



UNDERSTANDING POTENTIAL... AWAKENING ABILITIES... CELEBRATING ACHIEVEMENTS



*Our Mission:*

**Corbrook develops and provides opportunities for meaningful work and personal development for persons with high levels of disability.**

*Our Vision:*

**Awakening Abilities**

## PERSON DIRECTED PLANNING GIVES CLIENT MORE AUTONOMY

Being able to express and plan for our hopes and dreams and choose the resources and supports that will help us to attain them – these are things most of us take for granted. But for the person with a developmental disability, there is often a sense that, however well-meaning, everyone else is planning their life for them.

Change is afoot. Under the Ontario government's Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, adults with developmental disability now have more independence and choice. The "Person Directed Planning" initiative offers services and supports to assist adults who have a developmental disability to direct the plans that influence how they live their daily life. Their personal plan focuses on their participation in the community, including education and skills training, that will help them to obtain paid work or work experience, and volunteer work.

Corbrook is one of only eight agencies in the Toronto area working collaboratively to provide Person Directed Planning services.

*"...I've discovered that I do have dreams – I'm learning how to pull them out and look at them every day."*

Paulette Cross, an experienced vocational counsellor at Corbrook, enthusiastically supports the new approach. "It's so much more holistic," she says. "Together we look at every aspect of the client's life. The assessment process allows me more time to listen and understand the person and relate their past experiences to what has shaped them. Sometimes the discussions are intense and painful – but it's usually worth it."

"I often see some fear and resistance. Many clients are so used to having someone else make decisions for them that they have a hard time doing it for themselves. I guide and facilitate but, ultimately, it's their personal decision. They get to decide what they really want to do."

As a member of the group of agencies participating in the Person Directed Planning Initiative, Paulette can now also tap into the services and resources of the seven other agencies to help her client with any number of needs, including housing, budgeting, recreation, health care and transportation.



Paulette Cross, Vocational Counsellor (left), confers with client Emily Green about her plans for the future. "When I first came to Corbrook I was at my wits end," says Emily. "Now I have a purpose in my life. Every day, I challenge myself and am challenged."

### EMILY

When Emily's counselor told her about the "Person Directed Planning" initiative and suggested that she arrange an appointment with Corbrook, Emily was skeptical. But then she met Paulette.

The two talked at length about Emily's past – a past that included family breakdown, health issues (juvenile arthritis, vision impairment, depression and a learning disability), abuse, and disappointing work experiences. Emily had lived on her own since she was 15 years old and had developed a tough outer shell that disguised inner feelings of anxiety and hopelessness.

"Paulette was the first person that said "yes you can – now try harder!" laughs Emily.

Emily decided to participate in Corbrook's Transition to Work Program. The program objectives are to provide people with disabilities an opportunity to develop technical skills related to the packaging and assembly industry and to allow them to develop the core competencies that will help them to maintain their employment. Paulette, along with program instructors Karim, Sandra, Louis and Easan, continue to work with Emily to help her become "job ready" so that, one day, she will find work in the community.

"I'm so happy to have a job," beams Emily. "This is a place where I am treated with respect, where I look forward to coming every day. I've gone off my medication for depression and rarely need sleeping pills anymore."

She pauses. "When I first came to Corbrook I was at my wits end. Now I have a purpose in my life. Every day, I challenge myself and am challenged. With the help of Corbrook I've discovered that I do have dreams – I'm learning how to pull them out and look at them every day."

## Helen Walton Awards go to Jim and Samantha

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 “special degree of generosity and helpfulness to others.”



**Jim Yates**

Jim drives from his home in Mississauga to participate in Corbrook’s Transition to Work Program every day. He is usually the first to arrive at the Trethewey Drive location and the last to leave. An avid fisherman and cottager (and, we suspect, a bit of a car buff), he doesn’t let his disabilities stop him living life to the full. During his two years at Corbrook, he has earned the respect and liking of those around him. Hardworking, reliable, and a great problem solver, he always has time to be supportive towards his colleagues. “A fantastic guy” is how one colleague describes him.

*Congratulations Jim and Samantha!*



**Samantha Janes**

Samantha is an outgoing, enthusiastic participant in Corbrook’s REVEL program at Corbrook’s Progress Avenue location. She’s most happy when helping others by doing things such as fetching their lunches, passing out instruments in the Music Program, and making sure that the recycling gets done properly. She’s unfailingly polite and her smiling “Good Morning” is enough to brighten anyone’s day.

## Thanks...

The following organizations have provided employment opportunities to our clients over the past fiscal year and beyond.

ALYSCO International Group  
Arvato Services  
Bass Pro Sports  
Bleeker Co-op  
BMO  
Canadian National Exhibition  
Canlan Ice Sports  
Centura  
Chuck E Cheese’s  
Collect Corp.  
COTA  
Designer Depot  
Dollarama  
Forever XXI  
IKON Office Solutions  
I.Q.O.R.  
Licks  
Loblaws  
Marek Hospitality  
McDonald’s  
Metro Convention Centre  
Ministry of Community and Social Services  
NCO Financial  
Patty Palace  
PWD  
Real Canadian Superstore  
Reilly’s Security  
RONA Home and Garden  
Ross’s No Frills  
Santodip Fashion  
Service Canada  
Swiss Chalet  
Tim Horton’s  
Tip Top Bindery  
Tranquility Beauty Spa  
Wendy’s  
Zellers  
Value Village

## Michael Clifford Earns 25-Year Award



1985. It was the year that Wayne Gretzky led the Edmonton Oilers to their second straight Stanley Cup, beating the Philadelphia Flyers in five games. It was also Michael Clifford’s first year at Corbrook where, for 25 years, he has been a reliable participant in the Transition to Work Program. Well liked by his peers, Michael loves to help others by warming up their lunches or going to the coffee truck for them. His proficiency in sign language also comes in handy and he sometimes facilitates communications for other program participants who are hearing impaired... “Corbrook has become a big part of my life,” he says.

*Congratulations Michael!*

## “A NEW BEGINNING” FOR ZAMA



Assembling salads in the Swiss Chalet kitchen, Zama with the restaurant’s General Manager George Khalaf

*As he wipes down the sleek stainless steel surface of the dishwashing machine in this Swiss Chalet kitchen in Scarborough, you can’t help wondering if Zamanga Chulu is thinking back to the time when he was an up-and-coming young manager at an international hotel chain in his native Africa.*

Zama – as he prefers to be known – eventually moved to Canada where he is married and has three young sons. Life was good for the Chui family until a few years ago when Zama suffered two debilitating strokes.

Zama was anxious to get back to work, but the strokes had left him with a pronounced weakness in his right side and it was difficult to find a job that he could manage. He was eventually referred to Corbrook where Senior Vocational Counsellor, Florence Chow worked with him to assess his abilities, interests and

goals. Job Developer, Edburg Mendez found him a 13-week job training opportunity at a Swiss Chalet location in Scarborough and Job Coach, Sharon Palmer stepped in to help him re-enter the work force.

Edward Ing, Owner and Operator of several Swiss Chalet locations in the Toronto area, is passionate about giving people like Zama opportunities. He has given job trials to several Corbrook clients, and, when vacancies arise and the fit is right, he offers some of them employment at the popular family

restaurant. “Our business is to serve the community,” he says. “So it makes sense to help people like Zama who are part of that community.”

“Before coming to Swiss Chalet, Zama hadn’t worked for a long time,” recalls Sharon. “So he needed to start slowly and rebuild his strength.” Sharon visits the restaurant regularly to support him as he redevelops his work skills. She’s also there to work with Zama’s manager to address any challenges that arise. So far there have been very few. After just six weeks on the job, Sharon says she can already see the difference in Zama. “He is getting stronger and feeling so much better about himself. He’s efficient, smart and willing – he definitely has lots of potential.”

George Khalaf, General Manager of this Scarborough location is also very supportive. As someone who started out at Swiss Chalet as a cook and worked his way up to his current position, he stresses the value of knowing the business “from the bottom up”. He suggests that diligent, personable individuals like Zama can fairly quickly progress to more interesting roles.

“Edward and George have been tremendously supportive of our employment services program,” says Edburg. “They are a truly enlightened, corporate role model for others and Corbrook gratefully recognizes them for their leadership and commitment.” In fact, this year, Corbrook will acknowledge Edward, George and Swiss Chalet with the “Employer of the Year Award.”

Zama is also immensely grateful for this opportunity. “*This is a new beginning and a welcome stepping stone for me and my family.*”



Zama with Corbrook Job Developer, Edburg Mendez, and Job Coach, Sharon Palmer.

## ODSP/Employment Supports

This past year, Corbrook is proud to have assisted 18 individuals to find work through our ODSP – Employment Supports program. We supported each client to find employment in roles ranging from customer service representative and cashier to building maintenance worker and data entry clerk.

## “V” WINS RAYMER AWARD FOR COURAGE

*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.*

Vishnukumar, or, as he prefers to be called, “V” came to Corbrook a little over three 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” to even to set up an interview and when he did find a job, he didn’t always get the workplace accommodations he needed to succeed.

V’s lucky break came when the Markham location of Canlan Ice Sports, contacted Corbrook with a vacancy for a cleaner. After working several months on the job, his confidence had grown to a point where he felt comfortable asking if he could be trained to drive one of the facility’s Zambonis. The answer was



V’s hard work and persistence have earned him a job that he loves – Zamboni maintenance specialist for the Markham location of Canlan Ice Sports.

“yes” and V completed his training to become a Zamboni operator – his dream job!

Earlier this year, V’s employer offered him the opportunity to learn about Zamboni maintenance so that he could assume responsibilities for this very skilled job. “From cleaner to Zamboni operator to Zamboni

maintenance expert, V’s progress has been inspirational,” says Florence Chow, his vocational counselor at Corbrook. “He is ‘proof positive’ that with hard work, persistence, the right supports – and the encouragement of an enlightened employer – even the most difficult personal challenges can be overcome.”

*Congratulations V!*

## Thank you!

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

### ORGANIZATIONS

98.1 CHFI	Commercial Marketing	Palace Foods
AlarmForce	DOM Sports and Games	RONA Home & Garden
Bank of Montreal	Empire Trading	Rose E. Dee
Beaver Bible Class	Faith Sanctuary Pentecostal Church	Scotiabank
Brothers Plumbing	Forget About It Supper Club	Signatures Hair Design
CN Tower	Goody Canada	Soulemates Inc.
Canadian National Exhibition	Grand & Toy	Suraj Fine Foods Inc.
Canlan Ice Sports	Ian Mang Professional Corporation	The New Flow 93.5
Cascades Enviropac	Institute of Municipal Assessors	Therapist’s Choice Medical Supplies
Caspian Jewellery	M & M Meat Shops	Toronto FC
Clarkson Rouble LLP Chartered Accountants	McDonald’s Restaurant	Tradewinds International
Centura	Mandarin Restaurant	Walmart
CN Tower/ LA Tour CN	No Frills	Winners
	Ontario Science Centre	Woodbine Entertainment

### INDIVIDUALS

Ms. Shirley Bush  
 Ms. Gill Cameron  
 Ms. Charlotte Caton  
 Jean Marc Charron  
 Stephanie L. Charron  
 Ms. Mary Conrad  
 Ms. Nora Flaherty  
 Adele Glass-Novac  
 Imtiaz Boodhoo  
 Dr. Patricia Howard  
 Ms. Carol Justice  
 Ms. Helen Koturbash  
 Ms. Beverly Lane  
 Mrs. Margaret Pilley  
 Ms. Susan Meggs  
 Mr. & Mrs. Reeves  
 Barbara Rigby  
 Mr. Sadarangani  
 Mrs. Van Santen  
 Ms. Irene Whitney

## NEW REVEL PROGRAMS REFLECT CLIENT INTERESTS AND NEED

*When paid employment is not a realistic option, Corbrook’s popular REVEL program provides clients with daily activities, a sense of purpose and social engagement.*

*Besides arts and crafts, there’s a music club, a program for clients who want to learn computer skills, exercise and nutrition sessions, a movie club and occasional outings – all designed to help clients enjoy life and develop skills that will help them achieve a level of independence.*



A game with a purpose. (Left to right): Ben, Roslyn and Rasha have fun while learning some money management basics. Alana Persaud, Community Support Worker, encourages their progress.

This year, REVEL introduced two new programs – a Baking Club and a Math and Money Club. “Our new Progress Avenue facilities have allowed us to expand our programs so that we have something that will interest everyone,” notes Deepak Soni, Executive Director. “It’s important to provide a variety of options that will appeal to a diverse group of participants, helping them to develop their skills and interests and achieve some measure of independence.”

Roslyn, Rasha and Ben gather around a table with Alana Persaud, Community Support Worker. In front of them is a board game and ‘pretend’ bills and coins. It’s a game, but one with a very practical purpose. With each roll of the dice, the players are prompted to calculate which combination of notes and change will make up a particular sum of money. “We want them to know the difference in value between various coin and bill denominations,” says Alana. “And to be able to buy an ice-cream and check their change.”



Matthew, Peter, Shawna and Nouri team up in the kitchen where everyone has a role.

When it comes to baking, there’s a role for everyone. Measuring, pouring, stirring, checking the oven temperature, cleaning up and, of course, enjoying the end result. Phyllis Dwyer, Program Assistant, gently prompts her eager students through each step of the process, ensuring that they all participate. “They work together like a family,” she notes. “They are learning a valuable life skill and really enjoying themselves. With every batch of cookies, Easter cake or pancake mix, I see their competence and self-confidence grow.” One of her students, Shawna excitedly tells Phyllis “I’m going to get Mum to pick up some syrup so that I can make pancakes at home.” Then she chuckles, “She won’t believe it!”

# MESSAGES FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

*Shifting ideology and fresh focus make for positive change*



Judy Cooper, President

Deepak Soni, Executive Director

*This has been an exceptional year for Corbrook.*

## PROGRESS ON OUR PRIORITIES

In the Summer of 2009, Corbrook's Board of Directors and staff established four strategic priorities to guide our work.

We committed to review our service priorities, their alignment with Corbrook's mission, the benefit they bring to clients, and their financial viability. We determined that we would work towards realizing Corbrook's potential as a leader in providing opportunities for meaningful work and personal development for persons with high levels of disability. We agreed that we would build awareness of Corbrook within the community service sector, the business community, with prospective funders and others. Finally, we determined that we would strengthen Corbrook's infrastructure to equip us for success.

We are pleased to say that, over the past year, we have made significant progress in each of these areas. You may read about much of our progress in the pages of this report, but we would like to briefly focus on a few.

## FUNDAMENTAL SHIFT IN IDEOLOGY

In 2011, the Ontario Government plans to "transform" the way it funds services for individuals with disabilities by stressing the importance of individualized funding and Person Directed Planning. We are preparing ourselves for the systemic and legislative changes that will be part of this new approach so that we are well positioned to continue to provide high quality services and supports to our clients. We are investing in professional development for our staff so that they understand the importance of person directed planning and are able to help the individuals we support achieve their dreams and goals.

When the Ministry of Community and Social Services announced federal funding to support a pilot project in Person Directed Planning for people with developmental disabilities, Corbrook participated in the competitive Request for Proposal process. We were chosen as one of only eight Toronto-area agencies to work collaboratively in developing and implementing person-directed plans for 180 individuals. One of our counselors describes the process as a revelation. Clients are equally positive about the experience. We're proud to be on the leading edge of this development.

## REFRESHED FOCUS, NEW OPTIONS

Corbrook is all about opening doors to new possibilities, yet we are often regarded as a sheltered workshop facility. This year, we added the word "Transition" in front of "Work Program" to signal that this program is a place where participants develop their work skills and ethics, build their confidence, and plan for their future – a stepping stone rather than a destination.

We also took a critical look at our REVEL program, designed to provide clients for whom employment is not a realistic option with daily activities, a sense of purpose and opportunities to socialize with their peers. It's important to provide choices that will appeal to a diverse group of participants, offering meaningful and valuable options that respect their individual abilities, preferences and personal goals. Two new programs – a Math and Money Club and a Baking Club – are attracting lots of interest while delivering very practical life skills.



## PRUDENT FISCAL MANAGEMENT

We have improved our financial situation significantly. We have also been very successful in securing funding to improve our facilities. A \$50,000 grant, through Service Canada's *Enabling Accessibility Fund*, has covered the cost of making our new east location more accessible for our clients. The provincial government has committed \$45,000 for renovations to our west location, specifically for client washrooms. We also thank the Ontario Federation for Cerebral Palsy (OFCP) for their \$15,000 contribution towards office renovations at our east location.

This has been a year of fundraising "firsts". Last October we held our first Bowl-a-Thon. It was a huge success, raising over \$7,000 for new furniture for the client cafeterias and program supplies at both of our locations. Encouraged, we went on to plan our first golf tournament, in June, at the Glenway Country Club. Proceeds totaled **TO COME** and will be used to help with the cost of building a "clean room" for packaging food items in our Transition to Work program. We sincerely thank the event participants and sponsors for their tremendous support and enthusiasm.

In an effort to expand our funding sources so that we can potentially benefit more clients, this year we submitted several foundation grant proposals. We are optimistic that at least some may be successful. Next year, we also plan to approach our Local Health Integration Network (LHIN) to explore potential funding and collaboration opportunities.

## BUILDING PARTNERSHIPS

The more we can build partnerships, collaborate and network with others within and beyond the service sector, the more we can optimize our resources and deliver on our mandate. We have made considerable strides over the past year. As a member of Developmental Services Toronto (DSTO) we are now linked with 32 other service agencies that serve individuals with developmental and physical disabilities. We also joined MARC (Metro Agencies Representatives' Council), an organization which represents over forty human service agencies that support people with developmental disabilities in Metro Toronto. Our participation in the Canadian Institute for Professional Management allows us opportunities for business

development, networking and collaboration with for-profit and non-profit companies across the country. We are also part of the Packaging Association of Canada/WSIB Health and Safety Group, whose focus is to promote healthy, safe work environments.

*"...we added the word 'Transition' in front of 'Work Program' to signal that this program is a place where participants develop their work skills and ethics... a steppingstone rather than a destination."*

## BOARD MEMBERS

We were saddened by the death, this past year, of one of Corbrook's founding members, Mrs. Audrey Baird, and we extend our sincere condolences to Mrs. Baird's family.

Two of our valued board members completed their terms this year. Stephen Somerville served for eight years – five of them as Treasurer, and Susan O'Hara served for five years. We thank both of them for their significant contributions to Corbrook.

We are also pleased to welcome two new board members: Heather Grand, former Managing Director, Multicultural Markets, at BMO, and Paula Cowie, Manager, Human Resources, at BDI Technologies.

## THANK YOU

We would like to close by thanking the Board of Directors for their wise counsel during a time of considerable change for Corbrook. On behalf of the Board, we also want to extend deepest appreciation to the management and staff of Corbrook. Their leadership, commitment, skills and resourcefulness are enabling us to seize new opportunities for Corbrook and the individuals we are so proud to serve.

# TRANSITION TO WORK PROGRAM:

*A valued business service and a pathway to community employment*

The products change from week to week, season to season – from flower bulbs to windshield washer pumps, from herbs and spices to pandemic supply packages, hardware component kits to point-of-sale display units. But the purpose of Corbrook’s thriving Transition to Work Program is constant: to help individuals with disabilities develop work skills and, ultimately, find employment in the community.

With guidance from vocational counselors and program instructors, participants improve their competence, develop physical and emotional tolerance for work and build good work habits. They each earn a modest allowance and, for many, this is an exciting first step towards building their independence and their self-esteem.

The work comprises mostly assembly and packaging tasks that are contracted to Corbrook by local and national companies. The Program provides these companies with a perfect solution for product assembly, sorting and packaging needs while the participants benefit from the vocational, financial and social benefits that come with the opportunity to do meaningful work.

Staples Advantage, the Canadian business-to-business division of Staples Inc., has contracted several assembly and packaging projects with Corbrook over the past year. “Corporate social responsibility is something that is very important to our organization,” says Scott D’Cunha, Director of Marketing. “We try to partner with organizations that share similar values and Corbrook’s focus on giving disadvantaged people an opportunity to develop their skills really resonates with us. We’ve been extremely pleased with their work ethic, ability to turn things around very quickly and their very professional



Vanessa (right), pictured with Melissa Prince, Staples, is a participant in the Transitional Work Program, is assembling stationery kits for Staples Advantage. She is working hard to develop her work skills and behaviours so that she can seek competitive employment in the community and begin to live more independently.

service. I have no hesitation in referring other businesses to this program.”

Corbrook’s Business Manager, Vahan Palamoudian, describes Staples Advantage as a “wonderful” client. “They are tremendously supportive of the program participants and they are quick to praise good work. Melissa Prince, Staples Communication Specialist and her team have worked very closely with our packaging team to make every project fun, motivating and a learning experience for all participants.”

## Business partner of the year

*Staples Advantage* – For their valued business and invaluable support of Corbrook and the Transition to Work Program, Corbrook is recognizing Staples Advantage as Corbrook’s “Business Partner of the Year”. Congratulations Staples Advantage and thank you!

## Thank you for choosing Corbrook

We thank the following organizations for choosing Corbrook to fill their packaging and assembly business needs over the past year:

Cascades	I-Com	Pitch in Canada	SKF
Centura	Jockey	Process Product Management	Staples
Debco	Kluanes Creations	Rainforest Herbal Products	Tradewinds
Dom Sports	Labelad	RGE Design Solution	Vadain Int.
Elte	Mardalvi Int	Rose e.Deer	Xerox
Empire Trading	Nexxt Linea	Salga	
Fenwick	Northcott Silk	Secure Product Management	

## BOARD OF DIRECTORS 2009-2010

- Ms. Judy Cooper  
*President*
- Mr. Ian Mang  
*Vice-President*
- Mr. Stephen Somerville  
*Treasurer*
- Mr. Ken Williamson  
*Past President*
- Ms. Paula Cowie
- Ms. Heather Grand
- Mr. Christopher Lindsay
- Mr. Peter Lindsay
- Pastor Granville McKenzie
- Ms. Susan O’Hara
- Ms. Linda Sauer
- Ms. Nabila Yousef

## HONORARY DIRECTORS

- Don Archer
- June Hesse
- Gloria LeGrow
- Nabila Yousef

## MANAGEMENT TEAM

- Deepak Soni  
*Executive Director*
- Jill Chang  
*Controller*
- Sandi McDonald  
*Manager of Client Services*
- Vahan Palamoudian  
*Business Manager*
- Joe Paiva  
*Production Coordinator*

## Corbrook Combined Income Statement

Year Ended March 31, 2010

### WORK CENTRES

	2010	2009
<b>Income</b>		
Provincial Subsidy		\$1,043,361
Assessment Fees		19,275
Contract Sales		337,013
Property Tax Rebate		39,907
Sundry Revenue		14,951
<b>Total Income</b>		<b>\$1,454,507</b>

### Expenditures

Administrative	\$48,393
Occupancy	308,468
Program	1,002,066
Central Administration Costs	95,580
<b>Total Expenditures</b>	<b>\$1,454,507</b>

**Excess of income over expenditures** **\$0**

### O.D.S.P. & Other Employment Services\*

Income	
Performance Based Income	\$388,723
Exceptional Work Related Disability Support	6,830
Transitional Funding/Special Project/ Innovative Projects	52,000
Miscellaneous/Offsetting Income	8,623
<b>Total Income</b>	<b>\$456,176</b>

### Calculated Expenditures

Performance Based Salaries and Related Costs \$486,690

### On-going, Transitional and one-time expenditures

Administrative	5,458
Occupancy	79,032
Program Development	112,961
<b>Total Expenditures</b>	<b>\$684,141</b>

**Deficiency of income over expenditures** **(\$227,965)**

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



[www.corbrook.com](http://www.corbrook.com)



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A member of Developmental Services Toronto; JOIN (Job Opportunity Information Network for Persons with Disabilities); OASIS (Ontario Agencies Supporting Individuals with Special Needs); MARC (Metro Agencies Representatives' Council); Ontario Federation for Cerebral Palsy; Ontario Rehabilitation, Work and Community; the Packaging Association of Canada Health and Safety Working Group; Institute of Professional Management.