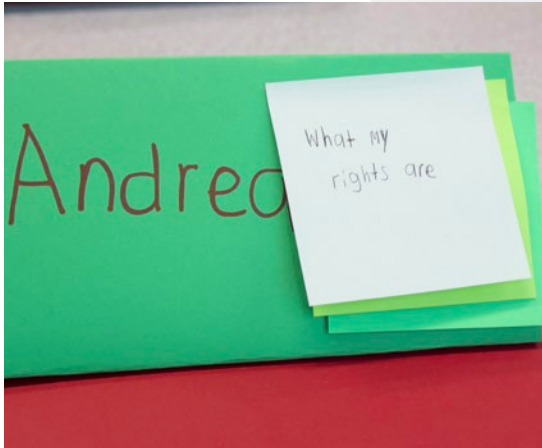




2018-19
COMMUNITY REPORT

THE POWER OF COMMUNITY



Self-Advocacy Gives Voice to All

Self-advocacy, or being able to speak up for oneself, is key to controlling our own lives and making our own decisions. Last year, Corbrook initiated a Self-Advocates Committee to give a stronger voice to everyone we support. It enables them to raise awareness on topics of importance and shapes how their services are provided to them.

A total of 10 participants and two staff are currently members. The Committee's first responsibility was to create a Charter of Rights and Responsibilities. The Charter was reviewed and approved by our Board of Directors and now helps to guide our ongoing mission and vision.

Follow us on social media to see more great work from our self-advocates!

f /CorbrookCanada

YouTube /Corbrook_Official

Twitter /CorbrookCanada



Our Mission:
Awakening Abilities



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

CHARTER OF RIGHTS AND RESPONSIBILITIES

WE HAVE THE RIGHT TO:

- *have our belongings left alone*
- *help each other out*
- *have our privacy respected*
- *private time alone*
- *feel safe in the community*
- *be treated equally*
- *adaptive equipment*
- *communicate using the strategies, time and devices we need*
- *be spoken to with respect*
- *be treated with respect by staff and peers*
- *live without gossiping*
- *be lesbian, gay, bisexual, transgender, questioning, queer, intersex, pansexual, two-spirit, androgynous and asexual and be respected*
- *have our sensibilities taken seriously*
- *have staff's attention on us when they're working, not on electronics*
- *be safe within Corbrook*

The Jim Raymer Award honours one courageous person who, after thirty-three years at Corbrook, took a leap of faith into community employment.

Andrew Lau Thinks Big

This year's Jim Raymer Award winner, Andrew Lau, is no stranger to taking a leap of faith. At just 23 years of age, this hard-working and personable young man recently jetted off to Hong Kong to start his dream job as an IT consultant for a major international financial institution.

Originally, Andrew's goal was simply to graduate university, which he accomplished in early 2018 with academic support from Corbrook. He then worked with our employment services team to gain work experience and develop the skills that would make him a better candidate for future employment in his field, such as communicating positively in the workplace and working effectively in a team.

The road Andrew travelled to get where he is today had a few curves along the way, but with a lot of determination and hard work, and a little help from Corbrook, Andrew learned to think big and then make his goals a reality.

The rest is best told in Andrew's own words...

When I graduated with a degree in software engineering, I had the training necessary to enter the competitive and highly sought-after field of information technology. The question was, who would give me this opportunity?

With Corbrook beside me, I had successfully completed my studies. Now I could delve into a job related to my education with a much higher salary. But these job search skills don't just come out of thin air. I needed Corbrook's help.

After completing an internship, I registered with Corbrook's employment services. Meeting regularly, they helped me find several one-off jobs. Volunteering also helped fill the gap. With their advice, I tidied up my resume, while the team provided guidance to



Andrew Lau, Recipient of the 2019 Jim Raymer Award

maximize my confidence during the job search process. They also prepared me through mock job interviews.

Eventually I was hired by FDM Group, an IT consulting company. Six months in, I learned of potential opportunities at their Hong Kong office. Interviews took place and, within an hour, they hired me. I felt ready to twist and shout. I did it!

Many people helped me get where I am now, but Corbrook has played a massive role – I felt their ceaseless support all the time. Thank you Corbrook, from the bottom of my heart!



Last year
Corbrook supported

640
people

to be more engaged in
their community, set
and achieve meaningful
personal goals, learn
new skills and become
more independent.

A Message from the President and Chief Executive Officer

The Power of Community

Having a meaningful role to play – whether through paid employment, volunteer experience, or social and educational activities – is essential to feeling we are an important part of our community and that we belong. With that in mind, community participation and engagement was a major focus for Corbrook last year. For example, we increased the number of services we co-deliver with community partners. Participants enjoyed more local workshops and community events that they organized around their interests. We also established a Self-Advocates Committee to give people more say in how Corbrook supports them.

Working with participants and our support staff, we revamped and streamlined many of our programs to ensure they add value and result in appropriate and tangible outcomes.

Our goal was to make sure our programs fit the needs of each individual, supporting them to set and achieve personal goals, identify areas of development, and build their skills through tailored experiential learning.

Investing in employees is a strategic priority for Corbrook. Last year, in addition to hiring more staff, we restructured positions to reflect our current priorities and launched a new online learning management system. We also focused on professional development, bringing in subject matter experts to share best practices in respecting the rights of people with special needs, and evaluating services and programs to make them more meaningful and measurable.

Fiscally Corbrook is in a strong position. We continued on a path of growth, supporting more people



Judy Cooper, President



Deepak Soni, Chief Executive Officer

than ever. With the assistance of our Board of Directors and leadership team, we effectively managed our budget and made the best use of available resources. Supplementing government funding, we subsidized enhanced training and programs through fundraising and innovative revenue streams, such as our social enterprise.

As a non-profit organization, it is essential for Corbrook to raise awareness of the significant impact our work has on the lives of individuals and our community.

With a new government in place, we renewed our efforts to advocate and educate at the provincial and federal levels around the need to fund pre-employment training programs. Working with our sector colleagues and partners, we participated in conferences and met with government officials, ensuring we have an active and influential voice at the table to help shape how our sector evolves.

Making our communities more inclusive and accessible remains at the heart of our values. As one

of the first community support service organizations to close its sheltered workshop and successfully transition to a new model of service delivery, Corbrook is leading the way in our sector. In the past year we've met with dozens of stakeholders to showcase our progress. We also attended the Inclusion International World Congress to share our experience in context of moving forward on the UN convention commitment to break down barriers and make inclusion a reality for people with disabilities.

Everything that Corbrook has achieved in the past year is thanks to the contributions of our community – the people we support and their families, our caring staff, our partners, volunteers, donors and

sponsors, and our dedicated Board of Directors. Thank you all for helping us build a strong and inclusive community, together.

Pictured Right: Staff member greets Gloria LeGrow, Past President and longstanding member, at Corbrook 2017-18 AGM.



Board of Directors

Judy Cooper, President
Shelley Kierstead, Vice-President
Granville McKenzie, Treasurer
Ken Williamson, Past President
Christopher Lindsay, Director
Heather Grand, Director
Ray Park, Director
Sandra Fontaine, Director
Johane Lefrancois, Director



The Helen Walton Award honours the memory of one of Corbrook's founders. It recognizes individuals nominated by their peers for their generosity and helpfulness.

The Helen Walton Award Goes To... Staneion And Christa!



Staneion Reynolds,
Helen Walton Award Winner

Staneion Reynolds is this year's Helen Walton winner at Corbrook's West location.

By all accounts a big-hearted and helpful person, Staneion has attended Corbrook for 10 years. He began in the sheltered workshop, where he was a dedicated and enthusiastic team member, not to mention always making time to help others accomplish their tasks.

Since 2017, Staneion has focused on building his independence and social skills through REVEL (a perfect fit for someone described as always ready to have fun!) – where he enjoys learning new skills, discovering his interests, achieving goals and making connections. Any given day he can be found fulfilling the role of peer mentor and lending a hand during cooking and computer classes.

Recently, Staneion has applied his excellent work ethic and positive attitude to Striving for Success, an employment program geared to helping him find a job in the community. His peers have no doubt he will excel at employment, just as he

has with every other challenge. Congratulations Staneion for this well-deserved recognition!



Christa Suntharalingam,
Helen Walton Award Winner

Christa attends REVEL three days a week, where she volunteers to help with everything from preparing workshop materials to exploring her culinary skills.

Arts and crafts are a favourite, along with the Mindfulness sessions that make her feel “relaxed.” Keen on new experiences, Christa inspires others to try different things, and she recently started attending the YMCA, participating in dance aerobics, soccer and walking on the track.

Sensitive and caring, Christa looks out for her peers, who know they always have her shoulder to cry on when they're feeling blue. And whenever someone is leaving Corbrook, it's Christa who volunteers to “toast” them on their last day, with good wishes for a happy future.

That's her nature – encouraging everyone around her and celebrating their successes. Cheers Christa, we're so happy to celebrate you at this time!

“The new technology is a big upgrade. I learned how to use indeed.ca, which helped me find a volunteer job at a popular soccer club in my neighbourhood.”

~ Stephen Greathead, participant

Plugging into the Community with Technology

In our digital world, being a little tech savvy is a must. That’s why Corbrook has continued to invest in the latest technology to support best practices in adult learning and engagement.

Last year we incorporated the use of an interactive whiteboard into more of our learning modules. Also known as a “Smartboard,” these digital marvels can be used as a touchscreen computer or controlled through handheld devices like tablets. This state-of-the-art technology is used in boardrooms and classrooms to support hands-on, visual learning.

We also upgraded our handheld device options by purchasing 40 iPads, which we loaded up with the latest in

applications to support independence and community participation. Talk-to-text and talk-to-search, for example, has been very effective for individuals with visual impairment, while other participants appreciate the ability to quickly and easily check the Wheel Trans schedule online.

It was also no surprise that Corbrook’s computer courses continued to be an extremely popular choice last year. A total of 137 people took advantage of the opportunity to increase their confidence and proficiency with email and basic computer skills, safely navigating the Internet, social media, applying for jobs online and more.



137 people benefited from the latest technology that supports best practices in adult learning and engagement.

Employee Profile

A new outlook, inspired by Corbrook



Naomi Malcolm

“I look at the world differently now, I’ve grown with the organization and really taken a lot of life lessons from the participants.”

Naomi Malcolm

Naomi Malcolm’s outlook changed forever thanks to a small advertisement in a local paper 26 years ago. The ad was for a job at Corbrook. At the time, she didn’t know anything about the positive impact Corbrook has on people with varying abilities, but the opportunity to make a difference inspired her to take on the role. She never imagined the difference it would make in her own life.

“I look at the world differently now,” says Naomi. “I’ve grown with the organization and really taken a lot of life lessons from the participants. I like to think I’ve become more accepting and less judgmental and that’s made my life richer.”

Naomi was hired as an Administrative Secretary, a multi-faceted role in which she supported all staff, the Board of Directors and management team. This included IT assistance, database management

and billing, intake for new participants, and in-person and telephone outreach.

Over the years, she’s become known as the “go-to” person for participants, families, staff, volunteers and students, thanks to her abundant historical organizational knowledge, commitment to being a strong advocate for others, and her ‘drop everything to help’ attitude.

“I have an open-door policy and I think people feel confident coming to me,” says Naomi. “Families can walk in and ask questions. My coworkers can troubleshoot with me. I approach every situation in an open, clear and friendly manner. And if I don’t know the answer, I will find out.”

Most recently, Naomi transitioned to Fee-for-Service Coordinator, where she has been an integral part of the growth and success of the program. In this position, as in every role she has undertaken,

Naomi says that teamwork is key.

“Everybody here works really hard and, as an employee, the support I get from my team is so important,” says Naomi. “We help one another, chip in when needed to resolve issues or lend a hand if someone is behind and we truly appreciate one another.”

According to Naomi, Corbrook supports strong teamwork through good communication and staff-led initiatives like the Morale Committee. She feels that Management is also big on professional development and empowerment to make decisions and take initiative.

When asked about her best day at Corbrook, Naomi says there are too many to recount just one. That’s thanks to what she describes as the “thrill” of helping people fulfill their potential and get what they want out of life.

Investing in our Employees

A strategic focus for Corbrook last year was to ensure our employees had the tools and training needed to be effective at their jobs. We also worked to build a positive, engaged workplace where team members are appreciated for their contributions to the success of the organization and the people we support.

Employee engagement survey

To learn more about what's important to our employees, and how we can make improvements in supporting them, Corbrook conducted an Employee Engagement Survey. Staff in frontline, administrative and managerial roles answered questions related to professional development, performance and evaluation, how well they were resourced to do their job, and more. We reviewed the survey results with all teams and addressed feedback, in part by reviewing program resources and increasing staff training in the priority areas identified.

New learning management system

Professional development is a big part of our recruitment and retention strategy. To make the most of our resources and ensure staff have access to the right training, we introduced a new online learning management system called Surge Learning. Surge offers 80 unique

courses and is a cost-effective and user-friendly way to deliver required staff training in areas such as Occupational Health and Safety, Privacy and Fire Safety. Other benefits include increased compliance, improved reporting and sector-specific content. Last year 98% of staff completed their training requirements.

Creating an engaged workplace culture

Corbrook's Morale Committee brings together our East and West teams and aims to build team morale. Led by frontline staff, last year the committee focused on healthy living and wellbeing, introduced team building "ice-breaker" activities during all-day staff meetings, and continued to publish a newsletter about the successes and celebrations taking place across all locations. As one staff put it, "We feel part of a work community where sharing through food and activities builds a positive and encouraging environment that lifts everyone's spirit."



79% of employees surveyed said there is a strong feeling of teamwork and cooperation at Corbrook.



Employees collaborate at an All Staff Meeting in 2018



is Corbrook's Community Partner Of The Year



Left: Grace Laxamana Right: Chris Harper, Store Manager, Real Canadian Superstore Brimley

Corbrook is pleased to acknowledge the Real Canadian Superstore, Brimley location, as our Community Partner of the Year. Building strong and effective community partnerships is the foundation that enables Corbrook to fulfill our mission and mandate. When considering which community partner distinguished themselves in the past year, the choice was clear.

“Real Canadian Superstore’s commitment to playing an active role in supporting the community and providing opportunities to individuals experiencing barriers to employment is outstanding,” says Deepak Soni, Corbrook’s Chief Executive Officer. “Their entire management team has been open and receptive to working with our employment services team and has really embraced the many positive benefits of

diversifying their workplace.”

Over the years, the Superstore has hired and supported several individuals through Corbrook including, most recently, Grace Laxamana. When first hired, Grace trained for a role in the grocery department, but soon discovered the position was not a good fit. Working with our job coaches – who Store Manager Chris Harper says are always “just a phone call away” – Superstore’s management team were committed to finding the right position for Grace, and to providing her with the training and supports she needed to succeed. The ideal role turned out to be in the general merchandise department, where she has since continued to thrive and grow as a valued team member.

According to Chris, being named Community Partner of the Year is a

much-appreciated acknowledgment of the values and priorities of both the company and his team at the Brimley store.

“It feels absolutely terrific to be named Community Partner of the Year,” says Chris. “Our priority is to be more than just four walls where people get their food. Partnering with Corbrook, to offer employment to folks who might not otherwise have these opportunities, supports our goal to be truly connected with and involved in our community.”

“Partnering with Corbrook supports our goal to be truly connected with and involved in our community.”

Chris Harper, Store Manager, Real Canadian Superstore Brimley

Bringing Services Closer To Where People Live And Work

Last year Corbrook teamed up with close to twenty partner organizations to co-deliver services in 12 different locations around the GTA. From fitness classes to cooking lessons to volunteer experience, these collaborations made it easier for people to access a range of activities and services closer to where they live and work.

In addition to existing partnerships, such as employment supports and return to work, we launched eight brand-new joint ventures to co-deliver services. One was a successful pilot project with Francis Libermann Catholic High School for after school respite, funded by the Toronto District Catholic School Board. Renewed for the coming year, more young adults will now benefit from the respite program's fun and practical activities at four different high schools. Offering respite in the community also makes it easier for parents to organize transportation and fulfil their commitments at work and home.

More great partners, more great services

- ✔ **Fitness classes** – YMCA Scarborough
- ✔ **Cooking classes** – Storefront, Aptus
- ✔ **Volunteer experience** – Habitat for Humanity, FoodShare
- ✔ **After school respite** – James Cardinal McGuigan, Francis Libermann, Hayden Park, Pope John Paul
- ✔ **Employment supports** – Costi, Canadian Council on Rehabilitation and Work, Kerry's Place, Ready Willing and Able
- ✔ **Return to work** – Great West Life, WSIB
- ✔ **Community based summer camp**



295 Hands-on community exploration workshops, tours and volunteer initiatives



Corbrook at a Glance

Fast Facts 2018-2019

640
People
Served



18%
Increase in
Numbers Served



3
Locations



46
Employees



55
Supported
On-The-Job



17 Community Partners
Co-Delivering Services
in 12 locations



70% of Budget
Spent on Programs



19 Programs
and Services



35 Job
Placements



9 Volunteer
Board Members



5 Person
Directed Plans



2 Academic
Supports



35 Summer
Campers



1 Social Purpose
Enterprise

Employment Services

Whether paid or unpaid, work is good for us. It builds confidence and self-esteem, it gives us the means to support ourselves, and it contributes to our well-being. That's why Corbrook's employment services are such an important part of what we do, supporting people whose unique needs and challenges are often a barrier to getting a job. Corbrook was very successful in helping people find and retain paid positions through our funded and fee-for-service programs in 2018-2019. Through the Ontario Disability Support Program (ODSP) alone, we supported 218 participants – including helping 35 people find a placement, and another 55 through on-the-job coaching. Our sincere thanks to the Ministry of Children, Community and Social Services for the funding that enables us to deliver these essential services.

Supporting Choice

Corbrook's approach to "awakening abilities" has always been based on the belief that every person knows best what they want and, with the right supports, has the ability to achieve their goals. That's why we are working harder than ever to



help the individuals we serve identify and work towards goals that have personal significance. In total, 205 people who participate in our day program were supported to set goals in a range of self-selected categories. Of those, 138 achieved their goals relating to money management, health, volunteering, communication, advocacy, independent travel, employment preparation and much more.

Packaging for a Cause

Out of the Box Packaging Inc. (OOTB) is an independent social purpose enterprise established by Corbrook to address funding shortfalls and enable the organization to continuously improve the quality and impact of its services. OOTB also promotes the hiring of people who would otherwise

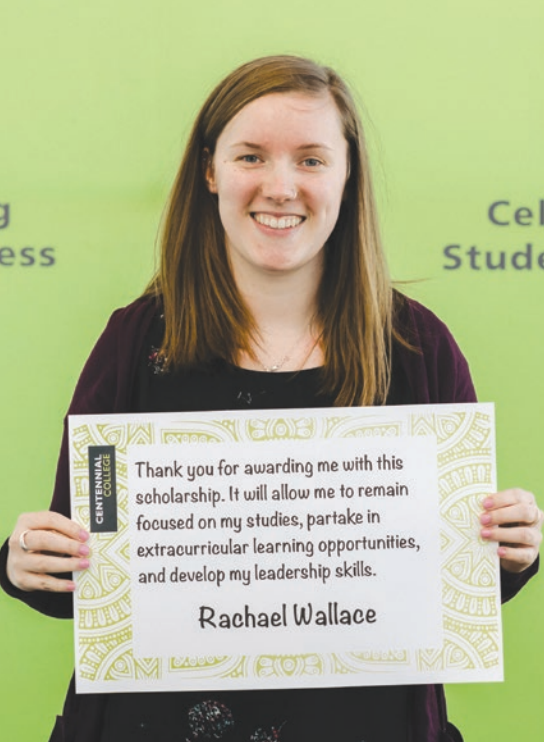
face barriers to employment, such as newcomers, visible minorities and people with disabilities – currently employing 50 full and part-time staff. Last year, OOTB developed core values that reflect the spirit of this socially responsible and community-focused business, installed new machines to make processes more efficient, and worked to obtain additional quality and safety certifications. Working with both international and domestic customers, it also successfully grew its packaging business and significantly increased the scale of operations.



**OUT OF THE
BOX**
Packaging for a Cause



Learn More at
ootbinc.com



Corbrook Awakening Abilities
Scholarship recipient Rachel Wallace

Fundraising and Scholarships

Corbrook is fortunate to be part of an engaged and dedicated community of partners, volunteers, donors and sponsors who – together with our staff, clients and families – give generously of their time, energy and money every year.

This support makes it possible for non-profit organizations like ours to thrive. It enables us to continue providing the needed services and supports that help people discover and achieve the role they want to fulfill in the community. Through funds raised, we are also able to award annual scholarships through Centennial College,

supporting the future leaders of our sector as they advance their education and knowledge.

Nearly 200 people hit the links for our first annual Synergy Golf Tournament, in partnership with NewVisions Toronto. Thanks to the event, each agency raised more than \$40,000 towards helping meet our financial obligations in areas not funded by government. We would also like to thank everyone who made our Oca Nera Dinner Fundraiser such a success – together we raised \$8,000.

Thank you from all of us at Corbrook!

2018-19 Sponsors, In-Kind and Cash Donors



The **\$50,000** raised last year enabled us to enhance our programs and offer even more services in our community

- Al Moscardelli
- Alan Matheson
- Angus Glen Golf Club
- Arthur J. Gallagher Canada
- Bank of Montreal (BMO)
- Barbara Costello
- Barbara McIntyre
- Black & Decker Canada
- Canadiana Flowers
- Cassidy Atkinson-Ethier
- Celplast Packaging Systems
- Centura Tile
- Christopher Lindsay
- CN Tower / La Tour CN
- Coachwood Manor Homes
- Colin Hamilton
- Community Living Toronto
- CP24 CHUM Christmas Wish
- Debco
- Deepak Soni
- Dianne Motti
- Frank Ventresca
- Galleries Supermart
- Granville McKenzie
- Heather Grand
- Hello Fresh
- Imperial Coffee
- Imran Dawood, Yes Job
- Irene Cvetkovski
- Jeannie Harrison
- Johane Lefrancois
- John Compton, Access Niagara
- Johnvince Foods
- Judy Cooper
- Kaveeda Ramkissoon
- Kawartha Dairy Ltd.
- Ken Williamson
- Keurig Canada Inc.
- Krispy K Canada Inc.
- Kwäf | Only Good Wine
- Lina Baccarella
- Linda Zaretsky
- Maria Jordan
- Mariposa Cruises
- Massimo Siciliano
- Maureen Haan
- Meta Centre
- Metro Grocery Store
- 16 William Kitchen Rd.
- 201 Lloyd Manor Rd.
- 2155 St Clair Ave W.
- Michelle Sudeyko, Crestcom
- Nick Ierfino
- Nutcracker Sweet Inc.
- Oca Nera Fine Italian Cuisine
- Out Of The Box Inc.
- OXeNHAM Consultants Inc.
- P.W. Leopard
- Paramount Fine Foods
- Party City
- Paulette Cross
- Pooran Law
- Ray Park
- Republic Energy Services
- Ric Marerro
- Robby Virk
- Roger Wardell, Edward Jones
- Ross' No Frills
- Royal Employment Services
- Sandra Fontaine
- Scotiabank - Eglinton and Caledonia
- Shareesa Haniff
- Shaw Festival
- Shelley Kierstead
- South Asian Autism Awareness Centre
- Spicers
- Surex CS
- Surge Learning
- T/A Janitorial Services
- Thomas & Susan Ronaldson
- Thomas Chapman
- Tim Hortons - 1280 Finch Ave W.
- Tradewinds
- Uline
- Veiliant Inc.
- Vita Community Services

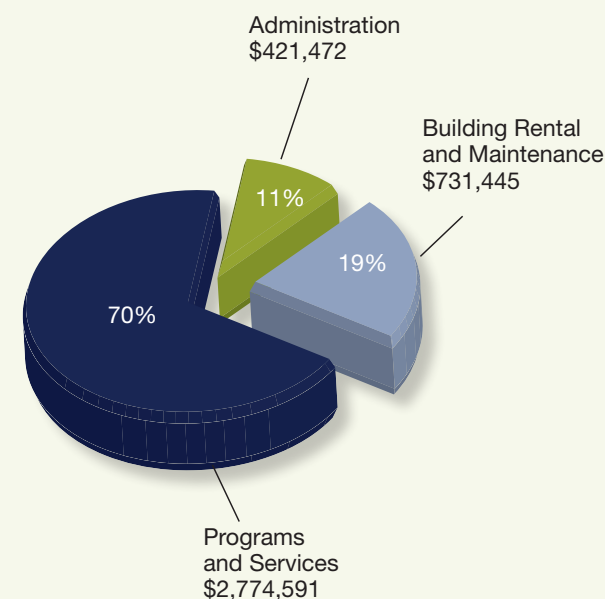
Corbrook Combined Income Statement

Year Ended March 31, 2019

Income	2019	2018
Provincial Subsidy	\$1,759,400	\$1,886,678
Contract Sales	722,725	425,278
HST revenue - contract sales & input tax credits	145,250	124,518
Property Tax Rebate	24,798	22,716
Sundry Revenue	188,133	135,886
	\$2,840,306	\$2,595,076
Fee for Service	627,297	488,961
Ontario Disability Support Programs	399,576	331,035
City of Toronto-Investing In Neighbourhoods	0	17,309
Respite MCYS	79,938	79,938
Total Income	\$3,947,117	\$3,512,319
Expenditures		
Administrative	\$299,919	\$240,545
Occupancy	731,445	745,642
Program	2,774,591	2,328,582
Central Administration Costs	121,553	101,485
Total Expenditures	\$3,927,508	\$3,416,254
Excess (deficiency) of income over expenditures	\$19,609	\$96,065

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

Corbrook's Expenditures





“The greatest challenge of community life is to create synthesis, embracing diversity in a unified whole, resolving differences with the healing spirit of love and dedication to the good of the whole.”

-Corinne Mclaughlin, Author and Educator



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