



independent living
waterloo region

2024-2025
**ANNUAL
REPORT**



**2025 Access Fund
recipient Danny, with
his mother Yulie.**

Live Life. Your Way.



independent living
waterloo region

Our Vision

An inclusive community where persons with disabilities are supported to live independently and thrive.

Our Mission

To support and champion Independent Living for persons with disabilities through self-directed services and programs.

Message from Board Chair and Executive Director



Greg Barratt
Board Chair



Janet Redman
Executive Director

We are pleased to share our 2024-2025 Annual Report which highlights the achievements at ILWR over the past year, made possible through the combined efforts of our employees, the Consumer and Family Advisory Council (CFAC), and Board of Directors. Our mission “to support and champion Independent Living for persons with disabilities through self-directed services and programs” guides the Board and Leadership’s efforts to shape the organization.

As we reflect on the past year, we are reminded of everything we accomplished within the goals of our 2023-2025 Strategic Plan including the steps taken to strengthen both service excellence and employee engagement. One of our proudest moments was the successful completion of the Primer Survey through Accreditation Canada, where we achieved the highest standing allowing us to ‘proceed to Qmentum’.

Prior to the wrap-up of the 2023-2025 Strategic Plan, the Board and Leadership started work on a plan for the next three to five years. One key part of the new Plan will be the continued focus on obtaining Accreditation Canada’s Qmentum status. Successfully achieving this standing will solidify ILWR’s status as a leading organization. The work towards Qmentum will support the organizations’ efforts to continue to improve in key strategic areas including Consumer engagement, Employee engagement and strong governance. The new Strategic Plan will also feature initiatives to build and sustain stronger connections with ILWR’s community and the community at large. Watch for details to be distributed in the fall of 2025.

We remain inspired by the hard work and dedication of our employees, the depth of our community, and the determination of our Consumers to live independently. On behalf of ILWR, thank you to everyone who supports our organization. Together we can achieve “an inclusive community where persons with disabilities are supported to live independently and thrive.”

Thank you to the following individuals for their dedication and commitment to ILWR's mission. We are grateful for the Board's contributions to govern the organization and for the Leadership team's oversight of day-to-day operations.

With their continued support, ILWR will achieve even greater things in the coming year.

2024–2025 Board of Directors

Greg Barratt

Board Chair

Beryl Collingwood

Vice-Chair

Marc Parent

Stakeholder Relations
Committee Chair

Raagula Sivayoganathan

Governance and Nominating
Committee Chair

Brian Swainson

Treasurer, Finance and
Quality Committee Chair

Michael Boyd

Hina Ghaus

Christy Parsons

Kelly Steiss

(resigned January 2025)

Stephen Swatridge

Senior Leadership

Janet Redman

Executive Director

Amy Hynes

Senior Manager Human Resources

Cathy Doerbecker

Senior Manager Attendant Services

Leanne Schade

Finance Manager

Dan Lajoie

Manager of Independent Living
Resources

Bailey Van Dyk

Quality Assurance Coordinator

Connie Wallbank

Business Intelligence Analyst

Consumer and Family Advisory Council (CFAC)

The work of the Consumer and Family Advisory Council aligns with ILWR's strategic priority to improve Consumer Engagement and strengthen the relationship between Consumers, Board of Directors and Management.

Serving in an advisory capacity, the CFAC continued to meet quarterly; discussing topics that impact Consumers with a goal to improve the Consumer service experience and quality of life by:

- ▶ Providing ideas and feedback on initiatives and programs
- ▶ Working collaboratively and proactively to promote ILWR vision and mission
- ▶ Helping to inform Consumer-centred principles and practices

This year, the Council provided input on various topics including engaging Consumers in quality improvement discussions about continuity of care and scheduling, the new Ministry-initiated PSW Registry and what that might mean for ILWR and Direct Funding, Employee recruitment and training processes, and increasing Consumer engagement.

The Council's sub-committee continued to look at the orientation and onboarding process for Consumers. A survey was completed by new-to-ILWR Consumers and those who have recently switched programs to gather feedback and recommendations on their knowledge about ILWR, service delivery, and the Independent Living philosophy. Next step for the sub-committee is to generate ideas for more comprehensive orientation and mentorship.

Additionally, guest speakers are invited to enhance member knowledge. Leanne Schade, Finance Manager, attended the June 2025 meeting to provide an overview of ILWR's financial statements: outlining revenue sources and various expenses. Amy Hynes, Human Resources Manager, attended the December meeting to share how ILWR supports employee wellness. She highlighted the new Wellness Station at Annual Training, Employee and Family Assistance Program, Employee Committee, and various policies that support work-life balance.

Many thanks to the following Council members for their commitment and valuable insight:

James Hunsberger – Consumer Co-Chair

Christy Parsons – Board Co-Chair

David H – Consumer, Assisted Living

Melissa J – Consumer, Assisted Living

Sharron G – Consumer, Assisted Living

Todd C – Consumer, Assisted Living

Carolyn J – Consumer, Outreach

Phillip R – Consumer, Community Resource Program

Chris M – Consumer, Direct Funding

Janet Redman – Executive Director

Dan Lajoie – Manager of Independent Living Resources

Cathy Doerbecker – Senior Manager, Attendant Services

Alimot Mohammed – Administrative Support



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Independent Living Resources

Access Fund/TOH

The 2025 Tournament of Hope (TOH) Golf Classic was a vibrant celebration of community spirit, generosity, and collective action. While the inclement weather may have cut the golf short, it didn't stop our incredible supporters from showing up, connecting, and contributing to a meaningful day of impact. With over 90 registered golfers, an amazing selection of silent auction prizes, two featured recipients of the ILWR Access Fund, and many of our sponsors in attendance, the atmosphere was filled with energy and purpose. Guests enjoyed a delicious meal, inspiring stories, and the chance to gather in support of a cause that makes a real difference.

Thanks to the dedication of our sponsors, participants, and volunteers, the event raised vital funds for ILWR's Access Fund – a program that helps people with disabilities purchase assistive devices, adapted technology, and medical equipment they need to live independently. We are deeply grateful to everyone who helped make the day a success. Rain or shine, your support keeps hope growing – and ensures that inclusive, community-driven programs can continue to thrive.

This year, ILWR supported 23 individuals with approximately \$90,000 in funds! This is our largest amount given in the history of the fund and allowed us to meet approximately 60% of the total requests received. To date, the Access Fund has helped more than 340 individuals purchase equipment totaling more than \$820,000!!!



Featured Recipients



Danny, an energetic 11-year-old who loves the outdoors, received a specialized wheelchair attachment through the Access Fund, empowering him and his mom to enjoy greater freedom and connection with their community. Danny and his mom, Yulie, are featured on the cover of this Annual Report.



Allan, one of our Assisted-Living Site Consumers, received funding to

purchase a special commode chair to help him with his daily routines.

NAAW

Each year, ILWR works alongside a group of community organizations that support people with disabilities. This "Life Made Accessible"* committee organizes an annual event to help celebrate National AccessAbility Week (NAAW) which has, over the years, included community events and virtual webinars. In 2024, ILWR acted as the lead organization for this committee, applying to the Government of Canada's Accessible Canada - National AccessAbility Week Funding – Social Development Partnerships Program – Disability Component. We were successful in receiving a grant to organize and implement an accessibility tradeshow and conference in Waterloo Region for both 2025 and 2026.

Our first step was to hire a tradeshow coordinator, Andee Fisher. With not much time between joining the team and the tradeshow date, Andee hit the ground running and quickly pulled together an amazing representation of vendors supporting people with disabilities, and panelists with lived experience of disability featured in two conferences during the day.

The National AccessAbility Week Tradeshow and Conference was held at RIM Park in Waterloo on Wednesday May 28, 2025.



The day started with an amazing welcome and opening remarks by the Mayor of Waterloo, the Honourable Dorothy McCabe. Special thanks to the City of Waterloo, who generously provided



the facility space and staff for the event. We had over 400+ participants, including persons with disabilities and their families, volunteers, non-profit organizations, and business vendors.



The 28 vendors represented a variety of products and services including mobility devices, community supports and programs, personal care supplies, specialty renovations, and accessible vehicles. There was something for everyone.



ILWR is pleased to report that planning for the 2026 NAAW Tradeshow and Conference is already underway! We will extend our vendor list, conference offerings, and add hands-on workshops along with other engaging activities.

ILWR is proud to lead this effort in planning

something so important and integral to the community of people with disabilities and those

who support them. This event is one of the many ways ILWR and the Life Made Accessible committee is contributing to increase inclusivity and awareness for disability services and supports as well as de-stigmatizing attitudinal barriers and biases.

We hope to see you at the Tradeshow next year and welcome any and all suggestions for vendors or panelists via email at: accesstradeshow@ilwr.ca

* The Life Made Accessible committee comprises Independent Living Waterloo Region, City of Waterloo, City of Kitchener, City of Cambridge, Community Support Connections, Canadian Hearing Services, KW Habilitation, Extend-A-Family Waterloo Region, KW AccessAbility and Bridges to Belonging.

CRP

The Community Resource Program (CRP) supports individuals with disabilities in leading independent lives and building meaningful social connections. Our services include one-



on-one support, peer-based recreational and social programming, and our Youth in Motion program. CRP offers a variety of online programs throughout

the week and in-person activities such as our annual Balcony Planter workshop, Christmas Cookie Decorating, and Summer Youth retreat. This year, we collaborated with Motion to host a joint event focused on assistive device inspection and minor repairs, helping participants maintain mobility and independence. We also collaborated with KidsAbility to deliver engaging in-person youth events, including a festive Halloween celebration and a fun-filled bowling party!

We host multiple virtual sessions, including our popular weekly Coffee Club, where participants engage in lively discussions on topics ranging from nutrition and hobbies to self-advocacy



and future planning. Staying Well Together Wednesdays offers bi-weekly conversations on life and disability, facilitated by staff with lived experience of disability. Our “Let’s Hang Out” sessions create a fun, social space with games, trivia,

and light conversation, as well as physical wellness activities like adapted yoga, aerobics, and meditation. Additionally, our quarterly book club remains a Consumer favourite!

In addition to our direct work with Consumers, we continue to strengthen our partnerships with other community organizations. One key area of collaboration is the Transition to Adulthood Community of Interest group, a regional network of agencies dedicated to supporting youth with disabilities as they navigate the critical transition from adolescence to adulthood. Through this collective effort, we aim to enhance service coordination and improve outcomes for young people during this important life stage.

Community Resource Program Annual Stats

Total Consumers Supported:

298

Peer activities/ events:

116

Contacts/interactions with Consumers:

745

Event participants:

533

Youth in Motion (YIM)

YIM Summer Retreat

The 2024 Youth in Motion (YIM) Summer Retreat was an incredible weekend getaway that brought together 10 young people from across the region for a fun, engaging, and empowering experience. The retreat focused on fostering independence, building confidence, and encouraging personal growth in a safe and inclusive environment. With support from community partners, participants explored volunteer and employment opportunities



through a session with Work Force – Kinbridge and learned hands-on baking skills with Adriene from Adriene’s Canning and Jamming. The weekend was filled with memorable activities, including a movie night on the big screen, outdoor art by the lake, and a lively costume dance party. This retreat continues to be a meaningful opportunity for youth with disabilities to connect, grow, and build life skills. We are excited to host the 2025 retreat!

Social Media

This year, ILWR launched a refreshed and intentional social media strategy to increase awareness about who we are, what we do, and how we support people with disabilities to live independently. Our goal is to inform more people about our work and, in doing so, foster stronger connections between individuals, families, and local organizations. Our approach is grounded in three core content buckets: Participant and Consumer Resources, Community Outreach and Education, and Donor and Event Engagement.

With Facebook, Instagram, and LinkedIn, we are now sharing content more consistently, using inclusive and accessible language, and highlighting lived experiences, useful tools, and emerging technologies that support Independent Living. We are also using Instagram and Facebook Stories to help promote events

hosted by other community organizations, creating opportunities for cross-promotion and mutual support. We have implemented event boosting strategies on Facebook to promote our National AccessAbility Week (NAAW) Tradeshow and Conference, and the Tournament of Hope. Additionally, we were successful in receiving a substantial not-for-profit grant from Google to implement a strategic Google AdWords campaign.

By showcasing the work of others alongside our own, we are building relationships rooted in collaboration and shared values. Through this effort, we are aiming to grow our online presence, reach new audiences, and ultimately create a more connected, informed, and empowered community.

Follow along and be part of the journey @independentlivingWR on all platforms.

Direct Funding

Direct Funding (DF) is an innovative program that allows adults with physical disabilities to become Self-Managers, managing their own Attendants, including recruitment, hiring/firing, and scheduling. The Direct Funding program is managed provincially through the Centre for Independent Living Toronto (CILT).



ILWR serves as a Program Administrative and Regional Resource Centre. Our Administrative Centre boundaries are defined as Central- Southwest Ontario and stretch from Windsor to Hamilton to Orangeville, and the

Resource Centre comprises Waterloo Region, Guelph, Hamilton, Orangeville and Shelburne. During the fiscal year, the Administrative Centre welcomed fifteen new Self Managers to the program and thirteen new applicants to the waitlist.

The provincial Direct Funding program is celebrating its 30-year anniversary. ILWR marked the occasion with three dinners for Self-Managers and their families, our DF team members, and CILT staff. Self-Managers shared stories about how the program has enriched their lives, allowing them to pursue their goals.

DF Resource Centres were provided with an additional marketing budget for the 2024-2025 and 2025-2026 fiscal years. ILWR created a multi-strategy marketing plan to utilize this funding which included new photography for our own printed marketing materials, enhanced social media presence and Google AdWords, and an increased presence at local tradeshows, community events and presentations to healthcare partners. ILWR hired a Community Relations Lead to support the promotion efforts of both the Direct Funding and Community Resource programs.

Our DF Resource Coordinator has been busy recruiting new participants and helping them through the application process. She continues to run monthly applicant training sessions which allow applicants on the DF waitlist to gather virtually to work



through the interview preparation materials, ask questions, and receive both program and peer feedback. We have seen increased success for applicants getting through their DF interviews in only one meeting because of these sessions. In addition to applicant preparation, our DF team made strong connections with the Multiple Sclerosis (MS) community by hosting an information booth at the 2024 MS Walk in Guelph and presenting to a large local MS Support Group. Our Waterloo DF Resource Centre continues to grow and foster relationships with local healthcare and disability organization partners and hopes to move forward with more presentations in the coming fiscal year to promote DF to potential Self-Managers.

Direct Funding (CWSW - Central West, South West)	
New Self-Managers to the program: 15	Contacts/interactions with Self-Managers: 4903
Applications received: 13	Self-Managers in the program: 239

Attendant Services

2024-2025 was an eventful year as Supervisors assessed and onboarded new Consumers in all program areas. Sadly, we said farewell to several long time Consumers from ILWR, but welcomed numerous Consumers who have made ILWR their new service provider and adopted the philosophy of Independent Living as a way of life.

ILWR Consumers who identified they needed an increased level of service were waitlisted and transitioned from Outreach to Mobile Assisted Living or Assisted Living as spaces became available.

Opportunities for Consumer engagement included Consumer Townhalls in June 2024 and a Consumer Focus Group established in January 2025. The Townhall provided Consumers with the opportunity to dialogue with ILWR’s Senior Manager Attendant Services and Executive Director through both in-person and virtual attendance. The Focus Group meet several times to discuss and provide constructive feedback on ILWR’s scheduling processes and continuity of care.

Our Attendants and Supervisors participated in numerous training sessions throughout the year including Indigenous e-learning modules, Non-Violent Crisis Intervention, Part-2 of Acquired Brain Injury with Traverse Independence, Mental Health First Aid, and Conrad Grebel Leadership courses. In the Fall, all our Attendants completed the Annual Consumer Handling training. Consumer Service Coordinators (CSC) and Supervisors worked on team communication skills through quarterly sessions with an outside facilitator.

Annual Consumer Handling Training was facilitated by Attendant Trainers who shared their skilled techniques with colleagues. The stations were expanded to include a Wellness Station where Attendants received a massage by Trios College students or participated in yoga lead by a CSC, learned helpful tips on maintaining their health, and received a take-away bag filled with wellness goodies. The training concluded with videos featuring ILWR co-workers and a Consumer on provide and receiving empathetic care.

The Senior Manager Attendant Services and Executive Director delivered ILWR toques to the Assisted Living Sites in celebration of Attendant Services Day on October 29. Outreach staff were welcomed at the Administrative office to pick up their toques.

Team building activities included Gingerbread house decorating contests between Assisted Living sites, and opportunities to team-build at “Activate” for the Supervisors and Consumer Service Coordinators.

In preparation for accreditation in June 2024, Operational policies were updated and new ones written as required. Employees were educated on these policies through team meetings, the Employee e-newsletter and recapped at Annual Training. All policies are posted to both the Staff and Consumer Portals of the ILWR website.



Program	Number of Consumers	Service Levels
Assisted Living	Individuals Served 33	Resident Days 11,118
Attendant Outreach	Individuals Served 98	Hours of Service 55,575
OH atHome-Contract	Individuals Served 21	Visits 9,380

Supported by **177 Attendants**

Assisted Living provides 24-hour attendant services to adults with physical disabilities within integrated, accessible apartment buildings located in Cambridge, Kitchener and Waterloo. The Consumers have access to scheduled and on-call services.

Attendant Outreach provides prescheduled attendant services between 6 am and 11 pm to adults with physical disabilities living in their own homes throughout Waterloo Region. This program also supports the Ontario Health atHome (OH atHome) contracted Consumers.

Our Employees

THANK YOU to all our employees. Your remarkable talents and skills ensure that we deliver on our Mission “to support and champion Independent Living for persons with disabilities through self-directed services and programs.”

Here are highlights of our accomplishments:

- ▶ **Compensation Review and Market Analysis** looked at the responsibilities and requirements for each position at ILWR to ensure fairness and improved equitability for all positions. Pay grids were adjusted and retroactive wages paid through base funding increases from Ontario Health and Direct Funding.
- ▶ **Paid Sick time for Part-Time Employees** up to a maximum of 16 hours per calendar year to employees in a part-time position and eligible for health benefits.
- ▶ **Ongoing Policy review** to the Human Resources Manual in preparation for accreditation, to ensure compliance with the Employment Standards Act and industry best practice.
- ▶ **Conflict Resolution Policy (HR 1.5)** was updated in May 2024, to provide employees with a clear process to raise and resolve conflicts in the workplace.
- ▶ **Three (3) summer students** were hired through the Canada Summer Jobs Program. They assisted with organizing files, new hire phone screening, translated ILWR documents and policies into French as part of French Language Services requirements, and helped to plan Annual Training.
- ▶ **Oil change reimbursement** offered every six months towards the cost of an oil change for employees who drive more than 3000 kms per reimbursement period.
- ▶ **Change in Administrative roles** when we welcomed Taariq Ahad as our new Human Resources Generalist in August and Alimot Mohammed as our new Executive Assistant in October.

- ▶ **Travel incentive for Outreach Attendants** was given as gas gift cards in recognition of the fluctuating gas prices and vehicle “wear and tear”.
- ▶ **Employee Townhalls** featuring guest speakers, games, prizes, and lunch. We welcomed Credence and Co in April 2024 to present on Conflict Management. In November 2024, a speaker from Public Services Health and Safety Association (PSHSA) educated us on Workplace Violence and Harassment regulations.
- ▶ **Friday Coffee Time Drop-in** began in February as an opportunity for employees to chat with the Senior Managers of Human Resources and Attendant Services.
- ▶ **Retirement** of three long-term employees: Gabriele Dantzer, Michelle Delsaut and Linda Carrigan who between them provided over 75 years of dedicated service.
- ▶ **Ongoing training and development** including Mental Health First Aid, CPR and First Aid, Food Safety and annual online modules.

ILWR is dedicated to ongoing improvements and support for all our employees. We look forward to working together to achieve much success in 2025-2026.

Thank you for all your hard work and dedication, your contributions are greatly appreciated!





2025 Service Awards

5 Years

Tammy Zwicker
Robyn Jackson
Chaneline Nkamji
Younia
Krishna Patel
Megan Singh
Chantal Endersby
Sheri Roberts
Maison Trussler
Lela Frenette
Anita Murray

10 Years

Lisa Crawford
Elizabeth Meyer
Carolyn McGowan
Florida Barit

15 Years

Sherry Schlonies

25 Years

Debra Gomez-Ortiz
Natalia Roberts
Natalia Rodriquez

30 Years

Ed Patterson
Michelle Delsaut
Leanne Schade

40 Years

Darlene O'Brien



Janet, Ed P. 30-years, Cathy.



Retirees – Michele D. and Linda C.



Tara, Darlene O. 40-years..

Quality Improvement and Security

Information Technology

The Business Intelligence Analyst (BIA) role is responsible for AlayaCare, our Client Record Management and scheduling system; Information Technology (IT) and everything technology-related; enhancing ILWR's Cybersecurity best practices and acts as ILWR's Privacy Officer.

During the past year we have continued to optimize the use of our scheduling platform AlayaCare. We introduced an electronic method of completing and uploading RAI-CHA assessments (an internationally recognized health care tool) to the Integrated Assessment Record (IAR) toolset; this ensures that the Consumer's information/story can be shared with other health care providers, and the Consumer does not need to be assessed repeatedly. We also introduced a Medication Administration Record (MAR) that our Attendants use to record when they assist a Consumer with their medications. AlayaCare has updated how we bill for our Ontario Health atHome contracted services, streamlining the process, giving us the ability to reconcile and re-bill through the platform. A task which took a great deal of configuration and education on our part.

A Privacy, Cybersecurity and Confidentiality training video was created and implemented at our Annual Training sessions. It will be reviewed and updated yearly to ensure our employees understand the importance of keeping information gathered during employment secure. We started a Cybersecurity Task Force to discuss ways in which we can keep data and information safe. Part of ongoing education was developing short monthly videos that employees viewed via the biweekly e-newsletter. We plan to further educate employees on how to be "cyber safe" through Employee Lunch & Learns and Fall Annual Training.

We contracted with a third-party expert to conduct a Cybersecurity Risk Assessment, and will use the results to implement changes over the 2025-2026 year. Based on the preliminary results, we are pleased to know that we have been doing a fairly good job overall, with the need to implement some changes and possibly procure some software. We continue to update all our laptops and desktop computers to run Windows 11 as Windows 10 will no longer be supported as of October 2025.

The final IT project was ongoing improvements to our electronic SharePoint filing system including restructuring parts of it to be more user-friendly.

We look forward to ongoing improvements in 2025-2026!

Quality Assurance

The Quality Assurance Coordinator oversees quality improvement in the organization, including our work with Accreditation Canada, Employee health and safety, and the annual Employee and Consumer surveys.



The primary role this year was preparing for the accreditation process with Accreditation Canada. This process evaluates our organization against best-practice standards established by Accreditation Canada for community health-care organizations.

Our on-site Primer survey was completed in June 2024 and we passed with the highest standing allowing us to 'proceed to Qmentum'.

Our Qmentum on-site survey will take place in June 2026. We are currently preparing with our internal teams who are working to update and/or create internal policies and processes designed to meet all accreditation standards.

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We once again partnered with Flex Surveys to complete this year’s Employee Engagement survey. A total of 98 employees completed the survey, demonstrating an overall satisfaction rate of 79% compared to 72% in 2024.

With the endorsement of the Consumer and Family Advisory Council (CFAC), this year’s Consumer Experience-of-Care survey was also completed externally by Flex Surveys. We were pleased to have 63 consumers complete the survey, a significant increase in responses from 2024. The overall satisfaction rate of 78% was improved from 65% in 2024.

Results from both surveys are being reviewed by Leadership to create action plans and implement changes to improve the experience of both groups.

The Quality Coordinator leads our Employee Health and Safety program; updating the policies, attending quarterly Joint Health and Safety Committee meetings (JHSC) and monitoring the completion of the monthly inspections at all office locations.

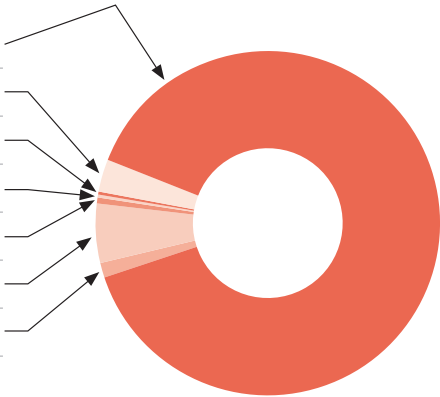


Financial Stats 2024–2025

Revenue

Ontario Health	8,137,037	87.91%
CILT	361,078	3.90%
IL Canada	37,172	0.40%
Ontario Trillium Foundation	22,690	0.25%
UpStream – Region of Waterloo	50,231	0.54%
Fees For Service – OH atHome & Individual Contract	517,572	5.59%
Donations, Interest, Miscellaneous & Other Grants	130,218	1.41%

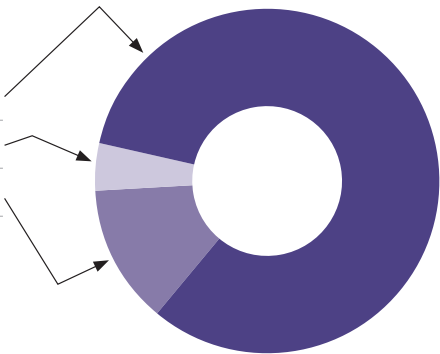
Total Revenue 9,255,998



Expenditures

Attendant Services	7,477,316	82.67%
IL Programs	441,908	4.89%
Admin, Capital Expenditures & Depreciation	1,125,079	12.44%
Total Expenditures	9,044,303	100.00%

Surplus 211,695
Employees 191



Employee Appreciation

- ILWR t-shirts, jackets and winter hats
- Employee-of-the-Week nominations
- Admin Professionals Day — April 24
- Attendant Services Day — October 29
- Contests and draws
- Years-of-Service anniversaries

Kahoot Winners



CSCs at Activate



Survey Comments

CONSUMERS

"My Attendants are the best of the best."

"The care from ILWR and my Attendants allows me to lead a better life."

"I think the Attendants are terrific. I love Independent Living services and would recommend them for anyone."

"The Attendants from ILWR are respectful, understanding, and encouraging."

EMPLOYEES

"ILWR values work-life balance and focuses on meaningful, impactful work. They listen to their staff."

"I am very proud to be part of ILWR."

"The supportive work environment and opportunities for personal and professional growth make ILWR a rewarding place to work."

Funders and Partners

We wish to recognize and thank the many individuals and community organizations with whom we work together to help support people with disabilities in our community.



ACCREDITATION
CANADA



Region of Waterloo



Government of Canada
Gouvernement du Canada



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