



Corbrook
awakening abilities

2006-07

ANNUAL REPORT



Quality of Life
Quality of Life

Integration
Integration

Dignity
Dignity

Respect
Respect

Self-esteem
Self-esteem

Exploring potential, *supporting success*

Meaningful work, whether paid or voluntary, tops the list of aspirations that clients bring to Corbrook. Our highly-trained professionals work with each individual to reach their personal goals. The Ministry of Community and Social Services and the Ontario Disability Support Program – Employment Supports (ODSP-ES) provide the funding for our employment services, and we also count on a diverse group of employers to give our clients the experience of a Job Trial as a means to explore their potential.

2006-07 was a very successful year, with an increase of fifty per cent in the number of Corbrook clients who achieved paid employment. David Holman, Director of Employment Services, attributes part of this success to a more

focused case management approach. “One of our greatest challenges is keeping clients motivated to find work, especially if their first work experiences don’t work out as they had hoped,” he says. This year, the staff received specialized training to enhance their skills in assessing an individual’s motivation and, when necessary, prompting improvement. The employment services team takes an integrated approach in determining the most effective ways to help clients succeed.

Individual client assessments, employment workshops and follow up coaching are just some of the tools the Corbrook team uses to identify each client’s goals, abilities and personal challenges while supporting them to improve their employability in today’s workforce.

Ali is one example of how an individual can overcome multiple challenges when they have the right kind of support and encouragement.

Ali suffered a serious leg injury when he stepped on a land mine in his native Somalia, seven years ago. He decided then that he had to make a better life for his family. Leaving his wife and five daughters behind, he travelled to the United States in search of political asylum. After several years, he grew tired waiting and came to Canada. Within a few months he was granted landed immigrant status. But his troubles weren’t over.

Ali developed a serious infection in his injured leg and had to have it amputated below his knee. Then followed another low period when all he could find were short-term poorly paid jobs and he was forced to live in a shelter. He missed his family desperately but was in no position to establish a home for them.

When Ali finally connected with Corbrook he was quite dispirited, but he quickly realized that he had found the support he needed.

WE WOULD LIKE TO THANK THE FOLLOWING ORGANIZATIONS FOR CHOOSING TO HIRE OUR CLIENTS OVER THE PAST FISCAL YEAR.

Burger King	ExToggerly	International AIDS	Price Chopper	United Parcel Services
Cargill Foods	F.L.L.S. Co. Ltd.	Conference	Professional Warehouse	Value Village Stores Ltd.
Cineplex Odeon	Faith Sanctuary Church	Kelly Services	Demonstrators	Vox Data
Dollarama	FX	La Molisana	Real Canadian Superstore	Wal-Mart Canada
DOM Sports and Games	HBC Designer Depot	Loblaws	Ruth's Chris Steak House	Corporation
Dove Corporation	Home Depot Canada	Marek Hospitality Inc.	Sisteck Data	Williams Coffee Pub
Downsview Senior Services	IBM	Market Canada Inc.	Spectrum Health Care	Winners Apparel Ltd.
DTE Industries	Imperial Parking Canada	McDonald's Restaurants	TD Canada Trust	Zellers Inc.
Epic Protection Group	Corporation	Nellie's	TDS Personnel	
	Infolink.ca	Patty Palace	TEC Services Inc.	



Getting the support he needed has helped to renew Ali's confidence and turn his life around.

“They helped me to make a resume and to prepare for interviews,” he says. “They encouraged me and helped me to find a job.”

Working within Corbrook’s new client service model Ali moved from unemployment to employment in just three months. Employment Planner, Erin Nurse; Job Developer, Edburg Mendes; and Job Coach, Sharon Palmer worked together to assess Ali’s abilities and interests, search out the job market for suitable opportunities, facilitate interviews, and prepare and coach Ali through the entire process. But the team is quick to point out that it was Ali’s “hard work and sheer determination” that led to such quick

success. Ali is now working with Impark (Imperial Parking) as a parking lot attendant for two large office blocks. His employer is very pleased with the support and coaching that he has been given by Corbrook to help him settle into the job. As for Ali, he’s “very very happy”.

Seven long years after he left Somalia, Ali’s family has at last joined him in Canada. He knows that it will take time for them to adjust to life in a new country, but he’s confident and very happy. Getting the support he needed has helped to renew his confidence and turn his life around. Finally, he feels that he and his family have a future. ^u

Work Program *enriches lives*

It’s the morning rush hour and all over the city people are arriving at work. At Corbrook’s Trethewey Drive location, a steady stream of men and women greet one another as they make their way to the large, bright Work Program area at the rear of the building. Most have arrived by TTC, many by WheelTrans. Everyone has a sense of purpose – it’s a new day and there’s work to be done.

Personal disabilities and challenges make it difficult for some people to function in a traditional workplace. Corbrook’s Work Program offers a valuable alternative to potential unemployment and isolation. With guidance from vocational counselors and program instructors, participants improve their skills, develop physical and

emotional tolerance for work, build good work habits and self-confidence – and earn a modest financial supplement.

The work comprises mostly assembly and packaging tasks that are contracted to Corbrook by local and national companies. It’s a ‘win-win’ situation. The Work Program provides these companies with a perfect solution for product assembly, sorting and packaging needs; the Program participants benefit from the self-esteem, financial and social benefits that come with the opportunity to do meaningful work.

Bonnie has been working here for nearly two years. Each day she travels by bus and subway from the north end of Scarborough – a journey that takes more than an hour and a half each way. A



After filling each bag with assembly hardware, Bonnie uses a rotary sealer to securely close the package.

Bonnie's story continues on next page ➔

childhood accident has left her hard of hearing. Before coming to Corbrook, she worked at a day care centre, but the job lasted only a few months.

"Bonnie appeared very shy and seemed to lack self-confidence when she first joined the Work Program," says Joe Paiva, Program Instructor. But as she got to know the Corbrook staff and her colleagues, Bonnie began to feel more comfortable and self-assured, progressing quickly to doing more complicated tasks. She is clearly in her element when at work.

"She's an excellent worker, very creative and resourceful," says Sandra Ransome, another of the Program Instructors. "And she has grown to the point where she is not afraid to take initiative. For example, when the instructor is not available, she steps in and organizes the work and instructs each person in what to do."

Today's task is to count and bag screws and hardware pieces that will later be packed with garden shed kits. Bonnie has meticulously illustrated the packaging instructions on a sheet of paper. On days when work is a little slow, she hauls out her constant companion – a knapsack of arts and crafts supplies - and engages her colleagues in creating pieces of art. She also loves to read and is a fan of sudoku puzzles. "I like my work here at Corbrook," she says. "I get the chance to do lots of different things and I enjoy variety."

For Bonnie, the Work Program provides a purpose to her days – an opportunity to uncover and contribute her skills. It has also helped her to open up to and enjoy the company of others, enriching her life – and theirs – along the way. u

Shawna “thriving” in

She has pretty red hair, wide blue eyes and an infectious smile. She loves arts and crafts, playing cards, going to parties and simply being with her friends. Shawna is 25 and she's happier than she has ever been before. Her mother, Vicky, says she can hardly believe that this is the same young girl who once moped around the house, bored, unhappy and friendless.

Shawna was born prematurely, with breathing problems, a partial cleft palate and a heart condition. She was just 21 days old when she had cardiac surgery. The doctors said she wouldn't grow more than three feet tall. She had her palate repaired when she was four, had hearing aids fitted the following year and, more recently, she developed Diabetes.

Though her health problems presented serious challenges, one of the hardest things for Shawna was that she never had any friends. "She was bullied all through school because of the way that she talked," recalls Vicky. "Corbrook has given her a reason to get up in the morning. She has a lot of friends here. She is so much happier."

While the goal for many of Corbrook's clients is to find paid employment, it's not the best or most realistic outcome for everyone. Corbrook's REVEL (Recreation, Exercise, Volunteering, Entertainment & Life Skills) day program offers an excellent alternative for individuals like Shawna. The program team focuses on developing individuals' abilities, dignity and self-sufficiency. By exercising their right to make choices and follow their interests, participants increase their independence and enjoyment of life, while making their own important contribution to the world around them.

"I was bored at home," says Shawna. "but my learning disabilities and health problems prevented me from making friends and getting a job." Since joining the REVEL program two years ago, her life has taken a dramatic turn for the better. "I have made many friends here." She has also gained more independence. "Mum used to have to drive me everywhere – now I take the TTC." She loves to paint and colour and enjoys Corbrook's seasonal parties. "I'm not shy anymore." She has even started to babysit for her cousin.

"We try to create a feeling of membership in this program," says Izabella Lipowski, a Community Support Worker with Corbrook, "with everyone having a say in deciding what they want to do and getting involved in the planning." Izabella has noted a "new maturity" in Shawna. "She is so much more self-assured than when she first arrived."

REVEL program

Sandi McDonald, Manager, Client Services, notes some encouraging developments for the busy REVEL program this past year. “We’ve renovated to create a dedicated, bright and cheerful activity room for our clients. We have also set up a separate computer room with a new computer and printer. There is a tutorial program for clients who want to learn computer skills and we can use it to run a PowerPoint overview of the REVEL program for interested family members. A relatively modest investment is allowing us to be much more functional.”

The REVEL program continues to prove itself as a highly effective way of engaging individuals, like Shawna, and enabling them to be their personal best. ^u



“I have made many friends here...I'm not shy any more.”

Past year highlights

- Corbrook assisted in launching the Job Opportunity Information Network (JOIN), an initiative geared towards creating better awareness of the “hireability” of persons with disabilities, and providing a network for employers and those seeking work to connect with one another.
- The number of Corbrook clients who were successfully placed in employment increased by 50% over the previous year.
- Many staff completed professional development sessions to enhance their skills so that they can better support challenging clients.
- CIBC joined several employers who are contracting with Corbrook for job coaching services.
- A new arts and crafts room plus digital photo processing gave clients exciting opportunities in the REVEL program.

Jim Raymer Award recognizes *effort, determination*



This award ‘for exceptional achievement’ honours the memory of a man who was a conscientious participant at Corbrook for 33 years, before having the courage, at age 52, to make the leap to a job in the community.

As soon as he finished high school **Cavin Subendra** set out to find a job. But his mild learning disability and weakness in his left side hampered his ability to find anything but poorly-paid short-term work. Then someone suggested that he contact Corbrook. Working closely with an Employment Planner and then with Job Developer Vahan Palamoudian, Cavin’s real passion emerged. More than anything, he wanted to continue his education and become a chef.

A job trial in the busy cafeteria at Scarborough Grace Hospital,

which is managed by Marek Hospitality Services, went very well and Cavin was hired. That was October 2004. Since then, under the guidance of the chefs and Corbrook’s Job Coach, Richard McCallum, Cavin’s skills and self-confidence have grown enormously. He completed a part-time Hospitality Management course at Centennial College with high marks. From washing dishes, he now has responsibilities that include baking muffins, preparing main dishes and opening and closing the cafeteria.

Calvin’s broad smile and willingness to work hard have made him popular with colleagues and customers. His hard work and perseverance have earned him a job that he loves and the means to contribute to society and his family.

Congratulations Cavin! u

CORBROOK PART OF NETWORK TO ENHANCE JOB OPPORTUNITIES

This year Corbrook was pleased to partner with other organizations who deliver ODSP Employment Supports in the Toronto Region to establish an innovative, on-line Job Opportunity Information Network (JOIN), for Persons with Disabilities.

Funded by the Ontario Disability Supports Program – Employment Supports (ODSP-ES), JOIN assists persons with disabilities to find work and helps employers to recruit qualified candidates to meet their hiring needs. The JOIN launch was planned to coincide with a public education campaign aimed at educating employers that persons with disabilities have skills and capabilities and want to work.

“This is a major, very positive development for the whole ODSP system,” observes Paul Sayer, Executive Director, Corbrook. “We commend ODSP-ES, and in particular, Kerry Ann Markle, Employment Supports System Manager for Toronto, for investing in a campaign with such high visibility – we can expect an increased number of ODSP clients to have success in their job search.”

For more information on JOIN, go to www.joininfo.ca

Helen Walton Awards

go to *Steve and Scott*



Steve Saras' "cheerful and positive personality" makes the day brighter for those around him, say Christine and Paul, two of his peers at Corbrook. The two decided to nominate Steve as a worthy candidate for the Helen Walton Award (Tretthewey location) and they are thrilled that he was successful.

Steve has been a participant in Corbrook's Work Program for more than a decade. As a small child, he suffered a head injury when he hit his head on a steel slide. As a result of this injury he experiences seizures. Despite

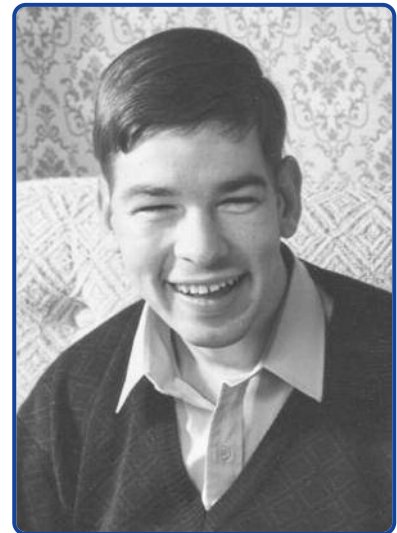
his personal challenges, Steve is known for being helpful to others. He often assists his colleagues by putting their lunches in the fridge or picking up items at the store for them. He readily volunteers to lend his Program Instructor a hand to retrieve and set up activity supplies.

"I love the work we do – it's fun and much better than just staying at home," says Steve. "And I enjoy the friends I have made," he adds. Needless to say, Steve's friends enjoy and appreciate him too! ^u

Scott Foxton is always looking out for the safety of others. Whether it's a slippery wet floor, a sharp object, or a door that is awkward to navigate, he's usually the first to spot the problem and draw it to someone's attention. "Scott seems to have a 360 degree view of his surroundings," says Mariam Gulban, Community Support Worker. His peers in the REVEL program note that he is "friendly and kind". He is also knowledgeable and is particularly

good at games such as Trivial Pursuit. But although he can answer many of the questions, he is careful not to monopolize the game. He likes to see others win. He is also known for his "great personality and sense of humour". He welcomes new clients, enjoys conversation and loves TV shows and music.

Scott is this year's very worthy recipient of the Helen Walton Award for Corbrook's Scarborough location. ^u



Congratulations to Steve & Scott on this wonderful achievement!

25-Year Awards

David Flaherty and Scott Foxton are among Corbrook's longest-participating clients. The two recently celebrated twenty-five years of involvement in Corbrook's work and recreation programs. Congratulations David and Scott from everyone at Corbrook!

Meet our Board

Since the 1950s Corbrook's work has been guided by a board of directors whose members were deeply committed to its success. With increased regulatory and public scrutiny, board governance has become more complex, with growing emphasis on transparency, accountability and strategic vision. Just as its founding board brought the skills and experience to firmly establish Corbrook in those early years, today's board members – many of whom are from the business sector – bring the knowledge and expertise to ensure Corbrook's continued success.



JUDY COOPER, BOARD PRESIDENT

Judy Cooper brings a wealth of experience in policy development and barrier-free access to her role. While working with North York Parks & Recreation, one of her main responsibilities was to develop and refine policy and procedure manuals. She was also responsible for ensuring that the workplace was supportive of persons with disabilities and, as part of a joint venture with Ryerson Polytechnic University, she helped to write a barrier-free

access handbook which was adopted by Council.

In 1998, Judy moved to City Hall to work for the Economic Development, Culture and Tourism Department, where she was the Council and Committee liaison for the Commissioner of the Department.

Shortly after she retired, in 2002, Judy joined Corbrook's Board. "It's a good fit," she says. "My municipal background in policy development and legislative reading allows me to contribute in a very tangible way. And my strong interest in assisting people aligns very well with the wonderful work that Corbrook does. It's something that I really enjoy."

IAN MANG, VICE-PRESIDENT



Senior Partner in Mang Steinberg, a private law practice, Ian Mang has served as a member of Corbrook's board for almost three decades. During that time, he has witnessed gradual but fundamental changes.

"We have transitioned to an extremely diverse board; one that is well equipped to deal with

the complexities of today's government as well as the special needs of the clients," he says. "We're in an evolution phase," he adds, "with changes to our funding structures requiring us to constantly redefine the way we work. Our biggest challenge is to maintain both flexibility and stability so as to respond to changing circumstances while continuing to deliver excellent services."

A significant component of Ian's law practice involves trials and appeals related to social issues such as child welfare and aboriginal rights. His professional work provides the board with insight into "Corbrook" type issues; his experience on the board lends perspective to his professional work with people who have disabilities or other disadvantages.



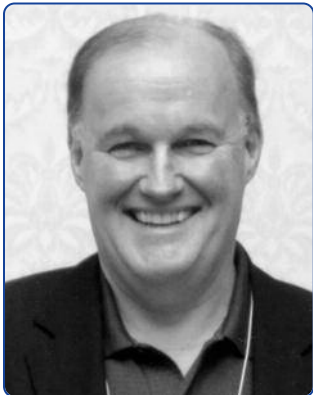
STEPHEN SOMERVILLE, TREASURER

Stephen Somerville is a senior management member of The Probyn Group, which finances renewable energy projects, such as wind, hydro, wood waste and biogas across North America and in Europe. Stephen is responsible for overseeing business development and acquisition strategy, including monetizing the “green” or environmental attributes of renewable energy facilities. He represents The Probyn Group on the Board of Directors of the Association of

Power Producers of Ontario and is a member of both the Canadian and the European Wind Energy Associations.

Since joining Corbrook's board seven years ago, Stephen's knowledge and experience has been utilized frequently, especially during his tenure as Finance Committee Chair. He was motivated to join the board by “the importance of the work that Corbrook does for individuals in our society.” In an ideal world, he would like to see Corbrook's services expand to meet the diverse and complex needs of the individuals that it serves. “However,” he says, “our first responsibility is to optimize the resources that we have. I'm proud of Corbrook and feel privileged to be part of a board that does such a great job.”

KEN WILLIAMSON, PAST PRESIDENT



Ken Williamson's career in labour relations was sparked by his early worklife experience of a teachers' strike at a Montreal high school. He went on to work in the human resources field, first in the Paints Division of Canadian Industries Ltd (CIL), a chemical manufacturing company, and later at CIL's Explosives division, which supports the mining/construction industry. He held senior positions in human resources, export sales, and distribution operations, and eventually led a business unit of the Explosives Division. When CIL was

bought out, Ken moved on to other opportunities. He is currently Vice President, Human Resources for Canadian General-Tower Limited, a privately held Canadian manufacturer of vinyl coverstock materials for the automotive sector.

Ken was drawn to Corbrook by the opportunity to help people who are facing barriers to employment to find and keep work. “I like the very direct link that this board has to supporting that work,” he says, “and I am impressed with the quality and sincerity of Corbrook's employees.”

BOARD OF DIRECTORS

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- Mr. Doug Howlett
Sales Manager
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Manager of Client Services
- Ms. Jill Chang
Controller
- Mr. Bruce Le
Production Supervisor

A Message from the President and Executive Director



Judy
Cooper
President

As we reflect on the work that we have done and the contribution that we have made to our clients' success this year, we have much to celebrate. However, we are acutely conscious that there is more that needs to be done. Faced with multiple priorities, our elected governments are continually challenged to respond to all the needs put before them. Still, while we recognize the enormity of their responsibilities, we continue to hope that the needs of persons with disabilities will be among their priorities for more program and service resources.

year we were pleased to expand our collaboration by partnering with all ODSP service providers in Toronto to establish an innovative, on-line Job Opportunity Information Network (JOIN) for persons with disabilities. The Network was launched alongside a public education campaign that was also aimed at potential employers. This is an extremely positive development, funded and championed by the Toronto ODSP-ES. It has significant potential to bring together persons with disabilities who are able and anxious to work, and the employers who could benefit from their skills.



Paul Sayer
*Executive
Director*

GOVERNMENT INTRODUCES RESULTS-BASED SERVICE MODEL

This past year, the provincial government introduced a new results-based model of funding for Ontario Disability Support Program – Employment Supports (ODSP-ES). The new model encourages that clients become employed quickly; payment for services delivered is now contingent on the client completing thirteen weeks of successful employment.

Our board and management staff were initially concerned that service providers might feel pressured to focus on higher-functioning clients who were more likely to retain their jobs – potentially disadvantaging those with lesser skills. But the Corbrook team adapted well. In partnership with our clients, they have achieved a fifty percent increase in successful employment over the previous year.

BETTER SERVICES THROUGH COLLABORATION

Working together is a sure way to optimize resources and expertise in placement services, and Corbrook collaborates very successfully in Strategic Employment Solutions. This

A BUSY YEAR

It was a very active twelve months. Fifty-one clients achieved new job placements and we provided a range of services – from Employment Planning to Job Coaching – to a total of 158 clients in Toronto. For the Newmarket office of ODSP-ES we provided services to fourteen people and achieved our target of four successfully employed by year end.

Stories in this report demonstrate how our programs assist people with many different needs to reach the success they so dearly want. 174 individuals participated in our Work and REVEL programs this past year – nine higher than our target. In a very competitive market, Corbrook's Packaging and Assembly business achieved revenues of \$374,000.

ONGOING ADMINISTRATIVE AND OVERSIGHT WORK

Our board's expertise and insight was especially important over the past twelve months. Uncertain about the organizational and financial impact of changes in the ODSP-ES funding model they had to give careful consideration to the wisdom

Corbrook Combined Income Statement

Year Ended March 31, 2007

of moving ahead with proposed renovations at our Progress Avenue site. An ad hoc committee carefully examined options that would balance fiscal responsibility with client needs. The decision: proceed with minor renovations to the site, while extending the lease by a year to allow more time for consideration of longer-term options.

Late in the year, the Ministry of Community and Social Services (MCSS) requested that all MCSS-funded organizations review the Ontario Auditor General's 2006 report and take any necessary action re governance and accountability. Corbrook's board is diligent about ensuring proper governance and procedures for accountability; we responded quickly, reviewed our policies and procedures, identified gaps and proposed some new policies for the board to consider.

In 2006, guided by our Human Resources Committee, Corbrook's Collective Agreement was renewed in cooperative negotiations with OPSEU. The Agreement provides prudent and appropriate wage and benefits improvements to reflect the value of well trained and experienced employees.

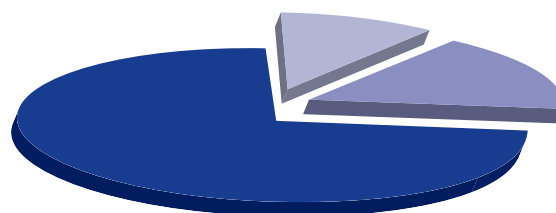
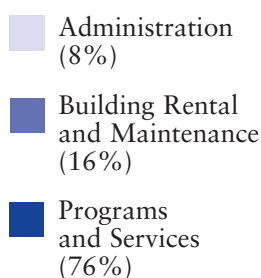
We are fortunate to have a strong, committed and expert board of directors along with an extraordinary management and staff team, a growing network of service partners, and a loyal group of volunteers and donors. We extend thanks to each one of them for their individual and tremendous contribution to maintaining the highest standards and the utmost caring in serving persons with disabilities.

WORK CENTRES

Income	2007	2006
Provincial Subsidy	\$955,834	\$955,834
Assessment Fees	43,094	48,420
Contract Sales	384,275	397,322
Property Tax Rebate	33,544	33,918
Sundry Revenue	5,946	5,415
Total Income	\$1,422,693	\$1,440,909
Expenditures		
Administrative	84,520	\$97,445
Occupancy	320,317	333,237
Program	922,276	914,646
Central Administration Costs	95,580	95,581
Total Expenditures	\$1,422,693	\$1,440,909
Excess of income over expenditures	\$0	\$0

O.D.S.P. & OTHER EMPLOYMENT SERVICES

Income		
Performance Based Income	\$435,000	\$615,018
Expenditures Based Subsidy	9,851	137,794
Transitional Funding	580,622	-
Total Income	1,025,473	\$752,812
Calculated Expenditures		
Performance Based Salaries and Related Costs	\$453,094	\$630,411
On-going, Transitional and One-time Expenditures		
Administrative	10,962	17,746
Occupancy	72,081	31,202
Program Development	497,579	88,845
Total Expenditures	\$1,033,716	\$768,204
Deficiency of income over expenditures	(\$8,243)	(\$15,392)





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



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Progress Division

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Financially supported by the Ministry of Community and Social Services. A member of Metro Association of Vocational Rehabilitation Agencies; Independent Living Service Providers; Ontario Federation for Cerebral Palsy; and Ontario Rehabilitation, Work and Community.

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 2006-2007

Organizations

Alpha Gamma Delta International Women's Fraternity
Beaver Bible Class
CHUM Charitable Foundation
Coty Canada Inc.
Dollarama (Scarborough Town Centre)
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M & M Meatshops
Maxims Limited Partnership
Ontario Place Corporation
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