



COMMUNITY REPORT 2017-18

PEOPLE

PARTNERSHIPS

PROGRESS



Ashley Eeg, Participant at Corbrook East

New Name, New Corbrook

Almost 68 years after opening our doors as one of the Greater Toronto Area's first workshop and training centres for individuals with disabilities, last year we officially changed our name to **Corbrook Awakening Abilities**. Removing the words "sheltered workshop" was an important milestone that better reflects our evolving role in supporting people with developmental disabilities to be fully engaged members of our community through work, social and leisure activities of their choosing.

Our Vision

Awakening Abilities

Our Mission

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

Our 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



541 people's lives improved through education and skills training, employment and support to live with more purpose and independence

Because I feel useful and independent, I have a reason to wake up in the morning and I look forward to the day.

~ Nelson

Fulfilling His Potential

Like many other recent high school graduates, in 1994, young Nelson Resends wasn't sure what to do with the rest of his life. So Nelson's parents contacted Corbrook.

After first arranging a co-op experience, Nelson started on-the-job skills training through the Transition to Work (TTW) program. This unique "sheltered workshop" was, for hundreds of people, exactly the stepping stone they needed to get a job.

Described as easy-going and hard-working, Nelson was also reserved and shy. Extremely reluctant to move out of his comfort zone, he spent the next 19 years in the program, on light assembly, packaging and janitorial duties.

Confident Nelson could achieve much more, Corbrook's employment specialists eventually helped him to get hired as a kitchen steward at the Liberty Grand Entertainment Complex in Toronto. Asked to describe his work, Nelson says his main tasks are dishwashing, cleaning up after the chef and "making people smile." By all accounts he is doing a fantastic job.

"He was nervous at first – who wouldn't be when faced with a busy kitchen and a million dirty dishes," says his supervisor



Nelson Resends: Profiled participant from Corbrook East

Ingrid Rochard. "But he's grown past all of that now. Nelson has shown me the word "can't" doesn't exist."

According to Nelson's job coach Britta Shillingford, shyness wasn't the only hurdle he had to overcome. "As well as coping with the loss of his father during this transition, at first Nelson struggled with the fast-paced, challenging environment at Liberty," says Britta. "But he has a quiet determination and a drive to succeed. With a little on-the-job support from us, that was a recipe for success!"

Nelson's family is thrilled at how he has come out of his shell and takes more initiative at home. "I'm so appreciative that Corbrook saw potential in Nelson to do something more with his life," says his sister Liz Martins. "They guided him and gave him this opportunity that he wouldn't have had on his own."

Having made friends at work and happy to keep busy, Nelson says this job has simply made life better. "I feel very proud of myself now," he says. "Because I feel useful and independent, I have a reason to wake up in the morning and I look forward to the day."



Judy Cooper, President



Deepak Soni, Executive Director

Message from the President and Executive Director

People, Partnerships and Progress

One year after transitioning 165 people out of the old sheltered workshop model, we are thrilled to report that Corbrook is thriving. In 2017-18 we focused on community engagement and creating meaningful programs based on participant needs and preferences. This enabled us to help more people than ever to get out in the workforce, take advantage of skills training and employment preparation, or enjoy a wide variety of leisure and social activities.

Corbrook is a different place than it was a year ago. We moved ahead with an official name change, beautifully renovated facilities, and a new, energized organizational culture that is helping us to break old stereotypes and drive greater community inclusion and participation. We invested in “smart” technology and innovative services like post-secondary academic support and hugely popular computer classes. Read more, throughout this Community Report, about the people, partnerships and progress that have made all of this positive change possible.

We have always worked hard to advocate for much-needed resources, supplement available funding, and modernize and expand services to meet the changing needs of participants and the evolving sector. Last year we welcomed a small operating funding increase, and obtained a grant that enabled us to successfully transition



88%
of people we support and families surveyed are extremely satisfied with Corbrook's services



Peter Lindsay, retiring Corbrook Director (M) accepts the Board of Directors Award from Judy Cooper, President [L] and Christopher Lindsay, Director [R] at the 2017 AGM

people from the workshop to a variety of other meaningful pursuits. We thank the Ministry of Community and Social Services for their support.

We are also very excited to have launched *Out of the Box Packaging Inc.*, a social enterprise that provides employment for the people we serve, and generates revenue that we are reinvesting into new initiatives.

Throughout 2017-18, our Board led the development of a new Strategic Plan, which takes effect April 1, 2018. We look forward to building on our achievements to date, with a strong emphasis on participant needs and community inclusion, financial stability and investing in our employees.

Listening to our participants and families has always been a priority. We conducted our first annual family and participant surveys to find out how well we are meeting



Karen Chan, past Assistant Deputy Minister of Community and Developmental Services, Ministry of Community and Social Services (M) accepts the Ian Mang Award for Community Leadership from Deepak Soni, Executive Director [L] and Judy Cooper, President [R]

their needs. Results were overwhelmingly positive, with a full 88% of respondents satisfied or very satisfied with the support and services we provide. We are now using survey feedback to improve in three areas: choice of activities, sharing information and staff engagement.

On behalf of the Board of Directors and management team, thank you to our dedicated staff and volunteers, our participants and their families, the Government, and our many community, business and employment partners. Together, we are awakening abilities, and fostering inclusion and meaningful participation for everyone, which makes our entire community a better place.

Deepak Soni, Executive Director

Judy Cooper, President



JILLIAN COOK, recipient of the 2018 Jim Raymer Award



MATTHEW LEUNG, recipient of the 2018 Helen Walton Award



SEAN BYGRAVE, recipient of the 2018 Helen Walton Award

Jim Raymer and Helen Walton Awards

The Jim Raymer Award honours the memory of a courageous individual who, after more than three decades at Corbrook, took a leap of faith into community employment

Eager and willing are words used to describe **Jillian Cook** by her peers and co-workers at the Liberty Grand Entertainment Complex in Toronto, where she has worked as a kitchen steward for over a year. With job coaching supports, Jillian continuously challenges herself to do more, often completing her tasks in record time – and she always approaches her work with enthusiasm and positive energy. Congratulations to Jillian, this year’s Jim Raymer award winner!

The Helen Walton Award is an annual peer-nominated award that recognizes outstanding generosity and helpfulness

Matthew Leung’s peers say he is the “life of the party.” Always surrounded by a large group of friends, he is a good listener, who always takes time to cheer someone up. Matthew was chosen for the Helen Walton Award at the East campus, for being respectful, caring and helpful. “He makes me feel happy and welcomed,” said one friend. “He likes to joke and makes me laugh,” said another. Congratulations Matthew on this well-deserved recognition!

While gaining valuable work skills at Corbrook, **Sean Bygrave** earned a reputation as helpful to staff and co-workers alike, and a leader who brings out the best in others. Sean’s peers say his positive attitude inspires them to try harder. For example, during a recent paid seasonal job distributing flyers, he continuously encouraged and motivated his co-workers to “never give up!” Congratulations to Sean, winner of this year’s Helen Walton Award at the West campus.

Congratulations to this year’s Award winners!

It was exciting to decorate and paint the glass art project at Michaels. The trip made me very happy because I was able to make something beautiful and my mom was happy with her gift because it was made by me.

~ Natalia

Exploring Our Community

Corbrook has been out and about this past year, introducing participants to the wide range of learning opportunities in their own communities – beading, pottery and jewelry making at local studios, cooking classes at the nearby Superstore and hands-on seminars at the Toronto Public Library. Linking people to new experiences they may not have felt comfortable pursuing on their own has proven quite successful in helping build confidence. That’s certainly been the experience for several participants who, after visiting the YMCA with Corbrook, are now attending on their own. Others were inspired to develop their skills to a level where they now assist staff in leading classes in art, yoga and knitting.

Tourist in Our Own Town

“Good Times in Toronto” participants are passionate about being local “tourists.” Twice a week, a group of 15-18 venture out to unique GTA fixtures like Kensington Market, the Bata Shoe Museum or historic Fort York, and interactive hotspots such as an indoor obstacle course and a recording studio. Each week, everyone votes on the next big adventure, then helps with the research and planning to get the most out of the excursion. A recent favourite was a trip to the Legislative Assembly of Ontario at Queen’s Park, where Corbrook attendees got a big shout out from members of Parliament.



Corbrook participants on a “Good Times in Toronto” outing


76 community classes, guided and hands-on tours, and outings



Jillian Cook, winner of the Jim Raymer Award, works as a kitchen steward at the Liberty Grand Entertainment Complex



273
person-centred
plans created

Beyond the Workshop

Long before closing sheltered workshops was mandated in Ontario, Corbrook was looking to the future and creating innovative and tailored programs to better support individuals in obtaining paid employment outside of the centre. Striving for Success is a perfect example. Along with 10 weeks of in-class pre-employment training, participants enjoy on-the-job training, placements and job trials. Last year we visited police stations, factories, florists, groomers and many other interesting potential workplaces. The program is one of several unique employment services and life skills training opportunities offered by Corbrook, all with a focus on community partnerships and integration.

This experience has been transforming. I've learned so much about the workforce and the possibilities that await me in the future.

~ Lexin

Employer of the Year



Labour
Program

Programme
du travail

Canada

Federal Labour Program – Employment and Social Development Canada

When the Federal Labour Program within Employment and Social Development Canada (ESDC) made it a priority to increase diversity in its workforce last year, they called Corbrook. Working with our Employment Specialists, the management team hired two candidates to do a variety of office jobs such as data entry and filing. Strong advocates for individuals facing barriers, the ESDC team has gone above and beyond to ensure their new employees succeed.

The Labour Program has continuously demonstrated their commitment to promoting an inclusive work culture – bringing Corbrook in to provide sensitivity training, recognizing individual strengths and creating a welcoming environment for all employees. We would like to thank the Federal Labour Program, and acknowledge them as Employer of the Year, for promoting fair and diverse workplaces that benefit everyone.



Jamie Christakos at ESDC where he works in an administrative role

Our partnership with Corbrook has been excellent and they have been extremely supportive. The people we hired are good workers, fast learners and extremely capable. It's really been a pleasure having them as part of our team.

~ **Fred Lee**, *Manager of Occupational Health and Safety at ESDC's Federal Labour Program*



There aren't many jobs in this world where you go home and feel satisfied, knowing you helped someone. That's how great I feel every day working with Corbrook.

~ John Compton

New Partnerships

Teaming up with other organizations has always been key to our ability to meet the needs of the people we serve. Last year we launched a new joint initiative – personalized academic and “getting the most out of campus life” support for post-secondary students with varying levels of abilities at Humber and Centennial Colleges, and York University. We also expanded our employment supports and community outreach in York Region, in collaboration with Kerry's Place and Costi. This increased the number of people we were able to help over the year, and provided easier access to a wider range of resources for our shared clients.



Corbrook was proud to participate in the Scotiabank Toronto Waterfront Marathon

Business Partner of the Year

John Compton, Access Niagara

Access Niagara Inc.



“Providing Solutions”

Corbrook is pleased to recognize Mr. John Compton, owner of Access Niagara, as our Business Partner of the Year. John has worked with us for over nine years, on renovations and upgrades at both campuses, including building the clean room where we package Nene’s Choice spices. John’s company specializes in providing expert accessibility solutions for people with physical and/or developmental disabilities. No job is too big or small for the dependable John, who always responds with a



Business is booming for Corbrook’s other social enterprise, Nene’s Choice spices. Currently sold in Canada at Home Sense, Marshalls and Winners, we now have 17 varieties, and demand keeps rising. Proceeds from over \$87,000 in sales went directly back into programs and services. Coming soon: online sales, and new products like healthy snacks and gift packs.

reassuring “No problem – we’ll get it done.” A “delight” to work with, John acts like a member of the team, keeping the facilities in tip-top shape so staff can focus on supporting participants. As a small business owner, John has also been a lead sponsor for many of our fundraisers and given back to the organization in countless other ways. We are proud and honoured to have John as both a business partner and a friend of Corbrook!

In total, about **8,000** square foot of new flooring was installed. Laid end-to-end, the pieces would stretch 4.87 km – long enough to climb the CN tower and back, four and a half times!



Putting Our Best Foot Forward

Last year Corbrook completed major renovations at all of its locations. From new paint and cost-effective LED lighting that makes the buildings much brighter and welcoming, to new floors that support increased accessibility for all, these upgrades reflect how the entire organization is breaking away from the past and embracing the future. Staff say they appreciate having such a modern and professional place to work and that the facelift has given everyone who attends, works or volunteers at Corbrook a feeling of ownership and pride. We appreciate our Ministry for assisting us through their Minor Infrastructure Funding and would also like to thank Dulux for donating the paint as part of their “Colourful Communities Day.”



Corbrook staff and volunteers team-up to paint the West location



Out of the Box employees filling customer orders

Thinking Out of the Box

Although Corbrook has offered packaging and fulfillment services to customers across North America for over 40 years, last year represented a new beginning. In October 2017, we restructured our old packaging division, and created *Out of the Box Packaging Inc.* – a new social enterprise that is 100% owned by Corbrook. This new company is positioned to meet the needs of business clients in a wide range of industries. It offers full- and part-time employment opportunities for almost 100 people, including many individuals with disabilities. Revenues earned help sustain our operations and, thanks to competitive pricing and efficient processes, Out of the Box is experiencing tremendous growth, with production more than tripling since we opened.



OUT OF THE
BOX
Packaging Reinvented



13,000 items
packaged weekly
in our state-of-the-
art facility

Fundraising and Scholarships

Look what you helped us do! Thank you to our big-hearted donors and sponsors for your support in 2017-18. Though fundraising, cash and in-kind gifts, your generosity raised \$59,000, which helped pay for innovative technology, staff training and new services to better support the hundreds of people that Corbrook serves. It also allowed us to award the *Gloria LeGrow* and *Corbrook Awakening Abilities Scholarships* to two bright minds, whose work will have a positive impact in our sector for years to come.



2017– 18 Event Sponsors, In-Kind and Cash Donors

3M
 AFP Foundation for Philanthropy
 Al Moscardelli
 Annette Lui
 Bank of Montreal
 BATL
 Boen Sheetmetal
 Borja Paraiso
 Bruce Shelswell
 BSA Member of Frutarom Group
 Calalang Family
 Canon Canada
 Centennial College
 Centura Tile
 Chris Lindsay
 Christopher Colebrook
 CHUM Charitable Foundation
 ClubLink
 Combat Pursuit
 Deborah Darling

Deepak Soni
 Dennis Family
 Downward Dog Yoga Studio
 DUCA Financial
 DWFC Cleaning Group
 Edmund Ralph
 Faith Sanctuary Pentecostal Church
 First Aid Canada
 Food Basics at Ellesmere Rd.
 Frank and Gayle Squires
 Freshco at McCowan Rd.
 Goodtimes Brand Inc.
 Granville McKenzie
 Greg Frewin
 Heather Grand
 Helen Koturbash
 Helen Leask
 HME
 Home Medical Equipment

James Elliott
 Jane Forbes
 Jeannie Harrison
 Jenny Dundas
 Jessica Graham
 Jill Chang
 Joey Cannon
 Jude's Miracle Cloth
 Judy Cooper
 Karen Zacha
 Katherine VanHeuverswyn
 Ken Williamson
 Keurig
 Kevin Jardim
 Krispy Kreme
 Laura Tasaki
 Leung Family
 Lina Baccarella
 Lindt
 Lindy Zaretsky
 Magic Bullet
 Maria Fauceglia

Mascetta Family
 Massimo Sicialliano
 Maureen Haan
 McIntyre Family
 Metro at William Kitchen Rd.
 MSLE
 Nene's Choice
 Nutcracker Gift Baskets
 Oca Nera Restaurant
 Party City at Finch Ave. West
 Paulette Cross
 Pooran Law
 Premdas Family
 PW Leopard
 Ray Park
 Rebecca Addison
 Ribeiro Family
 Rita Rupar
 Robby Virk
 Robert Thompson

Roger Oxenham
 ROM
 Ruivo Family
 Sandra Fontaine
 Scotiabank
 Shelly Kierstead
 Sobeys at Dupont St.
 Sobeys at The Queensway
 Sosik Family
 Staples
 Starfrit
 Stella Saravanamuttu
 Suntharalingam Family
 Thompson Family
 TJX
 Tomasevic Family
 Toronto Bread Co. Ltd.
 Toste Family
 Trevor Amon
 Uy Family
 Veiliant
 VIA Rail



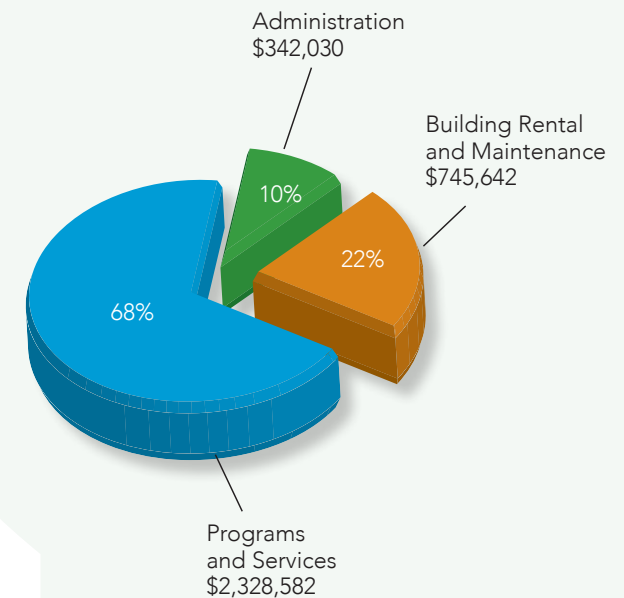
Corbrook Income Statement

Year Ended March 31, 2018
Work Centres

Income	2018	2017
Provincial Subsidy	\$1,886,678	\$1,423,967
Contract Sales	425,278	599,503
HST revenue - contract sales & input tax credits	124,518	137,154
Property Tax Rebate	22,716	24,152
Sundry Revenue	135,886	129,131
	\$2,595,076	\$2,313,907
Fee for Service	488,961	550,627
Ontario Disability Support Programs	331,035	284,508
City of Toronto-Investing In Neighbourhoods	17,309	0
Respite MCYS	79,938	73,547
Total Income	\$3,512,319	\$3,222,589
Expenditures		
Administrative	\$240,545	\$216,038
Occupancy	745,642	721,757
Program	2,328,582	2,195,356
Central Administration Costs	101,485	105,132
Total Expenditures	\$3,416,254	\$3,238,283
Excess (deficiency) of income over expenditures	\$96,065	(\$15,694)

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

Expenditures breakdown





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