

Niagara Support Services

56th

ANNUAL GENERAL MEETING

ANNUAL REPORT



*Supporting the abilities and contributions
of persons with special needs
through a professional, caring and inspired team*

ANNUAL GENERAL MEETING

Wednesday, September 9, 2009

Greg Frewin Theatre
(Conference Room)
5781 Ellen Avenue
Niagara Falls, Ontario

AGENDA

1. Welcome from the President, Carolynne Canham 7:00 p.m.
2. Awards Page 3
 - ◆ Corporate Teamwork The Niagara Parks Commission
 - ◆ Partner in Service Dr. Kerry Boyd
3. Adoption of the Minutes of September 10, 2008 Page 4
4. Adoption of the President's Report Page 6
5. Adoption of the Chief Executive Officer's Report Page 7
6. Financial:
 - .1 Presentation of the Auditor's Report by Mr. Michael Root of Durward Jones Barkwell & Company
 - .2 Adoption of the Auditor's Report and Financial Statements for the Fiscal Year 2008-09
 - .3 Appointment of the Auditors for the Fiscal Year 2009-10
7. Report of the Nominating Committee, Jane Gouck Page 8
8. Approval of the Actions of the Board of Directors for the Fiscal Year 2008-09
9. Closing Remarks Andrew Lewis
10. Adjournment

AWARDS

Corporate Teamwork The Niagara Parks Commission

Our Corporate Teamwork Award is presented to The Niagara Parks Commission for their commitment and support of Niagara Support Services for over twenty years. They have given the participants of our Community Employment and Vocational Services (CEVS) Program the pleasure and dignity of working to their utmost potential.

While there are many people who have been an integral part in maintaining the partnership with Niagara Support Services, from the beginning, Debbie Whitehouse has worked with our agency; originally as supervisor of The Niagara Parks Commission's greenhouses at their School of Horticulture, where three individuals that we support worked alongside students and employees, and now as Executive Director of Parks.

Currently, NSS's Third Hand Crew volunteers two half days per week at the Floral Showhouse with Joan Cornelius and the superb staff there. One day per week, they work side by side with Jody Cant and the Paint Crew, which is something that the individuals

we support thoroughly enjoy, as their day can involve working anywhere on the beautiful Niagara Parkway, and they are always made to feel like part of the crew.

The CEVS Program has also completed many light assembly and packaging jobs for Sean Parnell at the Distribution Centre, collated information packages for the Sales and Marketing, and Public Relations departments, and delivered flyers to residences along the parkway. One of our program participants' past favourites was the involvement with the Divot Program at both the Legends and Whirlpool Golf Courses.

We are honoured and proud of our continued involvement with The Niagara Parks Commission. Thank you to everyone who makes it possible for Niagara Support Services to continue its vision to ensure that all persons have equal access to their community, are recognized as contributing members of society, and have the opportunity to choose meaningful experiences that foster self-respect.



Partner in Service Dr. Kerry Boyd



Dr. Boyd is the Chief Clinical Officer for Bethesda, and we have been fortunate to have had the opportunity of working with her for several years in our programs for both children and adults.

She has been an integral part of the multi-disciplinary team supporting the youths within our children's residential program, as well as our adult residential programs. She visits our residential facilities for consultation, as she understands the importance of seeing individuals in their home environments, which often makes consultations more comfortable for those we support.

During her consultations, Dr. Boyd is extremely respectful of all involved and encourages input from everyone. She enjoys visiting with the individuals we support and has established an excellent rapport with them, as well as their families and our staff. When employees meet Dr. Boyd for the first time, invariably they comment that she is very engaging.

Dr. Boyd's exemplary care, service and dedication to the people we support is truly unparalleled; she always makes herself available to give direction when various crises arise. It is a pleasure to work with someone with such experience and true passion for her work, and we are very grateful to have Dr. Boyd as part of our team.

MINUTES

Annual General Meeting—September 10, 2008

President Carolynne Canham called the meeting to order at 7:06 p.m. and welcomed approximately seventy members and guests to the 55th Annual General Meeting of Niagara Support Services. This year's meeting was held at the Americana Conference Resort, 8444 Lundy's Lane, Niagara Falls, Ontario.

All voting members received a folder that included the NSS Annual Report, financial statements for the year ended March 31, 2008, and a voting member card.

The President put forward the following motion:

To consider the recommended amendment to the Bylaws of the Corporation on this 10th day of September 2008, and if approved, that the Corporation is hereby authorized to amend the organization's bylaws by adding paragraph number 2J to Bylaw No. 1, General Bylaw of the Association, Section: Board of Directors, as follows:

The Board of Directors may, at its sole discretion, bestow the title of Honourary Board Member upon a past or retiring board member of the organization. The Honourary Board Member may attend any meeting of the directors in an advisory capacity only, at the invitation of the president or designate, and shall not have a vote on issues or questions arising at any such meeting of directors.

Moved by Marion Woodcock, seconded by Gary W. Gunning, to accept the proposed bylaw amendment as written and presented.

All in favour – Carried

The President introduced Chief Executive Officer Andrew Lewis, who presented the following awards:

- ◆ Community Service—Gina Pantelich (Treatment Coordinator for dentists Dr. Leskiw and Dr. Yi)
- ◆ Corporate Teamwork— Canadian Tire Financial Services (Accepted by Patrick Johnson)
- ◆ Partner in Service— Mr. Quick Car Wash (Andrew Lewis accepted on behalf of Donnie Edwardson)
- ◆ Friend of NSS— Niagara Transit (Accepted by General Manager, Dave Stuart)

Carolynne Canham made a special presentation to retiring board member, Beverley Allan, to recognize her twenty-two year commitment to Niagara Support Services. Bev had a variety of roles on the Board of Directors, including two terms as president. As a parent of a consumer of our services, she brought a unique outlook and understanding to the board table, and we thank her for her caring and unwavering belief in the importance of our organization.

Moved by Judy Reid, seconded by Gary W. Gunning, to bestow the title of Honourary Board Member upon Beverley Allan.

All in favour – Carried

Andrew Lewis introduced Mr. Brian Davies from FOCUS Accreditation Services who talked about the hard work involved in the accreditation process, and that we should be very proud of being awarded this certification. Mr. Davies introduced Ms. Janeen Halliwell, executive director of FOCUS, and she and Mr. Davies presented Andrew Lewis and Carolynne Canham with the three-year Certificate of Accreditation.

Moved by Laurali Whitby, seconded by Beverley Allan, to adopt the minutes of the Annual General Meeting of September 12, 2007.

All in favour – Carried.

Moved by Judy Reid, seconded by Gary W. Gunning, to accept the President's Report as written.

All in favour – Carried.

Moved by Jane Gouck, seconded by Laurali Whitby, to accept the Chief Executive Officer's Report as written.

All in favour – Carried

Mr. Mike Root of Durward Jones Barkwell & Company presented the auditor's report and financial statements for the fiscal year ended March 31, 2008. There were no questions from the floor.

Moved by Gary W. Gunning, seconded by Jane Gouck, to accept the audited financial statements for the fiscal year ended March 31, 2008 as written and presented.

All in favour – Carried.

Moved by Gary W. Gunning, seconded by Marion Woodcock, to appoint the firm of Durward Jones Barkwell & Company as our auditors for the fiscal year 2008-2009.

All in favour – Carried.

Moved by Laurali Whitby, seconded by Jane Gouck, to approve the actions of the Board of Directors for the fiscal year ended March 31, 2008.

All in favour – Carried.

Jane Gouck provided the Nominating Committee Report, presenting a slate of directors for 2008-2009 and 2009-2010, comprising Carolynne Canham, Jane Gouck, and Brent Rolfe. There were no nominations from the floor.

Moved by Beverley Allan, seconded by Marion Woodcock, to adopt the slate of directors for 2008-2009 and 2009-2010 as presented.

All in favour – Carried.

Jane Gouck introduced the entire Board of Directors for 2008-2009, including herself: Daniell Bartley (absent), Carolynne Canham, Maureen Connolly (absent), Gary W. Gunning, Geoff Harvey (absent), Elinor King (absent), Judy Reid, Brent Rolfe, Claudia Valle (absent), and Marion Woodcock. The officers will be elected at the first meeting of the new Board of Directors on Tuesday, September 23, 2008, and will be announced in an upcoming bulletin.

Chief Executive Officer Andrew Lewis provided the closing remarks for the evening; a full transcript of his message to the membership will be included in the next edition of the agency newsletter.

Moved by Gary W. Gunning, seconded by Beverley Allan, to adjourn the meeting at 7:52 p.m.

All in favour – Carried





Report from the President

As I write this at the end of July, I can see blue sky, but I fear not for long. The summer, like much of this year, has certainly been gloomy on many fronts. But as they say...every cloud has a silver lining, and ours is Niagara Support Services.

If you have been by the Donald L. Reilly Centre on Sinnicks Avenue you will have seen "what a difference a roof makes". The roof, the new elevator at our Longhurst site, in addition to several other upgrades at our group homes, were achieved with Ministry support. I believe that these improvements are a sign of the confidence felt for NSS by our government funders. Even in a time of fiscal restraint, they realize the importance of the work we do.

As a board, we are proud of the 167 staff who call NSS home. They work tirelessly each day in a variety of programs, supporting individuals with a variety of needs, to ensure successful outcomes. Although sometimes hard to measure, successes are regular and significant. NSS invests in over 3000 hours of collective training and development for our team, which demonstrates our belief that the continued investment in our employees pays dividends for those we support.

I wish that all of you who read this report could join me at board meetings so that you could hear the caring, commitment, and enthusiasm that we hear about NSS staff from your CEO Andrew Lewis. From management staff right to all of our support staff, we have the best. As we start another year, the board and staff will ensure that it is a successful one for the people we support, their families, and their caregivers.

Respectfully submitted,

**Carolynne Canham
President**



NSS Chief Executive Officer, Andrew Lewis and President, Carolynne Canham, accepting the Certificate of Accreditation from representatives of Focus Accreditation Services, Janeen Halliwell and Brian Davies, at the NSS 2008 Annual General Meeting.



Report from the Chief Executive Officer

In a world that rarely stops to take a breath these days, it is sometimes difficult to reflect on the highlights of a specific year gone by. A year is a fixed period of time, and so much of what we do at Niagara Support Services is an ongoing, continuous, fluid process. Although I can report to our membership about structural and capital changes that occurred in a given reporting year, I know that it is the enduring and ongoing processes and personal successes, which transcend fiscal years, that become the fabric of our agency and the stories of which we can all be proud.

On the capital improvement front, there were two significant and visible additions this year. The first was a new roof on the Donald L. Reilly Centre on Sinnicks Avenue in Niagara Falls. While this facility is actually owned by our partner agency, Niagara Training & Employment Agency (NTEC), it is home to Niagara Support Services' Children's Residential Program, our Children's Autism Program (a.k.a. CAP Class), and our CEVS office. While the old flat roof on the former elementary school has served its time well, I would suggest that the most significant aspect of that renovation was the marked transformation of a building from its former institutional façade, to one with more residential community appeal, courtesy of a new pitched steel roof.

The second major capital improvement to occur in the 2008/09 fiscal year was the construction of an elevator at our Longhurst Avenue facility in Niagara Falls. Home to our Community Skills and Intervenor programs, our Manager of Day Services, as well as a host of evening activities, trainings and meetings, the former Firehall will now have much enhanced accessibility to the second level. This will allow our agency, which is of course rooted in Niagara Falls, to host more events closer to home for many of our families and program participants.

As many of you are aware, the Developmental Services Act (DSA) is being replaced by *The Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*. The Ministry of Community and Social Services, or MCSS, is at long last repealing the standing legislation that enshrined in law such things as institutional life for people with developmental disabilities. As society has changed over the past three decades, the need for updated legislation to guide the actions of those who are involved in developmental services became very apparent. The government has stated that it wants to improve services and supports for people who have developmental disabilities and their families. The process of enacting new legislation is long and involved, and it will be some time before we fully experience the contemplated

changes. We are pleased that the Ministry is engaging in consultations with agencies and families alike to hopefully ensure that the interests of the people we support are represented. I would further suggest that the new legislation will not only open up new opportunities for individuals, but will also see changes to help support the solid agency system of which we are a part.

In the 2008/09 year, we also made significant strides in the area of assurance of personal rights for our program participants. Niagara Support Services has been involved in the 3Rs research project, which encompasses *Rights* training, combined with *Respect* and *Responsibility*. As the research component draws to an end, you can be assured that our agency is looking for ways to ensure and protect the rights of individuals in our service.

Niagara Support Services has also continued to invest in our commitment to Corporate Social Responsibility. Continued energy efficiencies are being sought each time we undergo a renovation or improvement, and we also continue to partner with NTEC in the promotion of other environmental and socially responsible projects.

As we look toward the future in the Developmental Services realm, we can be daunted by the seeming never-ending need for resources in an economic climate that has come to see its limits. At the same time, we are sustained by the hope of a continuously evolving sector in the world of the Developmental Services Transformation. We can see a future that is more equitable, more flexible, more portable, more transparent, and more individually focused. While we realize that the Transformation will not happen overnight, we can rest assured that the true interests of the individuals who access our services will be better served in the transformed sector.

In the meantime, while the sector continues its transformation, and new legislation is drafted and enacted, I would maintain that the outstanding quality of services and supports that the employees of Niagara Support Services provide to the individuals in our service is not dictated by our legislation or its regulations. The significant contributions made in the lives of the people we support are due wholly to the skills, talents, and dedication of our *professional, caring and inspired team*.

The coming year will no doubt again be filled with challenges and trials and the promise of great things to come. Thank you for being a part of this agency's journey.

Sincerely yours,
Andrew Lewis
Chief Executive Officer

Report of the Nominating Committee

The Nominating Committee would like to report that the following board members of Niagara Support Services have one year left in their term of office, having been elected on September 10, 2008.

Carolynne Canham

Jane Gouck

Brent Rolfe

The Nominating Committee would also like to offer a slate of candidates for election to the Board of Directors for the years 2009-10 and 2010-11. The following people are qualified and have agreed to stand for a two-year term as a Director of Niagara Support Services.

Daniell F. Bartley
Maureen Connolly

Gary W. Gunning
Geoff Harvey

Elinor King
Judith K. Reid

Claudia Valle
Marion Woodcock

**Respectfully submitted,
Jane Gouck, Chair
Nominating Committee**

OFFICERS

Carolynne Canham

President



Carolynne has been a member of our Board of Directors since September 29, 1999, and has served as President since October 2005. She also serves on the Board of Trustees of Niagara Training & Employment Agency, the Board of Directors of Niagara Employment Agency (Niagara Recycling), and is a member of the Joint Board Alliance Committee of NSS and NTEC. Carolynne has been married to her husband, Bob, for over 40 years and is the proud grandmother of four wonderful grandchildren. She was a schoolteacher and principal during her 38 years in education, during which time she was very involved with programming for students with a developmental disability. Carolynne's experience in education makes her a valuable asset to Niagara Support Services.

Marion Woodcock

1st Vice President



Marion joined our Board of Directors on September 12, 2007, and currently serves as 1st Vice President. She is also a member of the Board of Trustees of Niagara Training & Employment Agency and the Board of Directors of Niagara Employment Agency (Niagara Recycling). Except for six years spent in Calgary developing grandparenting skills, Marion is a lifelong resident of the Niagara area. Prior to her time in Calgary, she also served on the boards of Niagara Support Services and Niagara Training & Employment Agency for several years circa 1998. Marion has an extensive educational background and is proud and supportive of the services offered by Niagara Support Services.

OFFICERS

Claudia Valle

2nd Vice President



Claudia has been a member of our Board of Directors since November 23, 2004, has served as 1st Vice President, and is our current 2nd Vice President. She is a facilitator of leadership and teambuilding training programs, and has designed and delivered a variety of experiential learning programs for both adults and youth throughout Canada and the United States. Claudia currently works as the Director of Frontier Team Building, a Niagara-based company. She is a concerned community partner and has been involved in fundraising efforts on behalf of the YMCA and the Class A Henley Campaign that was instrumental in bringing the 1999 World Rowing Championships to St. Catharines. She is currently volunteering her time for Hospice Niagara on their fundraising committee, and was also a member of their capital campaign team that raised funds in support of the Stabler Centre, a residential palliative care centre in St. Catharines.

Gary W. Gunning

Secretary/Treasurer



Gary joined our Board of Directors on October 28, 1998, and has also held a seat on the Boards of Niagara Training & Employment Agency (NTEC) and Niagara Employment Agency (Niagara Recycling) since April 28, 1993. He has been Secretary/Treasurer of Niagara Support Services since 2001, and is also Secretary and Finance Chair of NTEC and Niagara Recycling. Gary is also a member of the Joint Board Alliance Committee of NSS and NTEC. As well, he is a charter life member, past secretary and past president of Stamford Kiwanis, and has been a member of the business community throughout his career. Currently, Gary is also President and Treasurer of the Friends of Lundy's Lane Battlefield.

Judith K. Reid

Past President



Judy joined our Board of Directors on June 16, 1999, and is our current past president. She has also been a member of the NTEC Board of Trustees and Board of Directors of Niagara Employment Agency (Niagara Recycling) since September 15, 1999, and has served as Chair of the NSS-NTEC Joint Board Alliance Committee since May 2001. In May 2008, Judy was re-elected to the Board of Directors of OASIS (Ontario Agencies Supporting Individuals with Special Needs) as Vice-President. Presently residing in Fonthill, Judy is a lifelong resident of the Niagara Peninsula. She retired in 1998 following a 30-year career as an educator with the District School Board of Niagara. Judy continues her interest in education, working with the Business Education Council of Niagara as the Manager, Labour Force Development and Early Years Niagara.

DIRECTORS

Daniell F. Bartley



Daniell joined our Board of Directors on September 12, 2007. He received his Bachelor of Arts (Hons) at Brock University in 1998, obtained his LLB at the University of Ottawa in 2001, and was called to the Ontario Bar in 2002. Daniell articulated at a boutique labour law firm in Ottawa, and is now in-house counsel for the City of Hamilton where he represents the municipality in various types of litigation with a specialty in trial work. Daniell has been greatly influenced by his mother who has worked with adults with developmental disabilities for over 20 years. He has also volunteered with Christian Horizons and the Special Olympics.

Maureen Connolly



Maureen joined our Board of Directors on September 15, 1999. She is a university professor with over 30 years in the field of physical education as a teacher, researcher, trainer, and disability advocate. Her involvement in disability issues and programs in the Niagara Region is well known. In 2002, Maureen was presented with the Brock Award for Distinguished Teaching, was awarded the 3M Teaching Fellowship Award in 2003, and in 2005 was awarded a YWCA Woman of Distinction Award. Currently, Maureen fills the role of Director of the Centre for Teaching, Learning and Educational Technologies and Director of the Institute for the Study of Exceptional Development (ISED) at Brock University. Maureen also serves on the Board of Trustees of Niagara Training & Employment Agency and the Board of Directors of Niagara Employment Agency (Niagara Recycling).

Jane Gouck



Jane joined our Board of Directors on September 30, 1996, and served as 2nd Vice President in 2003-04. She was employed as a resource teacher for our agency from 1978 to 1988. Jane is currently a Resource Consultant for Regional Niagara, a consultant for Quality Child Care Niagara, as well as a Roots of Empathy mentor for the Niagara Region. Jane is also a past board member of the Ontario Rhett Syndrome Association and the YWCA. She has recently accepted a part-time teaching position at Niagara College. Jane is married with three children and enjoys running, and travelling throughout North America and Europe.

DIRECTORS

Geoff Harvey



Geoff joined our Board of Directors on April 22, 2003, and served as 2nd Vice President in 2006-07. He received his MSW at the University of Toronto in 1974, and is a mental health counsellor with 33 years of experience in the health and Employee Assistance Program (EAP) fields. Geoff is presently employed as a social worker/mental health worker with the Beamsville Family Health Team while continuing to work in EAP. His interest in the developmentally challenged was spurred by his previous work at the Niagara Peninsula Children's Centre, and his family experience as a parent of a child diagnosed with Asperger Syndrome.

Elinor King



Elinor joined our Board of Directors on September 22, 2005. She has been employed at Niagara Recycling since 1989 as controller and commercial sales coordinator. In 1993, she was involved with NTEC in the initiation of the waste management program. This joint program between NTEC and Niagara Recycling is a fully-integrated program that reaps rewards for all involved. Elinor has been a member of the Recycling Council of Ontario Awards Committee for numerous years, and a member of the St. Catharines Chamber Governance Committee for the past six years. In the community, she has acted as treasurer for her family church, and past chair of her church's child care centre. Elinor and her husband, John, live in Ridgeway and have two adult children.

Brent Rolfe



Brent was elected to the Board of Directors on September 10, 2008. He and his wife Louise immigrated to Canada from England in 1980 and settled in Niagara Falls in 1986. They have two adult children, Warrick and Courtney. Courtney receives service from Niagara Support Services and NTEC. Brent is an Accounting and Finance graduate of Nottingham Trent University and has a Certified Financial Planner designation. He is also a board member of the Canadian Institute of Financial Planners. Brent owns and operates Niagara Peninsula Benefit Brokers/Rolfe Financial Group, which is a firm specializing in group health, dental and pension plans, and financial planning. Brent's involvement and contributions from a parent's perspective are valuable assets to the Board.

YEAR IN REVIEW

(Donations received from April 1, 2008 to March 31, 2009)

Niagara Support Services gratefully acknowledges donations from the following individuals and businesses

Delia Baldin	Marcel Goldenberg	Joan Morrison
Alice Bardsley	Jane Gouck	K. Ouderkirk
Ronald and Marina Barwell	Ray Graveline	John M. Parisi
Elsie Bessey	Gary W. Gunning	Larry and Susan Plato
Mr. and Mrs. Angelo Bolzon	Michelle Hann	Mark and Rose Poulin
Primo and Antoinette Bordin	Geoff Harvey	Paula J. Rapp
Donna Rae Boston	Sabri Hassan	Victoria Reep
Doris and Paul Bouchard	Robert Hawken	Judith K. Reid
Arthur Boulanger	Peter Hayes	Harold and Lily Rideout
Don and Catharine Cahill	Judy Hernder	Marlene and Norman Ring
Deane and Sharon Campbell	Independent Order of Foresters	Sheldon Rodgers
Carolynne Canham	Clive and Doreen Jones	Louise and Brent Rolfe
Elizabeth Chambers	Maureen and Douglas Kane	Sandra and Peter Rylander
Janice Chase	John and Doris Kuruziak	Mr. and Mrs. Fred Sanvido
Tony and Sheila Clennell	Rose Kuruziak	R. Sanvido
Shari Comeaux	Gaston and Sarah LaRose	Sandra Sardella
Maureen Connolly	Jean LaRose	April Scobel
Mr. and Mrs. David Cooperman	Elizabeth Lawrason	Kathleen Silverthorn
Shirley Coppen	Sharon LeMasters	Ken and Betty Ann Sorley
Doris J. Cosby	Janet and Paul Lewis	Stamford Centre Volunteer
Connie Covatta	Ida Longo	Firemen's Association
Leona Covelli	Dr. Thomas and Mrs. Mary Longo	Ralph Sutton
Rob Culliton	Melanie MacDonald	Dr. Rosemonde Tannous
Carmella Desjardins	Mary MacDonnell	Ray Tonet
Vivian Devoe	Gloria Marchionda	Claudia Valle
Jan Ecker	Cirillo Martignago	Bea Vanderburgh
Juanita Fidia	Lena Martignago	Melvina Walasek
Beth and Fred Folino	Heather and William Matson	Linda Walters
William E. Geiben	Dr. Ron Mergl/Animal Medical	Michael and Helena Williams
Gloria Ghetti	Centre	Stephanie Wilton-Duncan
John Ghetti, Jr.	Hazel J. Miller	Marion Woodcock
Lisa Gill	Dianne Morris	Violet B. Wright

**A number of these donations were
in loving memory of**

David A. Allan
Kevin Bishop
Michel (Mike) Dugas
Nancy Martignago Ferren
Sophie Steinberg

Ever to be Remembered



*We also acknowledge the many gifts of
time, services, and products. Your
contributions are sincerely appreciated.*

*We have done our best to include all gifts
received during this time period. We
apologize should any names be omitted or
misspelled.*

All donations are received by
Niagara Support Services,
a charitable organization registered
under the Business Number (BN)
10696 2848 RR0001