



**Independent  
Living Centre**  
Of Waterloo Region

# **2019-2020 ANNUAL REPORT**

Helping People with Disabilities Achieve Independence

# OUR VISION

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

# OUR 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.



## Message from our Board Chair and Executive Director

When I became Board Chair of ILCWR last year, I could not have imagined what would unfold. The impact of COVID-19 on our organization and community has been unprecedented. I am proud of how ILCWR has met challenges, from ensuring staff and Consumer safety to adapting programs and securing funding. The Board thanks our frontline workers who work incredibly hard in difficult circumstances. We also thank all of our Consumers for your ongoing patience and understanding as we continue to provide the best service we can.

As a governance board, the ILCWR Board of Directors is mandated to oversee the organization's strategic plan. Over the last few years, several of our key strategic initiatives such as moving to a geographic model have proven to be beneficial as we navigate through COVID-19. While we could not have foreseen a pandemic, it has reinforced the importance of a strong strategic plan and the need to evolve. There are no easy answers to the issues faced by our organization, but I believe with collaboration, time, strategic planning, and funding that they will be resolved.

Over the coming year, the Board will continue to focus on strengthening governance and helping ILCWR to navigate through ever-changing times. While we don't know what the future holds, we must look forward and focus on supporting the independence of people with disabilities.

It has been a pleasure working with everyone this year and I would like to express my sincere thanks to all the volunteer Board Members, our volunteers, and staff for their support, hard work and dedication to ILCWR.



**SARAH SHANTZ**, BOARD CHAIR

This past year has truly been unprecedented. From geographies, to listening sessions, to COVID-19, this year has had a lot of twists and turns. In all that has happened, from challenges to successes, there are many learnings to be gained and reasons to be optimistic about what's ahead.

I'm encouraged by the work of our staff this year. From our attendants right through to our Directors, I've witnessed impressive teamwork and dedication to the consumers we support. The team has faced challenge after challenge, and has met every one by asking and responding to "How can we best support consumers?"

COVID-19 has especially shaken the landscape of not just our work but our entire world. We are forever indebted to our staff and the work they have done on the front lines. Similarly, we are exceptionally grateful for the understanding and grace our consumers have shown staff as we all navigate the complexities and implications of COVID-19's effect on service delivery.

Moving forward, we continue to look towards more communication and greater connection with our consumers. From more frequent communications to a re-launch of the Consumer Advisory Committee's important work, we are committed to not allowing COVID-19 to derail our hard work towards making ILCWR the best organization possible.



**PHILIP MILLS**, EXECUTIVE DIRECTOR



# A YEAR IN REVIEW

## Tournament of Hope ▼

The Tournament of Hope is an annual golf tournament held at Grand Valley Golf & Country Club in Cambridge. The tournament raises funds to support the Access Fund, a program designed to help people purchase necessary assistive devices and medical equipment to improve their quality of life.

**To date, we have helped 265 people purchase equipment, totalling \$575,000.**

In 2019, through ILCWR's Tournament of Hope and through donations from the Deer Ridge Golf Tournament, we helped nine people purchase much needed assistive devices and equipment.



## ◀ 2019 Featured Recipient: JANELLE

The Access Fund was pleased to be able to help Janelle, a student at the University of Waterloo studying Recreation and Leisure Studies, to purchase a Sit to Stand Lift to help her safely transfer from her bed to her wheelchair and toilet. Though she lives a very independent life, Janelle says “I am able to transfer from chair to bed in a safe manner. The best thing is I can receive assistance while still maintaining some level of mobility and independence.”

## Book Club ▼

Every other month, the ILCWR Book Club meets up to choose books and engage in discussion. It's a great way for book lovers to share their love of reading in a friendly and supportive environment.

**“Yesterday’s Book Club was great, with humour, insight and reflection. It was stimulating, and I think I shall give the book a re-read!”**

— BOOK CLUB PARTICIPANT

## Let's Move ▼

Offered in partnership with K-W AccessAbility, this group meets weekly to try out different types of movement classes such as strength training, dance, and boxing, or to learn about body-related topics like meditation and fall prevention. Classes are held in a supportive and inclusive environment.

**“Let’s Move put me on a path to improved physical wellness. It improved my strength and encouraged me to pursue additional fitness goals. I formed some great relationships and have made friends that have continued beyond the program. It has really enriched my life.”**

— LET’S MOVE PARTICIPANT





## Youth In Transition (YIT) ▼

The Youth In Transition program brings young adults (aged 15-24) with disabilities together in a fun and supportive environment to help them prepare for independent living. The weekly meetings are a great opportunity for peers to share experiences and learn new skills.

The annual Youth Retreat is an opportunity for the Youth In Transition program participants to spend time together at Hidden Acres Retreat Centre in New Hamburg. It's a fun and hands-on way for participants to put the independent living skills they've learned in the program to the test.

**“It was my first time going away without my parents and I was very nervous, but it turned out to be awesome because the staff were there to support me. It was so fun!”**

— YOUTH RETREAT PARTICIPANT



### ◀ Youth In Transition pay it forward

Each year, Youth In Transition participants give back to the community through supporting a local charity. In 2019, the group hosted an oatmeal drive for Food4Kids Waterloo Region and served 1,200 hot breakfasts to children in need.

# SPOTLIGHT

## YIT Participant: KELLY ▼



Kelly got involved with the Youth in Transition (YIT) program when she was 16, after reading about it in the KidsAbility Activity Guide. Since then, she's had the opportunity to make new friends, share experiences, and take part in various activities from cooking, to Hallowe'en parties, to 'Minute to Win It' challenges. "Each session is different," says Kelly. "We always

have such a good time. It's a healthy mix of fun and educational activities. Even in the pandemic it adapted beautifully!"

One of the best parts about the program is the opportunity to make lifelong friends. "I've made a lot of friends through YIT. There are a lot of great people in the program." The group also functions as a support network. "We learn from each other and encourage one another. It's allowed me to connect with participants who were older than me and could show me the ropes."

In addition to the many skills that Kelly has learned during her time in the program, the biggest one is how to transition through services after turning 18 (or in her words, "How to adult!"). "As I grew older, YIT was a constant in my life," she says. "It helped me grow as a person, and I'm grateful for that."

Nearly ten years later, she's a seasoned participant and now enjoys acting as a role model for younger participants. "I love to mentor people if I can. It's a great program that's really educated me. I feel very fortunate to have been a part of this group for so long."

## Volunteer: MEGAN ▼



After finishing high school, Megan was looking for an opportunity to give back to the community. She knew Jacqueline, ILCWR's yoga instructor, and asked her if she knew of any volunteer opportunities. Jacqui suggested Megan help out with the seated yoga program,

and after volunteering for a while and building relationships, she knew wanted to do more. She says, "Everyone is so kind and welcoming. From Jim at reception, to staff and management, everyone made me feel welcome and appreciated."

Megan then joined the Youth In Transition program as a volunteer and helped out at the annual weekend-long retreat last summer. She enjoys working with youth because they are her peers, and it feels natural and comfortable. When Jacqueline went on parental leave, Megan was quick to offer her help again when the new *Let's Move* program was created.

Currently, Megan is working towards her BSW and plans to continue volunteering with ILCWR. Megan sees a lot of value in volunteering, both personally and professionally. "I never leave sad. Even if I came in that way, I always leave with a smile."

**“On behalf of me and my family, I would like to sincerely thank you for all of your support. This couldn’t have happened without your hard work and dedication.”**

— COMMUNITY RESOURCE PROGRAM CONSUMER

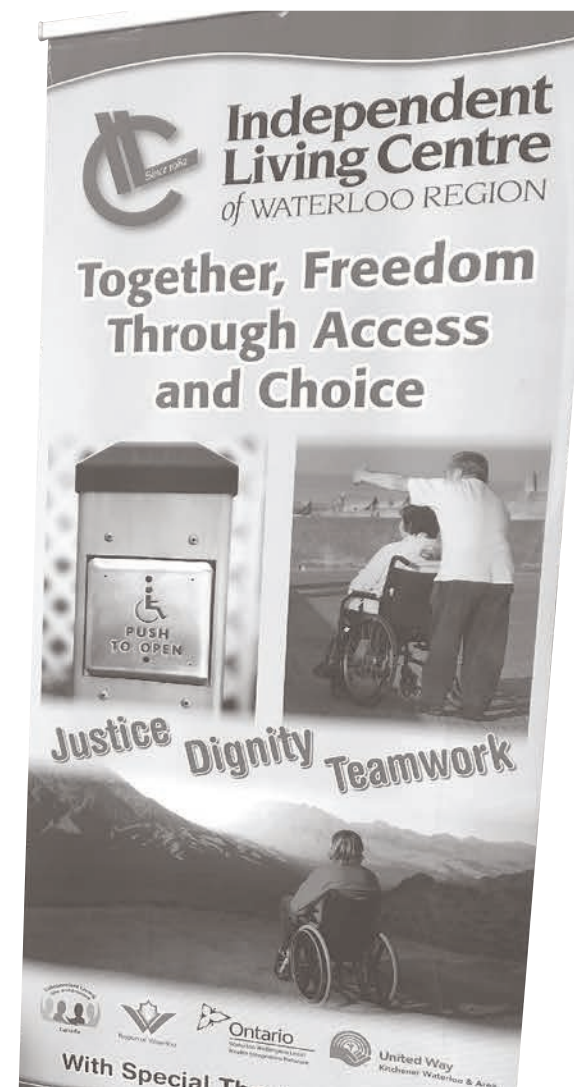
## Community Resource Program ▼

The Community Resource Program provides support to people with disabilities with the goal of assisting and empowering them to eliminate barriers to independent living. The program is made up of Information and Referral services, the Individual Advocacy program and the Peer Resource program.

With the impact of COVID-19 on community events and participation, Community Resource Coordinators have stepped up their work to continue to connect consumers with the resources in their community and to bring people together virtually.

**“My dyslexia makes it hard to read and understand complicated legal documents. Dan sat with me and went over all the forms and helped me figure out what I needed.”**

— COMMUNITY RESOURCE PROGRAM CONSUMER

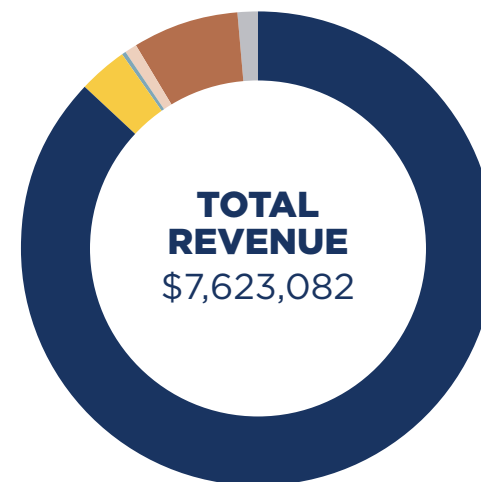




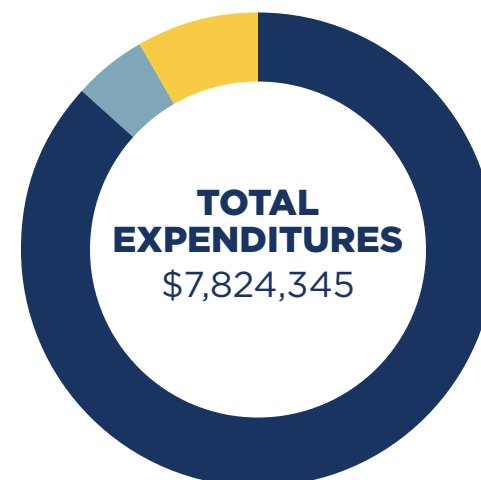
# SUMMARY OF REVENUES & EXPENDITURES

Year Ending March 31, 2020

Waterloo-Wellington Local Health Integration Network .....	<b>87.14%</b>	6,642,370
Centre for Independent Living Toronto .....	<b>3.15%</b>	240,396
IL Canada .....	<b>0.51%</b>	38,513
United Way of Waterloo Region Communities .....	<b>0.65%</b>	50,000
Fees for Service .....	<b>7.32%</b>	557,667
Donations, Interest, Miscellaneous & Other Grants .....	<b>1.23%</b>	94,136
<b>TOTAL REVENUE</b>		<b>7,623,082</b>



Attendant Services .....	<b>86.77%</b>	6,789,412
Access and Awareness .....	<b>5.01%</b>	392,019
Administration, Capital Expenditures & Depreciation .....	<b>8.22%</b>	642,914
<b>TOTAL EXPENDITURES</b>		<b>7,824,345</b>



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# COMMUNITY IMPACT



**52,549** Hours of community support provided



**225** Employees



**211** Attendant Services Consumers



**151** Access and Awareness Consumers



**257** Direct Funding Self-Managers



**38** Local Direct Funding Self-Managers (Waterloo Region)



**14,524** visits to the ILCWR website



**1,448** Twitter followers



**700** Facebook followers

“Wow! That was AMAZING! I can’t say thank you enough from our staff, parents and children!”

— TEACHER COMMENTING ON THE KIDS ON THE BLOCK PROGRAM

# 2019-2020 BOARD OF DIRECTORS

The Independent Living Centre of Waterloo Region is guided by its Board of Directors. This dedicated group of volunteers is made up of community members both with and without disabilities. Using a policy administration model, the Board works hard to monitor the effectiveness of the organization, the programs and services it offers and its future endeavours.

**Sarah Shantz:** Chair

**Bettina Urban:** Vice Chair

**Martha Stauch:** Director

**Marla L'Ecuyer:** Secretary and Treasurer

**Matt Densa:** Director

**Edward Faruzel:** Director

**Melka Abduke:** Director

**Christine Simpson:** Director

**George White:** Director

**Jackie Prada:** Director

## Milestone Staff

### 5 YEARS

Xigda Castro Caglayan

Lisa Crawford

Abner Echavarria

Ashley Gayle

Lana Lawrence

Carol-Anne Moring

Susie Ouellette

Nancy Schwarz

Lindsay Soikie

### 10 YEARS

Kari Butcher

Tina Higgins

Katerina Hinnerova

Alice Horst

Paul Jonah

Nagina Raja

Karen Rowland

### 15 YEARS

Petula Boyce

### 20 YEARS

Tina Cole

Debra Gomez-Ortiz

Jadranka Mocevic

Melanie Wagner

### 25 YEARS

Ed Patterson

## Volunteers

Faith Austin

Alfred Bott

Gerard Carmichael

Janelle Jamieson

Tom Kaufman

Joyce Niewestee

Jay Oswald

Jackie Prada

Paula Saunders

Megan Shepherd

Gary Racine



“ILCWR gave me the tools and encouragement I needed to feel like an accountable part of the team in just a few brief months. They were able to accommodate my needs as well as help me expand my understanding of how a company works.”

— ILCWR SUMMER STUDENT





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Of Waterloo Region



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