

# 2005-2006

## ANNUAL REPORT

### Enlightened employers are opening their doors

*Among our most fundamental needs is the longing to feel valued and to have some measure of independence and control over our lives. For people with physical or intellectual disabilities, these aspirations can seem unattainable. But there is reason for optimism. Enlightened employers are beginning to see the value – to their own organization and to society – of including challenged individuals in their workforce. With their support, and increased job development resources at Corbrook, the number of clients who celebrated employment this past year increased 54% over the previous year. We'd like to pay tribute to the employers who are extending these important opportunities, and encourage others to join them. The profiles that follow clearly demonstrate that everyone benefits.*



**UPS:** Carlo never imagined that he would one day work for UPS (United Parcel Service Canada Ltd.), the world's largest express carrier and package delivery company.

When health issues derailed his plans for a career in community policing and criminology, Carlo's future looked uncertain. He desperately wanted to work, but couldn't find a suitable job. Corbrook Career Developer Edburg Mendes contacted the UPS plant in northwest Toronto and told them about Carlo's background and interests. UPS subsequently offered Carlo employment as a package handler in the secure packages section of the plant. He loves his work. "They're really good people," he says. "They take care of their employees and treat you like a real person."

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Carlo hopes to have a long, successful future with UPS, eventually work as a driver for one of the distinctive UPS delivery vehicles. He has already obtained his tractor-trailer driving license and is full of optimism about his future.

“As a company we definitely support diversity in our workforce,” says Shari Siu, Diversity Specialist at UPS. “So long as there is a fit between their abilities and our needs, we are happy to consider individuals who may be challenged in their

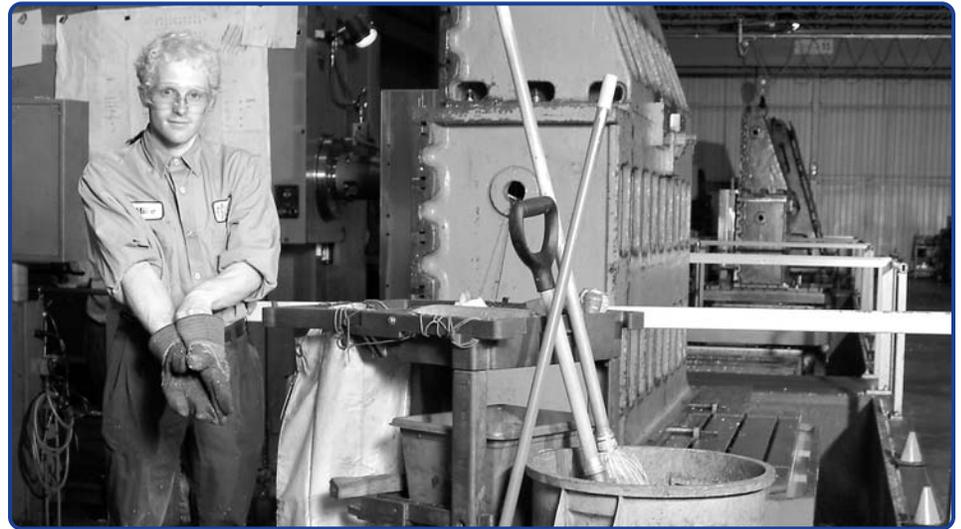
search for work. We constantly try to build awareness among our employees of the great pool of work candidates out there. They may have some challenges, but they have a great desire to do the work if we will give them an opportunity.”

## FGL Precision Works:

The Toronto company designs and manufactures structural custom moulds and injection tools for the plastics industry. Used to build everything from auto parts to garbage containers and playground slides, their products are shipped across Canada and around the world.

The debris from all this production mounts up and can quickly make the workspace messy and potentially unsafe. So, when their long-time janitor retired, Production Manager Eric Anklesaria wanted to replace him quickly. “I needed someone of good calibre who is reliable,” he says. “Though the job isn’t glamorous, I felt sure that there must be an individual out there for whom it would be perfect – perhaps someone with a disability who was having difficulty finding work.”

Eric called Corbrook and talked with Vahan Palamoudian, a Career Developer. After assessing the job and the work environment, Vahan introduced Eric to Michael. A four-week job trial confirmed that Michael’s mild disability didn’t



interfere with his ability to do the job. He was hired. A slim young man with a shock of blond hair and an ever-present smile, Michael is thrilled. “This is my first job, you know. It’s great – I feel like one of the boys.”

Eric is very pleased with Michael. “He has a great attitude,” he says. “He always does his best and he’s very reliable.” – a fact born out when Michael gamely showed up at work during a recent TTC strike, having cycled more than 20 km. to get there on time.

Eric admits that he was a little concerned about the safety aspect of hiring someone with a disability to work in such a busy setting. But he appreciates the effort that Corbrook made to ensure a suitable match, and the support that they continued to provide as Michael settled in. “I think a lot of organizations have the idea that people with disabilities won’t be good or reliable employees,” he observes. “In my experience, it’s actually quite the contrary. They really want to work and that’s a great advantage.”

### We’d like to thank all of the following organizations for giving employment to our clients or for choosing Corbrook to fill their packaging and assembly business needs:

A & R Trust	Faith Sanctuary	The Home Depot Canada	Pitch-In Canada	Rose E Dee	Tradewinds International
Canadian Tire Corp. Ltd.	Pentecostal Church	ICOM Information & Communications Inc.	Premier Rivet and Fasteners Manufacturing Inc.	Salga Associates	UPS Canada Ltd.
Continent-Wide Enterprises Limited	Fenwick Automotive Products	Jacob Connexion	Print Marketing Solutions Inc.	Shafer Haggart Ltd.	Value Village Stores Ltd.
Cosmoda Corporation	FGL Precision Works Ltd.	McDonald’s Canada	Retail Sampling Inc.	Simpson Strong-Tie Canada	Wal-Mart Canada Corporation
Decoma/Polyrim	Fielding Group Ltd.	Marek Hospitality Inc.	Rogers Video, a division of Rogers Cable Communications Inc.	Source Imaging	Winners Apparel Ltd.
Dollarama	Golden Griddle Family Restaurant	M & M Twins Ltd.		Supremex Inc.	Xerox Canada
E. Myatt & Company	HBC Designer Depot	Northcott Silk Inc.		Tectrol Inc.	Zellers Inc.
		Obus Forme			

**Rogers Video:** As the largest Canadian-owned specialty video retailer, Rogers Video employs 3,800 people nationwide. Anthony is proud to be among that number. Anthony has a learning disability and although he wanted to work, there simply weren't any suitable employment opportunities coming his way.

Aware of Anthony's passion for video games, Vahan Palamoudian, a Career Developer with Corbrook, approached Store Manager, Tammy Cadue-Willems, at the Rogers Video store on Tapscott Road, Scarborough, to ask if she would consider giving Anthony a job trial. She was very open to the idea and, following a successful trial, she offered Anthony a part-time job at the store. He is responsible for retrieving and organizing the movies, tidying up the store and generally helping wherever needed.



“Anthony was shy and uncertain when he first arrived,” observes Tammy. “But he has come out of his shell a lot. He comes in two or three times a week and if I could have him more often, I would. He works well

and helps to take some of the workload off the rest of the team. I'm glad that our business can contribute in this way – it's a very positive feeling.”



**Toronto Police Services:** Winsome's wrist problems meant that she could no longer manage her factory job as a packer. She

wasn't eligible for a disability allowance and she worried that she was no longer employable. However, Edburg Mendes at

Corbrook recognized that she had a deep sense of responsibility, lots of common sense and a good rapport with children – all the qualities needed to be a school crossing guard. A local Toronto Police station confirmed that the job does not require much in the way of lifting and carrying, and they encouraged Winsome to apply. Following a medical check to make sure she was physically capable of the work, Winsome was hired.

“Winsome is very happy,” notes Edburg. “She loves working with children and her job location is close to her home.” Feedback from Winsome's supervisor has been excellent and, with the support of Toronto Police Services, she has set yet another example of how a challenged individual can be gainfully employed and contribute to our society.

# Madison Academy & Corbrook –



*Madison Academy student Christian (right), helps Chris, a Corbrook client, with his birdhouse painting technique.*

**M**adison Academy and Corbrook's Progress Avenue location are literally across the driveway from one another. So when Vice-Principal John Mamajek was looking for community volunteer opportunities for his students, he decided to pay a visit. Mariam Gulban, a Community Support Worker with Corbrook, welcomed his interest and introduced him to the REVEL program (Recreation, Exercise, Volunteering, Entertainment & Life Skills). The program focuses on developing the abilities, dignity and self-sufficiency of adults who have a disability.

"It was a perfect opportunity for both of us," says Mariam. "We needed

## *Aldo and Peter recognized with Helen Walton Award*

**A**ldo Aliberti and Peter Tomasevic are the proud recipients of this year's Helen Walton Award. The Award honours the memory of Helen Walton, one of the founders of Corbrook and is given to a program participant who has been nominated by his or her peers as showing "a special degree of generosity and helpfulness to others." In some years just one award is bestowed, but there are times when

the nominations are so compelling that the adjudicators choose to recognize more than one individual.

**Aldo**, a participant in Corbrook's Work Program for almost four years, was attracted to the Program by the opportunity to keep busy at several packaging or assembly jobs. This year he was nominated by peers Bonnie and Priscilla. Among their comments: "He makes me smile every day! He helps me a lot, and he helps others to lift

heavy items. He treats me like a big brother."

Aldo's love for helping others has recently expanded to include his volunteer work with Windfall Clothing, a non-profit organization which supplies new clothing to Corbrook's clients as well as to other non-profit organizations.

**Peter** worked in Corbrook's sheltered Work Program for 25 years before transitioning to the REVEL day program three years ago.

# a 'Win Win' Partnership

extra help in the REVEL program, and the students needed somewhere close by where they could fulfill their community volunteer high school requirements.”

Madison Academy is a private secondary school offering studies in Grades 10, 11 and 12 to attain the Ontario Secondary School Diploma. Since many of its students are from abroad, the Academy also offers an English as a Second Language program and encourages learners to practice their language skills in the community.

The first three students to sign up as volunteers were each assigned to a Corbrook client to help them work through a computer tutorial. With their coaching, a couple of the clients gleefully succeeded in setting up their own e-mail accounts so that they could be in better touch with family and friends. Before long, the students were also helping out

with other programs such as fitness classes, arts and social activities.

“During our fitness classes, they assist clients to use their hand weights properly and keep the correct posture,” notes Mariam. “And they even help to lead the class. They are very respectful, kind and adaptable, willing to roll up their sleeves and do whatever needs to be done.”

Mariam has also noted an interesting phenomenon between the clients and students. “They are building friendships,” she says. “As foreign students they are distanced from their friends and family, often struggling with their English language skills and trying to establish a social life far from home. At first they are a bit shy, but I’ve seen them flourish as they express themselves with increasing confidence.” There’s a warm appreciation – on both sides – that while the students must be

patient with clients who may have difficulty expressing themselves, the clients must also be patient with the students whose English is not yet fluent.

The number of Madison student volunteers has grown from three, two years ago to eleven this year. Some come beyond their required commitment, some bring friends to help out. There’s a growing bond between students and clients and the students are included in Corbrook’s holiday celebrations and social events.

John Mamajek is delighted at how well things have worked out and the Academy is considering expanding the volunteer program to include its summertime students. “I see it in our students’ faces,” he says. “The volunteer experience really opens their eyes.”

He was nominated because of his “positive and sincere efforts” in the REVEL program. Although his medical condition makes it difficult for Peter to participate as much as his peers, he always gives his best effort. He is extremely polite and always has a positive attitude, constantly helping others. Peter has great listening skills, and his leadership fosters teamwork in the program. His peers and the staff truly appreciate his contribution.



*Aldo Aliberti*



*Peter Tomasevic*

# A Message from the President and Executive Director

Sometimes the most difficult or uncertain times bring out the best in us. For example, when the Ministry of Community and Social Services announced plans to change its funding criteria for ODSP-Employment Supports, we were concerned about what that might mean. The Ministry's intent was to achieve jobs for more persons with disabilities by revising the funding system. We shared the Ministry's desire to have more clients achieve employment; in fact, we had already taken steps to enhance our employment services structure. But we had questions. For example, would the new criteria disadvantage those with weaker skills and higher than average limitations? Would it mean an unreasonable financial risk for service providers like Corbrook?

## *Expanding Our Resources*

In our continuing efforts to help more people get jobs, in 2004/2005 we had added another Career Developer to our staff. Over the past year, we reactivated a former position – Director of Employment Services – and we made plans to add a third Career Developer to our team. We also played a lead role in restructuring Strategic Employment Solutions (SES) – a three-year collaboration of Corbrook and five other placement services.

## *Collaborating With Others*

In addition to these initiatives, we established a partnership with the Aids Committee of Toronto (ACT) – an organization whose authorization to provide ODSP-Employment Supports was discontinued. This partnership enables ACT clients to continue to access services. We also collaborated with Kelly Services, a staffing solutions company. Our clients benefit from their skills verification expertise and their vast list of prospective employers and, together, we assure proper accommodation for disability.

## *Increasing Assembly Services*

Still on the subject of employment, Corbrook's Work Program depends largely on our packaging and assembly business. In 2005-06 we expanded our assembly operations so that we could process a line of plastic and fiberglass recreation products for a local manufacturer; we also increased our work capacity for a major Canadian auto parts manufacturer. Total income for the program increased by a modest but positive 2.5%.

## *A Committed Board*

We are fortunate to have a Board of Directors that is strongly committed to supporting Corbrook and its clients. Conscientious about fulfilling their fiduciary and oversight duties,

they also make practical, 'hands on' contributions. This year, for instance, one member donated surplus office furniture from his company and arranged to give a packaging job to our Work Program. Another member arranged for a Corbrook client to be hired at his workplace. Still other members made donations or gave gifts in kind.

## *Encouraging Results*

The positive impact of all these activities, our staffs' excellent work, and the increasingly enlightened response of many socially conscious employers has been tremendously encouraging. This past year, 34 Corbrook clients successfully gained employment and 69 clients continued to benefit from our follow-up services. 313 clients utilized Corbrook's employment services to help them achieve their goal of joining the workforce. In addition, 164 individuals participated in the Work Program and REVEL program. Our skilled staff attended to each one of them, helping them find their way to their individual potential.

To all of those who have stepped forward this year to support our work and our clients, in body or in spirit, we send you our deep appreciation. We simply couldn't do it without you.



Ken Williamson  
*President*



Paul Sayer  
*Executive Director*

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# Corbrook Combined Income Statement

Year Ended March 31, 2006

## WORK CENTRES

Income	2006	2005
Provincial Subsidy	\$955,834	\$955,834
Assessment Fees	48,420	53,778
Contract Sales	397,322	391,299
Property Tax Rebate	33,918	34,855
Sundry Revenue	5,415	11,056
<b>Total Income</b>	<b>\$1,440,909</b>	<b>\$1,446,822</b>

Expenditures	2006	2005
Administrative	\$97,445	\$119,085
Occupancy	333,237	326,818
Program	914,646	904,326
Central Administration Costs	95,581	96,593
<b>Total Expenditures</b>	<b>\$1,440,909</b>	<b>\$1,446,822</b>

Excess of income over expenditures	\$0	\$0
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## O.D.S.P. & OTHER EMPLOYMENT SERVICES

Income	2006	2005
Performance Based Income	\$615,018	\$604,450
Expenditures Based Subsidy	137,794	97,010
Other Employment Services Income	-	-
<b>Total Income</b>	<b>\$752,812</b>	<b>\$701,460</b>

Calculated Expenditures	2006	2005
Performance Based Salaries and Related Costs	\$630,411	\$550,186
Administrative	17,746	16,264
Occupancy	31,202	35,742
Program	88,845	66,153
<b>Total Expenditures</b>	<b>\$768,204</b>	<b>\$668,345</b>

(Deficiency) excess of income over expenditures	(\$15,392)	\$33,115
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Administration (10%)
Building Rental and Maintenance (16%)
Programs and Services (74%)



# Corbrook's Mission

To provide, promote and develop services that enable persons who have a high level of challenging needs

- To have their rights, choices and personal dignity respected
- To become self-sufficient and independent in daily living
- To secure meaningful, satisfying work experience
- To become integrated with all members of the community
- To improve their quality of life



## *Trethewey Division*

581 Trethewey Drive  
Toronto, ON  
M6M 4B8  
Tel: 416-245-5565  
Fax: 416-245-5358

## *Progress Division*

710 Progress Avenue,  
Units 3-6  
Toronto, ON  
M1H 2Z7  
Tel: 416-431-9000  
Fax: 416-431-4227

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# Thank You!

We would like to thank the following organizations and individuals who made especially generous donations – in cash and kind – over the past year.

## Donors 2005-2006

### COMPANY

Beaver Bible Class  
Beiersdorf Canada Ltd.  
Casino Rama  
Chapman's Ice Cream  
Coty Canada  
Dollarama (Scarborough Town Centre)  
Famous Players  
Fenwick Automotive Products  
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