

CELEBRATING 30 YEARS



DeafBlind
ONTARIO SERVICES

Annual Report 2018-19

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WHAT WE DO

MISSION

DeafBlind Ontario Services supports individuals who are deafblind to live and thrive within the community.

VISION

Enriching lives one touch at a time.

VALUES STATEMENTS

We are:

1. Passionate
2. Collaborative
3. Leaders
4. Resilient
5. Limitless

We are Passionate

We are driven to empower the people we support and to celebrate their uniqueness.

We demonstrate being passionate by:

- Embracing challenges and opportunities with energy and enthusiasm;
- Extending the reach of the people we support into the community, where they can achieve their goals, dreams and aspirations;
- Creating and providing unique opportunities to learn and grow; and
- Motivating and encouraging our co-workers, as well as the people we support, to challenge themselves every day.

We are Collaborative

Engaging others makes us better. Each of us has something to learn and something to teach.

We demonstrate being collaborative by:

- Fostering partnerships with the people we support, their families, other community resources, government, funders and organizations with similar goals—locally, nationally and around the world;
- Committing to open communication and transparency when working with each other and our partners; and
- Supporting each other and seeking input from others for solutions that benefit all.

We are Leaders

We set the standard and promote excellence in our field.

We demonstrate being leaders by:

- Constantly evolving and striving for excellence in every thing we do;
- Mentoring, educating and encouraging ourselves and others;
- Generating and being receptive to new ideas;
- Advocating for people's rights, beliefs and dreams; and
- Holding ourselves accountable to the people we support, families, employees, funders and other stakeholders.

We are Resilient

When faced with challenges, we adapt and grow—becoming stronger together.

We demonstrate being resilient by:

- Providing holistic services that are responsive to the ever-changing needs of individuals living with deafblindness;
- Being proactive in identifying and addressing circumstances that may present challenges; and
- Learning from setbacks and being persistent and flexible in our efforts to find creative, workable solutions.

We are Limitless

We believe in endless possibilities.

We demonstrate being limitless by:

- Being courageous, open-minded and creative; and
- Empowering each other to go outside the box and achieve goals and dreams.

PROGRAMS & SERVICES

DeafBlind Ontario Services provides accessible residential and customized support services across the province. Our Community Services are designed to reach people with deafblindness and supported by other community agencies, through training, program planning and mentorship.

We also offer customized training for organizations that support individuals with a sensory loss and/or communication challenges.

Intervenor Services: Residential

DeafBlind Ontario Services takes a holistic approach to providing Intervenor Services that are customized to each individual's unique needs, method of communication, and goals to increase their independence and enrich their life. Residential programs provide accessible, barrier-free, affordable housing and access to Intervenor Services 24/7.

Intervenor Services: Community

- **Community Services – Partnerships** offers specialized expertise and services to individuals who are deafblind through their supporting agency.
- **Community Services – Tremplin** combines our residential and community services programs, focusing on community involvement during the day while allowing participants to return home every night.
- **Community Services – Bridge** provides customized training opportunities for organizations that support individuals with a sensory loss and/or communication challenges.
- **Community Services – Sensory Exploration Arts (SEA™)** fosters artistic expression through visual art, music, drama, and dance.

STRATEGIC PLAN

Our Vision to 2022 – Together We Thrive

Exceptional Service. Engaged Employees. Enriched Collaboration.

EXCEPTIONAL SERVICE

Providing Exceptional Service inspired our foundation and will continue to guide our growth. We strive to be the Intervenor Services provider of choice in Ontario and ensure people with deafblindness receive Exceptional Service.

We will also explore providing services to populations of Ontarians with deafblindness that currently lack support. As leaders, we will steer the development of an accreditation process for agencies in the field to promote a standard of service excellence.

ENGAGED EMPLOYEES

Our employees are our strength! We strive to build a culture of Engaged Employees and empower all levels of our dynamic team through the implementation of a Communication and Engagement Strategy.

ENRICHED COLLABORATION

We will maintain our current partnerships and build new relationships at the provincial, national, and international level to foster Enriched Collaboration.

We value collaborations and recognize that external partnerships and meaningful exchange help us to learn and grow. Fostering Enriched Collaboration will ensure we continue to provide the best support possible.

BY THE NUMBERS

30 years of service

62 individuals supported in Residential Services

15 individuals supported through the Community Services – Partnerships program

7 individuals supported through the Community Services – Tremplin program

216 employees from 57 community agencies trained on sensory loss across Ontario

225 volunteers, 2,169 volunteer hours

249 active employees

439 participants took part in Community Services – Sensory Exploration Arts (SEA™) classes

MESSAGES

Message from CEO & Board Chair

For thirty years, we have evolved as an organization. Our Strategic Plan, *Together We Thrive*, will guide our growth from 2019-2022 as we continue to provide Exceptional Service, encourage Engaged Employees and foster Enriched Collaboration.

Exceptional Service

Providing exceptional service inspired our foundation in 1989 and will continue to guide our growth. We first began providing Intervenor Services to 9 individuals with deafblindness. Over the past thirty years, our organization has grown to serve individuals with deafblindness across Ontario, in remote communities and urban centers. We are committed to reaching individuals with deafblindness that currently lack services.

We also conducted an activity based costing analysis of our residential and community services programs, to provide additional insights for service improvement. Building upon these findings, we will soon be starting a Quality Measures Project to define metrics that demonstrate the value that DeafBlind Ontario Services delivers. These metrics will be used to measure the quality of service and be linked to the financial and volume metrics identified in the 2018 Activity Based Costing project.

In early 2019, we launched our new website to better position ourselves as the Intervenor Services provider of choice in Ontario. The website puts our residential and community services front and center so potential families and individuals with deafblindness are able to easily navigate our service options. It also highlights the training options we have available to community organizations. The website is also fully translated in French, is mobile responsive and compliant with WCAG 2.0 Level AA for accessibility (AODA regulations for 2021).

We have embarked on the process to being re-accredited for a third time with FOCUS Accreditation. As an organization, we are demonstrating to families, funders, community partners, and most importantly, people who use our services that we are dedicated to the values of excellence and accountability. Accreditation also sets us apart from other organizations in our sector as one that is proven to have high quality services. We are proud to be the only organization in the Intervenor Services sector that is accredited.

As leaders, we will partner to develop a certification process through the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP) for intervenors. Implementation is slated for 2020.

Enriched Collaboration

Internationally, we collaborated with The Anne Sullivan Centre in Dublin, Ireland to offer another international employee exchange. We also continued our work on the 17th Deafblind International World Conference Scientific Committee for this prestigious conference, taking place in August 2019 in Australia

The World Federation of the Deafblind created a report, which found that between 0.2% and 2% of the world's population is deafblind. As leaders in the field, DeafBlind Ontario Services subsequently prepared a position paper urging a commitment to uphold the United Nations Convention on Rights of Persons with Disabilities commitment to recognize the universal rights of individuals with deafblindness. In Canada, an estimated 1% of total population is deafblind. Canadians who are deafblind also have inconsistent access to supports and services across the country. Each province or territory has a varying degree of funding available to provide unique and specialized services for persons who are deafblind. We continue to partner with academics and other researchers in Canada and internationally on research studies in deafblindness to augment our services.

Nationally, we announced our part in a collaboration to launch a bilingual platform of the Community of Practice in Deafblindness (CoPD) last June. The CoPD is directed to those who support individuals with deafblindness and age-related dual sensory loss. We have continued our work with the National Deafblind Awareness Month working group on promoting the dual disability of Deafblindness and inconsistencies in funding for Intervenor Services across Canada. We also joined the Alliance for an Equitable and Accessible Canada and the Federal Accessibility Legislation Alliance (FALA) to provide feedback on amendments to Bill C-81: *An Act to Ensure a Barrier-Free Canada*.

Provincially, in June of 2018, we partnered with other organizations in the Intervenor Services sector to put on the Spirit of Intervenors Symposium. This conference was well attended by hundreds of intervenors and related professionals in the field.

During the fiscal year, we secured \$250,000 through the Investment in Affordable Housing program towards the new Earlwood apartment in Peterborough, which will be home to two individuals with deafblindness. We also secured \$847,900 from the same program for the new build in Vars, a rural community outside of Ottawa. Countless hours in tours, advocating, meetings and proposals over the past three years have resulted in this significant grant. This will be a custom built home for 6 individuals who are deafblind. Construction will begin this year with completion scheduled for the fall of 2019.

Engaged Employees

With our 'eye to the future', an organizational realignment took effect on April 30th, 2018, redefining position responsibilities and introducing a new regional hub structure. We are actively working on implementing a culture that reflects our values of being Passionate, Collaborative, Leaders, Resilient and Limitless. These changes have and will continue to allow us to ensure the individuals we support remain the focus, as well as strengthen our most valuable asset - our employees!

Thank you to our supporters, donors and volunteers for inspiring us over the past 30 years.

The possibilities for the next 30 years are truly limitless.

Respectfully submitted,



Lise Gagnon
Board Chair



Roxanna Spruyt-Rocks
Chief Executive Director

Updates from Board Committees

CLIENT SERVICES

Chair: Tiffany Barker

Members: Paulette Bédard, Diane Gabay, Danielle Brouillet, Barb Hooton, Emma LeBlanc, Lise Gagnon (Board Chair/ex-officio)

The Client Services Committee is primarily responsible for reviewing, monitoring and evaluating the service delivery model of DeafBlind Ontario Services. This includes conducting internal audits to validate the quality of service delivery, and reviewing policies and procedures to ensure that they are in line with the strategic direction of the organization. The committee reviews Serious Occurrences and complaints on a routine basis to ensure continuous quality improvement.

In 2018/19 the Client Services committee tracked the progress of a growing number of innovative and collaborative research projects and partnership that DeafBlind Ontario Services is involved in via the Research Oversight Committee. The committee acknowledged the hard work of the Mental Wellness Resource Team whose efforts to expand the internal resources and supports that they provide for clients experiencing or at risk of mental health and wellness challenges have yielded positive feedback and results. As in previous years, internal audits showed close rigorous adherence to internal standards, policies and procedures.

The Client Services Committee looks forward to its continued work ensuring service excellence and exploring opportunities for growth in the coming year. DeafBlind Ontario Services wishes to thank Tiffany Barker for her six year tenure as chair of the Client Services committee. Emma LeBlanc will assume the role of chair beginning in June 2019.

FINANCE

Chair: John Halman

Members: Steve Fenster, Daniel Gabay, Rob Crawford, Greg Paget and Gwen Elling, Raymond Coutu, Lise Gagnon (Board Chair/ex-officio)

The Finance Committee's primary responsibility involves the financial oversight of DeafBlind Ontario Services, and includes both operations in support of service delivery and Fund Development. This oversight includes regular reviews of financial results, external audited financial statements, capital budgets and expenditures, government reporting, reviewing/approving relevant organization policies and procedures, internal audits, external (FOCUS) accreditation as well as the annual selection of the external audit firm. In addition, the committee provides guidance and knowledge on issues relating to the financial operations of DeafBlind Ontario Services.

In addition to these core functions, the Finance Committee is involved in special projects as required, including the review, reporting and oversight on the Affordable Housing Program (AHP) and Investment in Affordable Housing Program (IAH). Since 2010, these two programs have contributed and committed to over \$4.5 million in funding which has allowed DeafBlind Ontario Services to build and/or retrofit 9 homes for our clients in Ontario. Our most recent projects include the addition of an apartment at our Peterborough location, scheduled for completion in summer 2019, along with the building of a new 6-bedroom residence in the village of Vars (Ottawa) anticipated to be completed by the end of 2019.

GOVERNANCE SUB-COMMITTEE

Chair: Martha Beaumont

Members: Jim Dadson, Lise Gagnon (Board Chair/ex-officio)

The Governance Sub-Committee is tasked with the responsibility of monitoring the pending Ontario Not-for-Profit Corporations Act (ONCA) and related updates to the by-laws and governance policies. The sub-committee reports to the Governance committee.

In 2018-2019, the sub-committee worked in tandem with the Governance committee to address updates and amendments to the organization's current by-laws and supplementary letters patent. In consultation with legal counsel, the board is proposing changes to the membership structure in anticipation of the ONCA. The updated by-laws will be presented to the membership at the June 18th, 2019 Annual General & Special Meeting.

GOVERNANCE COMMITTEE

Chair: Jim Dadson

Members: Lesley Banner, Rick Boychuk, Barbara Hooton, Judy Porteous, Linda Littell, and Lise Gagnon (ex-officio)

The Governance Committee is primarily responsible for the development and implementation of the Governance process on behalf of the Board.

Board and committee recruitment is one of our major responsibilities. During the past year, the efforts of our committee members have resulted in the recruitment of four new Board members, enabling a full complement of 10 Board members for 2019-20.

In addition, one new member was recruited to each of the Client Services, Finance and Government Relations committees. Our Governance Committee completed its bi-annual Board and Board Committee evaluation in January 2019. In addition, the committee worked in tandem with the Governance Sub-Committee to update the Board and Committee member Code of Conduct and to address updates and amendments to the organization's current by-laws and supplementary letters patent. In consultation with legal counsel, the board is proposing changes to the membership structure in anticipation of the ONCA. The updated by-laws will be presented to the membership at the June 18th, 2019 Annual General & Special Meeting. In the coming year, the committee will support the work required to refresh the Governance policies to ensure alignment with the amended by-laws.

The Committee thanks Management and each of the volunteers from the Board and Committees who helped us achieve our objectives. We look forward to work in the coming year in retaining and attracting volunteer board and committee members.

DeafBlind Ontario Services wishes to thank Jim Dadson for his six year tenure as chair of the Governance Committee. Linda Littell will assume the role of chair beginning in June 2019.

GOVERNMENT RELATIONS

Chair: Brian Watkinson

Members: Doug Downer, Diane Gabay, Marnie McDermott, Maurice Voisin, Gail Beggs, Lise Gagnon (Board Chair/ ex-officio)

Following DeafBlind Ontario Service's Strategic Plan for 2019-2022, ***Together We Thrive***, the Government Relations Committee held a one-day meeting, focusing on the development of a three-year work plan. The new plan will support and incorporate key action items in alignment with the organization's strategic goals, and with a focus on relationships within the new provincial government.

Through a community development initiative, Community Engagement Managers continue to build and strengthen positive working relationships that include interactions and awareness building activities. These activities emphasize the value of Intervenor Services with elected officials in key portfolios at all levels, municipal departments, the local business community, other health or community support organizations and local colleges.

The committee continued to develop the strong working relationship with the Ontario Ministry of Children, Community and Social Services through continued liaison with ministry staff at all levels.

To support the human rights of individuals with deafblindness, the organization created position papers (Open Your Eyes and Ears – To Estimates of Canadian Individuals with Deafblindness and Age-Related Dual Sensory Loss and DeafBlind Ontario Services: A Canadian Perspective to the World Federation of the Deafblind report, At Risk of Exclusion from CRPD and SDG's implementation: Inequality and Persons with Deafblindness) and met with Members of Parliament to emphasize the importance of Intervenor Services for those in communities across Canada, as well as supports and services for seniors with dual sensory loss.

DeafBlind Ontario Services takes a leadership role to ensure that individuals with deafblindness have every opportunity to thrive and contribute to their communities. The organization provides input on legislation, regulation and policies, most recently focussing efforts to provide feedback in collaboration with other disability organizations on Bill C-81, *An Act to Ensure a Barrier-free Canada*.

RESEARCH OVERSIGHT

Chair: Linda Littell

Members: Karen Klee, Dawnelee Wright, Lise Gagnon (Board Chair/ex-officio)

The Research Oversight Committee meets twice a year and is primarily responsible for providing oversight on research program development and providing advice to the Client Services Committee. The committee receives regular updates on Research Initiatives at each meeting which are reviewed against the committee's workplan.

In 2018-2019, DeafBlind Ontario Services collaborated with Georgian College on a Snoezelen Room study, which confirmed the positive effect of multisensory stimulation in a Snoezelen room on an ongoing basis on the overall dignity and well being of individuals. It also demonstrated this activity helps improve the intervenor's job satisfaction and provides individuals with choices and increased independence.

Another research initiative is the Capstone Research Project, a collaboration with DeafBlind Ontario Services, McCormick Home - London and Fanshawe College's Gerontology Interprofessional Program. Fanshawe students used qualitative research to examine the level of knowledge, aptitudes, and practices of Health Care Workers in McCormick Home regarding communication with seniors with Dual Sensory Impairment and how these factors influence the quality of life of seniors.

Several publications have been developed, including the position paper Recognize Deafblindness as a Single Disability: Open Your Eyes and Ears, which outlined our call for action to uphold the rights of individuals with deafblindness. This paper is being prepared for submission to the Journal of Visual Impairment and Blindness.

In the future, DeafBlind Ontario Services will continue its collaborative and synergistic space on the Community of Practice on Deafblindness to enhance professional knowledge exchange amongst professionals and to keep abreast of developments so that we can be a point of contact for up-to-date, relevant research.

FINANCIALS

Fundraising Results

We are so grateful for our donors and the support we have received from the community over the past 30 years.

Community support directly impacts the people we serve and helps to provide the highest quality of life possible to encourage independence and social connectedness. Government funding does not cover essential items like accessibility upgrades (lifts, ramps, lighting, accessible kitchens/bathrooms, etc.), wheelchair accessible vans, and sensory excursions.

Our final net total raised in 2018-19 was \$508,335! Your generous support made a difference with...

- Accessibility upgrades at several residential locations across the province;
- The purchase of a new, wheelchair accessible van in York Region;
- **Community Services - SEA™** classes, which benefited 439 artists in 2018-2019 and expanded into Cambridge and Sudbury;
- Sensory Excursions for 5 of the people we support. These trips are based on each individual's goals and dreams, providing enhanced sensory experiences in a new environment.

An additional \$1,097,900 was secured through two Investment in Affordable Housing grants for the Earlwood apartment and new build in Vars (Ottawa).

Over the past 30 years, we have raised over \$4.5M through various fundraising efforts. Nine Investment in Affordable Housing grants totalling \$4,257,900 have also been received over the years, providing accessible housing to the people we support across the province.

Thank you for making a difference! Together, we are limitless.

Donors

CORPORATE

105.3 Virgin Radio
417 Bus Line Ltd.
Accessibil-iT
Adesa Ottawa
Allergan International Foundation
Andrew Van Pelt Electric Ltd
Anjac Construction
Association Des Loisirs Communautaires
Avenue Motor Works
Ayr Animal Hospital
Ayr Farmers Mutual
Ayr News
Bertrand Plumbing & Heating
BlueSky Communications Inc.
BMO Employee Giving
BNI Business Elite
BNI Ontario Central North

Boom 99.7
Bradford Family Dentistry
Bradford Skin Clinic
Bradford Wellness Centre
Caisse populaire Nouvel-Horizon
Cambridge Times
Chesterville Record
Clinique Dentaire Casselman Dental Clinic Inc.
CoCo Mortgage
Comprehensive Home Inspections
Conestoga College Business Marketing Program
The Cowan Foundation
Crate Designs Furniture
CTV (Bell Media)
Davidson Works Mechanical
Desjardin

Deutschmann & Associates Professional Corporation
Dreamwinds Equine Assisted Learning Centre
Drive True Automotive
Dryer Moisture Systems Inc.
Fidelity Investments Canada ULC
Heather Jones - Lifestyle Realty Associates
Home Hardware - Russell
Invesco Canada Ltd
Jeff Smith Plumbing-Heating Ltd.
JMS Law
JSM Designs
KB Media
Kitchener Citizen
Kitchener-Waterloo Chapter Specbsqsa Inc.
KKP
KOOL FM
KFUN

Le Reflet
 MacNeil & Dodd Pharmacy
 Made in Mexico
 Magna for Community
 Manulife
 Manulife Investments
 MKW Services
 Mr. Sub/Country Style Bradford
 Morrison CPA Professional Corporation
 National Mah Jongg League Inc.
 Needham Promotions Inc.
 Neighbours of West Galt
 One Hour Signs
 Ontario Power Generation
 PACE Savings & Credit Union
 PEAK Investment Services Inc.
 Priority Mechanical Services Ltd.
 Production Metal Steel Sales Ltd.
 Raymond James Ltd.
 ROCK 95
 Royal Bank of Canada
 Russell Lions Club
 Shoppers Home Health Care
 Simon Construction & Landscape
 Snyder Construction
 St Louis Bar & Grill Bradford
 Star Metroland Media
 South Simcoe Police Association
 TD Asset Management
 TD Wealth
 The Flower Merchant
 The Record
 The Write Approach Professional Services
 University of Western Ontario
 Werner E. Faihs Limited
 Westjet
 Weston Consulting Group
 Wever Financial
 Xpertek Construction Ltd
 You Gotta Love World Class Photo & Video

FOUNDATIONS

Cambridge & North Dumfries Community
 Foundation
 Canadian Foundation for Physically Disabled
 Persons
 Community Foundation of Greater
 Peterborough
 Ottawa Community Foundation
 Pilkington-Henniger Charitable Trust
 St. Joseph's Council No. 6361 Charitable
 Welfare Trust
 Sifton Family Foundation
 The Catherine & Maxwell Meighen Foundation
 The Charles Norcliffe Baker and Thelma Scott
 Baker Foundation
 The McLean Foundation
 The Peterborough Foundation
 The Peterborough K.M. Hunter Charitable
 Foundation

The Victor & Rhoda Shields Charitable
 Foundation

SERVICE CLUBS

100 Men Who Give A Damn Alcona
 Dorchester and District Lions Club
 Hyde Park & District Lions Club
 Lambeth Lions Club
 Lions Homes for Deaf People
 London Central Lions Club
 London East Lions Club
 Peterborough Lioness Club
 Rotary Club of Barrie-Kempfenfelt
 Rotary Club of Pickering
 Russell Lions Club
 Stittsville District Lions Club Inc.
 The Royal Canadian Legion Ontario Command
 Charitable Foundation
 Thorndale Lions Club
 Valley East Lions Club
 Quota International of Peterborough

INDIVIDUALS - \$50,000+

Watson, John & Josie

INDIVIDUALS - \$10,000 – 49,999

Plank, Doug & Susan

INDIVIDUALS - \$1,000 – 9,999

Coughlan, Juliette
 Dadson, Jim & Anne
 Despres, Helene
 Gagnon, Lise
 Hooton, Doug & Barbara
 Oakes, Mary Lou & Milne
 MacNeil, Patrick & Linda
 Manahan, Susan
 Quinn, Josie
 Quinton, Marlene
 Rawlinson, Graham & Linda
 Simpson, Lorraine
 Spruyt-Rocks, Roxanna
 Watkinson, Brian
 Webster, Bruce & June
 Willsie, Mark & Susan

INDIVIDUALS - \$500 – 999

Barber, Bryant & Jean
 Brouillet, Terry & Danielle
 Crawford, Rob
 Culley, Karen
 Da Silva, Helen
 Denaeyer, Luke
 Duchesne, Christiane
 Emery, John & Dinah
 Halman, John & Jackie
 Keyes, Karen
 Lean, Marvin & Marilyn
 Madho, Karen

Marren, Samantha
 Merrifield, Theresa
 Noll, Karen
 Parsons, Laura
 Patterson, Kelly
 Pettapiece, David
 Pevere Jason & Seguin, Chantal
 Piggott, Annette
 Schmaltz, Michael
 Smith, Amber
 Stahle, Kurt & Deborah
 Tennenbaum, Erica
 Veldhuis, Tracey
 Wanless, Nicki
 Wilkinson, Patricia
 Wookey, Sue

INDIVIDUALS - \$250 – 499

Adams, Mary
 Allford, Shannon
 Backes, Roxanne
 Barker, Tiffany
 Bechard, Pam
 Becker, Ewald and Karen
 Becking, Barbara
 Beggs, Gail
 Bennett, Barbara
 Benton, Jean & Sue
 Bierhals, Andrea
 Brodeur, James
 Brooks, Brenda
 Campbell Childerhose, Judy
 Colterman, Barb
 Coutu, Raymond & Nicole
 Dash Addi, Osnat
 Davis, Tim & Rose Marie
 Day, Doug and Phyllis
 Deloyer, Shellie
 Downer, Doug
 Durocher, Dale
 Edey, Linda
 Eldridge, Ashleigh
 Eling, Gwen
 Fatijewski, Fiona
 Flinn, Tim & Kim
 Freedland, Shana
 Gabay, David & Diane
 Goldman, Stacey
 Greene, Lori
 Hamill, Denise
 Healy, Greg & Jane
 Jones, William
 Knox, Doug & Eileen
 Littell, Linda
 Macfarlane, Samantha
 Mesko, Amanda
 McCauley, Nick
 Middleton, Nadine
 Nevett, Sarah
 Paget, Greg

Parkinson-Crump, Marilyn
Patton-Markser, Terry
Perras, Sylvain & Elaine
Phillion, Lenore
Porter, Jim & Janice
Randall, Cheryl
Schnarr, Michele
Scopazzi, Peter
Simpson, Karen
Stork, Hennie
Sugden, Karla
Thorne, Kitty
Tubman, Mary

Vanbodegom, Samantha
Willoughby, Jocelyn
Woolsey, Louis
Wysocki, Raja

Friends with Vision (Monthly Giving Program)

Baier, Chanta
Becker, Ewald & Karen
Becker, Jennifer
Benton, Jean & Sue
Brodeur, James

Dadson, Jim & Anne
Downer, Doug
Fatijewski, Fiona
Flinn, Tim & Kim
Ford, Julia
Fransky, Dennis & Janet
Gagnon, Lise
Halman, John & Jackie
Hooton, Doug & Barbara
Kosiw, Jim
Webster, Bruce & June
Willsie, Mark & Susan

Comments from the Chair of the Finance Committee

Chair: John Halman

It is my pleasure as Chair of the Finance Committee of DeafBlind Ontario Services to update the financial results for the fiscal year ended March 31, 2019 to our clients, members, volunteers, funders, donors and employees.

In the 2019 fiscal year, we continued our efforts to provide the highest standards of service to existing and new clients. In November 2018, DeafBlind Ontario Services was proud to purchase a residential home in Embrun, Ontario. Subsequent to March 31, 2019 DeafBlind Ontario Services also purchased another home in Sudbury, Ontario to expand our residential program to better meet the needs of those with deafblindness.

Furthermore, during the year, DeafBlind Ontario Services signed two affordable housing project facility agreements, the first with the Corporation of the City of Peterborough and the second with the City of Ottawa. These funds will assist the Organization to build an additional apartment in Peterborough and a new home in Vars (Ottawa).

The Organization continues to grow, with service expansion in both our residential services and the **Community Services - Partnerships** program. As a result of increased service provision to new clients, total revenues have increased by roughly 4% over 2018.

Total expenses increased by approximately 6% over 2018. This was due to a variety of reasons including an increase in employee benefits costs, an increase in training costs, as well as an increase in depreciation costs, all as a result of service expansion.

The Development team had another successful year, raising over \$500,000 of designated and non-designated funds in 2019. The difference between the fundraising amount reported above and the amount reported in the audited financial statement is attributable to designated amounts received that were deferred for financial statements purposes, as well as in accordance with Canadian accounting standards for not-for-profit organizations.

On behalf of the Finance Committee, we are very grateful to all of our funding partners, donors, volunteers and employees whose continued support and commitment to our Organization has provided us with a solid financial position. This solid financial footing allows us to continue to provide high quality, specialized services to our clients, in order to increase their independence and involvement in their communities.

Summary Financial Statements

Statement of Financial Position
Year Ended March 31, 2019 2018
\$ \$

Assets

Cash 541,217 547,396

Accounts receivable
and prepaid expenses 456,858 343,029

Community Donation
Fund Net assets
designated for projects 497,681 294,711

Property and equipment 10,176,385 9,899,315

Total Assets 11,672,141 11,084,451

Liabilities

Accounts payable and
accrued liabilities 810,355 663,655

Mortgage loans 1,302,252 1,044,801

Forgivable loans 3,611,929 3,295,429

Unamortized restricted
transfers 2,026,306 2,084,242

Total liabilities 7,750,842 7,088,127

Net assets 3,921,299 3,996,324

Total liabilities and
net assets 11,672,141 11,084,451

Statement of Revenue and Expenses
Year Ended March 31, 2019 2018
\$ \$

Revenue

Province of Ontario
Subsidy 14,749,784 13,972,421

Amortization of
restricted transfers
and other 839,451 775,706

Accommodation and
care service fees 694,956 667,395

Fundraising, donations
and miscellaneous 446,896 440,878

Gain/ (Loss) on
disposal of property
and equipment (35,125) 275,164

16,695,962 16,131,564

Expenses

Salaries, benefits,
training and recruitment 11,886,437 11,344,369

Amortization of property
and equipment 990,468 940,014

Programming, supplies
and vehicles 707,571 704,195

Professional fees 1,378,744 1,188,595

Accommodation 721,126 770,271

Advertising, travel
and other 722,140 586,000

Fundraising activities 364,501 281,828

16,770,987 15,815,272

Deficiency of revenue
over expenses (75,025) 316,292

SPECIAL MENTION

Our 'Friends of DeafBlind Ontario Services' award recognizes individuals, groups or organizations who, over time, did one or more of the following:

- contributed considerable personal time, effort and/or resources to support the mission of DeafBlind Ontario Services and/or their clients;
- demonstrated excellence in leadership and initiative as a volunteer to DeafBlind Ontario Services; or
- extensively promoted DeafBlind Ontario Services and their clients within their community.

Past recipients include donors, supporters, community partners and volunteers. This prestigious award was established in 2008.

Friends of DeafBlind Ontario Services 2018-2019:

Army Navy Air Force Club
Belle Pointe Dance & Movement
Alan & Karen Carroll
Dilico Anishinabek Family Care
Dennis and Janet Fransky
Knox United Church

Staff Service Awards

5 YEARS

Samantha Byers
Dana Donaldson
Janet Elder
Carley Gedcke
Valerie Huffman
Gabriela Leiva
Jennifer Leung
Samantha Marren
Nick McCauley
Katrina Medica
Renu Minhas
Holly Pflanzner
Karah Plante
Marlene Quinton
Caitlyn Reimer
Samantha Remington
Sanja Saric
Jessica Steele

10 YEARS

Jesse Downes
Christine Firetto
Katherine Logan
Joel Vanwyck

20 YEARS

Shannon Girard

25 YEARS

Karen Keyes
Tracey Veldhuis

Volunteer Service Awards

10 YEARS

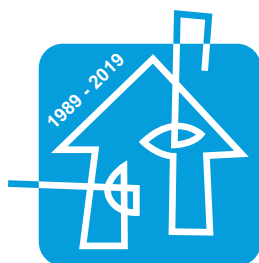
Paulette Bedard

5 YEARS

Sascha Mumtaz

Board of Directors 2018-2019

Lise Gagnon – Chair
Jim Dadson – Vice Chair & Secretary
Chanta Baier
Tiffany Barker
Danielle Brouillet
Daniel Gabay
John Halman
Marnie McDermott
Emma LeBlanc
Linda Littell



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