre of Waterloo Region is guided by its Board of Directors. This devoted group of people is made up of community members with and without disabilities. Utilizing a policy administration model, the Board works hard to monitor the effectiveness of the organization, the programs and services we offer and our future endeavors.

**Martha Stauch:** *Chair*

**Sarah Shantz:** *Vice-Chair*

**Christine Simpson:** *Director*

**Abduke Melka:** *Director*

**Matt Densa:** *Director*

**Marla L'Ecuyer:** *Director*

**Edward Faruzel:** *Director*

**George White:** *Director*





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Of Waterloo Region



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Charitable #10750 5356 RR0001

ISSN: 1482-2695

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