

Niagara Support Services

58th 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

Tuesday, September 13, 2011

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
 - ◆ Community Service: Royal Canadian Legion, Branch 51
 - ◆ Community Service: Dennis Sunstrum, Sunstrum’s Florist
 - ◆ Friend of NSS: Bob Prentice
 - ◆ Partner in Service: Niagara College School of Community Services
3. Adoption of the Minutes of September 15, 2010 Page 5
4. Adoption of the President’s Report Page 7
5. Adoption of the Chief Executive Officer’s Report Page 8
6. Financial:
 - .1 Presentation of the Auditor’s Report by Mr. Mike Root of Durward Jones Barkwell & Company
 - .2 Adoption of the Auditor’s Report and Financial Statements for the Fiscal Year 2010-2011
 - .3 Appointment of the Auditors for the Fiscal Year 2011-2012
7. Report of the Nominating Committee—Elinor King, Chair Page 10
8. Approval of the Actions of the Board of Directors for the Fiscal Year 2010-2011
9. Board Retirements Page 14
10. Year in Review (donations received during the fiscal year) Page 15
11. Past Presidents back cover
12. Closing Remarks—Andrew Lewis, Chief Executive Officer
13. Adjournment

AWARDS

Community Service Royal Canadian Legion, Branch 51

For many years, Legion 51 has extended an invitation to individuals in service with Niagara Support Services to their annual children's Christmas party and Christmas dance for adults. Both of these events are well attended and eagerly anticipated every year. As an added bonus, there is absolutely no cost to anyone attending.

Santa makes an appearance at the children's Christmas party and each child in attendance receives a gift. The dance is also popular, with great music, snacks, and last year, even disposable cameras to make it truly memorable.

The Legion's commitment to making these events the best they can be was especially highlighted last year when they secured a larger venue for both the dance and the Christmas party to better accommodate everyone.

We are very appreciative of these invitations each year, and would like to convey our heartfelt thanks for their thoughtfulness and commitment to including Niagara Support Services in these wonderful Christmas events.



Community Service Dennis Sunstrum



Dennis Sunstrum is the owner of Sunstrum's Florist located on Longhurst Avenue in Niagara Falls. Fortunately for us, he is just a few doors down the street from the building we recently purchased, which we utilize mainly for our Community Skills day program.

Dennis has successfully competed in worldwide floral competitions across Canada and the United States. Even with all of these successes Dennis remains a tremendous supporter of Niagara Support Services and many charities in the Niagara Region, including Project SHARE. Last year Dennis and his wife Deborah used their wedding to contribute to this worthy cause by inviting anyone to attend if they brought a donation for Project SHARE. (Coincidentally, Niagara Support Services and NTEC also have a connection with Project SHARE through a commitment

to grow vegetables at our Canby Street location, which are grown and harvested by the participants of our day programs and donated to Project SHARE.)

Sunstrum's Florist has been supportive by donating floral arrangements when individuals supported by the agency have passed away. We sincerely thank Dennis and deeply appreciate his thoughtfulness at these times. Sunstrum's has also been a good neighbour by sharing parking spaces for events at our Longhurst location to reduce congestion on the side streets in the neighbourhood.

It is with deep gratitude that we recognize Dennis Sunstrum for his ongoing support of Niagara Support Services and the individuals supported by our agency with this Community Service award.



AWARDS

Friend of NSS Bob Prentice



Our Longhurst Avenue building has been the location for our Community Skills day program in Niagara Falls for many years. Prior to Niagara Support Services purchasing the building, the Stamford Volunteer Firemen graciously allowed us to utilize the first level of the old fire hall. Through these many years we have been fortunate to be able to call our neighbour, Bob Prentice, a true friend who has enhanced the lives of the individuals we support in many ways.

In years past, Bob would drop in and fix anything and everything to help assist the program in any way he could. Now, Bob will often just drop in to say hello to the individuals and join them for coffee; everyone looks forward to his visits.

Most recently, Bob offered comfort when one of our participants passed away suddenly. He offered a moving eulogy at the service, which was appreciated more than he will ever know. He also handcrafted a beautiful cedar cross to offer as a memorial in remembrance of this young man's life.

We are truly grateful to have a neighbour and friend in Bob Prentice and would like to thank him for his ongoing support through this Friend of NSS award.



Partner in Service Niagara College School of Community Services

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 recognize the Niagara College School of Community Services.

Niagara College plays a crucial role in shaping NSS employees, as the majority of our staff members are graduates. As we face challenges in recruiting and retaining talented staff, it is worth noting that student placements are one of our top recruitment tools.

As the Developmental Services sector in Ontario has shifted from an exclusionary culture of institutionalization to one of community inclusiveness, staffing needs have shifted as well. The School of Community Services knows that today's employees need to be strong advocates for others, excellent communicators, and creative problem solvers. They must show initiative, be team players and strategic thinkers.

Academic programs that prepare students to work in our sector, such as Educational Assistant-Special Needs Support and Social Service Worker, are invaluable in the development of future NSS employees. Graduates from the Early Childhood Education-Resource Teacher and Recreation &

Leisure Services programs also enrich the lives of individuals supported by NSS.

While in school, students are mastering not only the theoretical and practical knowledge that they will rely on in their careers, but also learning about ethical issues that are so important to consider when supporting people. Niagara College guides students as they develop compassion for the individuals and communities that they live in. These are the core competencies that we are looking for in staff for the future.

NSS is grateful that Niagara College invites us to contribute to student development. We provide more than 30 student placement opportunities each year in our various programs. We also contribute to program development by participating on the Educational Assistant – SNS/DSS Advisory Committee.

We hope the future holds further partnership opportunities with Niagara College's School of Community Services. We express our appreciation for this relationship through this Partner in Service award.

MINUTES

Annual General Meeting September 15, 2010

PresidentCarolynne Canham called the meeting to order at 7:08 p.m. and welcomed approximately seventy members and guests to the 57th Annual General Meeting of Niagara Support Services. This year's meeting was held in Grand Hall III at the Doubletree Fallsview Resort & Spa, 6039 Fallsview Blvd., Niagara Falls, Ontario.

All voting members received a folder that included the NSS Annual Report, financial statements for the fiscal year ended March 31, 2010, and a voting member card.

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

- Community Service Awards (3):
 - Susan Sakowski and Ron Herkimer
 - Rob Wilson
 - Linus Hand (not in attendance)

- Partner in Service Award:
 - Morse & Son Funeral Home (Accepted by Mr. Ernie Morgan, manager director)

Andrew Lewis introduced Dr. Maureen Connolly, NSS board member and member of the Bylaw Review Committee, who presented the report of the Bylaw Review Committee with respect to the agency's Corporate Bylaw #1. All voting members of the corporation had received a full report from the Bylaw Review Committee in August 2010, which included all of the recommended amendments and/or additions as approved by the NSS Board of Directors and/or Board Executive Committee for ratification by the voting membership of the Corporation.

Moved by: Laurali Whitby **Seconded by:** Patricia Patterson

To adopt the proposed amendments to Bylaw #1 of the Corporation on this 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 that the Corporation is hereby authorized to amend Bylaw #1 as proposed.

All in favour – Carried

Moved by: Daniell Bartley **Seconded by:** Gary W. Gunning

To adopt the minutes of the Annual General Meeting of September 9, 2009 as written.

All in favour – Carried

Moved by: Marion Woodcock **Seconded by:** Ralph Sutton

To accept the President's Report as written.

All in favour – Carried

Moved by: Brent Rolfe **Seconded by:** Daniell Bartley

To accept the Chief Executive Officer's Report as written.

All in favour – Carried

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Report from the President

As I sit to write what will be my final report as your President, I am filled with profound pride in the accomplishments of Niagara Support Services since I have had the pleasure of serving on its board. It was September of 1999 when I joined the board at NSS, and from my earliest days until today I have witnessed milestones and accomplishments far too numerous to mention here. From property changes and acquisitions to program changes, we have seen the evolution of an agency that has become not only a leader within our sector locally, but also within our province. I will truly miss being part of such a vibrant, caring organization.

This has indeed been a very busy year within the agency. As a board, we were regularly engaged in discussions about the new legislation that was rolled out by our ministry, as well as the Quality Assurance Measures Regulation. We are comforted to know that the hard work of so many will contribute to an advanced and sustainable service system to support people with developmental disabilities.

I would be remiss if I did not mention the challenges that our sector is facing right now. We are part of a larger system that has not been shielded from the economic realities of the day. We know that as we work through another year with no base budget increases and the second year of the Compensation Restraint Act, or wage freeze, we are continually asked to do more with less, and this creates pressures that need to be managed.

I was excited to co-chair the agency's strategic planning process with NTEC's Board Chair, Marion Woodcock. It was inspiring to be part of the planning team with broad stakeholder representation from both agencies. As a membership, we should be pleased with the success of the process, and confident with the planning tool as a road map to address key priorities and directions for the future.

I would like to offer my most sincere thanks to all of the board members who have served at Niagara Support Services in the past and today. They are a faithful and dedicated group who take their role as stewards of this great organization very seriously. I have never met such a passionate and compassionate group of individuals who are willing to work together toward our common good. I am confident, and want our membership to be confident, in the continued commitment of our board – we are in good hands.

In closing, as I always do, I must take a moment to reflect upon the contributions of the professional, caring and inspired team that make up the NSS staff. From our CEO Andrew Lewis and the rest of the management team right to all of our support staff, I am always impressed with the level of dedication and commitment that they demonstrate every day. I am grateful to each and every employee, past and present, for making Niagara Support Services such a special place. Thanks to all of you from your board.

Respectfully submitted,
Carolynne Canham

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 **1543 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 **769 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 pause to reflect upon 2010-2011, I am impressed with the long list of organizational accomplishments that have shaped the past year. Since our last gathering, the pace of life and work at

Niagara Support Services has not slowed at all, and in some instances, has quickened. At the board level, and within each of our programs, the past year has been a busy one.

A year ago, I reported with enthusiasm that our sister agency, Niagara Training & Employment Agency (NTEC), had completed the purchase of the apartment complex on Barker Street in Niagara Falls, which is home to our Enhanced Supported Living program. At that time I shared with you that the primary goal of the NTEC Board of Trustees in making the purchase was to enhance quality of life through improved living conditions. We knew then that it would be a long-term renovation project that would take years to complete. As individuals supported by NSS are the prime beneficiaries of the work of the NTEC Board in this project, I am pleased to report to the NSS membership that the renovations are well ahead of schedule and continue to progress nicely. We are now confident that this partnership was a good decision for these agencies, and the benefits are visible.

Our commitment to quality services and supports was evidenced this past year as NSS successfully underwent its first re-accreditation process with FOCUS Accreditation Services. After months of preparation and an intensive on-site validation process, we were notified that we were successful in this endeavour. It is this strong and unwavering commitment to excellence that drives our organization forward, and will continue to serve us well into the future. As we consider the effects of a sometimes turbulent sector, we are reassured that the foundations on which this agency is built are solid.

Another significant achievement worthy of note was our collaboration with other Niagara agencies in coordinating and participating in intensive development sessions geared toward person-directed planning and thinking. This project should be considered a piece of foundational organizational development as we continue to be forward thinking about our models of service delivery. Niagara Support Services was committed to participating in this initiative, which created a framework that

ensures people with developmental disabilities have valued places and roles in community life, and more importantly that they have a greater opportunity to participate in the decisions that affect their lives, and a greater opportunity to affect change and experiences in their lives.

Provincially, NSS continues to be involved in the Developmental Services Human Resource Strategy, which is a 10-year collaborative provincial project that hopes to address and enhance the various human resource issues in our sector. This is a partnership between the Ministry of Community and Social Services and agencies within our sector. This initiative reached a milestone this year as it completed the pilot phase, and is slowly being integrated into agencies. Overall deliverables of the Strategy include: an increased pool of qualified developmental services professionals; consistency in education, training and professional development in our sector; and, expert management in our agencies. We will endeavour to integrate components of this work into our agency in a controlled and planned way.

Also on the provincial stage, it is worthy of note that NSS board member Judy Reid has very capably represented us in her role as President of OASIS (Ontario Agencies Supporting Individuals with Special Needs), Ontario's largest umbrella group within the developmental services sector. Judy will continue in her role as President until May of 2012. We are proud to be represented so well by Judy, and are also proud of the contribution NSS is making to the provincial arena through her involvement.

Last year, I reported on the formalization of a self-advocacy group for the individuals we serve. I can report that the group, now known as the *Circle of Friends*, is well established and gathering steam. They have elected an executive committee and the interest and participation has grown considerably. Events and development opportunities are discussed, planned and executed by this dedicated and committed group. The agency's support of the Circle of Friends is representative of our core belief in the value of self-determination and empowerment.

Back in 2004, our Ministry embarked on the journey of DS Transformation. We know that the basic principles of Transformation are Citizenship, Fairness and Equity, Accessibility and Portability, Safety and Security, and Accountability and Sustainability.

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Comparable to the importance of the final facilities closures of 2009, this year also marked a provincial achievement beyond our own walls. On January 1, 2011, the Ministry of Community and Social Services saw its new legislation come into effect. On that day, our existing legislation gave way to the new *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*. Some of the most significant attributes of our new legislation relate to issues of abuse reporting and education. Through this new legislation, our government intends to ensure that abuse of any kind is treated like the crime that it is, regardless of the ability or disability of the victim. Also of note, is that enshrined within the legislation is the opportunity for abuse prevention training for people with disabilities. This is important as we continue to shift from a culture of protection to a culture of empowerment.

Another component to this change in legislation is the Regulation that supports it. The Quality Assurance Measures (QAM) Regulation came into effect on January 1, 2011. This regulation is under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*, and sets quality assurance measures for developmental services agencies across the province. The new Quality Assurance Measures are designed to provide a consistent approach, a higher standard for health and safety, and to reduce risk within our services. Niagara Support Services has already demonstrated a commitment to quality services and supports and welcomes this new requirement in the sector.

NSS is responding well to these significant systems changes and welcomes the opportunity to be part of the evolution of a sector that is coming of age. Changes are happening in the way that services and supports are assessed, accessed, delivered, reported and monitored. We will continue to keep abreast of these changes, and ensure that the agency is being responsive to the evolving nature of Developmental Services in Ontario.

A second significant change related to the Transformation process occurred on July 1, 2011, when the regional Application Entities came online, now known as *Developmental Services Ontario – Hamilton Niagara Region* (DSO-HNR.) This means that the access point for services for adults with a developmental disability is no longer Contact Niagara, but rather DSO-HNR, which is located in Hamilton. Families can rest assured that the

consultation process leading up to the designation of this agency ensured that a local presence with local staff here in Niagara will be maintained.

We continue to experience the effects of the global economic situation, as we are now operating in the second year of the two-year Compensation Restraint Act (wage freeze), as well as another year without a base budget increase. We know that costs continue to rise, and without base budget increases to help keep pace, NSS, like so many other agencies, is increasingly pressured to maintain the critical services and supports that we deliver. In the short term we will continue to be as resourceful as possible and realize efficiencies as they are identified, while over the long term we will ensure that as models of service delivery evolve, they do so in ways that are more cost efficient and are consistent with the evolving sector at large.

As an agency we need to be guided by organizational values, directions and goals. To this end, we engaged in a concentrated strategic planning process during this past year. The exercise was undertaken in partnership with our sister agency NTEC, and involved a broad stakeholder consultation process. The process is now largely complete and we will expect to publish a new three-year plan in October of this year. As stakeholders in the organization, I want to assure you that the process was very respectful of the core values and principles that have long guided this organization. The strategic planning process will help to ensure that as we move ahead in this ever-evolving sector, we are well positioned to be responsive to the desires of our membership and the needs of the individuals we support while remaining true to our core values.

As in years past, individuals within our agency celebrated great triumphs and suffered great loss. We shared in smiles and shared in tears. We shared in achievement and shared in defeat. Whatever the future and whatever our role in it, we are uplifted at Niagara Support Services by thoughts of sharing it with those around us. There is strength in this agency. There is strength in Niagara Support Services – not in its bricks and mortar, but in the character of those who are within it.

Sincerely yours,

Andrew Lewis
Chief Executive Officer

Report of the Nominating Committee

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

Daniell F. Bartley
Judith K. Reid

Ralph Sutton
Marion Woodcock

Respectfully submitted,
Elinor King, Chair
Nominating Committee

OFFICERS

Brent Rolfe
1st Vice President



Brent joined our Board of Directors on September 10, 2008 and was elected 1st Vice President in September 2010. 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. 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.

Marion Woodcock
2nd Vice President



Marion joined our Board of Directors on September 12, 2007, and currently serves as 2nd Vice President. At present, she is also Board Chair of Niagara Training & Employment Agency (NTEC), and also has a seat on the Board of Niagara Employment Agency (Niagara Recycling). Except for six years spent in Calgary, Marion is a lifelong resident of the Niagara area, and 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. Marion is particularly proud of our agency's work and believes the calibre of our staff is truly outstanding.

Gary W. Gunning
Secretary/Treasurer



Gary joined our Board of Directors on October 28, 1998 and he is also a longstanding board member of Niagara Training & Employment Agency (NTEC) and Niagara Employment Agency (Niagara Recycling) since April 28, 1993. Gary has filled the post of Secretary/Treasurer of Niagara Support Services since 2001, and is currently Secretary and Finance Chair of NTEC and Secretary/Treasurer of Niagara Employment Agency. 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. Following 12 years of dedicated service, she recently retired from the NTEC Board of Trustees and Niagara Employment Agency Board of Directors. Judy was elected President of the Board of Directors of OASIS (*Ontario Agencies Supporting Individuals with Special Needs*) in May 2010. Since that time she has interacted with government on behalf of member organizations to assist in maintaining and improving services for individuals with developmental disabilities. A lifelong resident of the Niagara Region, Judy retired in 1998 from a 30-year career as an educator with the District School Board of Niagara. She 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 well 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.

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 37 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 12 years, and a member of the St. Catharines Chamber Governance Committee for the past seven 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.

Ralph Sutton



Ralph has been a member of the NTEC Board of Trustees and Niagara Employment Agency Board of Directors since November 30, 2006. He is currently Vice Chair of the NTEC Board. Ralph retired from a career as a Professional Engineer, and spent most of his working life living with his family in Africa and Asia, managing the design and construction of hydroelectric projects, where he experienced first hand the needs required by the local people to improve their quality of life. Ralph now hopes he can apply his unique experience to his responsibilities as a board member for Niagara Support Services. In 2004, Ralph relocated to Welland, where he now lives with his wife Jean, enjoying their retirement while spending time traveling and with the families of his two children who live in Niagara Falls.

Claudia Valle



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.



“We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop.”

Mother Teresa



BOARD RETIREMENTS

Carolynne Canham and Jane Gouck have served our Board with distinction, and we are grateful for the dedicated service they have provided over the years. Their combined contribution represents 27 years of insightful board service and unwavering commitment to Niagara Support Services.



Jane Gouck

Jane joined the Board in 1996. She served as 2nd Vice President in 2003-04, and has chaired the Nominating Committee on more than one occasion. Jane is a Resource Consultant for Regional Niagara, a consultant for Quality Child Care Niagara, a Roots of Empathy mentor for the Niagara Region, and also works for Niagara College's Resource Teacher program.



Carolynne Canham

Carolynne joined the Board in 1999. She served as 2nd Vice President in 2001, 1st Vice President from 2002-2004, President since 2005, and was a member of the NSS-NTEC Joint Board Alliance Committee. Carolynne is a retired teacher and principal and the proud grandmother of four wonderful grandchildren.

Jane and Carolynne have each left indelible marks on our agency. We will miss their knowledge and professional expertise. Thank you for all that you have contributed to our agency, our community, and most importantly, the lives of the individuals we support.

We wish you both much success and happiness in all of your future endeavours.

YEAR IN REVIEW

(Donations received from April 1, 2010 to March 31, 2011)

Niagara Support Services gratefully acknowledges donations from the following

Robert Allan Sr.	Peter and Sandra Hayes	Rose Sekulic
Barbara Allman-White	Independent Order of Foresters	Kathleen Silverthorn
Ronald and Margaret Bardsley	Clive and Doreen Jones	Ken and Betty Ann Sorley
Ronald and Marina Barwell	Douglas and Maureen Kane	Dr. Rosemonde Tannous
Elsie Bessey	Jaak Kivirahk	Claudia Valle
Antoinette Bordin	Paul and Janet Lewis	Bea Vanderburgh
Ann Botbyl	Dr. Thomas N. Longo	Mary Warren
Paul and Doris Bouchard	Mary MacDonnell	Laurali Whitby
Cataract Bowl	Mrs. Barbara Marriott	Barbara Whittard
Tori Buggeln	Lena Martignago	Michael and Helena Williams
Carolynne Canham	William and Heather Matson	Stephanie Wilton-Duncan
Maureen Connolly	Marilyn McDonald	Beth Wood
Mr. and Mrs. David Cooperman	Alice McEachern	Marion Woodcock
Connie Covatta	Morse & Son Funeral Home	Mrs. Eleanor Woods
Leona Covelli	Niagara Police Services Board	Violet Wright
Sharon de Prinse	John M. Parisi	
Vivian Devoe	Larry and Susan Plato	
Gary Dyker	Mark and Rose Poulin	
Jan Ecker	Queenston Firefighters Assoc.	<i>We also acknowledge the many gifts of time, services and products. Your contributions are sincerely appreciated.</i>
Falls View Hose Brigade	Paula J. Rapp	
Gisela Ferguson	Judy Reid	
Robert and Cecile Fisher	Harold and Lily Rideout	<i>We have done our best to include all gifts received during this time period. We apologize should any names be omitted or misspelled.</i>
Fred and Beth Folino	Sheldon Rodgers	
Ken and Ena Gay	Brent Rolfe	
Gloria Ghatti	April Scobel	
John and Adaleine Gilliam	Marie Secord	

A number of these donations were in loving memory of



Beverly Allan

Danny Holla

Beverly Ball

David Matthew Kaye

Alice Bardsley

Kenneth Smith

Ever to be Remembered

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



PAST PRESIDENTS

George Bedford
1953

Don Tannahill
1954-55

Ed Hicks
1956-58

Colin Coombe
1959-60

Iola Gisborne
1961-62

Ed Hicks
1963

Bill Atkinson
1964

Robert Graham
1965

Brigadier A.E.C. Bruce
1966-67

Bill Sills
1968

Tom Griffiths
1969

Anne Angus
1969

Brien Pettypiece
1970-72

Eric Stroud
1973-75

Stan Cooper
1976-78

Lois Huntington
1979-82

Jean Paul Courchesne
1982-84

Linda Thwaites
1984-87

Nancy Stone
1987-89

Beverley A. Allan
1989-92

Warren Hogg
1992-95

Bruna Louden
1995-96

K. Andrew Stinson
1996-99

Beverley A. Allan
1999-02

Judith K. Reid
2002-05

Carolynne Canham
2005-11