

Niagara Support Services 59th Annual General Meeting

Annual Report



Our Vision

A community that inspires the well-being of its citizens, celebrates meaningful relationships, and benefits when everyone participates fully in community life.

Annual General Meeting

Tuesday, September 18, 2012

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

Agenda

1. Welcome from the President, Brent Rolfe..... 7:00 p.m.
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 - ◆ Community Service: Treblaires Ladies' Show Choir
 - ◆ Corporate Teamwork: Bethesda
 - ◆ Friend of NSS: Joan MacKinnon (posthumous)
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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 2011-2012
 - .3 Appointment of the Auditors for the Fiscal Year 2012-2013
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13. Motion for Adjournment

Awards

Community Service

Rhiannon McGean



This year we would like to recognize Rhiannon McGean. Rhiannon qualified to receive Passport funding shortly after she graduated from high school. With the support of her mother, she developed a creative use for this funding.

Rhiannon has been involved in yoga for many years, and it has been quite therapeutic for her. She thought that as she enjoys it so much, why not volunteer and offer the experience to others?

Rhiannon decided to use her Passport funding to pay for transportation and an assistant, so that she can teach a 1-hour yoga class each week to the participants of the Community Skills day program. She really brightens our Tuesday mornings. Since this past April, the CEVS day program participants

have also been learning yoga and they also enjoy it tremendously.

Rhiannon has also held classes for Red Roof Retreat at the Niagara Peninsula Children's Centre, and has written a book called—Rhiannon's Yoga Journal, A Yoga Workout for People With or Without Good Balance—which may be found at the Niagara Falls Public Library.

It is with great thanks and appreciation for Rhiannon's commitment and volunteerism that we would like to present her with this Community Service Award. In keeping with Rhiannon's send off at the end of each yoga session we say, Namaste* (pronounced na, ma, stay).

*It is common to hear a yoga teacher say Namaste at the end of class with students repeating the word. Namaste is a Hindi word and translates to, I bow to you. Using the term Namaste is a deep form of respect, affection and gratitude.

Community Service

Treblaires Ladies' Show Choir



Since 1956, the Treblaires Ladies' Show Choir has entertained in the Niagara Peninsula. It has evolved from a ladies' "standup and sing" choir, to doing productions involving costumes, actions, dance and many different forms of music. They began as the Hospital Auxiliary Ladies' Choir who sang Christmas carols, but soon decided to form a separate organization with a name and a constitution, and the Treblaires was born.

In 2005, the Treblaires became a not-for-profit corporation, and to this day their mandate is to entertain a broad demographic of audiences at a variety of different venues around the Niagara Region. Their mission is to provide opportunities for women to participate in a unique vocal experience through musical performance and dance.

This past June, the Treblaires gave of their time and talent to perform a benefit concert in support of the Circle of Friends self advocacy group. With the backdrop of the Stamford United Church in Niagara Falls, the ladies performed a host of songs about summer travelling. Silly hats, elaborate costumes and all, the audience was thrilled with numbers from Itsy Bitsy Teenie Weenie Yellow Polka Dot Bikini, to Bridge Over Troubled Water, and just about everything in between.

The Circle of Friends was able to use the money raised by the concert for things such as buying T-shirts for the group, as well as to save for attending conferences in the future. Thank you to the Treblaires for this inspired gesture of kindness. We are pleased to present the ensemble with Niagara Support Services' Community Service Award.

Awards

Corporate Teamwork Bethesda



Our Corporate Teamwork Award identifies a company, private or non-profit, that shares in one capacity or another in supporting a program, event, or capital project.

This year, we are proud to recognize Bethesda with this award, which was borne out of their commitment and dedication to a 27-month treatment program for an individual that Niagara Support Services has been serving residentially since 2004. When it became clear in 2009 that our current programming and strategies were no longer appropriate or as effective as we would have liked, Bethesda engaged with our agency in an intensive, multi-disciplinary treatment strategy that transformed how we will support this individual's success into the future.

In April 2012, this individual was successfully transitioned back into our residential services at the Donald L. Reilly Centre. The collaborative hard work and dedication of employees from both agencies over the course of more than two years made this such an incredible success. We are so pleased to recognize Bethesda's efforts today with this Corporate Teamwork Award.

Friend of NSS Joan MacKinnon (awarded posthumously)



Joan's life reflected her devotion to community service, her unfaltering energy for the development of her son Jonathan, and special needs advocacy. She believed in the unconditional acceptance, love and helping of others. She served as Area Representative for the

Registered Nursing Association of Ontario, Executive of the Learning Disabilities Association of Ontario, Educator with the Niagara School for Parents, and founding member and President of the Ontario Prader-Willi Syndrome Association.

Joan will always be remembered for her warmth, her commitment to Jonathan and her family, and her tireless dedication towards educating people about Prader-Willi Syndrome. Last year, Joan and her husband Gale funded the participation of two Mowat staff to attend the National

Prader-Willi Association (USA) conference in Orlando, Florida. From that experience, staff returned to work with new information and strategies to best support Jonathan and other people with Prader-Willi Syndrome. The literature and resources brought back from the conference were not only shared through a presentation at a staff meeting, but also with other agencies in the Niagara community.

Joan was a great role model – tireless in her energy and drive to make things better for persons with a disability, and generous in her support to staff and caregivers who needed her experience and kindness.

We will miss Joan, and will always remember her with great affection and respect.



Minutes

Annual General Meeting

September 13, 2011

President Carolynne Canham called the meeting to order at 7:00 p.m. and welcomed approximately eighty members and guests to the 58th 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 fiscal year ended March 31, 2011, and a voting member card.

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

- Community Service Awards:
 - Royal Canadian Legion, Branch 51 (not in attendance)
 - Dennis Sunstrum, Sunstrum's Florist
- Friend of NSS:
 - Bob Prentice
- Partner in Service Award:
 - Niagara College School of Community Services (accepted by Robynne Smith)

Carolynne Canham resumed the Chair.

Moved by: Daniell Bartley

Seconded by: Brent Rolfe

To adopt the minutes of the Annual General Meeting of September 15, 2010 as written.

All in favour - Carried

Moved by: Laurali Whitby

Seconded by: Judy Reid

To accept the President's Report as written.

All in favour - Carried

Moved by: Gary W. Gunning

Seconded by: Bea Vanderburgh

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

All in favour - Carried

Carolynne Canham introduced Mr. Mike Root of Durward Jones Barkwell & Company who presented the auditor's report and financial statements for the fiscal year ended March 31, 2011. There were no questions from the floor. Mr. Root took this opportunity to thank the board, staff and management for their assistance and cooperation during the audit process.

Moved by: Brent Rolfe

Seconded by: Gary W. Gunning

To accept the audited financial statements for the fiscal year ended March 31, 2011, as written and presented.

All in favour - Carried

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(Continued from page 5)

Moved by: Gary W. Gunning

Seconded by: Judy Reid

To appoint the firm Durward Jones Barkwell & Company as our agency's auditors for the fiscal year 2011-2012.

All in favour - Carried

Moved by: Laurali Whitby

Seconded by: Brent Rolfe

To approve the actions of the Board of Directors for the fiscal year ended March 31, 2011.

All in favour - Carried

Daniell Bartley, board member and member of the Nominating Committee, provided the Nominating Committee Report, offering a slate of candidates for election to the Board of Directors. The following candidates 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. There were no nominations from the floor.

Moved by: Brent Rolfe

Seconded by: Elinor King

To adopt the slate of candidates for election to the Board of Directors as presented.

All in favour - Carried

Daniell Bartley introduced the entire Board of Directors, including himself: Maureen Connolly, Gary W. Gunning, Geoff Harvey (absent), Elinor King, Judy Reid, Brent Rolfe, Claudia Valle (absent), Ralph Sutton (absent) and Marion Woodcock (absent).

The Officers of the Board will be elected at the first meeting of the new Board of Directors on Tuesday, September 27, 2011, and will be announced in an upcoming agency newsletter.

Chief Executive Officer Andrew Lewis took the floor to recognize two retiring board members, Jane Gouck (1996) and Carolynne Canham (1999). On behalf of the agency, Andrew thanked them for their unwavering commitment and contributions to our agency, our community, and most importantly, the lives of the individuals we support. Jane and Carolynne have left indelible marks on our agency, and we wish them much success and happiness in all of their future endeavours.

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: Laurali Whitby

To adjourn the meeting at 7:43 p.m.

All in favour - Carried



Report from the President



This has been my first year as President of the Board of Niagara Support Services and it seems to have been quite a busy one. Let me review just a few of the significant events.

Number one in terms of cost and upheaval was probably the extreme makeover of the Donald L. Reilly Centre on Sinnicks Avenue. In order to optimize that accommodation for the needs of its residents, the entire south end of the facility was overhauled. A new residential unit, sound-proofing, and a new kitchen were installed very quickly in order to better accommodate a returning resident, and also improve the facility for the other residents. While we were doing that work, we took the opportunity to relocate and significantly improve the relaxation room.

A second major change was the closure of our Canby Street residence. We, the Board and senior management, never take lightly a decision to close a program, but in this case it really was time to move on. The funding for that particular program had always been tenuous and management saw an opportunity to get out of the Outside Paid Resource business and get into transitional-aged youth services, which we did at our new Maitland Street residence. This facility provides greatly needed services to transitional-aged youths in our community, and is funded in a way which makes everyone – our residents, our staff and our community – more secure.

Our Family Support Services program also experienced some upheaval this year when

there a was a major change in the way families receive funding. Our family support coordinators have been asked to provide the same level of service and support to our families, but to do so with a reduced workweek. We thank them for facing this challenge with a positive outlook and without a disruption in service.

Another big change was the return of our Community Employment & Vocational Services program to Niagara Falls, where they now cohabit and thrive alongside our Community Skills program on Longhurst Avenue.

Our Preschool Services program continues to operate at capacity, where our resource teachers provide essential support to children with special needs right in their own daycare centres.

And last, but certainly not least, all of our other residential programs continue to provide exceptional services and support to the residents in their care.

To our staff, on behalf of the Board of Directors, I want you to know that we value the effort and dedication of all our employees, and respect the work that you do on behalf of the people we support every day of the year.

It is a privilege to be a member of the Board of this organization, and an honour to be its President.

Respectfully,
Brent Rolfe

Our programs operate because of the 162 committed and hardworking NSS staff.

The ongoing professional development of our staff has been instrumental in maintaining the highest standard of services within our programs. In total, staff participated in **1,910 hours** of legislated training during the year, for example, CPR and First Aid. Our staff also took part in **894.5 hours** of training that is not legislated, but considered mandatory here at NSS, for example, safe medication practices 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

The 2011/12 year was full of achievements and challenges like any other. There have been moments of triumph and moments of sadness, but most importantly these have been shared moments. It is difficult to consider just one year in isolation in the life of Niagara Support Services, because so much of what we do is about the ongoing journey that we take together, and that journey is not bound by the time frame that we reflect on in an annual report.

Since last year's report and annual meeting, there has been no break in action, no dull moments, and no shortage of activity, all in the pursuit of our vision. We pause now to celebrate and acknowledge the hard work and dedication of many, which have helped to move the organization forward. We sometimes get caught up in the day to day and lose focus on the bigger picture, but we do not apologize for that, because being in the moment day to day for the people we support is one of the measures of success that we are most proud of.

On the provincial front, the 2011/12 year was a busy one. We saw the introduction of Developmental Services Ontario – Hamilton Niagara Region, which came into effect on July 1, 2011. As part of the province's transformation agenda launched in 2004, this centralized the application and access processes for developmental services in Ontario. The goal was to help move the province toward a more fair and equitable system of services, and while still in its infancy, we are supportive of this initiative as it is consistent with our organizational value of Integrity and Accountability.

As an agency that exists within the broader Ontario system of Developmental Services, it is important that we are aware of the government's initiatives directed at improving the system in the province. We are primarily focused on our own services and supports, and how they impact our families and the people we support; however, we remain mindful that while 16,000 people in Ontario access residential services, some 12,000 more are sitting on waitlists for residential support. A further 6,000 are waiting for services that will help provide community-based programs, job training, and supports at home. Niagara Support Services is committed to participating in the development of solutions for our sector and the people who need our support.

The year 2011 also saw the launch of the Developmental Services Human Resource Strategy

(DS HR Strategy). This is a partnership between the Provincial Network on Developmental Services, which represents agencies, and the Ministry of Community and Social Services. This comprehensive strategy is focused on positioning a job in our sector as a career of choice in Ontario. It is designed to help agencies like ours in areas such as staff recruitment to help attract people to this field who are passionate about making a positive contribution to the lives of people with developmental disabilities. The DS HR Strategy has taken a multi-pronged approach, including developing and implementing core competencies in Ontario's Developmental Services, developing a model for Agency-Based Training and Best HR Practices, and strategies to impact the education of our future workforce. As NSS moves forward, we will look for ways to integrate the various components of this strategy.

Finally on the provincial front, Niagara Support Services was well represented as our own board member Judy Reid continued through the second year as President of OASIS (Ontario Agencies Supporting Individuals with Special Needs). OASIS is Ontario's largest umbrella organization within our sector, and continues to be at the forefront of issues that affect the lives of agencies like ours and the people we support. With Judy's leadership at OASIS, our interests continue to be at the Ministry's table, and we are proud of Niagara Support Services' role in supporting her to continue this great work. OASIS is truly having a positive impact on the provincial landscape within Developmental Services.

Perhaps the single most significant event to pass in the life of the agency in the 2011/12 year was the development and adoption of the new Strategic Plan. For an organization such as ours, it is critically important that we not only celebrate our history so that we know where we have come from, but that we have a common understanding of where we are headed. It is only with a collective resolve to achieve common desired outcomes that we can focus our efforts with the confidence that we will end up where we want to be.

This time the planning process was a little different than in times past. With a nod to the mutual benefit that both NSS and Niagara Training & Employment Agency (NTEC) have enjoyed through our formal Alliance, we engaged in a strategic planning exercise with leaders and stakeholders from both organizations. The outcome was a shared Strategic Plan that respects both agencies' unique identities,

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while recognizing that the synergy created when we work together is quite powerful. For the first time they share a common vision and a common set of Organizational Values while maintaining their own Mission statements.

In our collaborative stakeholder-driven process, we needed to reflect upon the changing context in which we seek to operate as an agency. There are external realities that we live with that greatly influence how we move forward. We are impacted by changes in public policy. We see a shift in the provincial government with respect to access to services in our sector from an agency or community-based approach, to a centralized approach with the introduction of Developmental Services Ontario in July 2011. We also see an increased focus on the concept of individualized and targeted funding, which means that as an agency we need to be prepared to offer services that are aligned with these new priorities.

During our planning process we were also mindful of the current economic realities of the day. From both a global and provincial perspective, it is clear that resources are becoming increasingly scarce, while demand continues to rise. On one hand, this signals the need to advocate for funding for our sector and those it serves, but at the same time, it informs us that we need to be vigilant in the pursuit of more efficient service delivery. We will continue to need to do more with less, and we will continue to do so to the high standard that we pride ourselves on.

There was also a need to consider changing demographics. As our population in Niagara ages, the needs and pressures on individuals we serve, our families, and our agency change. We know we need to be prepared to welcome these changes as opportunities to become more responsive. We are influenced by a host of other social change as well, from the expectations of our society today as it relates to its view of people with a disability, and our role as an agency that seeks to influence that view.

There were many other considerations factored into the planning process and final product. In the end, the plan sets forth a path that will help us to maintain a position of excellence for our stakeholders. It will help to guide us as we strive to maintain our commitment to what we believe to be important, and it will help to keep us on that path when we face significant challenges. We know that at the core of our service delivery must lay a common desired outcome, and that is our Vision of the future.

Our Vision

A community that inspires the well-being of its citizens, celebrates meaningful relationships, and benefits when everyone participates fully in community life.

Our Vision is what we base all of our organizational efforts on, and is the ultimate goal that we strive to achieve. While we can at times be distracted by the everyday challenges, we must never forget that this is the reason we do what we do.

The organizational Values that were defined as part of the strategic planning exercise are also critical to all of our efforts going forward. There are five key values that NSS holds to be fundamental to all decisions we make, initiatives we engage in, and actions that we take.

Our Values

Respect and Choice – We treat people with dignity and respect, and affirm their right to make choices.

Inclusion and Community Life – We are committed to making a positive difference that enables people to fully participate in community life.

Excellence and Collaboration – We achieve excellence through effective leadership, continuous learning, innovation and collaborative approaches.

Corporate Social Responsibility – We have a responsibility to operate in a way that is environmentally friendly, socially beneficial and economically viable.

Integrity and Accountability – We are accountable for our performance, and promote honesty and fairness in our relationships and decisions.

We must never forget that every effort we make in the pursuit of our Vision is a testament to our commitment to the future. We dedicate ourselves to the belief that no matter how well we are living and fulfilling our mission, and how successful our initiatives are, we are always committed to believing that we can do better, and that the future can be a better place for all of us to share.

Respectfully,
Andrew Lewis

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. This year our slate includes three new board candidates and one returning board member.

Todd Crawford
Jessica Friesen

Geoff Harvey
Lindsay Tychynski

Respectfully submitted,
Elinor King, Chair

Committee Members:
Daniell Bartley
Claudia Valle

Slate of Candidates

Todd Crawford



Todd comes to the Board with over 20 years of experience in real estate sales, appraisal and consulting. He is currently a broker and vice president at DTZ Barnicke Niagara Limited. Todd specializes in industrial buildings, land development, office and retail client advisory services, golf courses, hotel and resort properties, and retirement home and lifestyle communities. He has completed significant projects for Project Wheels, Rees Jones Golf Course Development, Great Gulf Homes, and has represented Starbucks Coffee Canada, TD Waterhouse, the Ministry of Transportation, and the District School Board of Niagara. He received his B.A. in Economics from Brock University, is an Accredited Appraiser Canadian Institute (AACI) through the Appraisal Institute of Canada, and a Canadian Residential Appraiser (CRA). Todd is also a qualified expert witness with the Ontario Superior Court.

Jessica Friesen



Having grown up in Niagara, Jessica holds the Region very near and dear to her heart. After graduating from the University of Western Ontario with a Bachelor of Science in Nursing, she returned home and practiced at GNGH for five years. Following the birth of her second child, Jessica entered into her family's business – Gales Gas Bars – and developed two new convenience store locations. Growing up, Jessica watched her parents volunteer with the Special Olympics, Big Brothers Big Sisters of Niagara Falls, and the Boys and Girls Club. She serves on the Bob Gale Recreation Fund helping to enable individuals to pursue active and healthy lifestyles. It is Jessica's hope that she will further enable individuals with disabilities to meet their full potential by joining the Board of Directors of Niagara Support Services.

Geoff Harvey

Director



Geoff joined our Board of Directors on April 22, 2003, serving as 2nd Vice President in 2006-07. He received his MSW at the University of Toronto in 1974, and since that time has been a mental health counsellor 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. His interest in developmental services 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.

Lindsay Tychynski



A lifelong Niagara resident, Lindsay brings with her a passion to assist individuals with disabilities in our community. She holds a Bachelor of Public Health (Honours) degree from Brock University where she is on the Dean's List. Lindsay is currently enrolled in the Master's Program Applied Disability Studies at Brock University, the scope of which is to contribute to the betterment of the lives of persons with disabilities by providing quality, multidisciplinary postgraduate education to the next generation of professionals, researchers and educators. Lindsay hopes to bring her education and experience to her responsibilities as a board member of Niagara Support Services.

Current Officers/Directors

(listed alphabetically)

Daniell F. Bartley

1st Vice President



Daniell joined our Board of Directors on September 12, 2007, and is our current 1st Vice President. 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
Director



Maureen joined our Board of Directors on September 15, 1999. She is a professor at Brock University in the Physical Education & Kinesiology Department with over 30 years' experience in the field of physical education as a teacher, researcher, trainer, and disability advocate. Maureen's involvement in disability issues and programs in the Niagara Region is well known. In 2002, she 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 her colleague 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.

Elinor King
Director



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 many years, and a member of the St. Catharines Chamber Governance Committee for the past several years. In the community, she has acted as treasurer for her family church, and chair of her church's child care centre. Elinor and her husband, John, live in Ridgeway and have two adult children.

Judith K. Reid
Past President



Judy joined our Board of Directors on June 16, 1999. She is a past member of the NTEC Board of Trustees and the Board of Directors of Niagara Employment Agency. Judy was President of the Board of Directors of OASIS (Ontario Agencies Supporting Individuals with Special Needs) from May 2010 to May 2012, and is currently their Past President. 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 Manager of Community Projects, on a number of labour force and community initiatives.

Brent Rolfe
President



Brent joined our Board of Directors on September 10, 2008, and is our current President. 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 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. Brent is also a past board member of the Canadian Institute of Financial Planners.

Ralph Sutton
Director



Ralph joined the Board of Directors on September 13, 2011. He has been a member of the NTEC Board of Trustees and Niagara Employment Agency Board of Directors since November 30, 2006, and is currently Chair of the NTEC Board. Ralph retired from a career as a Professional Engineer. He 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 firsthand the needs required by the local people to improve their quality of life. He now applies his unique experience to his responsibilities as a board member for Niagara Support Services. Ralph lives in Welland with his wife Jean, enjoying their retirement while spending time travelling, and with the families of his two children who live in Niagara Falls.

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.

BOARD RETIREMENTS

Gary W. Gunning and Marion Woodcock have served on the Board of Directors of Niagara Support Services with distinction for many years. We are very grateful for the dedicated service and unwavering commitment that they have invested in our agency.



Gary W. Gunning

Gary joined the NSS Board in 1998, and served as Secretary/Treasurer from 2001 to 2012. Gary has also been a member of NTEC's Board of Trustees since April 28, 1993, and a member of the Joint Board Alliance Committee since its inception in 1998. Gary will continue to serve on NTEC's Board of Trustees and the Joint Board Alliance Committee.



Marion Woodcock

Marion was originally on the NSS Board from 1998 to 2001. She moved to Calgary for 6 years, then came back to the NSS Board in 2007. Since then she has served as 2nd Vice President and 1st Vice President, and was also a member of the Joint Board Alliance Committee. Since October 30, 2008, Marion has been a member of NTEC's Board of Trustees, where she will continue to serve.

Gary and Marion have each left indelible marks on our agency, and 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, 2011 to March 31, 2012)

Niagara Support Services gratefully acknowledges donations from the following

Barbara Allman-White
Eleanor Anderson
Margaret Bardsley
Daniell F. Bartley
Joyce and Conrad Bellefleur
Elsie Bessey
Doris Bouchard
Victoria Buggeln
Elizabeth Chambers
Irene Charkowy
Tom and Bette Anne Chevalier
Maureen Connolly
David and Paula Cooperman
Doris J. Cosby
Connie Covatta
Leona Covelli
Creskide Senior Estates Co-op
Vivian Devoe
Eason's Meats
Jan Ecker
Cheryl Edwards & Family
Anna and Kaveh Etezadi
Adolphus and Vesta Fernando
Kyle Finlay
Lisa Glover
GNGH Day Surgery staff

Geoff Harvey
Peter and Sandra Hayes
Independent Order of Foresters
Beverly Jones
Clive and Doreen Jones
Elinor King
Ray and Mary-Louise Kostick
Janet M. Lewis
Dr. Thomas N. Longo
Mary MacDonnell
Joan and Gale MacKinnon
Susan J. Marsillo
Lena Martignago
Beth Miller
Morse & Son Funeral Home
Patterson Funeral Home
Rose and Mark Poulin
Judith K. Reid
Anne Reilly
Harold and Lily Rideout
Donna and Sheldon Rodgers
Brent and Louise Rolfe
Susan Sakowski
April Scobel
Marie Secord
Rose Sekulic

Kathleen Silverthorn
Ken and Betty Ann Sorley
Noreen and Chris Spagnol
Linda Surek
Dr. Rosemonde Tannous
Claudia Valle
Bea Vanderburgh
Laurali Whitby
Michael and Helena Williams
Stephanie Wilton-Duncan
Marion Woodcock
Violet B. Wright

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

Stu Craig
Colleen DiRaddo
Joanne M. Edwards
Jeannie Foster

Rocky Fraracci
William Hunter, Sr.
Gaston Lachance
Gordon Myers

Reta Scobel
Bernice Till
Stella Woronka

Ever to be Remembered



All donations are received by Niagara Support Services, a charitable non-profit organization registered under the Business Number (BN) 10696 2848 RR0001. For information on all registered charities in Canada under the Income Tax Act, please visit Canada Revenue Agency at www.cra.gc.ca/charities.



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

Brent Rolfe
2011-