



**Corbrook**  
awakening abilities

## 2012 - 2013 Corbrook Annual Report



**Anything is Possible**



Judy Cooper,  
President



Deepak Soni,  
Executive Director

## A message from the President and Executive Director

### **Breaking down barriers**

It has been another rewarding year at Corbrook. We continue to break down barriers to help people with developmental disabilities to be successful in activities that are truly integrated and available to all Ontarians, including meaningful employment.

In this Annual Report, we highlight the strides we've made in 2012-2013 in three areas, key to achieving our mission: education, training and raising awareness of the value of hiring people with developmental disabilities.

Corbrook continues to build unique partnerships resulting in new services and resources for individuals, families and businesses. The first year of our partnership with Centennial College to provide a one-year food packaging and processing certificate exceeded expectations. We are also excited about It is Possible, an interactive employer resource developed with private and public sector partners.

In March, Corbrook was invited to speak to a Parliamentary committee about the challenges faced daily by people with disabilities in finding and sustaining employment. We stressed the importance of increased federal funding to support the types of ground-breaking educational models and resources Corbrook is developing.

### **Financial sustainability**

Our financial position continued to improve. Steps we are taking to eliminate our deficit include operational changes aimed at increasing our contract packaging revenues and streamlining how we deliver ODSP employment supports. We also achieved a significant increase in revenues from insurance companies requiring help to reintegrate individuals into the workplace and families selecting Corbrook services using Passport funding.

We received special project funding last year from the Ministry of Community and Social Services: \$98,000 to create *It is Possible* and \$115,000 to promote ODSP in York region. We also received \$12,612 from the Respite Network to expand our respite program to young adults aged 14-18. We acknowledge and thank the government and the Network for their continued support.

### **Strong governance, strong organization**

In 2012-2013 we continued our strategic Board recruitment and were pleased to welcome to our Board Shelley Kierstead, a professor at Osgoode Hall Law School.

We also began the process to collaboratively develop a new strategic plan with input from our Board, staff and participants. Along with a refreshed Mission statement, the new plan will come into effect in September 2013, and will provide clear direction and measurable outcomes to guide the organization over the next five years.

Key accomplishments from our last strategic plan include new and revamped services to meet the changing needs of our participants, increased outreach and innovative partnerships.

### **Creating a community**

Corbrook's successes are the direct result of the support, commitment and enthusiasm of the community we have created. Together, we are putting Corbrook in a position to thrive as a leader and change-maker in the sector during the next three to five years and beyond.

We thank our Board of Directors for their leadership, our management team for their energy and creativity, and our staff, volunteers and students for their caring and dedication.

And of course to the many individuals and families who trust us to help them work towards their goals and dreams. Thank you. Without you there is no Corbrook.

## 2012-2013 HIGHLIGHTS

### Thanks to Corbrook's person-directed services and supports...

- **384 people are closer to reaching their goals**

We served a total of 384 people, an increase of 30% over the year before.

- **86 people had help in finding a job**

Corbrook's outreach and marketing efforts are paying off in Toronto and the Central East Region. We supported 86 people seeking employment in a range of industries including major retailers, food, hospitality, leisure services and the financial sector.

- **164 people had meaningful work, learning and time with friends to look forward to each day**

We supported 164 people in our Transition to Work and REVEL programs – on target set by the Ministry. In fact, demand for REVEL grew by 92%.

- **13 students became college graduates**

Our first year of the Food Packaging and Processing Certificate offered jointly with Centennial College was a huge success. 15 students enrolled (25% more than our target of 12), and 13 of those have completed the certificate to date.

- **24 people had more choice in the services that worked best for them**

Last year Corbrook supported more people in the community who were accessing services using Passport funds. A total of 24 individuals accessed our services this past year, compared to four the year before - an increase of 500%.

- **28 adults, children and youth took a welcome break from the everyday**

We are very proud of implementing our new respite program this year, offering stimulating activities and fun social interaction through weekend day respite and March break camp.

- **Four more people have a self-directed plan to help them get what they want out of life**



We continued to help people achieve their goals through Person-Directed Planning, working with four people to complete plans this past year, compared to one person the year before.

**• Six people are back on the job after an illness or injury**

Through our work with insurance companies, we helped six clients reintegrate back into the workforce, compared to one person last year.

**• 55 students joined the Corbrook community**

37 high school and 18 college/university students did their co-op placements with us this past year, compared to 16 and seven the year before. That's an increase of 139%!

***It is Possible - Corbrook and partners create online multimedia resource for employers***

The statistics tell the tale. While the unemployment rate of people with disabilities is generally five times higher than that of the general population, where effective measures to encourage inclusion have been put in place, integrated employment rates of people with disabilities are as high as 87%. That's why Corbrook developed It is Possible, in partnership with the Ontario Job Opportunity Information Network (JOIN), Geneva Centre for Autism, Kerry's Place Autism Services, and Starwood Hotels and Resorts.

This first-of-its-kind multimedia tool supports hiring managers and human resource professionals to dispel and address the fears, misconceptions and very limited knowledge most employers have about hiring and working with people with developmental disabilities.

"People with disabilities want to work when given the opportunity," says Judy Cooper, President of Corbrook's Board of Directors. "Unfortunately, resources that raise awareness about how to recruit, hire and retain people with developmental disabilities significantly lag behind other disadvantaged groups." According to JOIN, human resource

departments often point to a "fear of the unknown" as a major barrier to hiring people with disabilities. Available resources are often too generic and do not address the real challenges faced by managers, or provide practical, applicable solutions. "Employers are dying and hungry for knowledge," says Ontario JOIN's Executive Director Dauna Jones-Simmonds.

A key feature of It is Possible is highlighting effective strategies used by employers who have hired individuals with disabilities. In addition, Starwood held focus groups with employees at three hotels to refine the resource, then piloted an updated version with over 60 other managers to garner further feedback and increase its relevance.

*"You go to work with drive, you come in each day and you feel like you're contributing to a part in society." Andy Andrianidis, employed at Home Depot for 12 years*

"As an on-the-spot resource for our department leaders and hiring managers, the value of It is Possible is tremendous," says Talent Development Manager Erin Haid. "It's easy-to-use, accessible, and allows our leaders to find the information they need to answer questions, alleviate fears and support them in a variety of situations." Although designed for employers, It is Possible can be used by community agencies, self-advocates, families, volunteers, caregivers and many others. In fact, the website provides a forum for self-advocates and families to speak directly about their experiences and share their strategies and advice. Going forward, Corbrook sees the resource building capacity and expanding the current service model. "By reinforcing private sector supports,

It is Possible will empower people with developmental disabilities to be self-sufficient, decrease their dependency on family and Ministry services and be full participating members of their communities," says Deepak Soni, Executive Director at Corbrook. "It also has immense potential to strengthen partnerships between the public and private sector, and build the foundation for future initiatives."

***Inaugural year for joint Corbrook/ Centennial College certificate a smashing success***

The first year of Corbrook's partnership with Centennial College to offer a certificate in food processing and packaging for adults with a developmental disability was a smashing success. Enrollment numbers exceeded the target by 25%, and 13 of 15 students graduated from the inaugural class, better prepared to find work in the hospitality field.

"There is a real demand for post-secondary education for those whose learning needs are a bit different than the average college student," says Deepak Soni. "Our program is designed to give those with varying levels of abilities the opportunity to learn the skills they need to find gainful employment in the community."



Offered through Centennial's School of Hospitality, Tourism and Culture, students were given in-class instruction on food preparation, management and general hospitality, complemented by hands-on technical skills related to food packaging and processing in a state-of-the-art clean room at Corbrook.

"In so many ways our program is very unique. To my knowledge there's nothing like it out there," says Shyam Ranganathan, Dean of Centennial's School of Hospitality, Tourism and Culture. "Even if there is a program that addresses the special needs of students with physical and learning disabilities, there is no such instance where a community service agency and a college are partnering in this way."

In the second semester, students had the opportunity to participate in co-op placements, including at the Westin Harbour Castle in Toronto, thanks to the support of Starwood Hotels.

Corbrook is working with many of the graduates to find employment or explore other options for furthering their education.



Nancy Ceci, whose son Marc completed the certificate, recommends the program to students looking to enjoy the full campus life experience, while building their skills, self-reliance and confidence.

"The value of a program like this is limitless. It takes people out of their comfort zone and opens up doors of opportunity," says Nancy. "Marc's big motivator is living on his own and the topics covered moved him toward that goal. He has matured and become more independent. We also noticed improvements in his problem solving and reasoning skills. It's been very empowering for him."

## What the students had to say about their experience:

*I learned a lot from college and I liked getting a good education.*

*The best was hanging out with my friends. I enjoyed the whole college experience.*

*Math, computers and life skills were my favourite subjects.*

*It was like a new adventure for me.*

*There is nothing I would change about the program. I would come back if I got the chance.*



## Jim Raymer Award

*The Jim Raymer Award honours the memory of a man who, after 33 years with Corbrook, had the courage to make the leap to a job in the community*

### **Drew Crawford - 2013 Jim Raymer Award Winner**

*Determination, dedication and plain hard work earned Drew Crawford not one but two jobs, and a third job offer he had to turn down...*

In July 2012, Drew Crawford interviewed for a dishwashing position with Aramark, who at the time held the food services contract at the Denison Armoury in Toronto. Drew aced the interview and landed the job. Although he excelled in the position, only seven months later Drew and many of his co-workers were laid off when the company's contract was not renewed.

"I was pretty upset when I heard I got laid off," says Drew. "They were good to me and I made a lot of friends there."

Fortunately Drew had a fallback: a seasonal position at Cedarbrae Golf and Country Club he had held for a number of years. Taking on more hours once golf season got underway, Drew also got busy sending out applications to other businesses, determined to find another position as soon as possible.

His tenacity, and a bit of help from Corbrook employment supports, landed him a role as a dishwasher with Toronto's Old Mill Inn just two short months later. By all accounts, he's fit in well with the team and is doing a first-rate job. His employer describes him as an asset to the hotel and the respect is mutual.

"The Old Mill treats me very well," says Drew. "I have a great supervisor and good friends and co-workers. They show me what's needed and I do whatever it takes to get the job done."

Always industrious, Drew graduated in 2009 from Fenelon Falls Secondary School, and then completed a one-year Centennial College hospitality services program in June 2010. Today, he shares an apartment with his brother and says having a job helps him maintain his independence. "I like to earn money," he says. "And I need it the same as anyone else so I can pay my rent and credit card bills."

When not working, Drew likes to exercise, hang out with friends or listen to music on the computer. With the responsibility of juggling two jobs, however, these days he has less leisure time than before, which suits him just fine.

In a surprise turn of events, Drew was recently recommended by the Chef from Aramark to the new company that has the food services contract at the Denison Armoury. He had to decline the offer to be sure he could continue to manage his schedule and do an excellent job for his current two employers.

"I couldn't take the job, especially since I was still on three months' probation with the Mill. It made me feel good to be recommended though," says Drew. "It seems like today I have more choices and options than ever. It feels great."



# Helen Walton Award

## 2013 Helen Walton Award Winners

The Helen Walton Award honours the memory of one of Corbrook's founders. Each year it is given to two people, nominated by their peers as showing a special degree of generosity and helpfulness to others.

### **Richard Dennis (East Campus)**

His friends will tell you that Richard Dennis' laugh is contagious. "Once he starts laughing, the entire room chimes in," says one. In fact, his positive energy and encouraging attitude were a big reason why Richard's peers chose to acknowledge him with a Helen Walton Award.

Richard has participated in REVEL three days a week since 2007, enjoying activities including music, literacy and cooking. A computer whiz, Richard challenged himself by taking courses at Seneca College, then put his new skills to good use back at REVEL by helping others master the Wii.

"It can be kind of hard the first time you use the remote," Richard explains. "You have to know how to turn it the right way and which buttons to press. When people don't know what to do, I'm happy to show them."

Once he teaches you the basics, others say you can bet Richard will always ask "is there anything else you need help with?" Having physical challenges himself, Richard strives to make life easier for his friends, opening doors or bringing lunches from the fridge. He likes sharing his experiences and makes time to listen to others.

Staff say Richard's true leadership and responsibility shows when he volunteers to wash dishes after cooking class, tidying up after Wii games and making sure that computers are all turned off and stations in order at the end of the day.

Asked about winning this award, Richard says he was surprised and happy, but that doing nice things for others is its own reward. "It feels pretty great to help others," he says. "I always want to do what I can for them, all they have to do is ask."



### **Michael Pryce (West Campus)**

After eighteen years with Corbrook, Michael Pryce knows the business inside and out.

"I know how to do all the jobs on the floor," says Michael. "But normally I stick to assembling the auto pumps for the SUVs. It's an important contract for Corbrook – one of the top jobs – and I'm a good worker."

A highly productive person who keeps his work area neat as a pin and does excellent work, staff and co-workers say Michael goes out of his way to share supplies and support others to do their best work.

"It's a good feeling when you help somebody out and show them what to do and help them keep up," says Michael. "And if they run into problems or make a mistake I can kind of go back there and correct it and show them again. That way we keep at it until they finally get it."

Excited and pleased about the Walton Award, Michael says his job at Corbrook gives him something to look forward to every day and gets him out in the community doing something productive. Being sociable and friendly is a big part of the appeal.

"I get along with people well," he says. "We're all in this together so why not try to make friends." Which pretty much sums up the kind and friendly approach that earned Michael this special recognition.

Congratulations Richard and Michael!

## Business Partner/Employer of the year

### Starwood Hotels and Resorts named Business Partner of the Year



In recognition of its long-term commitment to supporting stronger, more diverse workplaces and to providing job opportunities for people with all levels of abilities, Corbrook is pleased to name Starwood Hotels and Resorts Canada as Business Partner of the Year for 2012-2013.

"Starwood is a one-of-a-kind organization," says Corbrook's Executive Director Deepak Soni. "They don't just talk about making a difference.

They actively build relationships with organizations like ours that are working to help people with disabilities to find meaningful work."

In the past year, Starwood provided co-op placements at the Westin Harbour Castle hotel for students enrolled in the new joint Corbrook/Centennial College food packaging and processing certificate. They also piloted a new online resource developed by Corbrook and its partners to educate and support employers looking to hire people whose abilities may differ from those already in their workforce.

"We are honoured to be recognized by Corbrook as Business Partner of the Year," says Starwood. "We celebrate the individual differences and unique perspectives of individuals and their cultural backgrounds. This recognition acknowledges our passion for attracting and retaining the best and brightest talent."

### Angus Glen Golf Club, Corbrook's Employer of the Year

When Joseph Penna, who is deaf, was hired to work as a dishwasher at Angus Glen Golf Club this past year, his new employer wanted to ensure he had every chance of success. The Club arranged not one but two translators to support Joseph during orientation and training.

"It's about doing the right thing as an employer, making the workplace accessible for everyone," says Helen Ploumis, Human Resource Director for the Club. "We've always been open to hiring individuals above and beyond any limitations they may have. We look at people's abilities rather than their restrictions."

Executive Chef James Piggott, agrees, saying there's no reason for employers to limit themselves when hiring by discounting those with a disability. "If they are physically able to do the job, anybody who wants to work should work, and have the same opportunities as anyone else," he says.

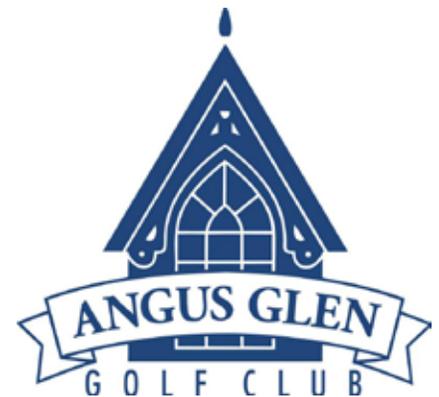
According to Chef, Joseph is a perfect example, catching on to his responsibilities in no time, and quickly becoming a valuable member of the team. "Joseph is an outstanding employee, never late, works hard while he's here and just puts a smile on everyone's face."

Beyond the use of written notes to clarify tasks, and updating the fire safety procedures because Joseph cannot hear the alarm, little has been required in terms of ongoing accommodation. Joseph works a full day, five days a week and his employment contract is being extended.

Angus Glen, which has a well-deserved reputation of giving back to the community through charitable golf tournaments, support for the local hospital, and paid time off so staff can

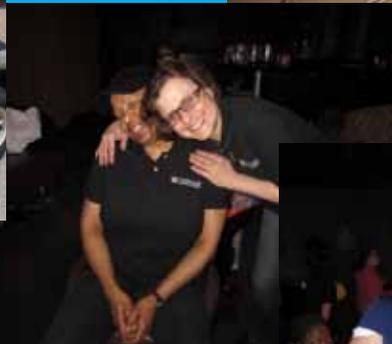
volunteer with other organizations, is pleased to receive this accolade.

"We're truly honoured to be called Corbrook's Employer of the Year," says Ploumis.



# Building a community: one smile at a time

As a not-for-profit charitable organization, Corbrook holds a number of fundraising and social events each year, including our popular bowl-a-thon, golf tournament and community bbq. In 2012-2013, our efforts raised a total of \$16,270, which was used to purchase equipment and supplies for our many programs and services. More importantly, coming together for some fun and laughter helped strengthen our friendships and make our community stronger, one smile at a time.



## Corbrook goes to Ottawa

In March 2013, Corbrook Executive Director Deepak Soni was invited to speak to the Parliament of Canada Standing Committee on Human Resources Development and the Status of Persons with Disabilities. The Committee's mandate is to propose, promote, monitor and assess initiatives directed at the social integration of persons with disabilities.

"The purpose of my presentation was to provide information on the challenges faced by people with disabilities in obtaining meaningful employment, to offer insight into Corbrook's initiatives and successes in addressing these challenges and to answer committee members' questions and facilitate dialogue on what the federal government can do to help," says Deepak.

A key area of focus was funding. Deepak pointed out that current restrictive funding models limit access to many of Corbrook's most effective programs – such as Transition to Work and Literacy – to those with developmental disabilities. Others must pay out of their own pocket, or forgo the programs altogether.

"Every year we turn away hundreds of people. Last fiscal year it was 300 people with mental health issues, acquired disabilities, and physical disabilities who did not qualify for our programs," Deepak told the committee.

As a centre for learning, Corbrook's presentation also highlighted the critical need for federal funding to support post-secondary education for individuals with disabilities. Lack of funding for the new certificate in food packaging and processing offered jointly by Corbrook and Centennial College for example resulted in a waitlist of 10 students this past year. Another 25 were interested,

but simply did not have the financial means.

"We are looking to the federal government to support agencies like Corbrook our efforts to enhance education and training, and broaden our funding base so that we are able to support more people in finding employment," said Deepak.



Mike Sullivan, MP for York South-Weston and Deepak Soni, Executive Director of Corbrook.

As a community-based service organization, Corbrook has been making an important contribution to the lives of people with physical and developmental disabilities and their families for more than 60 years.

We embrace a person-directed philosophy and approach, supporting people to make informed decisions and personal choices that will help them achieve their goals.

Corbrook's training opportunities, employment services and supported community activities are geared to helping people become more independent, build self-esteem and enjoy a higher quality of life.

Visit [www.corbrook.com](http://www.corbrook.com) to learn more about our wide range of services and supports.

*Standing Committee members include Mike Sullivan, MP for York South-Weston and Deputy Critic for Disability Issues for Canada's NDP. Sullivan is a big supporter of Corbrook and has visited the west campus location in his riding. "Corbrook never ceases to amaze and impress," says MP Sullivan. "It is a special organization that really does change lives - one individual at a time."*

# Corbrook Combined Income Statement

YEAR ENDED MARCH 31, 2013

As always, Corbrook's successes in the past year are a direct result of the hard work and dedication of our Board of Directors and our staff, who work together to deliver on our Mission, Vision and Values.

A special thanks as well to all of our volunteers, community partners and families. It is only with your support that we are able to help so many people make informed and positive choices that move them closer every day to the things they want to get out of life.

## Board of Directors

- Judy Cooper - President
- Paula Cowie - Vice President
- Christopher Lindsay - Treasurer
- Ken Williamson - Past President
- Heather Grand
- Shelley Kierstead
- Peter Lindsay
- Ian Mang
- Granville McKenzie

## Honourary Directors

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

## Senior Management Team

- Deepak Soni - Executive Director
- Tony Grillo - Director of Services
- Jill Chang - Controller
- Paulette Cross - Manager of Services

## WORK CENTRES

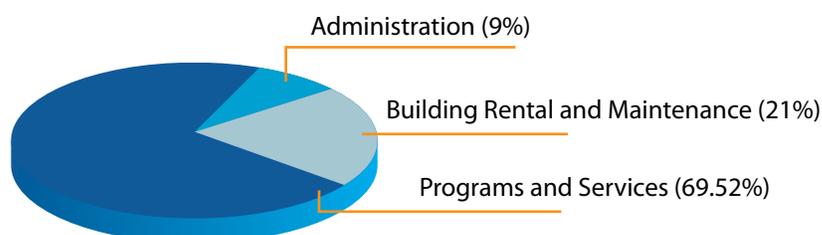
	2013	2012
<b>Income</b>		
Provincial Subsidy	\$1,198,481	\$1,100,531
Assessment Fees	53,278	
Contract Sales	270,650	307,428
Fee for Service	123,265	14,307
Property Tax Rebate	21,833	24,509
Sundry Revenue	107,415	73,658
<b>Total Income</b>	<b>\$1,774,922</b>	<b>\$1,520,433</b>
<b>Expenditures</b>		
Administrative	\$87,209	\$58,492
Occupancy	385,362	320,636
Program	1,206,771	1,045,725
Central Administration Costs	95,580	95,580
<b>Total Expenditures</b>	<b>\$1,774,922</b>	<b>\$1,520,433</b>
	\$0	\$0

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

<b>Income</b>		
Performance Based Income	\$68,616	\$142,431
Exceptional Work Related Disability Support	1,864	1,962
Transitional Funding/Special Project/Innovative Projects	120,117	57,416
Miscellaneous/Offsetting Income	8,454	54,650
<b>Total Income</b>	<b>\$199,051</b>	<b>\$256,459</b>
<b>Calculated Expenditures</b>		
<b>Performance Based Salaries and Related Costs</b>	<b>\$68,304</b>	<b>\$268,320</b>
<b>On-going, Transitional and one-time expenditures</b>		
Administrative	3,744	2,897
Occupancy	44,868	36,519
Program Development	131,624	132,368
<b>Total Expenditures</b>	<b>\$248,540</b>	<b>\$440,104</b>
<b>Excess (deficiency) of income over expenditures</b>	<b>(\$49,489)</b>	<b>( \$183,645)</b>

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

## Corbrook's Expenditures



# Our Mission

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

# Our Vision

Awakening Abilities

## Thank you...

...to our donors and sponsors for supporting Corbrook through especially generous donations – in cash or kind – this past year:

Formula Honda (Markham)

Joanne Cheung

Trevor Hardy

Lillian Lucifora

Tudor Turcan

Rowena Cheung-Wong

Nial Boatswain

Patrick Buttars

Alex Zamora

Michael Gabriel

Paulina Gutierrez

DanebBenedicto

Allison Belgrave

Jim Vasilevski

Gary Ramalho

Stuart MacLachlan

William Sue

Ellen Leong

Mimi Sennett

Jeremy Cauzon

## *Golf tournament sponsors*

Xerox Canada (Inc)

Centura

Hicks Morley LLP

HME Mobility

Hertz

Crestcom

...to our employers for opting in the past year to hire exceptional people through Corbrook:

Aramark-Denison Armoury

Bed, Bath & Beyond

Compass Group Canada

Healthy Paws

Marshalls Canada  
National Response

People's First

Porter Airlines – Toronto City Airport  
608785 Ontario Ltd.

Swiss Chalet Rotisserie & Grill

Toronto Airport Plaza Hotel

Tim Hortons

Value Village

...to our business partners for choosing Corbrook to meet your packaging and assembly needs over the past year:

Acme Agriculture & Food Ltd.

Blouseworks by Venture 111 Industries  
Inc.

Browne & Co.

Cascades Enviropac - Toronto

C&B Display Packaging

Centura Floor and Wall Fashions

Cindias Int.

Daneson

David Health

Debco Bag Distributor

Effbe

Elte Carpet

Empire Trading

Hearth Industry

Henry's Camera

I-Com (Div of Epsilon Targeting)

Incredible Novelties

Infobright

Instachange Display Ltd. (IDL)

JP Group

Kit Care

Kluane's

Kruger Technologies

Laugh Rat

Life Cycle Books

Mardalvi Int.

Modern Apothecary

Northcott Silk

On3Promotional Products (Jockey)

Pitch In Canada

Port Style Enterprises

P.W. Leopard

Rose E. Dee

SDI Supplies

Salga Associates

Secure Product Management

Supremex Ltd.

Toronto and Region Conservation

Authority

Tradewinds International

Visioneering

Verbena

Xerox



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