

Niagara Support Services

57th

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 15, 2010

Doubletree Fallsview Resort & Spa
(Grand Hall III)
6039 Fallsview Blvd., Niagara Falls, Ontario

AGENDA

1. Welcome from the President, Carolynne Canham 7:00 p.m.
2. AwardsPage 3
 - ◆ Community ServiceSusan Sakowski & Ron Herkimer
 - ◆ Community ServiceRob Wilson
 - ◆ Community ServiceLinus Hand
 - ◆ Partner in ServiceMorse & Son Funeral Home
3. Report of the Bylaw Review Committee, Maureen Connolly.....Page 5
 - .1 Notice of MotionPage 5
4. Adoption of the Minutes of September 9, 2009..... Page 6
5. Adoption of the President's Report Page 8
6. Adoption of the Chief Executive Officer's Report Page 9
7. Financial:
 - .1 Presentation of the Auditor's Report by Mr. Dan Ane of Durward Jones Barkwell & Company
 - .2 Adoption of the Auditor's Report and Financial Statements for the Fiscal Year 2009-2010
 - .3 Appointment of the Auditors for the Fiscal Year 2010-2011
8. Report of the Nominating Committee, Daniell Bartley Page 11
9. Approval of the Actions of the Board of Directors for the Fiscal Year 2009-2010
10. Remembering Beverley Allan..... Page 15
11. Year in Review (donations received during the fiscal year)..... Page 16
12. Closing Remarks, Andrew Lewis
13. Adjournment

AWARDS



Community Service Susan Sakowski & Ron Herkimer



Susan's brother John attends the CEVS day program, a program that Susan has always shown interest in and has been actively involved with. Susan and Ron have been very generous with their time and monetary donations.

Three years ago Susan had an idea of wanting to do something enjoyable for all of the people that work with her brother, and suggested going to ZOOZ (now Safari Niagara) for the day. She made all of the arrangements for all of the individuals that attend the CEVS program and their staff to spend the entire day at the park. Everyone had a spectacular time!

In 2009, Susan had another great idea that she wanted to share and it sounded wonderful. After

agreeing without hesitation, she again put her plan into motion and made all of the arrangements. This time she planned a spaghetti dinner at Mama Mia's followed by the Beyond Belief Magic Show at the Greg Frewin Theatre. Again, everyone had a wonderful time.

Words cannot express the enjoyment and appreciation that was felt. Without the generosity of Susan and Ron, many of these individuals may not have the opportunity of experiencing such outings on their own.

Thank you, Susan and Ron, for your kindness and ongoing thoughtfulness. You have provided many memories for all to cherish.



Community Service Rob Wilson



A Community Service award for Niagara Support Services is presented to Rob Wilson, owner of RTEK Contracting.

For the past several years, Rob has completed various projects for both Niagara Support Services and NTEC, ranging from painting and general maintenance to renovations of our various properties.

Although Rob's quality of work is appreciated, today we are acknowledging the 'above and beyond' duties that deserve recognition. Rob demonstrates patience and flexibility and has

developed a strong rapport with many of the individuals we support. It is a fact that we offer a variety of services, and each program has its own set of unique circumstances that need to be considered when work of this nature needs to be completed. Rob is willing to stop whatever he is doing in order to meet the needs of the residents and staff. He is accommodating and is willing to 'jump right in' should there be a problem that needs assistance.

Thank you, Rob, for your thoughtfulness, respect and compassion for the work that we do, it is very much appreciated.

AWARDS

Community Service Linus Hand

This year we would like to recognize Mr. Linus Hand from Niagara Theatre & Entertainment as one of our Community Service award recipients. Mr. Hand is the former general manager of the Princess of Wales Theatre in Toronto as well as the producer of theatre productions of the Niagara-based theatre company, Silver Mist Productions.

Mr. Hand has worked with our staff from the Community Skills day program, in particular Jo-Anne Young, to offer the experience of such theatre productions as *Aladdin* and *Beauty and the Beast*, which were held at the Niagara Centre for the Arts at an affordable cost. This experience was also shared by many individuals in other programs and facilities of NSS, with 70 people attending the most recently offered production of *Ebenezer Scrooge, A Carol for Christmas*. The performances were thoroughly enjoyed by all in attendance. Mr. Hand and his staff have always been very accommodating and helpful before, during and after each event.

It is with great appreciation that we recognize Mr. Hand for his ongoing support and we look forward to future opportunities to work with him to enhance the life experiences of the individuals supported by Niagara Support Services.



Partner in Service Morse & Son Funeral Home



Ernie Morgan

The Partner in Service Award is presented to those who work in partnership with Niagara Support Services to deliver a service, event or program. This year we would like to recognize Morse & Son Funeral Home, particularly Mr. Ernie Morgan, managing director, and Marny Atkinson,



Marny Atkinson

bereavement coordinator.

In her role as bereavement coordinator, Marny has offered opportunities to our Community Skills day program to bake cookies for their various bereavement support group meetings, and also for the reception following Morse & Son's annual memorial service. Her encouragement and appreciation to the individuals and staff of our Community Skills program for their preparation of these goodies has motivated the program to further enhance their kitchen skills and their involvement with the community.

We hope the future holds further networking opportunities with Morse & Son Funeral Home, and we would like to express our appreciation for these opportunities through this award.

Report of the Bylaw Review Committee

The Board of Directors appointed a Bylaw Review Committee to conduct a thorough evaluation of Bylaw #1 of the Corporation with the intention of presenting recommendations for change to the full Board as deemed appropriate.

All voting members of the Corporation received a full report from the Bylaw Review Committee, including all of the amendments and/or additions to Bylaw #1 as approved in the following motions, which were duly passed by the Niagara Support Services' Executive Committee and/or Board of Directors for ratification by the voting members of the Corporation at the Annual General Meeting.

March 23, 2010 MOVED by Claudia Valle SECONDED by Brent Rolfe

To adopt the recommended amendments to the *Directors Conflict of Interest* section of Bylaw #1 as written and presented, for ratification by the members of the organization at the Annual General Meeting in September 2010.

ALL IN FAVOUR - CARRIED

June 22, 2010 MOVED by Judy Reid SECONDED by Daniell Bartley

To empower the Executive Committee of the Board to move forward with the final approval of Bylaw #1 pending receipt of all board members' comments by July 15, 2010.

ALL IN FAVOUR - CARRIED

July 22, 2010 MOVED by Claudia Valle SECONDED by Judy Reid

To adopt the recommended amendments to the *Board of Directors* section of Bylaw #1, specifically articles 4.4 and 4.5 as written and submitted on July 22, 2010.

ALL IN FAVOUR - CARRIED

July 22, 2010 MOVED by Claudia Valle SECONDED by Judy Reid

To adopt all of the Policy Review Committee's recommended revisions to Bylaw #1 as submitted to the Board of Directors on June 22, 2010, for ratification by the members of the Corporation at the Annual General Meeting on September 15, 2010.

ALL IN FAVOUR - CARRIED

NOTICE OF MOTION

To consider the proposed amendments to Bylaw #1 of the Corporation on the 15th day of September 2010 as recommended by the Bylaw Review Committee and approved by the Executive Committee and/or Board of Directors of Niagara Support Services, and if approved, that the Corporation is hereby authorized to amend Bylaw #1 as proposed.

MINUTES

Annual General Meeting

September 9, 2009

PresidentCarolynne Canham called the meeting to order at 7:05 p.m. and welcomed approximately sixty members and guests to the 56th Annual General Meeting of Niagara Support Services. This year's meeting was held in the Conference Room at the Greg Frewin Theatre, 5781 Ellen Avenue, Niagara Falls, Ontario.

All voting members received a folder that included the NSS Annual Report, financial statements for the year ended March 31, 2009, and a voting member card.

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

- ◆ Corporate Teamwork: The Niagara Parks Commission (Accepted by James Smith, acting superintendent)
- ◆ Partner in Service: Dr. Kerry Boyd

Moved by Laurali Whitby, seconded by Jane Gouck, to adopt the minutes of the Annual General Meeting of September 10, 2008.

All in favour – Carried.

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

All in favour – Carried.

Moved by Marion Woodcock, seconded by Daniell Bartley, 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, 2009. There were no questions from the floor.

Moved by Brent Rolfe, seconded by Gary W. Gunning, to accept the audited financial statements for the fiscal year ended March 31, 2009.

All in favour – Carried.

Moved by Gary W. Gunning, seconded by Maureen Connolly, to appoint the firm of Durward Jones Barkwell & Company as our auditors for the fiscal year 2009-2010.

All in favour – Carried.

Moved by Laurali Whitby, seconded by Marion Woodcock, to approve the actions of the Board of Directors for the fiscal year ended March 31, 2009.

All in favour – Carried.

Jane Gouck provided the Nominating Committee Report, presenting a slate of directors for 2009-2010 and 2010-2011, comprising Daniell F. Bartley, Maureen Connolly, Gary W. Gunning, Geoff Harvey, Elinor King, Judith K. Reid, Claudia Valle and Marion Woodcock. There were no nominations from the floor.

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Moved by Gary W. Gunning, seconded by Claudia Valle, to adopt the slate of directors for 2009-2010 and 2010-2011 as presented.

All in favour – Carried.

Jane then introduced the entire Board of Directors for 2009-2010, including herself: Daniell Bartley, Carolynne Canham, Maureen Connolly, Gary W. Gunning, Geoff Harvey (absent), Elinor King (absent), Judy Reid (absent), Brent Rolfe, Claudia Valle and Marion Woodcock. The officers will be elected at the first meeting of the new Board of Directors on Tuesday, September 22, 2009, and will be announced in an upcoming agency newsletter.

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

Moved by Laurali Whitby, seconded by Gary W. Gunning, to adjourn the meeting at 7:40 p.m.

All in favour – Carried



NSS Chief Executive Officer, Andrew Lewis and President, Carolynne Canham, presenting the 2009 Service Awards at the Annual General Meeting on September 9, 2009

Mr. James Smith, acting superintendent,
The Niagara Parks Commission



Dr. Kerry Boyd



Report from the President

Another year has speedily gone by and as I reflect on Niagara Support Services and its accomplishments, I am again amazed at the ability of our agency to not only carry out our mandate, but to continually improve our services in spite of an economy that continues to falter.

We thank our sister agency Niagara Training & Employment Agency (NTEC) for their timely acquisition of the Barker Street apartment complex, the site of our Enhanced Supported Living program. This purchase will allow us to improve living conditions for the people we serve who call this home. The successful partnership between our two agencies is a model to be envied throughout the province.

In spite of the fiscal restraint that everyone has felt, we were still able to improve facilities at the Donald L. Reilly Centre, Canby Street, and Longhurst. Infrastructure Funding was provided by the government for these projects and it served two purposes: increased work opportunities in the community and continued improvement of our facilities.

One of our most important accomplishments this year was the formation of a self advocacy group for the individuals we support. The inaugural information session was very well attended and the NSS Board of Directors looks forward to valuable input from this group once it is fully established.

As we all know, the economy has not rebounded as well as we had hoped, which has led to a two-year wage freeze within the developmental services and broader public service sectors. NSS will continue to lobby for our staff through umbrella agencies such as OASIS (Ontario Agencies Supporting Individuals with Special Needs) to ensure that wages in our sector are fair and competitive.

Speaking of OASIS, congratulations to NSS Director Judy Reid who is now the President of this active and very effective group. This position means a tremendous commitment of time and energy. Judy is an example of the ultimate volunteer. The time she gives is remarkable and our agencies benefit so much from her presence.

I would be remiss if I did not mention the others who make up the NSS Board of Directors. This agency is fortunate to have a group of people at its helm who are dedicated to its success. They are faithful in their attendance, thoughtful in their decision making, and compassionate in their efforts for the people we support and their families.

In closing, I must once more commend and congratulate the staff of Niagara Support Services. Each one of you plays such an important role in the wellbeing of the people you support. You enrich their lives and bring comfort to their families. Your Board recognizes the excellence you bring to our agency and we extend our heartfelt thanks.

Respectfully submitted,
Carolynne Canham
President

**Our programs would not operate if not for the
169 COMMITTED AND HARD WORKING NSS EMPLOYEES.**

The continued professional development of our team has been instrumental in maintaining the highest standard of services within our programs. In total, staff participated in **1669 hours** of legislated training during the year, *for example, CPR, First Aid, Fire Safety, and Health and Safety training*. Even more telling of the agency's position on development, is that our team also took part in **861 hours** of training that is not legislated, but considered mandatory here at NSS, *for example, medication overview, team building, and documentation training*.

**This demonstrates our belief that the continued investment
in our employees pays dividends for those we support.**



Report from the Chief Executive Officer

As I reflect upon the 2009/2010 fiscal year, I am struck by the scope of what occurs during a year at Niagara Support Services. We can celebrate the accomplishments of both individuals and the agency at large, and we can share in our challenges both individually and collectively. Whether an accomplishment or a challenge, each of these experiences becomes a part of the shared history that we continue to write together.

This year we celebrate things like our agency's work in support of rights and advocacy for individuals with a developmental disability. We also celebrate the acquisition of the property that is home to our Enhanced Supported Living program by our sister agency, Niagara Training & Employment Agency (NTEC). We share in the challenges that will face any publically-funded organization in Ontario over the next few years as our government seeks to restore our province to a place of economic prosperity.

As a broad stroke overview of the state of our sector, we are encouraged by the continued progress toward seeing the *Services and Supports to Promote the Social Inclusion of Persons with a Developmental Disabilities Act, 2008*, become reality. As the replacement legislation to the antiquated Developmental Services Act, the "Social Inclusion Act", as it is referred to, is still a long way from being fully operationalized. Once in force, we will be operating in a sector of enhanced fairness and equity across the province. We will see the evolution of centralized application entities, funding entities, the widespread use of the Supports Intensity Scale (SIS), and the Application for Developmental Services and Supports (ADSS). These changes, made possible under the new legislation, will be perhaps the most visible evidence of the Developmental Services Transformation agenda initiated by our government in 2004. The transformed sector is clearly starting to take shape.

Internally, the past year provided us with an opportunity to undertake a full internal risk assessment and to take steps to ensure our agency's preparedness to face any crisis. While it may have been the high profile global threat of the H1N1 flu that prompted the extensive Business Continuity and Pandemic Planning exercise, the

process itself proved very valuable to us and we have no doubt greatly increased our organizational resilience to service disruption. As we all know, our services are not of the type that can be significantly interrupted due to an external force such as a flu pandemic.

As an agency we said goodbye to one of our programs this year. At the end of March 2010, we helped to facilitate the smooth transition of our Intervenor & Interpreter program to the Canadian Deaf Blind Association (CDBA). Not only does the CDBA specialize in deaf-blind services, but this transition allowed for the services for the individuals we were supporting to be transitioned to 24-hour residential supports. We are very proud of our employees that transitioned to employment with the CDBA, who were viewed as skilled and proficient in their intervenor roles and considered to be an asset in this specialized field.

Our agency's physical plant enjoyed some significant enhancements this year as well, primarily made possible through Infrastructure Funding from our government. Even in difficult economic times, our government periodically seeks to stimulate the economy through these investments in our sector. We now have a fully renovated kitchen and sprinkler system at the Donald L. Reilly Centre, home to our Children's Residential Program and our Children's Autism Program; we were able to replace an entire washroom at the Canby Street residence; and, we repaved the parking lot at our Longhurst Avenue site, which is primarily home to our Community Skills program. A number of other improvements to our agency's energy efficiency were also made throughout the year, reminding us of our continued commitment to Corporate Social Responsibility.

As our year came to a close, we were met with the prospect of fiscal challenge unlike any in the past few years. In an effort to begin to restore fiscal balance in Ontario, our government took two significant steps that had a direct impact on our agency. First, it was confirmed that our ministry would not follow through on a previous commitment to increase base agency budgets in the 2010/11 year; and second, along with the rest of the broader public sector in Ontario, we were informed of the *Compensation Restraint to*

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Protect Public Services Act. This piece of legislation effectively imposes a two-year wage freeze for many within our agency and every like agency within the developmental services sector and beyond.

In a time when our provincial government struggles to find balance between fiscal restraint and supporting the critical social network of which we are such a vital part, it is not lost on those of us administering agencies in these tough times that we must all do our part. In fact, we have a rich and proud history of creating services for those in need with little in the way of resources. We have a unique way in this sector of doing what others espouse to be the measure of a society's strength and richness: we ensure that our society's most vulnerable citizens are accorded an appropriate dignity, even when times are tough.

There is little doubt in my mind that the agency system is indeed the backbone of our sector, and it is my belief that the backbone of the agency system is the thousands of dedicated, caring and inspired people who have chosen this field as their profession. These individuals are the vehicle of service delivery in our sector. There is concern that the strides made over the past three or four years in the realms of recruitment and retention by way of wage enhancements for our employees may be thwarted in part by a two-year freeze on wages. It is our task then as an agency to find more creative ways to engage our employees and inspire the service excellence that they so capably deliver.

One effort that NSS is involved with is the Developmental Services Human Resource Strategy, an ambitious 10-year project to address and enhance the various human resource issues in the developmental services sector. This is a partnership between the Ministry of Community and Social Services (MCSS) and our sector at large. It is important for our key stakeholders to be aware of the work, as it is likely to significantly transform a number of key HR areas in our field. Overall deliverables of the Strategy include: an increased pool of qualified developmental services professionals; consistency in education, training, and professional development in Ontario's developmental services sector; opportunity for movement

through a variety of career paths for developmental services professionals; and, expert management in our agencies.

Possibly the most exciting development over the past year has been the formalization of a self advocacy group for the individuals we serve. Efforts in this regard were helped along by our involvement in the 3Rs (Rights, Respect, Responsibility) Project last year. While that may have been the impetus, our program to ensure that voice is given to those in our services is evolving to suit our particular agency needs. An evening information session to promote the formation of the Self Advocacy Group was held in March, and since then interest has exploded. It is most critical for us never to forget that the preservation of an individual's rights is central to the preservation of their dignity.

Also on the good news front, I am pleased to report that our sister agency, NTEC, completed the acquisition of the Barker Street apartment complex that is home to our Enhanced Supported Living program. The primary goal of the NTEC Board of Trustees through this purchase is to enhance quality of life through improved living conditions for those who reside there. While this long-term project is still in its infancy, it is truly a remarkable example of the benefits of the alliance between our two agencies.

Our agency will continue to evolve to meet the changing needs of the individuals and families that we serve, and we will do so within the ever-changing context of our sector. On behalf of the Niagara Support Services' Board of Directors, I would like to thank you, our friends and membership, for your continued support of our agency throughout the 2009/2010 year.

As we look toward the future, we are truly appreciative of the active role that you play in the life of the agency. It is only when we consider the contributions of all of our stakeholders – individuals served and their families, our employees, our funders, our community, our board and our membership – that we obtain the true picture of all that takes place in a year at NSS. This past year, like every other, is one that we can all be proud of.

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 9, 2009.

Daniell F. Bartley
Maureen Connolly

Gary W. Gunning
Geoff Harvey

Elinor King
Judith K. Reid

Claudia Valle
Marion Woodcock

The Nominating Committee would also like to offer a slate of candidates for election to the Board of Directors for the years 2010-11, 2011-12 and 2012-13. The following people are qualified and have agreed to stand for a three-year term as a Director of Niagara Support Services.

Carolynne Canham

Jane Gouck

Brent Rolfe

Respectfully submitted,
Daniell Bartley, 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, and is a member of the Joint Board Alliance Committee of NSS and NTEC. Carolynne has been married to Bob for over 45 years and is the proud grandmother of four wonderful grandchildren. She was a teacher and principal during her 38 years in education, and in that time was very involved with programming for students with a developmental disability. Carolynne's knowledge and experience make 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. Except for six years spent in Calgary, Marion is a lifelong resident of the Niagara area. She also sits on the Boards of Niagara Training & Employment Agency (NTEC) and Niagara Employment Agency (Niagara Recycling). Marion has an extensive educational background having worked for the District School Board of Niagara her entire career. She started as a classroom teacher and retired as Superintendent of Schools; she claims that she never had an unhappy working day in all her years. Marion is the mother of two adult daughters and grandmother of two boys and one girl. She spends her spare time reading mystery books and likes to keep fit by attending Aquasize classes every weekday. Marion is particularly proud of our agency's work and believes the calibre of our staff is truly outstanding.

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 teambuilding company based in Niagara. She is a concerned community partner and also sits on the Board of Directors for Hospice Niagara.

Gary W. Gunning
Secretary/Treasurer



Gary joined our Board of Directors on October 28, 1998, and has also been on the Boards of Niagara Training & Employment Agency (NTEC) and of Niagara Employment Agency (Niagara Recycling) since April 28, 1993. He has been Secretary/Treasurer of Niagara Support Services since 2001, and is currently Secretary and Finance Chair of NTEC and Secretary/Treasurer of Niagara Employment Agency. 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 the Lundy's Lane Battlefield.

Judith K. Reid
Past President



Judy joined our Board of Directors on June 16, 1999. She has also been a member of the Board of Trustees of Niagara Training & Employment Agency (NTEC) and Board of Directors of Niagara Employment Agency since September 15, 1999, and has served as Chair of the NSS-NTEC Joint Board Alliance Committee since May 2001. Following six years as an OASIS board member, Judy was re-elected to the Board of Directors of OASIS (*Ontario Agencies Supporting Individuals with Special Needs*) as President in May 2010. Presently residing in Fonthill, Ontario, 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 community development and education working with the Business Education Council of Niagara as Project Manager for a number of labour force and community initiatives.

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 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. Maureen is currently the Acting Director of the Institute for the Study of Exceptional Development (ISED) at Brock University in the department of physical education and kinesiology. 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. Recently, Maureen and one of her colleagues were the joint recipients of the 2010-2013 Chancellor's Chairs for Teaching Excellence award for their project "Real People/Deep Learning". Maureen also serves on the Board of Trustees of Niagara Training & Employment Agency and the Board of Directors of Niagara Employment Agency.

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. 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 36 years of experience in the health and Employee Assistance Program (EAP) fields. Geoff is currently 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 an adult child diagnosed with Asperger's 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 eleven 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 joined our Board of Directors on September 10, 2008. He is an Accounting and Finance graduate of Nottingham Trent University and has a Certified Financial Planner designation. Brent is the owner and operator of Niagara Peninsula Benefit Brokers/Rolfe Financial Group, a firm specializing in group health, dental and pension plans, and financial planning. His financial expertise and his contributions from a parent's perspective have served us well during his first term on the Board. Brent and his wife Louise immigrated to Canada from England in 1980 and settled in Niagara Falls in 1986. They have two adult children. Their daughter Courtney receives service from Niagara Support Services and NTEC. Brent is also a past board member of the Canadian Institute of Financial Planners.



Remembering Beverley Allan

At the Annual General Meeting on September 10, 2008, Beverley (Bev) Allan was bestowed an honorary board member distinction for her 22-year commitment on the NSS Board of Directors. We are saddened that this tribute was so fleeting. After a short but courageous battle with cancer, Bev left this world on August 2, 2010.

Bev's involvement with Niagara Support Services was her longest standing volunteer commitment, however she was always a caring and enthusiastic member of her community. Over the years she contributed her time and knowledge through her involvement on the boards of the Queenston Community Association and Niagara Regional Police Services.

As the parent of a consumer of our services, Bev brought to the board a unique outlook and understanding of the services that we offer, and her history and experience will be missed.

Outside of her community commitments, Bev was a proud and devoted mother, grandmother and friend. Her life touched countless others and she will be greatly missed by many.

*Always a smile, instead of a frown,
Always a hand, when one is down,
Always true, thoughtful and kind,
Wonderful memories she left behind.*



YEAR IN REVIEW

(Donations received from April 1, 2009 to March 31, 2010)

Niagara Support Services gratefully acknowledges donations from the following

Fatima Aguilar	Italo Canadian Centennial Club	Kathleen Silverthorn
Alice Bardsley (<i>now deceased</i>)	Doreen and Clive Jones	Linda Surek
Daniell Bartley	Maureen and Douglas Kane	Ralph Sutton
Marina and Ronald Barwell	Elinor King	Dr. Rosemonde Tannous
Diane Bechkos	Jaak Kivirahk	Linda Thwaites
Elsie Bessey	Angela and John Krawczuk	Claudia Valle
Zita and Larry Bishop	Janet and Paul Lewis	Bea Vanderburgh
Doris and Paul Bouchard	Dr. Thomas N. Longo	Linda Walters
Tori Buggeln	MacKinnon Guardian Drugs	Helena and Michael Williams
Carolynne Canham	Lena Martignago	Stephanie Wilton-Duncan
David Cooperman	Beth Miller	Marion Woodcock
Doris J. Cosby	Mrs. Hazel J. Miller	Violet B. Wright
Connie Covatta	Morse & Son Funeral Home	
Leona Covelli	John M. Parisi	
Ed Desson	Madeline and Guido Pietroiusti	
Jan Ecker	Susan and Larry Plato	
Anna and Kaveh Etezadi	Rose and Mark Poulin	
Gisela and Bob Ferguson	Judith K. Reid	
Angela Finucci	Anne Reilly	
Robert Fisher	Lily and Harold Rideout	
Beth and Fred Folino	Sheldon Rodgers	
Carole Gatis	Louise and Brent Rolfe	
Susan and Peter Haag	Jane and Bob Rutherford	
Geoff Harvey	April Scobel	
Peter Hayes	Marie Secord	
Independent Order of Foresters	Rose Sekulic	

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.

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

*Peter Drost
Antoinette Legge*

Ever to be Remembered



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