



2015/2016 ANNUAL REPORT TO THE COMMUNITY

GUIDING THE JOURNEY TO SELF-DISCOVERY



A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

CORBROOK IN TRANSITION

2015/2016 has been a year of immense change for Corbrook. It has been a transition that required our staff, volunteers and leadership team to collaborate to ensure we could continue to serve our community with valuable and meaningful services and options.

A transitional period, such as the one we have experienced this year, naturally invokes change. Yet with these changes comes the opportunity to learn and grow. In light of all the challenges we faced, we are proud to say that we have come through these changes stronger than ever.

Our biggest test was a surprise announcement that the Provincial Government would no longer be funding new admissions to Sheltered Workshops as of October 2016. This announcement placed a significant risk to the future of our organization. However, this did not deter us. Our Board, staff and volunteers collaborated to discuss other inclusive options to enhance and grow previously offered services. The goal was to ensure that the new programs would bring continuous value and meaning to the people we support.

We worked closely with the Ministry of Community and Social Services following the announcement to inform our clients, and their families, of any changes. By hosting Town Hall meetings attended by all stakeholders, including Ministry partners, we were able to manage any concerns by discussing new programs that would be offered. The process has been highly collaborative to guarantee that all changes are both person-directed and person-centered.

RESOURCE DEVELOPMENT

Corbrook has been working diligently to implement new strategies that mitigate the risks associated with transitioning to a new business model. We are enhancing current revenues and also looking for new funding opportunities to ensure sustainability and self-reliance.

Corbrook's brand new trail mixes (On-D-Go) and spice blends (Nene's Choice) continue to be a huge success. In addition, we have also made purchasing these products simpler by selling them on our new

shopify website.

Furthermore, the Fee-for-Service programs offered continue to thrive while providing meaningful services to those using Passport funding. This year was also a record year for employment placements as fifty-four clients found placements and twenty-three clients achieved paid employment through our Employment Services Division.

Also, this year, Corbrook's fundraising activities raised \$32,000 in revenue.

COMMUNITY PARTNERSHIPS

Corbrook was nominated to be part of the 2015/2016 OASIS (Ontario Agencies Supporting Individuals with Special Needs) Conference Planning Committee held in Toronto. This was a great honour and allowed us to network with other community agencies in our sector while enhancing our profile.

Corbrook also continues to participate as a member of the My Community Hub Steering Committee. This initiative, also known as the Fee-for-Service hub, allows easy access to registering and paying online for any services or programs offered through the agencies involved. There are currently seven member agencies involved, with the goal to include all thirty-seven agencies within the Toronto area over the next two years. We are very excited about this opportunity as it is a one-stop-shop for services and programs offered through the Developmental Sector.

The Leaders for Success program, a professional opportunity for mid-level managers to build capacities towards advancing into senior roles in their respective Organizations, was highly successful in its first year. As a member of the Advisory Committee of this Program, Corbrook actively participated by helping to design the curriculum while also promoting this course at various venues including the Human Resources Strategy Group.

A REDEFINED CORBROOK

As the transition out of Sheltered Workshops continues, Corbrook is shifting focus towards providing programs centred on pre-employment training such as STEER (Success Through Education, Employment & Retention) as well as Striving for Success (a program focused on securing and maintaining employment). We will also continue to provide employment supports that will include placements and job coaching supports for those on ODSP Employment Support funding.

The activities offered in our Revel program will be enhanced and broadened to include Information Technology classes, physical fitness/recreation, sensory programs as well as other diverse life skills programming.

THE IMPACT OF OUR SERVICES

Despite all the challenges Corbrook has faced this year, we are proud to report that Corbrook supported over 700 people fulfill their goals and aspirations this year. Some highlights of our successes are:

- Number of individuals participated in programs has increased 24% from last year
- We offered twelve different programs and services to individuals
- A total of fifty-four placements provided with employer partners as part of Food Processing and Packaging, STEER and Let's Make it Work programs
- We also facilitated twenty-three participants to achieve paid work in 2015-2016

For the first time, Corbrook offered pre-employment training services directly in the community. We utilized community libraries in the York Region area to allow for a larger access to our services in the community.

THANK YOU!

We would like to thank our highly committed Board of Directors for their leadership and guidance. We would also like to recognize our staff and volunteers for their unwavering support in achieving Corbrook's mission and vision. Without our dedicated Board, staff and volunteers, we simply could not operate at the level that we do.

We would also like to thank all our community donors and sponsors that gave so generously. Your support allows us to continue to offer the valuable services required in our community.

Also, many thanks to the Province of Ontario, specifically the Ministry of Community and Social Services, for providing the much needed funding which is essential for us to deliver services. We also appreciate all your support in working with us as we continue the transition away from Sheltered Workshops.

Finally, we want to thank all the people we support and their families for their love of Corbrook and for having complete faith in us as we continue the transition towards a redefined Corbrook.

We look forward to a successful 2016-2017,

Judy Cooper & Deepak Soni



JUDY COOPER

PRESIDENT



DEEPAK SONI

EXECUTIVE DIRECTOR

BOARD OF DIRECTORS

Judy Cooper (President)

Shelley Kierstead (Vice-President)

Chris Lindsay (Treasurer)

Ken Williamson (Past President)

Peter Lindsay

Granville MacKenzie

Heather Grand

Raymond Park

OUR MISSION

To develop and provide opportunities for meaningful work and personal development for persons with varying levels of abilities.

OUR VISION

AWAKENING ABILITIES

OUR SERVICE VALUES

- Individuality is respected.
- People will be treated with dignity and respect.
- People are informed.
- People have an opportunity to learn, develop and grow.
- People will be listened to and responded to.
- People will be healthy and safe.
- People have rights.
- People are in control and direct the supports and services that affect their lives.
- People will be supported to know and exercise their rights.

ROSARIO MANSERA

MOTHER OF RANDY TAGOE

“Corbrook has been an essential stepping-stone in my son's life. Randy attended the 3-week training to help guide him back into the workforce. He loved it and has since thrived. I never thought my son would be able to work and now he has a job at a local store. He has never missed a day and feels accomplished being independent.”

TONY KOSHANSKY

CORBROOK GRADUATE AND CURRENT EMPLOYEE OF THE VAUGHAN PUBLIC LIBRARIES (DUFFERIN CLARK DIVISION)

“I always felt supported with Corbrook at my side. I had assistance going to interviews and preparing for tests. It made me feel like I had the confidence to take a step forward into the workforce. Corbrook helped me obtain my current job at the Library, which I love. I get to help customers every day by retrieving their requests and helping them find what they need. It makes me feel good to work with everyone. I want people to know how much Corbrook has helped me and how they help others every day.”



MARIA FAUCEGLIA

MOTHER OF BIANCA AURIEMMA

"I don't know what we would do without Corbrook in our lives. My daughter is amazing, but she suffers from having seizures everyday. I am a widow who is also taking care of my mother who has dementia. When my daughter Bianca is at Corbrook, I know she is safe and happy, which allows me to work and be able to provide for our family. They are a support for me that I could not do without. With Corbrook, Bianca is taken care of but also surrounded by friends and programs that allow her to act as a mentor to her peers and continue to grow her skills."





IN AND AROUND CORBROOK

As a community based service organization, Corbrook has been making an important contribution to the lives of people with physical and developmental disabilities, and their families, for more than sixty-five years.

We provide a wide range of unique training opportunities, employment services and supported community activities focused on helping achieve inclusion, independence and an overall higher quality of life.

HELEN WALTON AWARD

Each year, the Helen Walton Award is given to two special people who are nominated by their peers for outstanding generosity and helpfulness.

The award is named after **Helen Walton**, who served as a volunteer from Corbrook's creation. As a member of Alpha Gamma Delta fraternity, Mrs. Walton became involved with Corbrook and was President of the Board of Directors when she died in 1983 after many years of service.

COREEN LEWIS

WEST CAMPUS RECIPIENT

Coreen was born in Trinidad and immigrated to Canada in the late 1980's. She started in Corbrook's Transition to Work Program in September 2000. Coreen also attended the Toronto District School Board literacy classes and other programs at Corbrook for a year to improve her English skills. This initiative gave her the ability to progress towards and achieve her goals.

Coreen currently lives independently and has made many friends at Corbrook. She is known by her

peers as someone who is always willing to help and ensure everyone is making the most of their time at Corbrook.

While working at Corbrook, Coreen helps retrieve supplies and products for other clients to work on and finds this highly rewarding. She appreciates the financial allowance she receives for completing these tasks. She also believes in helping to manage conflicts by reporting actions to staff that she knows are not right. Coreen has recently started participating in Corbrook's Striving for Success Program, which is helping her learn about various employers' hiring expectations, as well as, preparing her for future work opportunities. Coreen is a great example of what can be achieved with a positive mindset and hard work.



RENATO (JUNIOR) CALALANG

EAST CAMPUS RECIPIENT

Junior has been with Corbrook since 2013. He is very social and is always surrounded by friends. He likes to make everyone laugh and smile.

Junior was recognized by his peers for his hard work and for helping others. He is very polite and very positive ... not to forget his great dancing skills!

Professionally, Junior has excelled at packaging Corbrook's spice blends. He has become an expert in managing the weighing scale. Corbrook is working with Junior on developing positive and healthy relationships.

Junior has shown vast improvement over the years in various aspects and is a great role model for others. In addition to the Helen Walton Award, Junior was also the valedictorian for the Striving for Success program.



JIM RAYMER AWARD

The Jim Raymer Award honours the memory of a man who was a conscientious participant at Corbrook for thirty-three years, before building the courage to find employment in the community.

IAN SHEPPARD 2015/2016 RECIPIENT

In May 2015, Ian Sheppard was referred to Corbrook for Employment Supports after relocating from Winnipeg to Richmond Hill. When he was in Winnipeg, Ian had worked part-time for many years in the warehouse of Cabela's, an outdoor supply store. He loved his job and gave it his full effort every day. After a few years of employment, Ian received some unfortunate news that Cabela's was closing.

When Ian moved to Richmond Hill, he was unemployed and was exploring his options in the community. Ian and his mother approached Corbrook to learn more about the Employment Supports Services available. Ian expressed interest in the retail or warehouse environment, which is part of the STEER (Success Through Employment, Education and Retention) Program.



At this time, the Employment Specialist felt that Ian would benefit greatly from an employment training program and recommended that Ian take the STEER Program. The program provided him with an opportunity to develop and build on his skills, improve his confidence and meet new people.

Ian was accepted into the STEER Program in July 2015. Initially, Ian was provided with public transit training and soon after felt ready to use it independently. With support and training from the STEER program, Ian became more confident and engaged his class.



"I am so thankful for having my experience with Corbrook. They know how to bring you out of your shell and make it possible for you to achieve employment. It is because of them that I was able to build up my confidence. I love working at Home Depot and meet people every day. It makes me feel good to help the cashiers and support the customers with their purchases."

- Ian Sheppard

"Ian is a really good worker. He is eager to help everyone and anyone in the store. He takes his work very seriously – if he is unable to answer a call, he takes it personally and communicates this to us or tries his very best to answer all calls. He is responsible, super helpful, and has a great sense of urgency. I have had many associates approach me to tell me what a great help Ian is. We are very happy to have him as a part of our team permanently."

- Hattie Li, Home Depot

In October 2015, Ian was interviewed by The Home Depot for a Lot Associate position. Ian took what he learnt from the STEER program and applied it to his interview - he responded to all the interview questions appropriately and confidently spoke about his experience and training. The employer was impressed and presented Ian with a job offer shortly after his interview.

Ian is currently employed at The Home Depot and receives some support from Corbrook. He continues to perform well in his work and often goes above and beyond his job expectations.

BUSINESS PARTNER OF THE YEAR

Every year, Corbrook acknowledges a Company that is working with our packaging department for their commitment and support in fulfilling our mission and vision.

We are proud to recognize **Spicers** as our Business Partner of the Year Award Recipient for 2015/2016.

Spicers Canada is a leading distributor of fine paper, graphic arts supplies, sign and display media, and industrial packaging products and equipment.

For the past one hundred years their specialized and friendly staff have provided products, services and support to customers across Canada.

Their headquarters is in Vaughan, Ontario, with fifteen distribution centres strategically located across Canada.



"It has been a pleasure for Spicers to work with Corbrook in the last year. Corbrook is a facility that cares about people and making people's lives better and we want to work with companies like Corbrook. With every visit to the facility, we are always greeted with smiles from its participants and see that the participants feel that they are needed with the various projects that they work on.

On a personal level, I enjoy working with Corbrook because it's truly heartwarming to see and spend time with the participants and I would personally like to thank the staff for their hard work and dedication as they always make sure that we are taken care of."

- Michelle McAllister, Spicers

A BUSINESS DECISION TO FEEL GOOD ABOUT

Contract sales are important to Corbrook's ability to provide high quality services and hands-on work experience. We are pleased to take this opportunity to express our thanks to the following businesses for choosing Corbrook to meet their custom packaging and assembly needs last year.

- Callias Tea
- Cindias International
- Cornell Engineering
- David Health
- Debco Solutions
- Elite Carpet
- Incredible Novelties
- Life Cycle Books
- Lower Valley Beverage Co.
- Lush Cosmetics
- Northcott Silk
- P.W. Leopard
- Pitch In Canada
- R.K. Associates
- Rose E. Dee
- Royal Containers Ltd.
- Salga Associates
- S.D.I. Supplies
- Secure Product Management
- Spicers
- Supremex
- Tradewinds International
- Union Street Tin Co.

EMPLOYER LIST

Corbrook is fortunate to collaborate with a large number of organizations that are committed to being socially responsible, inclusive and diverse in their workplaces including:

- Angus Glen Golf Club
- Caplansky's Deli
- Cora Breakfast and Lunch Restaurants
- Karibu Thrift Store
- Liberty Grand Entertainment Complex
- Metro Logistics
- Multi Packaging Solutions
- Panera Bread
- Subway Restaurant
- Swiss Chalet
- The Home Depot
- Topper Linen
- Vaughan Public Libraries

EMPLOYER OF THE YEAR

Every year, Corbrook acknowledges an Employer who has gone above and beyond in hiring people with disabilities and breaking down barriers to employment.



We are proud to recognize **Liberty Grand Entertainment Complex** as our Employer of the Year Award Recipient for 2015/2016.

Over the last year and a half, Corbrook has been working closely with Liberty Grand Entertainment Complex. The process began March 2015 when Ready, Willing and Able approached Corbrook seeking to fill a number of positions with Liberty Grand. Three candidates were hired by August 2015 and Liberty Grand also provided an unpaid training opportunity to a graduate from the Banquet and Customer Services Certificate Program, offered through Centennial College. Ingrid Rochard, the Stewardship Manager, has equal expectations from all her employees. All staff need to be able to keep up with the pace while maintaining health and safety regulations in the workplace.

Liberty Grand has demonstrated a commitment to fostering an inclusive and diverse work environment. They continue to provide support and demonstrate openness with their ability to accommodate, as well as continually seeking opportunities to learn how they can better support individuals with disabilities in the workplace.

Liberty Grand understands that routine and repetition are some of the best practices and methods of learning for some individuals. For example, constantly changing shift times could create confusion for some individuals. Ingrid understood this and made simple accommodations by scheduling the employee at the same time every day. Ingrid allowed time for training and was open to site visits and job coaching when required. This employer also reaches out to Corbrook when they or the employee needs support.

Liberty Grand Entertainment Complex has set an example of what other employers can accomplish through diverse and inclusive hiring.

"Corbrook is an amazing company. I learned about their work integration programs through a family member of mine and I am so happy with the experience. We have two employees who have been hired from the Corbrook program. They are both hard working and responsible. The Corbrook team is right there beside us offering any support we need.

I think more companies should embrace the opportunity to hire through Corbrook. Everyone learns in the experience not just the work-transition graduates. My entire staff has learned to be open-minded. Just because someone has a disability, doesn't mean they are not just as able to do work. We treat everyone the same and hold everyone to the same standard."

- Ingrid Rochard, Liberty Grand Entertainment Complex

DID YOU KNOW...

Corbrook has an online store where we sell our **Nene's Choice Spices** and **On-D-Go Trail Mix**, check it out today!

[HTTP://CORBROOK.MYSHOPIFY.COM](http://CORBROOK.MYSHOPIFY.COM)

SERVICE OVERVIEW & REPORT CARD

Corbrook supported 725 people to explore their options and expand their horizons, with person-directed plans and opportunities for meaningful work and personal development last year, an increase of 24% from last year.

SERVICE	HOW IT HELPS
TRANSITION TO WORK	Historically, this program supported people to develop the skills they need to find and keep a job.
REVEL	Provides a social and recreational, skills-building environment that helps people become more active and independent through educational sessions and community outings tailored to participants' interests.
FOOD PROCESSING AND PACKAGING CERTIFICATE	Offers students a post-secondary option with an in-class component at the College, hands-on training in Corbrook's state-of-the-art clean room, co-op placements and post-graduate employment supports.
PERSON DIRECTED PLANNING	Puts people in charge of creating a personal plan for how they want to live their life, with guidance to help them set goals, and a focus on community participation, education or training.
STEER	Supports adults with developmental disabilities who are ready for today's competitive job market with a relevant curriculum co-developed with our educational and business partners, and on the job training, placements and job trials.
LET'S MAKE IT WORK	Offers youth with disabilities in-class and online training, and placement opportunities, targeting specific sectors in which businesses have identified a need for more employees with the right skills.
INSURANCE	Supports individuals quickly, safely and productively return to the workforce after an injury or long-term disability through workplace supports
ODSP EMPLOYMENT SUPPORTS	Provides employment counselling, job training and placement services to assist people to attain the skills and experiences necessary to obtain paid employment.
HIGH SCHOOL CO-OP	Helps youth with disabilities to gain essential work experience, learn new skills and expand their network of friends and co-workers at one of Corbrook's two centres of learning
FEE-FOR-SERVICE	Gives individuals and families access to all of Corbrook's services, tailored to their needs, and enables more flexibility in choosing the services that work best for them.

KEY FACT:

In 2015-2016, Corbrook provided employment supports to 112 clients with developmental disabilities of which twenty-three secured and retained employment and an additional thirty received retention support from Corbrook within their paid environment.

SERVED

WHAT PEOPLE TOLD US

98

I get to work on skills building to help me improve on my speed and accuracy. I love coming to Corbrook because I get to be with good people and friendly staff. – Darryl

51

I love Revel because we learn so much every day! I like to learn about eating healthy and exercising. - Joey

16

This program focuses on self - management, understanding basic budgeting, working and living safely and job searching opportunities. Upon completion of the program, graduates will have achieved the basic skill sets that will enable them to contribute to society through employment in the food related industry.
– Centennial College

5

Corbrook staff worked with Kyle on a one to one basis and assisted him in identifying his long term goals and suggestions as to how he might meet those goals. Corbrook helped him to see his strengths and made us aware of what resources there are in the community that could be helpful for him. Corbrook arranged for Kyle to participate in a finance management course, which taught him the basics of managing his money. This was particularly helpful to us as this had been a problem. Kyle loved the course and did very well at it. Today, he is now able to manage his own money.

20

This has been the best 10 weeks of my life. I was able to meet people from different cultures, races and backgrounds. They have been like part of a family to me. Sure we will move on but we won't forget. All of you made me proud to be part of your team. I think about all of the great times we had and great times we shared. We laughed, shared stories and experiences and supported each other while we learned. – Junior

37

Let's Make it Work means so much to me. It means getting a job and what a step forward toward my ultimate goal! I've learned so much and met so many awesome friends. – Emo

14

My experience at Corbrook was professional, friendly, welcoming and accommodating. I did not know what to expect at first, but looking back at it now, I could not have asked for anything more. You got to know my job role and provided me with the best tools at your disposal to help me prepare for immediate full time return to work, and for that I thank you! - Yeugen

99

Ever since Randy got his job I can see the happiness in his face, a sense of accomplishment and purpose, his confidence is at an all time high. These days it can be quite difficult to find job but it is even more difficult to find a job where the employees are in a healthy, respectful and positive environment. Fortunately, for Randy Karibu Thrift Store is all of the above. They have been nothing but caring, kind, accommodating and endearing to him. I will never stop thanking them for continuing to employ and help my son. – Rosario, Mother of Randy

123

I love Corbrook because they help me work with our workload. Thank you for supporting and I also enjoyed our experience. (This quote was provided in Brail) – Rachigka, Haydn Park Secondary School

168

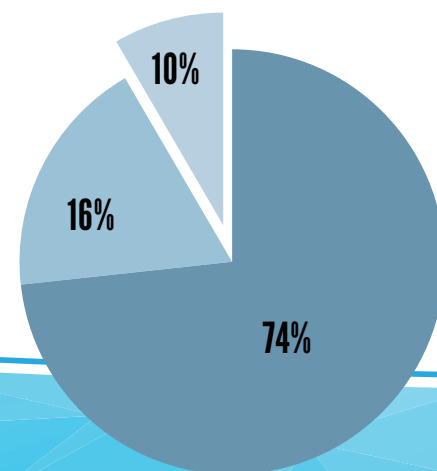
I like coming to Corbrook because I get to be with my friends, watch movies with them, cook and go to art class. It's a great feeling to be here! – Antonio

CORBROOK COMBINED INCOME STATEMENT YEAR ENDED MARCH 31, 2016

WORK CENTRES	2016	2015
INCOME		
Provincial Subsidy	\$ 1,187,421	\$ 1,326,724
Contract Sales	490,718	375,361
HST Revenue - contract sales and input tax credits	108,874	97,893
Property Tax Rebate	25,653	23,434
Sundry Revenue	101,451	61,733
	\$ 1,914,117	\$ 1,885,145
FEE FOR SERVICE		
Ontario Disability Support Programs	333,887	192,527
Ministry of Economic Development Trade & Employment	45,000	132,000
Respite MCYS	62,347	43,868
TOTAL INCOME	\$ 2,837,088	\$ 2,641,179
EXPENDITURES		
Administrative	\$ 190,277	\$ 206,906
Occupancy	500,534	527,514
Program	2,278,708	1,804,528
Central Administration Costs	101,657	95,580
TOTAL EXPENDITURES	\$ 3,071,176	\$ 2,634,528
EXCESS (DEFICIENCY) OF INCOME OVER EXPENDITURES	(\$ 234,088)	\$ 6,651

*NOTE: O.D.S.P. results include Toronto & Central East Region

Administration (10%)	9.51%	\$291,934
Building Rental and Maintenance (16%)	16.30%	\$500,534
Programs and Services (74%)	74.20%	\$2,278,708
	100%	\$3,071,176



Corbrook would like to acknowledge, with sincere appreciation, the support and contributions made by our donors and sponsors in the past year. In 2015-2016, Corbrook raised a total of more than \$32,000 in revenue from our Sixth Annual Golf Tournament, Nene's Choice Spice Drive, On-D-Go Trail Mix Drive and cash or in-kind donations.

These funds have helped support new training spaces and initiatives to ensure that we can continue to provide exceptional sector specific training programs at our two campuses.

THANK YOU



2015-2016 GIVING

EVENT SPONSORS, IN-KIND AND CASH DONORS:

Acme Agricultural & Foods	Lynda Wheeler
Acura of North Toronto	Mandarin Restaurant
Barry Marynick	Maple Leaf Sports & Entertainment
Baskin Robins	Massimo Siciliano
Bowlerama	Maureen Haan
Canon	Menchies
Carol McDonald	Merague International Limited
Carolee E. Parton	Mr and Mrs D. Chin
Casa Loma	Mrs. V. L. Faulkner
Central Ontario Building Trades	Novotel Hotel
Cindias International	Pat Jackson
CN Tower	Paulette Cross
CNE	Pickering Town Centre
Colin Jerry	Pooran Law
Cupcakes by Amanda	Putting Edge
Debco	PW Leopard
Deepak Soni	Robert Paterson
Delta Hotel	Salga Associates
Douglas R. Williams	Salon Kreative
GMCR Canada Holding Inc.	Senso Group
Golf Town	Sheraton Centre Toronto
GoodLife Fitness	Sherritt International
Gwen Mizuguchi	Shyam Ranganathan
Heather Grand	Staples Advantage
Helen Koturbash	Stephanie Lake
Home Medical Equipment	Steven Hershenhorn
Jessica Graham	Sun Life Assurance
John Amon	The Keg Restaurant
Judy Cooper	TJX Canada
Karim Juma	Tom Czuchraj
Ken Williamson	Toronto Kleen
Krispy Kreme	Trevor Amon
Larissa Parriag	
LX5	



CORBROOK WEST

581 TRETHEWEY DRIVE
TORONTO, ON M6M 4B8
P: 416-245-5565 | F: 416-245-5358

CORBROOK EAST

931 PROGRESS AVENUE
TORONTO, ON M1G 3V5
P: 416-431-9000 | F: 416-431-4227

 /CorbrookCanada

 /Corbrook_Official

 /CorbrookCanada

 **Corbrook**
awakening abilities

INFO@CORBROOK.COM

WWW.CORBROOK.COM