

DeafBlind
ONTARIO SERVICES

ANNUAL REPORT

2019-2020

Limitless
We believe
in endless
possibilities.

Passionate

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

Collaborative

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

Leaders

We set the standard and
promote excellence in our field.

Resilient

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

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OUR MISSION

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

OUR VISION

Enriching lives one touch at a time.

PROGRAMS & SERVICES

DeafBlind Ontario Services provides accessible residential and customized support services across the province. Residential programs provide accessible, barrier-free, affordable housing and access to Intervenor Services 24/7. Our Community Services are designed to reach people with deafblindness supported by other community agencies, through training, program planning and mentorship.

STRATEGIC PLAN

Our Vision to 2022 - Together We Thrive

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.

MESSAGE FROM THE BOARD CHAIR & CEO

In 2019-2020, we celebrated thirty years. Thirty years of limitless possibilities for people with deafblindness, and the field of deafblindness. As we evolve, we keep our history close...

Reflecting on the past year, we want to say thank you to our supporters, donors, and volunteers for joining us in this journey. We cannot do what we do without you.

Limitless: being or seeming to be without limits. Without end, limit, or boundary.

Our commitment to providing a high quality of life for people with deafblindness is ingrained in our values.

Early in the New Year, we opened a new residential location in Hanmer, Ontario. Simultaneously, construction on a new location in the Ottawa suburb of Vars continued, thanks to the support of grants through the National Housing Strategy Co-Investment Fund and the City of Ottawa's Investment in Affordable Housing program.

We are in our second year of working towards a new certification process for intervenors in collaboration with CNIB Deafblind Community Services under the Academy for Certification of Visual Rehabilitation & Education Professionals (ACVREP). We are more than thrilled with our progress together in achieving this initiative, allowing us to be one step closer in recognizing the professional field of Intervenor Services.

Our highly regarded service model will be undergoing some changes and updates in the coming year. These changes were precipitated by the introduction of the Ministry of Children, Community and Social Services' (MCCSS) "needs based funding model", which reduces all new client funding by 19-25%. Our commitment to continuing to offer high quality service will guide these updates, and we will continue to actively participate in the Ministry's transformation initiative.

We believe in endless possibilities; we formed an integrative partnership with PHSS in the fall. In January, a third agency joined the partnership: Community Living Chatham-Kent. The focus of the integrative partnership is on strengthening the collective abilities of the three organizations.

Our goal is to share knowledge and explore efficiencies, ensuring that the people we serve who have unique, specialized, and complex needs are the number one priority.

We value collaboration and recognize that external partnerships and meaningful exchange help us to learn and grow. The 17th Deafblind International (DbI) World Conference 2019 was held in Queensland, Australia in August. Abstracts from 26 countries were selected for the Conference's program, five of which were submitted by DeafBlind Ontario Services' employees. Roxanna Spruyt-Rocks, CEO, chaired the Scientific Committee and holds a director position on the DbI Board. This conference created valuable awareness about work in progress across the globe, and provided the opportunity to connect and form partnerships with others in the field.

In the fall, we were honored to be the recipient of the Newmarket Chamber of Commerce Business Excellence Award in the Not-for-Profit Category.

We are also excited to announce that we are a 2019 Canadian Nonprofit Employer of Choice (NEOC), along with 12 organizations from across Canada! Since 2015, the Nonprofit Employer of Choice Award has recognized nonprofits whose exemplary talent management practices support successful mission delivery in the communities they serve.

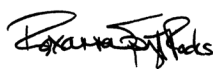
DeafBlind Ontario Foundation officially launched on March 31, 2020 as a new incorporated charitable entity. The Foundation's mission is inspiring investment in the future of individuals with deafblindness in communities served by DeafBlind Ontario Services. Our vision of transforming lives, one gift at a time will be carried out through the strategic priorities of the Foundation, including housing innovation, security, lifestyle and organizational capacity.

We continue to monitor the COVID-19 pandemic. As the situation changes and continues to change, we make decisions that are in line with our mission, vision and values, along with public health authorities. With that being said, it really has been our team of intervenors who are to be commended. As an essential service, our intervenors displayed their passion for the people we support and they continue to show their resilience during these challenging times. The word 'limitless' has new meaning for DeafBlind Ontario Services.

Respectfully submitted,



Lise Gagnon
Board Chair



Roxanna Spruyt-Rocks
Chief Executive Director

UPDATES FROM BOARD COMMITTEES

CLIENT SERVICES COMMITTEE REPORT 2019-2020

Chair: Emma LeBlanc

Members: Tiffany Barker, Diane Gabay, Danielle Brouillet, Barb Hooton, Lise Gagnon (Board Chair/ex-officio)

As in previous years, the 2019-2020 Client Services internal audits showed close rigorous adherence to internal standards, as well as policies and procedures. In addition, the Committee continues to review serious occurrences and complaints on a regular basis to ensure continuous quality improvement, and the organization's Abuse and Rights policies and procedures. The Committee also monitors the admissions wait list. We are excited to see the progress that has been made in the development of a training curriculum and certification process for intervenors, the Certified Deafblind Intervenor Specialist (CDBIS), in partnership with CNIB Deafblind Community Services and ACVREP.

In 2019-2020 the Client Services Committee tracked the progress of a growing number of innovative and collaborative research projects and a partnership that DeafBlind Ontario Services is involved in via the Research Oversight Committee.

RESEARCH OVERSIGHT COMMITTEE REPORT 2019-2020

(Reporting to the Client Services Committee)

Chair: Linda Littell

Members: Karen Klee, Atul Jaiswal, Penny Leclair, Lise Gagnon (Board Chair/ex-officio)

Through an ever-expanding network, we pursue new opportunities to expand our knowledge and best practices to ensure we are providing the highest standards of support services to individuals with deafblindness.

The Committee developed the Process of Research Project Selection which was approved by the Client Services Committee and the Board. A "Participation in Research Roadmap" in line with the strategic plan was also approved.

In 2019-2020, DeafBlind Ontario Services obtained 2018 Canadian Survey on Disability data on deafblindness. We used the data analysis in collaboration with Dr. Atul Jaiswal from Queen's University to create a stakeholder engagement report. Academic researchers provided their endorsement for the report, which is now available on our website. DeafBlind Ontario Services submitted a joint article to the Deafblind International Review with Dr. Atul Jaiswal on "Service gaps, prevalence and severity specific estimates of deafblindness in Canada: A Report".

We collaborated with academic researchers on joint grant proposals offering letters of support for in-kind (expertise) or other contributions (analysis of Canadian Survey on Disability data). An example is a funding proposal with Dr. Walter Wittich from the University of Montreal and CNIB, "Exploring employment, education, technology use and community engagement outcomes for Canadians with dual sensory loss using the Canadian Survey on Disability" from the Government of Quebec that was

successful in receiving funding.

We also collaborated with Fanshawe College on two projects. The first project explored the “Effectiveness of DeafBlind Ontario Services’ On-Call System” and its impacts on employees who provide Intervenor Services with the Research and Evaluation Program. The second project included a case study with the college’s Geriatric Interdisciplinary Professionals (GIP) Program that examined the role of an intervenor and how it differs from the role of an interpreter.

We continue to collaborate on a Community of Practice on Deafblindness initiative, sharing research articles on an online portal with Institut Nazareth et Louis-Braille–Institut Raymond Dewar (INLB-IRD), facilities of the CISSS de Montérégie-Centre and the CIUSSS du Centre-Sud-de-l’Île-de-Montréal respectively.

DeafBlind Ontario Services additionally contributed input to a research project, “Meaningful participation in regulation making” lead by the Participation and Knowledge Translation Lab School of Physical and Occupational Therapy at McGill University. The project focused on identifying barriers that prevent persons with disabilities from participating meaningfully in the development of laws and regulations. It also focused on making recommendations to the Government of Canada and other regulators about removing barriers.

FINANCE COMMITTEE REPORT 2019-2020

Chair: John Halman

Members: Steve Fenster, Daniel Gabay, John Halman, Rob Crawford, Greg Paget, 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 selection of the external audit firm.

In 2019-2020 DeafBlind Ontario Services secured a forgivable loan through CMHC’s National Housing Strategy Co-Investment Fund and SEED funding. Combined with Investment in Affordable Housing (IAH) funding through the City of Ottawa and the efforts of the Fund Development team, the construction of the Devine Road home - a completely accessible 6 bedroom residence in the village of Vars, Ottawa - was completed in May 2020.

GOVERNANCE COMMITTEE REPORT 2019-2020

Chair: Linda Littell

Members: Lesley Banner, Rick Boychuk, Jim Dadson, Barbara Hooton, Judy Porteous and Lise Gagnon (Board Chair/ex-officio)

In 2018-2019, the Committee updated the Board and Committee member Code of Conduct and addressed updates and amendments to the organization’s current by-laws and supplementary letters patent. The updated by-laws were approved at the June 18th, 2019 Annual General & Special Meeting. With the approved change to the membership structure, DeafBlind Ontario Services moved ahead in planning five regional Celebrations events in June 2020 to engage its stakeholders. Unfortunately, these events were cancelled due to COVID-19. We look forward to welcoming volunteers, community partners and employees at the June 1, 2021 Celebrations events!

GOVERNANCE REVIEW SUB-COMMITTEE REPORT 2019-2020

Chair: Linda Littell

Members: Rick Boychuk, Greg Paget and Lise Gagnon (Board Chair/ex-officio)

Reporting to the Governance Committee, the Sub-Committee was formed in late 2019 to provide a formal review of the governance structure of DeafBlind Ontario Services. The review is a strategic objective within the 2019-2022 Strategic Plan, *Together We Thrive*. This work will include benchmarking and will be driven by a principles-based review and application of governance outcomes. The Sub-Committee will provide a final report with key recommendations to the Governance Committee and Board in the 2020-2021 Board year.

GOVERNMENT RELATIONS COMMITTEE REPORT 2019-2020

Chair: Brian Watkinson

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

Using DeafBlind Ontario Services' 2019-2022 Strategic Plan, *Together We Thrive* to guide its focus, the Committee continued its work to enrich collaborations across all levels of government.

The Committee took the opportunity to build awareness about deafblindness with candidates in areas where we have homes prior to the October 2019 federal election.

The organization published a document to present a Canadian perspective to the World Federation of the Deafblind's report that highlighted the inequalities that individuals with deafblindness face globally.

Our document, "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", highlighted recommendations for promoting, protecting and ensuring that individuals with deafblindness have the full and equal enjoyment of all human rights and their fundamental freedoms.

DeafBlind Ontario Service additionally hired a researcher to create a "Stakeholder Report." This document updated existing statistical data on deafblindness and gathered feedback from key informant interviews. The report identified many gaps in services for people with deafblindness in Canada, which included variation in services between provinces; limited funding available for Intervenor Services, limited intervenor hours and choice; and lack of diversity in services required by individuals with deafblindness. It also created messages to support advocacy and was circulated across a variety of stakeholder groups, including members of the research community.

DeafBlind Ontario Services continues to demonstrate its collaborative value and contributes feedback in partnership with other not-for-profit organizations on legislative, regulatory and policy making opportunities.

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

FUNDRAISING RESULTS

We are so grateful for our donors and the support we have received from the community over the past year. Together, we are truly making a difference!

Community support directly impacts the people we serve and helps to provide the highest quality of life possible to encourage independence and social connectedness.

Our final net total raised in 2019-2020 was \$535,817!

Your generous support made a difference with our highest priority needs, such as:

- Accessibility upgrades to our residential locations across the province will maximize mobility and independence.
- Two new accessible homes were constructed in Ottawa and Peterborough, extending our reach of Intervenor Services to more people with deafblindness.
- Wheelchair accessible vans to help the people we support attend meaningful employment or vocational opportunities, life enrichment programs, access health care services, and complete everyday errands like getting groceries.
- Sensory Excursions are travel experiences that stimulate the senses of individuals with deafblindness. They provide opportunities for diversity and enhanced sensory experiences in their lives, plus FUN!

An additional \$402,000 was pledged through CMHC's National Housing Strategy Co-Investment Fund and SEED funding for the new build in Vars (Ottawa).

At the end of the fiscal year, we launched the DeafBlind Ontario Foundation. The mission of the Foundation is "inspiring investment in the future of individuals with deafblindness" in communities served by DeafBlind Ontario Services.

The people we serve require a variety of supports beyond Intervenor Services. The funding priorities of the Foundation include: highest priority needs, accessible housing, enriching experiences, and transportation.

Learn more at deafblindontario.com/foundation.

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



DeafBlind
ONTARIO FOUNDATION



Our donors are our partners. Through your investments, our vision of transforming lives, one gift at a time, will enhance the lives of the people we support.

DONORS

CORPORATE

417 Bus Lines Ltd.
1832 Asset Management L.P.
Accessibil-IT
Adessa Ottawa
Andrew Van Pelt Electric Ltd.
Ayr Animal Hospital
Ayr Farmers Mutual
Barburrito Courtice
BlueSky Communications Inc.
BMO Employee Giving
BNI Business Elite
Bradford Family Dentistry
Bruce Elevator Service
Buckley Insurance Brokers
Canada Mortgage and Housing Corporation
City of Ottawa
City of Peterborough
Crate Designs Furniture
Curate Wealth
Cyclone Solutions
Deutschmann Law
Electrical Elite Inc.
Forman Electric Ltd.
Govan Brown Construction Managers
Home Hardware Russell
H.S.P. Consultants Inc.
ImmersX Inc.
Jeff Smith Plumbing-Heating Ltd.
JSM Designs
Julien Savage Electric Inc.
Lockwood Dental
Lomonte and Collings Insurance Services
MacEwen Petroleum Inc.
MacNeil & Dodd Pharmacy
Magna for Community
MKW Services
Morrison CPA Professional Corporation
Needham Promotions
Open Plan Architects

PayPal Giving Fund Canada
PEAK Investment Services
Penmore
Pepsico Foods Canada
Priority Mechanical Services Ltd.
Raymond James Ltd.
RBC Global Asset Management
RBC Dominion Securities
Royal Bank of Canada
RPC Canadian Fine Art
Snyder Construction
South Simcoe Police Association
Summerlyn Dental Care
Tennenbaum Wealth Management
The Flower Merchant
The Great-West Life Assurance Company
Town of Georgina
Universal Motion
Waterloo Brewing
Western Fire Protection
Winchester BMR
World Class Photo & Video
Xpertek Construction Ltd.

FOUNDATIONS

Cambridge & North Dumfries Community Foundation
Canada Gives
J.P. Bickell Foundation
Pilkington-Henniger Charitable Trust
The Audette Foundation
The Catherine & Maxwell Meighen Foundation
The Charles Norcliffe Baker and Thelma Scott Baker Foundation
The Crabtree Foundation
The Robert Campeau Family Foundation
The Victor & Rhoda Shields Charitable Foundation

SERVICE CLUBS

100 Men Who Give A Damn
Alcona
Kanata Hazeldean Lions Club
Lakefield Village Lions Club
Lions Club of Russell
Lions Homes for Deaf People
London Central Lions Club
Minnow Lake Lions Club
North Newmarket Lions Club
Quota International of Peterborough
Rotary Club of Pickering
St. Joseph's Council No. 6361
Charitable Welfare Trust
The Royal Canadian Legion
Ontario Command Charitable Foundation
Valley East Lions Club

INDIVIDUALS - \$50,000+

Watson, John & Josie

INDIVIDUALS - \$5,000 – 9,999

Oakes, Mary Lou & Milne
Webster, Albert and Joan

INDIVIDUALS - \$1,000 – 4,999

Bechard, Pam
Charlebois, Michel
Coughlan, Juliette
Gagnon, Lise
Healy, Greg & Jane
Heida, Jolene
Hooton, Barb & Doug
Makura, Elizabeth
Momtahan, Parham & Kathy
Morris Dadson, Jim & Anne
Quinn, Josie
Spruyt-Rocks, Roxanna
Watkinson, Brian
Webster, Bruce & June
Willsie, Mark & Susan

INDIVIDUALS - \$500 – 999

Allen, Ashleigh
Arrowsmith, Justin & Pamela
Barber, Bryant & Jean
Beaumont, Martha
Bout, Henry & Barb
Brouillet, Terry & Danielle
Culley, Karen
Crawford, Rob
Coombs, Gary
Dupuis, Denise
Eldridge, Ashleigh
Elling, Gwen
Emery, John & Dinah
Despres, Helene
Hesselink, Ed & Janet
Keyes, Karen
Laurin, Rosemary
Lawrie, Louise
Lean, Marvin & Marilyn
Manahan, Susan
Mannah, Natalie
Parsons, Laura
Patterson, Kelly
Pettapiece, David
Piggott, Annette
Phillion, Lenore
Rawlinson, Graham & Linda
Ryan, David
Simpson, Lorraine
Veldhuis, Tracey
Wookey, Sue
Young, Tina
Zerfas, Shirley

INDIVIDUALS - \$250 – 499

Barker, Tiffany
Beggs, Gail
Benton, Jean & Sue
Berdan, Jane
Beausoleil, Pierre & Josee
Becker, Ewald and Karen
Brogan, Natalie & Steve
Brown, Angela
Campbell Childerhose, Judy
Carr, Dave
Ceponkus, Diane
Coutu, Raymond & Nicole
Dash Addi, Osnat
Davis, Tim & Rose Marie

Devlin, Katharine
Dinner, John & Maureen
Downer, Doug
Dykstra, James
Faria, Lynn
Fatijewski, Fiona
Flanagan, Patrick & Leigh-Ann
Flinn, Tim & Kim
Ford, Julia
Fransky, Dennis & Janet
Gabay, David & Diane
Gaudet, Suzanne
Ghazarian, Danny
Halman, John & Jackie
Jones, Kimberly
Jones, William
Kawalez, Michael & Vula
Kostas, Paul & Soula
Laurin, Julie
Madho, Karen
Mahoney, Sean
Marren, Samantha
Meraw, Chris
Mesko, Amanda
McCauley, Nick
McShane, Heather
Papineau, Rachel
Parkar, Nagma
Pasquino, Nicola
Pevere, Jason & Seguin,
Chantal
Porteous, Judy
Quinton, Jamie
Quinton, Marlene
Rush, Melinda
Schmaltz, Michael
Shaver, Karen
Shore, Janet
Simmons, Brooke
Smith, Sandra
Vanbodegom, Samantha
Wall, Candace
Wilhelm, Matt
Wood, Sandra
Yablochnikova, Alina

Friends with Vision (Monthly Giving Program)

Beaumont, Martha
Becker, Ewald & Karen
Benton, Jean & Sue
Downer, Doug
Elling, Gwen
Elfar, Mohamed
Fatijewski, Fiona
Flinn, Tim & Kim
Fransky, Dennis & Janet
Fransky
Ford, Julia
Gagnon, Lise
Gaudet, Suzanne
Halman, John & Jackie
Hooton, Doug & Barb
Kosiw, Jim
Morris-Dadson, Jim & Anne
Porteous, Judy
Webster, Bruce & June
Willsie, Mark & Susan
Youm, Chun Goon

**We
set
the
standard
and
promote
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in
our
field.**

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, 2020 to individuals supported, volunteers, funders, donors and employees.

In the 2020 fiscal year, we continued our efforts to provide the highest standards of service to existing and new individuals. In August 2019, we officially broke ground for the Devine Road project, a completely accessible 6 bedroom residence in the village of Vars, Ottawa. In order to fund this project we secured funding from the Investment in Affordable Housing (IAH) program, CMHC's SEED funding, as well as a forgivable loan through the National Housing Strategy Co-Investment Fund.

The Development team had another successful year raising over \$535,000.

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 the people we support, in order to increase their independence and involvement in their communities.

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

SUMMARY FINANCIAL STATEMENTS

Statement of Financial Position	2020	2019
Year Ended March 31,	\$	\$
Assets		
Cash	145,953	541,217
Accounts receivable and prepaid expenses	838,337	456,858
Community Donation Fund Net assets designated for projects	672,699	497,681
Property and equipment	11,819,473	10,176,385
Total Assets	13,476,462	11,672,141
Liabilities		
Accounts payable and accrued liabilities	1,439,826	810,355
Mortgage loans	1,530,415	1,302,252
Forgivable loans	4,429,539	3,611,929
Unamortized restricted transfers	2,129,788	2,026,306
Total liabilities	9,529,568	7,750,842
Net assets	3,946,894	3,996,324
Total liabilities and net assets	13,476,462	11,747,166

Statement of Revenue and Expenses	2020	2019
Year Ended March 31,	\$	\$
Revenue		
Province of Ontario Subsidy	14,786,730	14,749,784
Amortization of restricted transfers and other	744,062	839,451
Accommodation and care service fees	718,074	694,956
Fundraising, donations and miscellaneous	383,445	446,896
Gain/ (Loss) on disposal of property and equipment	-	(35,125)
	16,632,311	16,695,962
Expenses		
Salaries, benefits, training and recruitment	11,933,367	11,886,437
Amortization of property and equipment	1,114,929	990,468
Programming, supplies and vehicles	616,964	707,571
Professional fees	1,373,965	1,378,744
Accommodation	690,703	721,126
Advertising, travel and other	532,153	722,140
Fundraising activities	344,635	364,501
	16,606,716	16,770,987
Deficiency of revenue over expenses	25,595	(75,025)

SPECIAL MENTION

EMPLOYEE SERVICE AWARDS

5 YEARS

Mackenzie Burk
Devon Gordon
Olga Levitsky
Karen Madho
Crystal Perrin
Mary Ryan
Melinda Rush
Christine Vaters

10 YEARS

Jessica Condon
Heather Sanford
Elisha Shannon
Erin Thomas

15 YEARS

Miriam Cohen
Melissa Enns
Amanda Mesko
Sarah Nevett
Hanka Omerovic
Stephanie Schalk

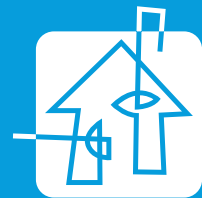
VOLUNTEER SERVICE AWARDS

15 Years - Diane Gabay
10 Years - Barbara Hooton, Steven Fenster
5 Years - John Halman, Emma LeBlanc,
Marnie McDermott

BOARD OF DIRECTORS 2019-2020

Lise Gagnon, Chair
John Halman, Vice Chair
Danielle Brouillet
Raymond Coutu
Robert Crawford
Diane Gabay
Emma LeBlanc
Linda Littell
Marnie McDermott
Greg Paget

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possibilities.**



DeafBlind
ONTARIO SERVICES

Enriching lives one touch at a time

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