

OUR ASPIRATIONS ARE OUR POSSIBILITIES.



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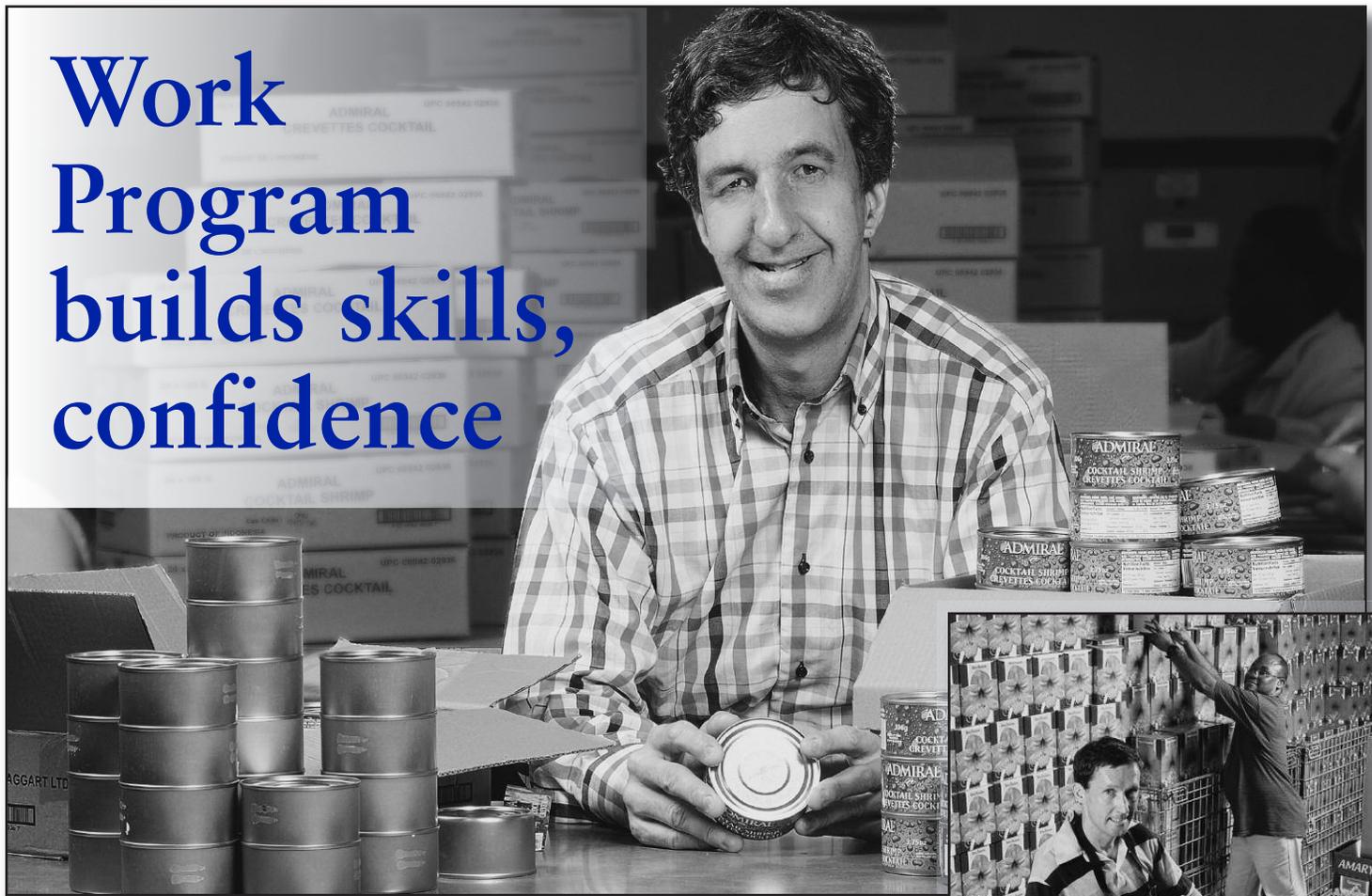
Robert Browning



Satisfying work, whether paid or voluntary, is one of the most common 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 provides 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.

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. This report will provide you with some insight into their hopes and dreams, the challenges that they face, and their quiet but remarkable achievements.

Work Program builds skills, confidence



Gregory enjoys the supportive environment of Corbrook's Work Program.

Gregory loves to keep busy and Corbrook's on-site Work Program provides him the opportunity to do just that. While Gregory's disabilities have made it difficult for him to find a job in a traditional workplace, this supportive environment has given him a valuable alternative to potential unemployment and isolation.

With guidance from vocational counsellors and program instructors, Work Program participants like Gregory are able to develop and improve their skills and build their work experience while earning a modest incentive allowance. "Just as important," notes Bernard Richardson, Vocational Counsellor,

"they are building their self-esteem and developing social skills."

The work in which the program participants are engaged is contracted to Corbrook by local, national and even international companies. It involves mainly assembly and packaging tasks such as attaching hoses to car windshield washer pumps, collating documents, assembling hardware component kits and preparing point-of-sale displays for use in the retail sector.

David Pomeroy, General Manager of Tradewinds International Sales Co. Inc., is just one of the Work Program's many satisfied customers. For the past two-and-a-half years, the Canadian-based importer and wholesaler of flower bulbs, perennials and garden products has contracted with Corbrook to package bulbs,



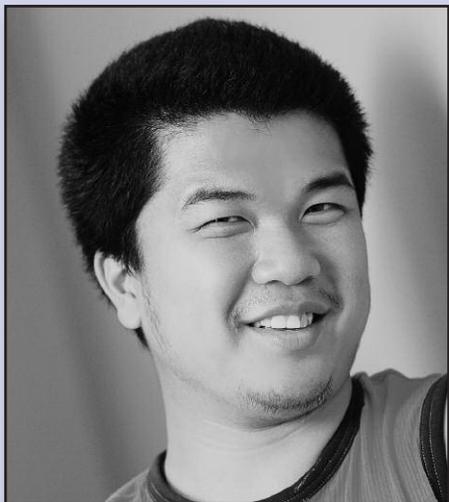
Work Program participants Roy (left) and Michael assemble point-of-sale flower and bulb displays.

pots and soil and assemble colourful store display units. "This is a product of nature," notes David. "We have to ensure that the bulbs are in the best possible condition when they reach our customers. As a result, we have high expectations of the Work Program participants."

"The Work Program can be a stepping stone," says Bernard. "With appropriate training and supports a number of the Work Program participants develop the skills and confidence to find employment in the community. It's very rewarding to watch them grow and succeed."

Helen Walton Awards Go to Yohan and Gregory

The Helen Walton Award honours the memory of one of the founders of Corbrook. It is given to program participants who have been nominated by their peers as showing “a special degree of generosity and helpfulness to others.”



Yohan Ui’s fellow REVEL members praise his willingness to jump in and help out. Whether assisting with lunches, washing dishes, helping to clean up, or simply holding doors open for others, he’s quick to lend a helping hand. And he does it all with a smile. Yohan is known for his remarkable memory — a distinct advantage when playing his favourite memory card games. His enjoyment of

karaoke and dance bring an added dimension to his life. He also loves to play drums and is an enthusiastic participant in the recently-established REVEL percussion band.



Gregory Koturbash brings a “great sense of humour” and infectious laugh to his work every day. A participant in Corbrook’s Work Program, he likes to help keep the work activity flowing by collecting and distributing supplies to his colleagues and generally helping the program participants and staff with whatever needs to be done. Nominating Gregory for this award was his friends’ way of letting him know how much they appreciate him.

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

ABC Exterior Systems
Arvato Services Canada Inc.
Beechgrove Country Foods Inc.
Bob Rumball Centre for the Deaf
Canlan Ice Sports
CIBC
Dollarama
ExTogery
FGL
Hollander Canada
Holt Renfrew
Home Depot Canada
Home Instead Senior Care
Imperial Parking Canada Corporation

Kelly Services
La Molisana
Linens ‘N Things Canada
Loblaws
Manpower
Marek Hospitality Inc.
McDonald’s Restaurants
Ministry of Community and Social Services
Ministry of Housing
No Frills
Praxair
Progress Childcare
Professional Warehouse Demonstrators

Real Canadian Superstore
Red Lobster
Royal Ontario Museum
Silent Voice Canada
The Gap
Tim Horton’s
United Parcel Services
Value Village Stores Ltd.
Wall-Mart Canada Corporation
Wendy’s Restaurant
Winners Apparel Ltd.
Zellers Inc.

Enlightened employer gives “V” a chance to shine

As he carefully steers the lumbering Zamboni around the ice rink, Vishnukumar, or as he prefers to be known, “V” is clearly in his element. It’s hard to picture the anxious, frustrated young man who first came to Corbrook two years ago seeking help to find employment. Non-verbal and deafened at age five, “V” communicates using mainly sign language and written notes. “Given his communication challenges, it was difficult for ‘V’ even to set up an interview,” recalls Vocational Counsellor Cindy Lum. “And when he did find a job, he didn’t always get the workplace support he needed to succeed.”

“V’s” lucky break came when Rob Ashley, Operations Manager at the Markham location of Canlan Ice Sports, contacted Corbrook. He had a vacancy for a cleaner. The job seemed just right for “V” but Rob admits that he was a little apprehensive about how well the young man would fit in. “Communicating with ‘V’ can be a little difficult at times”, acknowledges Rob. “But he is working out great. His work performance is outstanding.”

“V’s” Job Coach, Richard McCallum, attributes part of “V’s” success to Rob. “He has gone out of his way to see that “V” is comfortable and properly trained,” he says. Richard also visits “V” regularly to work through any workplace problems that arise — there have been very few — and



“V” gets instruction from Operations Manager Rob Ashley on the finer points of operating a Zamboni.

to make sure that he is adjusting well. After several months on the job, “V’s” confidence had grown to a point where he felt comfortable asking if he could be trained to drive one of the facility’s Zambonis. It’s a busy complex, with four full-sized hockey rinks that need constant tending to keep them in pristine condition.

While he is still responsible for cleaning, “V” now operates one of the Zambonis for part of every day. It’s a task that requires skill, explains Rob. “He has to be

fast as he has less than ten minutes between games to resurface the ice. He also has to have good control of the blades and the water flow.”

“V’s” sense of pride in his progress is palpable. Within the next six months he hopes to complete his training and become a full-time Zamboni operator. He is ‘proof positive’ that with hard work and perseverance, appropriate supports, and the encouragement of an enlightened employer — even the most difficult personal challenges can be overcome — and everyone benefits.

Job makes Piotr “feel good about myself”

Why, with a speech impediment and very little English, Piotr’s early years in Canada were difficult. He came to Corbrook seeking help to find a job, but first, he needed help to build his self-confidence. A vocational counsellor helped him to assess his abilities and interests and set some employment goals.

Piotr’s first important step was to join Corbrook’s Work Program. He started out with simple tasks but soon progressed to more complex work. He also enrolled in the Corbrook on-site Board of Education literacy program so that he could work on improving his English language skills. Piotr’s next step was to apply for Corbrook’s ODSP Employment Supports. “Watching his competence and confidence grow was quite something,” says Edburg Mendes, Job Developer. Before long, Piotr was judged to be “work ready”.

Edburg worked with Piotr to find a job at the Ross’ No Frills store at Black Creek and Eglinton,

stocking shelves and keeping the store clean and tidy. Job Coach Sharon Palmer visited Piotr regularly to help him settle in to his new workplace. “I like working,” says Piotr with a broad smile. “It makes me feel good about myself. I’m very happy.”

Enlightened employers like Ross’ No Frills, see the value — to their own organization and to society — of including challenged individuals in their workforce. “They are part of our community, good people, who are eager to work,” says No Frills Store Manager Carmen Cicchillo. He also observes that Piotr is “upbeat and a positive influence in the workplace.”



Piotr (left), pictured with Store Manager Carmen Cicchillo who describes Piotr as having an “upbeat and positive influence in the workplace.”

Perhaps that’s because after struggling for so long, having a good job means so much to Piotr.

Making music brings expression, joy to REVEL participants



With Vahan Palamoudian as conductor, REVEL’s percussion group is steadily growing its repertoire and skills.

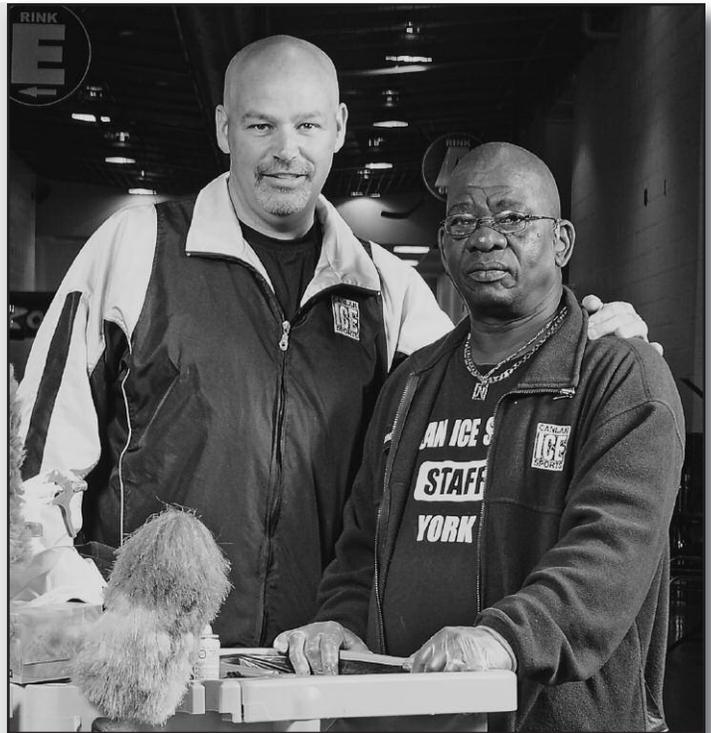
All eyes are riveted on the conductor, everyone poised for the signal to strike, shake, jingle and tap their drums, maracas, tambourines – and feet. The chorus erupts and frowns of concentration give way to grinning exuberance as the music carries everyone along on a melodious wave of good feelings.

This is the typical scenario, two mornings a week at Corbrook’s Progress Avenue location since Vahan Palamoudian, a Job Developer at Corbrook, brought forward the idea of setting up a percussion band for REVEL program participants. The REVEL (Recreation, Exercise, ►

Jim Raymer Award Recognizes 'exceptional achievement'

The Jim Raymer annual award 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.

This year, the award is being presented to Lindbergh Nelson, a Corbrook client often referred to by his friends as "The Star". It's a fitting description for a man who has a way of making the day "a little bit lighter" for those around him. Lindbergh is also something of a pioneer. He was the first Corbrook client to be employed by Canlan Ice Sports at their Jane and Finch location and, largely because of the excellent impression he made, two other clients are now also employed at that location.



"Lindbergh is a delight to have around," says Larry Power, Operations Manager at the York location of Canlan Ice Sports. "He works well, he has a positive attitude. We're absolutely thrilled with him".

▶ Volunteering, Entertainment & Life Skills) program is intended as an excellent alternative for Corbrook clients for whom paid employment is not a chosen or realistic goal. The program focuses on developing individuals' abilities, dignity, independence and enjoyment of life.

Initial doubts of clients and staff quickly gave way to delight at the pure pleasure of making music. Each member plays the instrument most suited to their abilities. With Vahan as conductor, the group is steadily growing both its repertoire and its skill. "Everyone has fallen in love with the sound of the music," says Mariam Gulban, Community Support Worker. "They are learning not only how to play, but how to read beats, how to perform their part right on cue and also how to play

in unison. There is a huge sense of belonging, of willingness to learn and of accomplishment."

Music is also proving a wonderful means of expression for clients who are non-verbal, deaf or hard of hearing. Joanne is just one remarkable example. Hard of hearing, she follows the rhythm and beat of the music through sight and touch, feeling and responding to the vibrations. She delights in her new-found ability to interact with her fellow musicians in this universal language. "We were surprised and overwhelmed to see how she responded," says Mariam. "Music has really brought out her personality and heightened her self-confidence. The band is a wonderful addition to our program."



Joanne follows the rhythm and beat of the music through sight and touch, feeling and responding to the vibrations.

25-Year Awards

Joanne Alexander, Chris Van Santen and Ron Whyte recently joined the ranks of Corbrook's longest-participating clients.

Joanne is an enthusiastic and loyal participant in the REVEL program, known for her gentle, helpful personality and her sense of fun. She lip-reads and uses sign language to converse and often helps staff communicate

with others who have hearing or verbal challenges. She enjoys arts, crafts and bingo and is a keen member of REVEL's percussion band.

Chris is best described as "cool" with a quirky sense of humour. He loves to compete — especially at bowling! He is also very compassionate, rarely failing to notice when someone is sad and needs cheering up. Chris collected pop can tabs to redeem for his

electric wheelchair and is now doing the same for others.

Ron has developed many good friendships at Corbrook over the years. He has a very positive outlook on life, always finding something pleasant to say and rarely complaining about anything. He shows genuine concern for others when they are ill and he is always anxious to wish them well for a speedy recovery.

Thank You!

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

Donors 2007 – 2008

ORGANIZATIONS

Beaver Bible Class
Canadian National Exhibition
CBC Television
CHUM City Christmas Wish
Coty Canada Inc.
Goody Canada
Keg Restaurants Ltd.
M & M Meat Shops
Ontario Place Corporation

INDIVIDUALS

Mrs. Margaret Groom
Ms. Miae Kim
Mrs. Rosamond Longo
Mrs. Eleanor A. McKittrick
Mr. B.A. Singh
Ms. Susanna Smith
Mrs. Irene Whitney
Ms. Helena Sin Yan Wong

“Thank you for helping me rise to my potential”

Our work is its own reward, but sometimes an individual who has been helped by Corbrook expresses what that support has meant to them. Catherine is one such person and she has kindly allowed us to share some excerpts from her recent letter to us:

“I just wanted to write to let you know that I have been back to work for 2½ weeks and everything is going very well.

My work situation is so much better this time in so many ways... I have been given the opportunity to expand my job to include more challenging tasks which I have embraced with enthusiasm. I can't really say I look forward to going to work every day, but I can say that I certainly do not dread and fear it, as I once did. Positive progress!

I also credit the support and confidence that I received from Corbrook... I gained so much that cannot be measured from my experience there... It provided me with an opportunity to develop

my business skills in a non-pressure atmosphere of support and encouragement. I had begun to doubt my ability to be successful in the workplace again... These three years have taught me so much about myself and my potential.

I guess my point is that it takes special people to do what Corbrook does and do it well... And that I believe is due to the people behind the agency and the heart within those people for their job and the people they are helping.

Thank you for helping me rise to my potential and face life once again with confidence and strength in myself and my abilities...

Catherine

A Message from the President and Executive Director



Judy Cooper, President



Paul Sayer, Executive Director

In the face of funding challenges, shifting government priorities and a changing economy it is more important than ever that Corbrook stays true to its mission. Time and again, our model of services and supports has demonstrated success in enabling persons with high levels of challenge to explore and enhance their potential to live — and in many cases, work — with dignity. To take their place as valued members of our society.

In an era that demands increased accountability for public resources, how do we measure and demonstrate the equation or ‘return on investment’ that Corbrook brings? Like most organizations, we quantify our efforts and results in spreadsheets and reports. But the uniqueness of the individuals we serve – and the varying definition of success for each of them – is sometimes difficult to capture in numbers alone.

For example, this past year we had a client progress within eight months from our Work Program to full-time employment in the community – a major achievement for that individual. Sixty-six clients who are part of our Ontario Disability Support Program – Employment Services stream (ODSP-ES) began new jobs. Another group of clients was assessed as not yet ready to pursue paid employment and are now focused on building their skills and self-confidence or seeking alternatives to employment. We supported 108 Work Program participants and we served 56 clients in our REVEL* day program. New REVEL activities, such as a percussion band and interactive videogame, are uncovering talents and giving participants new means of expression.

All of these developments are of profound importance to the individuals concerned, to the work environment where they contribute, to their families and to the society within which they live.

**Recreation, Exercise, Volunteering, Entertainment & Life Skills*

continued on next page ►

PROGRESS ON MANY FRONTS

We constantly seek ways to enhance the quality and effectiveness of our programs and services. Over the past year our employment planners, job developers and job coaches have adapted procedures so that they collaborate earlier in the client service cycle. This helps them to focus precious resources more accurately towards the best employment goal or alternative prospects for each client.

Our Work Program team has adopted an enhanced level of quality control to ensure customer satisfaction for work, such as assembling small auto part components, that demands the highest degree of accuracy.

The Board's Committee on Governance and Accountability completed a review of Corbrook's policies and procedures and drafted several new policies. This work will add to our strength in demonstrating public accountability as it relates to the appropriate, effective and efficient use of government funding. In recognition of the importance of ensuring a clear vision for Corbrook's future, the Committee also recommended the formation of a steering committee to plan and coordinate a strategic planning activity later this year.

OBJECTIVE INDICATION OF PROGRAM QUALITY

The first Client File Review for Corbrook under the new ODSP-ES model was excellent. The review, which was performed by the Newmarket ODSP office during the past year, evaluated Corbrook's program quality in all areas including: completeness of information about clients, provision of services to client, accuracy of reporting to ODSP staff and use of tracking tool, networking with service providers and employers.

FUNDING MODEL REPRESENTS ONGOING CHALLENGE

Experience to date with the new model of ODSP-ES funding, in which payment for our services is contingent upon the client completing thirteen weeks of successful employment, confirms our initial doubts that this fee structure is viable for Corbrook. Our main concern about this model is its potential impact on services to those individuals whose complex needs mean that they need a longer period of time to transition to successful employment.

In its second year, the impact this model is having on our financial situation is already evident. While the Ministry of Community and Social Services provided funding beyond the fee-for-service amounts, Corbrook still experienced a significant deficit. We hope - as do a number of other service providers - that the government will be persuaded by clear evidence that revisions to the new funding model are necessary. We believe this is the only way to ensure the continuation of employment services for persons with high levels of challenge.

LOOKING AHEAD

Finding opportunities for employment will continue to be a strong area of focus for Corbrook and collaboration with other service providers and employers will be an important factor in our success. This year, the JOIN (Job Opportunity Information Network) alliance of service providers was formalized. The Network brings together many of those seeking work with the employers who could benefit from their skills. JOIN benefits from the extremely effective Ministry-funded JOIN Marketing Project. Corbrook's Board of Directors confirmed their support of JOIN with a unanimous decision that Corbrook become a formal member of the Network.

The Board's Business Resources Committee has begun to explore the possibility of establishing our packaging and assembly operation as an independent business, with an integrated workforce of disabled and non-disabled persons.

THANK YOU

We are extremely thankful for the expertise and commitment of our Board of Directors and the skills and passion of our management and staff team. We also want to acknowledge the collaboration and support of our growing network of service partners and our loyal and generous volunteers and donors.

The stories within these pages provide just a small illustration of the outcome of your collective efforts and what they mean to real people. We simply couldn't do this important work without you.

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Executive Director

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Mr. Ray Atkinson
Sales Manager

Ms. Sandi McDonald
Manager of Client Services

Ms. Jill Chang
Controller

Mr. Bruce Le
Production Supervisor

Corbrook Combined Income Statement

Year Ended March 31, 2008

WORK CENTRES

| Income | 2008 | 2007 |
|---------------------|--------------------|--------------------|
| Provincial Subsidy | \$955,834 | \$955,834 |
| Assessment Fees | 21,484 | 43,094 |
| Contract Sales | 439,295 | 384,275 |
| Property Tax Rebate | 33,041 | 33,544 |
| Sundry Revenue | 11,688 | 5,946 |
| Total Income | \$1,461,342 | \$1,422,693 |

Expenditures

| | | |
|------------------------------|--------------------|--------------------|
| Administrative | \$63,764 | \$84,520 |
| Occupancy | 324,422 | 320,317 |
| Program | 977,576 | 922,276 |
| Central Administration Costs | 95,580 | 95,580 |
| Total Expenditures | \$1,461,342 | \$1,422,693 |

| | | |
|---|------------|------------|
| Excess of income over expenditures | \$0 | \$0 |
|---|------------|------------|

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

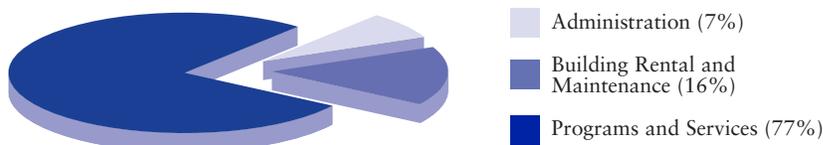
| Income | 2008 | 2007 |
|---------------------------------------|------------------|--------------------|
| Performance-based Income | \$735,000 | \$435,000 |
| Exceptional Work-related | | |
| Disability Supports | 2,113 | 9,851 |
| Transitional Funding/Special Project/ | | |
| Innovative Projects | 118,000 | 580,622 |
| Miscellaneous/Offsetting Income | 7,638 | - |
| Total Income | \$862,751 | \$1,025,473 |

Calculated Expenditures

| | | |
|--|------------------|--------------------|
| Performance-based Salaries and Related Costs | \$733,172 | \$453,094 |
| On-going, Transitional and One-time expenditures | | |
| Administrative | 18,071 | 10,962 |
| Occupancy | 52,282 | 72,081 |
| Program Development | 149,934 | 497,579 |
| Total Expenditures | \$953,459 | \$1,033,716 |

| | | |
|---|-------------------|------------------|
| Deficiency of income over expenditures | (\$90,708) | (\$8,243) |
|---|-------------------|------------------|

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



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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Fax: 416-245-5358

Progress Division

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Fax: 416-431-4227

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