

LiveWorkPlay Annual Report 2013

For the year July 1, 2012 – June 30, 2013



LiveWorkPlay.ca

Helping the community welcome people with intellectual disabilities to live, work, and play as valued citizens



301-1223 Michael Street • Ottawa, Ontario • K1J 7T2 • 613-235-9550

LiveWorkPlay is federally incorporated and a registered Canadian charity #896222775RR0001

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Our Vision: A Community Where Everyone Belongs

LiveWorkPlay Guiding Statements

VISION: A COMMUNITY WHERE EVERYONE BELONGS

MISSION: HELPING OUR COMMUNITY WELCOME PEOPLE WITH INTELLECTUAL DISABILITIES TO LIVE, WORK, AND PLAY AS VALUED CITIZENS.

VALUES

CORE: PEOPLE WITH INTELLECTUAL DISABILITIES ARE VALUABLE CONTRIBUTORS TO THE DIVERSITY OF OUR COMMUNITY AND TO THE HUMAN FAMILY.

LIVE: WITH RESPECT TO HOMES, HEALTH CARE, EDUCATION, PERSONAL DIGNITY, AND PERSONAL PRIVACY, PEOPLE WITH INTELLECTUAL DISABILITIES HAVE THE RIGHT TO THE REMOVAL OF BARRIERS PREVENTING THEM FROM EXPERIENCING THE COMMUNITY ON AN EQUAL BASIS WITH OTHER CITIZENS.

WORK: WITH RESPECT TO PAID WORK AT MINIMUM WAGE OR BETTER, SHORT-TERM UNPAID WORK, AND VOLUNTEER POSITIONS, PEOPLE WITH INTELLECTUAL DISABILITIES HAVE THE RIGHT TO THE REMOVAL OF BARRIERS PREVENTING THEM FROM EXPERIENCING THE COMMUNITY ON AN EQUAL BASIS WITH OTHER CITIZENS.

PLAY: WITH RESPECT TO CULTURAL AND SPIRITUAL LIFE, SPORTS AND RECREATION, POLITICAL LIFE, AND THE FULL RANGE OF HUMAN RELATIONSHIPS, PEOPLE WITH INTELLECTUAL DISABILITIES HAVE THE RIGHT TO THE REMOVAL OF BARRIERS PREVENTING THEM FROM EXPERIENCING THE COMMUNITY ON AN EQUAL BASIS WITH OTHER CITIZENS.

Adopted by Unanimous Vote of Members at LiveWorkPlay Annual General Meeting 2011

ON OUR COVER

Linda Gray enjoys some time at home with Sally.

Matt Suttie is hired by Imperial Coffee.

Gage Emond floats like a butterfly and sting like a bee.

Right: Jennifer Harris celebrates our values.



LiveWorkPlay Annual General Meeting 2013

September 27, 6:15pm • 523 St. Anthony Street, Ottawa

Check In 6:00pm-6:15pm, Meeting Start 6:30pm

Agenda

- 1) **Call to order and opening remarks (Al Mackey)**
- 2) **Special Presentation: Remembering Rob More (Julie Kingstone & Keenan Wellar)**
- 3) **Approval of agenda (Al Mackey)**
- 4) **Proposal for voting* via “yea” or “nay” (Al Mackey)**
- 5) **Approval of minutes from AGM 2012 (Al Mackey)**
- 6) **Financial Reporting**
 - i) **Report from the auditor (Ross Holmes)**
 - ii) **Descriptive analysis (Julie Kingstone)**
 - iii) **Questions**
- 7) **Appointment of the auditor for 2013-2014**
- 8) **Operations report (Keenan Wellar)**
- 9) **Report from the board of directors (Al Mackey)**
- 10) **Questions arising from the operations and board reports**
- 11) **Meet the candidates for Board of Directors 2013-2014**
- 12) **Proposal for election of the board of directors as a candidate slate (Al Mackey)**
- 13) **Election of the board of directors (Keenan Wellar)**
- 14) **Questions or comments (Al Mackey)**
- 15) **Adjournment (Al Mackey)**

* All adult individuals receiving supports from LiveWorkPlay are automatically voting members (at no cost). Other voting memberships are extended to family relations of persons served by the organization and others as approved by the board of directors at a cost of \$20 per year. LiveWorkPlay staff will be at the reception table and are authorized to issue voting cards and to process new memberships or renewals.

MINUTES (APPROVED AT AGM 2013)
LIVEWORKPLAY ANNUAL GENERAL MEETING 2012
September 28 • 523 St. Anthony Street • Ottawa, Canada

Attendance: Cindy Harrison, Dan Patton, David Keay, Constance Hudak, Wendy Siebrasse, Lynne Zimcik, Dave Zimcik, Charlotte Savage, Marina Abrosimov, Mitchell Leitman, Jack Murphy, Pat McBride, Mike McBride, Bernie Hamilton, Sharon Hamilton, Peggy Winstan, Cecelia Taylor, PennieStyan, Patrick Doyle, Gisele Doyle, Joseph Doyle, Charlie Cox, Donna Cox, Brodie Cox, Josh Amiel, Natalia Amiel, Barb Gray, Linda Gray, Wendy Farant, Cooper Gage, Patrick Farant, George Kranitis, Grace Hudson, Julie Kingstone, Keenan Wellar, Lissa Boyd, Ann-Louise Davidson, Christy Hannum, Stefanie Corona, Ali Sochasky, Jen Bosworth, Ken Sparks, Anabelle Sparks, Fran Childs, Allison Moores, Jennifer Benedict, Daniel Harris, Vanessa Hortie-Rogers, Paul Hamilton, Alex Winstan, Ryan Nevitt, Scott Maher, Kyle Berthiaume, Don Schumann, Alex Wexler, Charles Wexler, Helen Ries, Cynthia Knoll, Eleanor Pinsonneault, Ray Pinsonneault, HolmerBerthiaume, Judy Berthiaume, Chris Jones, Sebastian Hale, Dana Brunelle, Robert Jarecsni, Carl Sanderson, Joanne Hale, Francois Barrier, Sharon Barrier, Denis Brunelle, Linda Brunelle, John Jarecsni, VikasTandon, Janet Balcome, Josh Balanaser, Stephen Mullins, Deeb El-Beheisi, Omar El-Beheisi, Jeremy Robin, Glen Judge, Jim Mullins, Dawn Mullins, PauleBalanaser, BalaBalanaser, Ralph Rinne, Norm Willet, Sheri Willet, Heather McAdam, Peter Keay, Tim Siebrasse, Royce Rinne, Justin Godin, Tiffany, Brent Manuel, Brian Manuel, Warren Murphy, Kathy Gage, Doug Gage, Bruce Curry, David Balcome, Jan Laube, Ryan McBride, Paul Knoll, Caroline Matte, Daniel Pinsonneault, Robin Zimcik, Jordan Curry, Rachel Wexler, Melissa Cunningham, Fraser Maher, Paul Godin, Carol Godin, Madonna Nevitt, Bruce Nevitt, Carol Plaus, Betty Harris, Ivan Harris, Ian Murphy, Jenny Dobson, Jen Harris, Jalyynn Plaus, Frances Laube, AnalisaKiskis, Mark Evraire, Martin Couture, John Cunningham, Sharon Cunningham, Brianna Cunningham, Jen Cunningham, Heather Sanderson, Janet Manuel, Kevin Manuel, John Cholmondeley, Pat Cholmondeley, David Bowie, Kevin Bowie, Mark McCormick

1. Call to order and opening remarks by Cecelia Taylor (Chair)
2. Approval of agenda
 - a. Motion: Cooper Gage
 - b. Seconded by: Paul Hamilton
 - c. Carried
 - d. No comments/questions
3. Proposal for voting via “yea” or “nay” in lieu of individual ballots
 - a. Motion: Ivan Harris
 - b. Seconded by: Joshua Balanaser
 - c. Carried
 - d. No comments/questions
4. Approval of minutes from AGM 2011
 - a. Motion: Pennie Styan
 - b. Seconded by: Janet Balcome
 - c. Carried
 - d. No comments/questions
5. Financial Reporting
 - a. Report from auditor Ross Holmes (video)
 - i. No comments/questions
 - b. Descriptive analysis by Julie Kingstone
 - i. No comments/questions

6. Appointment of the auditor for 2012-2013
 - a. Motion: Jennifer Harris
 - b. Seconded by: Paul Hamilton
 - c. Carried
 - d. No comments/questions
7. Operations report
 - a. Presented by Keenan Wellar
 - b. Comments/Questions:
 - i. Janet Balcome commented on support for members to live in homes of their own in the community by announcing that she would be moving to a new apartment of her own.
8. Report from the board of directors
 - a. Presented by Cecelia Taylor
 - i. No comments/questions
9. Questions arising from reports
 - a. No questions or comments
10. Special presentations
 - a. Mitchell Leitman (retiring) was recognized for his 7 years of board service
 - b. Incoming and outgoing staff members were recognized
 - c. Ann-Louise Davidson, Stefanie Corona, and Christina Hannum from Concordia University presented about their research and informed members of their interest in working with members to create video projects
 - d. Keenan Wellar's new role as a United Way Ottawa Focus Area Champion was discussed and the United Way promotional video featuring LiveWorkPlay member Jeremy Robin and employer Vaughn McKinney was shared
 - e. Reminders were provided about upcoming workshops offered in partnership with Families Matter Cooperative.
11. Meet the candidates for Board of Directors 2012-2013
 - a. Each candidate in attendance introduced themselves
 - b. Cecelia Taylor shared information about candidate Al Mackey (unable to attend)
12. Proposal for election of the board of directors as a candidate slate
 - a. Motion: Mitchell Leitman
 - b. Seconded by: David Key
 - c. Carried
 - d. No comments/questions
13. Election of the board of directors
 - a. Motion: Melissa Cunningham
 - b. Seconded by: Mike McBride
 - c. Motion carried
 - d. No comments/questions

14. Questions or comments

- a. David Key confirmed with Cecelia Taylor that there are currently 7 board members and asked about by-law requirements. Ms. Taylor explained that the by-laws allow for a maximum of 9 board members and that it has been the practice since 2003 to leave one or two spaces open. This makes it possible to better manage board succession planning, because experienced directors including those in their final year can help mentor newcomers who can be recruited to the board mid-term. This means post-AGM it is usually the case that all board members elected have already completed orientation and participated in board meetings. It does not always work out this way, but it has proven a very effective process and has also been a factor in successfully recruiting quality board members.
- b. Mr. Key asked if the board has had any issues with maintaining quorum and Ms. Taylor replied that it has rarely been an issue in her time with the board. In the past year one meeting was impacted by a number of board members who became ill at the same time during flu season.
- c. Ryan McBride recognized some late-arriving guests who had been passengers on the Ottawa Valley Tours bus trip to Nashville, which included 12 members and staff from LiveWorkPlay.

15. Adjournment

- a. Motion: Pennie Styan
- b. Seconded by: Josh Amiel
- c. Motion carried
- d. No comments/questions

On-site notes taken by Fran Childs with final draft minutes compiled by Keenan Wellar.

Board Member Profiles (Declared Candidates for AGM 2013)*

Al Mackey (2010) Al Mackey is currently the Senior Client Relationship Manager for Enterprise Real Estate at TD Bank Group and is responsible for the North American Credit Cards and Merchant Services Business Segment Real Estate needs. He is also the Real Estate Integration Team Lead on the TD/MBNA Integration Team. Al is an ardent supporter of Child and Youth initiatives as well as advancing the cause of adults with intellectual disability. He is a regular volunteer for Nepean Minor Hockey, Nepean Football and the Ontario Varsity Football League. Al is a graduate of Dalhousie University in Halifax, Nova Scotia, with degrees in Environmental Design and Architecture. He holds the professional designation of a Registered Architect with the Ontario Association of Architects.

Cecelia Taylor (2008) is an English professor at the school of Health and Community Studies and is the coordinator of the Global Studies program at Algonquin College. She is an experienced academic editor and is skilled at highlighting the strengths of others. She has worked at Sage Youth, the Excellence in Literacy Foundation, and Youth Net, organizations dedicated to literacy and to mental health. At Algonquin College she is a committee member of Algonquin Reads and a past member of the College Association for Language and Literacy. She has been a member of Ontario Partnerships on Aging and Developmental Disabilities (OPADD) since 2011. Cecelia earned her BA at Saint Francis Xavier University and a Masters in English as well as a Bachelor of Education at the University of Ottawa.

Joshua Amiel (2011) has been immersed in the travel and tourism sector for many years, working for airlines, tour operators, and travel management companies where he was responsible for strategic planning and contract negotiations. Born and raised in Ottawa, Joshua has lived abroad for several years in both Chile and the Dominican Republic. He is fluent in Spanish, French and English. Joshua is also experienced with the Ottawa real estate market as an income property owner and investor. Joshua earned his Master's in Business Administration from Queen's University and holds a Bachelor of International Business from Carleton. He is happily married and a proud father.

Marina Abrosimov (2012) is a corporate/commercial lawyer at Merovitz Potechin LLP with a focus on franchising, purchase and sale of businesses, and commercial leasing. Marina earned her Bachelor of Science (Honours) with high distinction in Psychology at the University of Toronto. After completing her studies at University of Toronto's Faculty of Law, she also earned a degree of Juris Doctor. Marina is a member of the Ontario Bar Association and the County of Carleton Law Association. Before settling in Ottawa, Marina had lived in Russia and Israel. She speaks Russian, Hebrew, English, and French (conversational).

Board Member Profiles (Declared Candidates for AGM 2013) Continued

Cindy Harrison (2012) is a Speech Language Pathologist and the President of CommuniCare Therapy, a locally owned and operated provider of high quality rehabilitation services. After starting with fewer than 13 clinicians in 1992, Cindy has helped to grow the practice to over 150 clinicians today. Cindy's area of clinical focus is the provision of assessment and treatment of infants, children, adolescents, and adults with autism, disorders of relating and communicating, and intellectual disabilities. Cindy holds a B.A. in Psychology from Western, and a Master of Science in Speech Language Pathology from the University of Vermont. She serves on a number of boards and community associations. Cindy is happily married and the proud parent of 2 wonderful children, one of whom has an intellectual disability.

Una Brandreth (2013) has been a product line manager for the last three years, working in the high tech industry. I'm originally from the UK and lived in the US for several years before moving to Canada. I've been a volunteer for LiveWorkPlay since January 2011. I was also VP of publicity at Nepean Masters Swimming Club for two years from 2011-2013. I have a PhD in physical chemistry from Michigan State University and a BSc in Chemistry from the University of Salford in England. I enjoy problem-solving and new learning challenges, and I appreciate quality design. In my leisure time I enjoy swimming, cycling, running, soccer and yoga, and in my continuing effort to warm up to Canadian weather, I have acquired skis.

Clement Chan (2013) is a certified Project Management Professional working in the federal public service; he has extensive experience managing complex Information Technology and Human Resources initiatives as well as leading multimillion dollar procurement projects. He received his Bachelor of Commerce degree from the University of British Columbia and also studied in Manchester, UK, where he gained a global perspective for analyzing situations and formulating solutions. Clement values giving back to the community, and so he has over 20 years of fruitful volunteer experiences assisting people from many walks of life. He has been volunteering with LiveWorkPlay since 2010.

Alexis Dusonchet (2013) is an egalitarian and social justice activist at heart which drew him to LiveWorkPlay's mission and the organization's support for persons with intellectual disabilities to live their lives to the fullest. He was also attracted by the creativity, dedication and talent that staff, volunteers and members invest daily into accomplishing this. Alex has a bachelor and a masters in law, as well as a masters in Criminology. After working on various research projects with Youth Services in Montreal, he spent two years at the Auditor General of Canada and has since dedicated himself, on behalf of the Canadian Human Rights Commission, to ensuring employers remove employment barriers and create inclusive workplaces.

** The year an individual first joined the board is indicated in brackets adjacent each name.*

Report from the Board of Directors



Candidates for 2013-2014 (all are current board members seeking to return) from left to right: Al Mackey, Cecelia Taylor, Joshua Amiel, Marina Abrosimov, Clement Chan, Cindy Harrison, Alexis Dusonchet, UnaBrandreth

As discussed in last year’s annual report, for 2012-2013 the board prioritized the dispensation of surplus funds accumulated starting in 2005 when LiveWorkPlay was considering a new construction housing project. When our strategy shifted to the acquisition of existing condo stock (resulting in the ownership of 7 units with assistance from the Canada-Ontario Affordable Housing Program) lesser funds were required and we arrived at a surplus position which stood at about \$430,000 as we took office in September 2012.

With significant historical and contextual information provided by the Executive Staff, the board deliberated about the dispensation of the surplus, and approved a plan for the creation of three reserve funds: Operating (\$250,000), Condominium (\$100,000), and Compensation (\$80,000).

The Operating Reserve represents approximately 3 months of LiveWorkPlay expenses. While we currently have no grounds for concern about a loss of a major source of funding, our supports and services are critical to many of our members and their families, and we believe it is responsible and appropriate that we have a sufficient reserve to carry on our operations in whole or in part for several months. In the unlikely event of a funding interruption, the reserve would give us time to locate new funding sources, or in a worst case scenario, provide time to assist our members in transitioning to other services and supports in the community.

The Condominium Reserve is for the 7 units we acquired and will continue to own until at least 2029. These units require repairs and upgrades from time to time, and we have a responsibility to our tenants to maintain the units appropriately.

The Compensation Reserve is applicable to non-Executive-Staff members at LiveWorkPlay, and it recognizes that the funding source(s) for these positions are unlikely to deliver any salary increases. Quality staff is of critical importance to the success of LiveWorkPlay, our mission, and our members. While we are not in a position to provide for annual increases without a commensurate increase in annual revenues, with the establishment of this reserve, the Executive Staff have the means to provide for compensation enhancements to full-time staff members. For 2013, staff members who have a minimum of 2 years of service will receive a 2% equivalent wage enhancement.

Other significant activities for 2012-2013 included internal board development and investment in supporting events hosted by LiveWorkPlay as well as those in the community at large. This ranged from LiveWorkPlay dinner/auction/banquet events to community events like the VOscars (Volunteer Ottawa awards gala) and contributing to the Ontario Ombudsman SORT (Special Ombudsman Response Team) investigation into services for adults with intellectual disabilities in Ontario. We also attended workshops hosted in partnership with Families Matter Co-op. In all cases we benefited from the opportunity to connect with our own membership and existing partners, and to share information about the work of LiveWorkPlay and its value.

Report from the Board of Directors (Continued)

While it isn't always flashy, internal board work is the foundation for good governance. This year we worked hard on our recruitment and orientation processes. At a time when many charitable organizations are reporting challenges with maintaining and recruiting board membership, LiveWorkPlay continues to attract high quality candidates who are passionate about our mission.

During the 2012-2013 term we marked the retirement of long-serving board members Pennie Styan and Dan Patton, while we welcomed newcomers Una Brandreth, Clement Chan, and Alexis Dusonchet. While it is not a pre-requisite, all three of these new members bring with them the experience of serving as LiveWorkPlay volunteers in other capacities, such as one-to-one matching with members and/or supporting Friday night social outings.

All board members (new and continuing) were able to participate in board development training provided by Rose Mercier from The Governance Coach team, which specializes in Policy Governance. According to their website, "Policy Governance principles form a complete governance system which enables boards to provide strategic leadership in creating the future for their organizations. Policy Governance is designed to ensure accountability of the Board to the owners or shareholders and of the CEO to the Board."

LiveWorkPlay adopted Policy Governance back in 2003, but none of the current board members were part of that transition. With this new training in hand, the entire board completed our annual review of policies, and incorporated many recommendations from Rose Mercier.

Looking ahead to 2013-2014, all federally incorporated non-profit organizations must, by October 2014, replace their letters patent, supplementary letters patent, and by-laws with new charter documents in compliance with the new *Canada Not-for-profit Corporations Act*. We are pleased to be assisted in this work with pro-bono support from the firm of Gowling Lafleur Henderson LLP.

On a personal note, my husband Michael and I are currently caring for our newborn baby Madeleine, so you will see our very capable Vice-Chair Al Mackey (second from right, below) standing in at the AGM during my temporary absence from the board. I am thankful to all my colleagues for a great year. We have already established a board priority of making additional connections with our members in 2013-2014. I look forward to speaking to you soon.

Cecelia Taylor

Chair of the Board of Directors



Executive Staff Report

First, a minor change to report. In this, our 16th year serving as Executive Staff of LiveWorkPlay, we added an extension to our Co-Leader job titles. Keenan is now Director of Communications and Julie is Director of Operations. This changes nothing for LiveWorkPlay but we have found the titles helpful for new contacts trying to get to the right person more quickly.

Although we are technically reporting on the year that ended June 30, 2013, we are including in this communication the growth of the staff team to 12 members, as of August 2013. Thanks to a grant from the Ontario Trillium Foundation we have increased our Employment Supports team to three, via a one year contract position. We are now at an all-time high for staff resources, but demand for our services continues to be far beyond our current capacity. We will continue to pursue opportunities for responsible growth in human resources.

There have been important changes to the staff team, and we must first acknowledge the departure of Fran Childs, a long-serving staff member who over the past four years developed our expanded and highly successful volunteer program. Alex Darling has shifted into the Volunteer Coordinator role, while Grace Hudson (returning from maternity leave) rejoins the Community Connector team. We also receive part-time/occasional staff support from Jennifer Cunningham and Peter Kenny, mostly to the benefit of those of our members who receive Living Supports. If you are having trouble keeping score, here's a full-time staff chart!

<u>Executive Staff</u>	<u>Living Supports</u>	<u>Employment Supports</u>	<u>Community Connectors</u>
Julie Kingstone Keenan Wellar	Daniel Harris Anthony Stratton	Jen Bosworth Ali Sochasky Paul Leduc	Grace Hudson George Kranitis Caitlin Fortier

Support Coordinator: Allison Moores Volunteer Coordinator: Alex Darling



Left to right: Grace Hudson, Paul Leduc, Anthony Stratton, Julie Kingstone, Keenan Wellar, Alex Darling, Allison Moores, Daniel Harris, Jen Bosworth, Caitlin Fortier, George Kranitis, Ali Sochasky

As the Executive Staff, we are responsible for all LiveWorkPlay operations and are accountable to our Board of Directors to carry out that work within the parameters they specify through governing policy documents, or any directions received via motions throughout the year. In addition there are local, provincial, and federal regulations to abide by, as well as various contractual obligations through relationships with partner organizations, including various funding agreements with government, the private sector, and other non-profit organizations.

Looking back to our beginnings in the mid-90s, along with a select group of members and their families who were also there from the beginning, it is remarkable to see how leadership of the organization has diversified beyond what any titles can communicate. We have a highly evolved board structure with directors who strive to focus on our organizational ends and continue looking forward. The staff team is all about horizontal leadership – while not *all* decisions can be made through a team process, on a day to day basis, that is how we routinely function.

We will do our part to encourage the continuing growth of leadership contributions from volunteers and community partners. Plans are already in place to better take advantage of many offers of additional help that have been extended, be it in fundraising or helping to change the hearts and minds of citizens in our community. Our volunteers and partners – people of all ages with breadth and depth of life experience – are perfectly positioned to help grow our movement towards a more inclusive community.

Julie Kingstone & Keenan Wellar
Executive Staff (Co-Leaders)

Report on Operations

We have settled in nicely and September 2013 is our **one year anniversary at 1223 Michael Street**. We have a five-year lease with the possibility of renewal. The location is convenient for transit users and drivers, allows staff to come and go to their work throughout the city via the 417, and has professional building management that minimizes interruptions. The main features of the office are the welcoming and meeting areas. The staff team of 12 shares space in a combination of 5 small offices with a common hallway. After some glitches with our phone system in the fall, the new system organized in the winter is working perfectly (613-235-9550).

Our use of the ShareVision online management system has expanded and is now a critical aspect of our information technology strategy. The system allows secure online storage of data and new this year, **access was extended to our members** so they may review their own information, view an individual calendar, and register for events including travel. The data is also offering new insights and opportunities for LiveWorkPlay to **measure outcomes and further improve reporting, accountability, and transparency**. This has placed new demands on the entire staff team, but they have risen to the challenge: daily, weekly, monthly, and quarterly tracking and reporting are now a part of our everyday culture. We are at the preliminary stage of generating, evaluating, and presenting this information, but you can expect to see the fruits of this labour in the coming year.

The emphasis on relevant and challenging **staff training** continued, with a highlight being participation in the YAI International Conference on Neurodiversity in New York City. LiveWorkPlay provided the lead presentation for an entire morning devoted to the topic of Community Inclusion. The session was well attended, with some latecomers finding no seating. **Our story and our message were very well received**, with many questions and conversations that spilled over into the remainder of the conference. Since then, the presentation has been downloaded more than 600 times. A highlight for all staff was a full day session with renowned social capital proponent Al Condeluci, who has kindly referenced the work of LiveWorkPlay in his presentations.

LiveWorkPlay has registered with Open Future Learning, an online training resource that features many contributors familiar to our members and families, such as **Dave Hingsburger, Jack Pearpoint, and Kathie Snow**. The service allows individuals staff members to complete training modules on their own schedule. There are currently a dozen modules available, ranging in length from 2-3 hours, featuring topics such as *Person-Centered Approaches; Thinking, and Planning; Sexuality and Relationships; and Building Friendships and Community*.

2012-2013 was our first full year of working with Developmental Services Eastern Ontario Region (DSOER) as the central (sole) point of access for LiveWorkPlay supports and services funded by the Ministry of Community and Social Services. **We have continued to evolve our processes for declaring vacancies and welcoming newcomers**, with our **Support Coordinator Allison Moores** taking the lead on improving our ability to work effectively within this system. It currently takes several weeks to fill a vacancy. It is not in our power to move the referrals from DSOER more quickly, but we have worked hard in an attempt to receive referrals that are more consistently appropriate to our supports and services. There is still room for improvement and we'll continue to advocate for a more efficient process.

Report on Communications

At LiveWorkPlay we continue to enjoy the benefits of **face to face communication combined with effective use of current technology** for both internal and external communications. Our members, their network of family and other key supporters, our volunteers, donors, and community partners have all been extremely supportive in helping us reduce our use of paper, and time spent on transcribing documents and information from one place to another. We now not only have web-based file management and event registration, but individual and online portals for our members and volunteers as well. Our staff members utilize current smart phone technology so they may upload critical information in real-time, and are increasingly connecting with members, many of whom have their own smart phones, to provide remote assistance. This is helping members realize many goals in the community through a less intrusive staff presence.

Live events continue to be key to the strong sense of community for which LiveWorkPlay has always been known. Looking back at our transition from in-house programs to fully community-based supports and services, everyone in the LiveWorkPlay community worried that this might mean a loss of connection. Instead, relationships have continued (and continue to build) while **the LiveWorkPlay community has expanded** to include many more volunteers and their networks, as well as community partner representatives and their networks. In fact, more than 100 such persons attended this year's Engines of Success banquet, pushing the total crowd well beyond 250.

LiveWorkPlay averaged 1 major event per month in 2012-2013, for a total of 2 education events, 2 fundraising events, 2 celebrations, and 4 community gatherings. We have made some important changes for the coming year. With respect to education events, we are now partnering with Families Matter Co-op, which will be hosting a number of public workshops in 2013-2014. We will assist with promotion and some background support, but will not be directly involved in management or onsite logistics.

For our annual golf tournament, **we have partnered with Rotary Club of West Ottawa and Cystic Fibrosis Canada** (Ottawa Chapter) to relieve the pressure of attempting to recruit 144 golfers by ourselves each year. While we will experience a small drop in revenues through this sharing arrangement, we also expect increased opportunities to help connect newcomers to LiveWorkPlay as potential volunteers, establish business connections with job leads for our members, as well as other benefits. If the partnership continues over the coming years, another goal will be for LiveWorkPlay to devote less staff time to the tournament.

How people think about LiveWorkPlay impacts on our ability to support social change and a more welcoming community for people who have an intellectual disability. **We work hard to be transparent about our activities and our results**, and it is not an exaggeration to say that this is a *daily* activity through our social media channels (discussed later). Mainstream media communications as well as third party validation of our work is also important, as is working with others who share similar beliefs and goals.

LiveWorkPlay representatives **appeared in approximately 25 radio, television, newspaper, and journal features** over the past year. A highlight of 2012-2013 would have to be our ability to contribute to the emerging dialogue about the employment of people with disabilities. Many of these opportunities came about as a result of a variety of relationships we enjoy with United Way Ottawa, who are all at once a funding partner, a facilitator of sector collaboration, and a strategic ally for social change. Through this exposure, LiveWorkPlay also received many invitations for presentations big and small, including a keynote presentation to the state-wide *Integrated Employment: Facing and Embracing the Opportunities and Challenges* conference in Wisconsin. **The presentation has been downloaded more than 700 times** from SlideShare.

Report on Communications (Continued)

LiveWorkPlay also had the honour of being nominated for and ultimately awarded the **United Way Ottawa Community Builder of the Year Award** in the *Belonging To Community* category. This award was incredibly meaningful to all LiveWorkPlay constituents, as it was given to the entire organization and recognized the critical role of our members, their families, volunteers, and community partners such as Vaughn McKinney from The Parliament Cleaning Group who introduced the award along with Jeremy Robin, a LiveWorkPlay member who has now been employed by Mr. McKinney for more than a year.

LiveWorkPlay has long been recognized as a non-profit leader in the utilization of social media. Our YouTube, Twitter, and Facebook channels are very active, and work relatively seamlessly with our news blog and email lists. The news blog is an important component of our **new custom WordPress website**. With 25 news items posted since the new liveworkplay.ca site launch in January, the goal of a less static website has clearly been achieved. Although deriving meaning from website statistics is difficult, we are averaging some **3000 unique visitors** (using different computers) and 120,000 hits (accesses of our web pages) per month.

Our Facebook page (public) and Facebook group (limited public access) are active on a daily basis, with content and comments, sometimes generating astounding levels of interest. For example, the photo album showcasing the award winners from our Engines of Success banquet was **visited by more than 2100 unique Facebook users** – and that does not include those who viewed the photos without using a Facebook account.

LiveWorkPlay now has **over 5300 followers on Twitter**, and we average 1 or 2 posts per day. During the past year, over **30 videos were uploaded to our YouTube channel**, which were collectively viewed over 5000 times. We also use our channel to highlight videos by other organizations with relevant content.

The purpose of our social media activities is not to generate statistics, it is **to build and reinforce relationships** – between members, families, volunteers and partners here in Ottawa as well as every corner of the planet. In fact, **our website had interactions with users originating from over 25 different countries**, and while we don't have a statistic to share, anyone following our Twitter or Facebook accounts would be well aware that we have a community of supporters that is well represented by all corners of the world.

A communications goal for 2013-2014 is to continue **expanding our network of supporters**. It is a staff role to help provide a foundation through our official channels, but if we are truly intent on building a more inclusive community (and world) that is a type of movement (not sure what you mean by that) we cannot control. In fact, we want the pursuit of inclusive values to move totally beyond our control, and become part of the social fabric of our community. Those who look to us for guidance must be encouraged to become change agents in their own right.

Throughout the past year we had the privilege of receiving many private and public communications from individuals and organizations who said **"LiveWorkPlay inspired us"** - to try something new, to take an action, to make a change, to think differently. That is perhaps the highest and most important praise of all, and we'll be looking to earn more of it!

The science of measurement often feels like more of an art form when working in human services. All of our members have individual plans, and a lot of what they want (suggest elaborating a little on that as it would make your point clearer) is not in our control: our role is to facilitate and assist. Similarly, we are trying to shift attitudes in our community, with respect to both systems and personal beliefs – but it's not always easy to know what impact this is having, because even when a person or organization takes an action because of something we've done, they don't always tell us about it. That's why we really appreciated receiving the attached letter, which we have decided to include in our annual report. **It explains much of what we hope we can help our members to achieve.**

From Vision To Reality: A Glimpse Into The Life Of Daniel!

Originally published February 12, 2013

Pictured right: Daniel and his friend Jordan enjoy a paddle on the ocean in Punta Cana!



It has been a very busy two years for LiveWorkPlay member Daniel Pinsonneault, who came to the organization after moving from Kingston. Supported by family members including his sister Simone who lives in the Ottawa area, Daniel quickly settled into his new community, and began to make progress on his life ambitions. To be sure, Daniel has many skills and qualities that are admired by those who know him, and this includes his ability to easily connect with others and build his professional and social circles.

For this, LiveWorkPlay can take no credit. Daniel possessed these talents long before we made his acquaintance. He is a great addition to our community and to his new hometown of Ottawa. **We see the LiveWorkPlay contribution as one of helping Daniel explore different paths for enjoying a life of his choosing, identifying opportunities, and facilitating connections for sharing his talents with co-workers and friends.**

We received a very touching letter from his sister who wanted to share some thoughts about what the LiveWorkPlay connection has meant for Daniel. The entire staff team was moved by this. **We asked permission to share a selection of these comments with the hope that Daniel's story may inspire other individuals and families about *the possibilities* of community life.** Again, while this letter includes many kind words about LiveWorkPlay, we wish to stress that Daniel's attitude, and that of his core supporters, has been the key to his progress in realizing his own life goals. Here is some of the letter!

I wanted to take this opportunity to tell you what a positive impact LiveWorkPlay has had on my brother Daniel's life since his move to Ottawa a year and a half ago. We never imagined he would build such a fulfilling life so quickly and we all know that your organization played an integral part in this!

Pictured right: Daniel appeared in a recent news report by Capital News, filmed at The Works



Your vision for people with intellectual disabilities as included members of the community is refreshing and the work you do is so important. The staff members at LiveWorkPlay do an excellent job at working together as a team to help members reach their goals and Daniel has been so blessed to be part of such an amazing organization!

For the first time in his life, he has opportunities to develop lasting friendships with individuals with similar interests and abilities, and he can organize a get-together with his new friends. This makes him truly happy! Before LiveWorkPlay he never had an opportunity to travel with friends. The memories he will have from his recent trip to Punta Cana will be with him forever. He truly had the time of his life! All the time and effort that went into planning this trip was so much appreciated!

Pictured right: Daniel celebrated by another of his employers, Barrhaven Manor!



The combination of his two paid jobs at the Barrhaven Manor and The Works has increased his income, so he doesn't have to live in poverty, a situation so many individuals like Daniel face. Daniel has family that can support him but I know many others are not so fortunate. Beyond the money, like other people Daniel enjoys a sense of accomplishment, knowing that he has contributed something valuable to the workplace and his community. Not only does he have employment, but he is also so fortunate to have the support of your organization to ensure he continues to meet the expectations of his employer.

It is wonderful to see that so many people are beginning to see the ABILITY of people like Daniel and see how they have so much to contribute to the work environment. When we go to eat lunch at The Works we are always touched by the kindness of the staff towards Daniel and it is evident that they truly embrace him as part of a workplace family. Daniel is very fortunate and feels highly supported. Thank you for suggesting Daniel for this wonderful opportunity and giving him the chance to shine!

Daniel can now travel from one end of the city to the other using public transportation and this gives him independence and makes him feel good about himself. We have LiveWorkPlay staff to thank for that. Through LiveWorkPlay, Daniel was also introduced to Zvonko, and a friendship has developed. Daniel and Zvonko would never have found each other without the matching initiative!

With his work life, new friendships, family, his sports, social life and music, Daniel finds his days to be very full, and very meaningful.

LiveWorkPlay you have had a profound impact on his life and for this we are truly thankful! Never underestimate the importance of the work that you do.

Simone Villeneuve

We thank Simone for this beautiful letter, and we congratulate Daniel on his zest for life, his belief in self, and his belief in others!

LIVE: Living Supports News In Brief

As of the end of June (2013) forty-five LiveWorkPlay members were living in homes of their own, primarily in apartments or condominiums.

It was an unusually busy year owing mainly to the many members who moved into the new Centretown Citizens Ottawa Corporation (CCOC) Beaver Barracks buildings. **In all, seven individuals moved into apartments on the Beaver Barracks site.** We also had some transitions to manage in the units owned by LiveWorkPlay at 265 Poulin.

CCOC and Nepean Housing are two of the leading organizations that LiveWorkPlay has been working with to locate quality affordable housing for our members. In both cases, there has been excellent communication between the organizations which has made it easier to work through challenges. Even when sorting through minor issues such as an accidental missed payment or scheduling of repairs, the cooperative professionalism of these partners has helped make it easy for LiveWorkPlay staff to assist our members.

LiveWorkPlay has two full-time staff working exclusively to help members be successful in their living situations. **Anthony Stratton and Daniel Harris have reported some subtle but significant shifts in their work.**

A lot of the focus or concern of members and/or their families has been on functional matters like support for cooking and cleaning. While Daniel and Anthony continue to provide assistance in these areas, they also both report an **increase in requests for help with expanding friendships and social planning.** The daily routines around cooking and cleaning have effectively turned into a platform for planning discussions about other interests. At times (always with consent) these conversations help inform other work at LiveWorkPlay such as helping with employment, community connecting, volunteer matches, or support coordination.

Everyone knows the stress of hosting guests, and the many steps required to experience success can be overwhelming. With the right support, many LiveWorkPlay members have taken this on with great enthusiasm in the past year, with very positive results. This has contributed to overall increased confidence which has, in turn, increased the interest of members in **taking greater control over other aspects of their lives.**

Phil (pictured top right) provides a great example of this type of evolution. He was extremely enthusiastic about hosting a party in his apartment and this spilled over into a willingness to work on routine grocery shopping. Phil was nervous about communicating with the staff at his local Loblaws and what might happen if he made mistakes with his shopping. **With help he developed a relationship with Loblaws customer service staff,** and over time he became increasingly confident and now looks forward to the interactions. Loblaws staff had the same thing to say about Phil: just another of their friendly customers they look forward to serving.

Money management is always a concern/interest of members and families, and for those living in homes of their own, the tasks tend to be more complex. A period of experimentation is often required by staff and the person they are supporting to figure out what works best for each individual. **A solution that is now working well for many is to tackle necessities at the beginning of the month** – make bill payments and purchase non-perishable foods for the entire month ahead. This has reduced the shortfalls faced at month-end, and has also helped members decrease their stress levels around their own financial management.



WORK: Employment Supports News In Brief

The year in Employment Supports is difficult to summarize. There has been a whirlwind of activity, some leading to **jobs in the immediate term**, and also serving as an **investment in future opportunities**.

This was our second year working with the Youth Services Bureau (YSB) to provide summer employment opportunities. The summer employment initiative is also part of our three-year funding partnership with United Way Ottawa.

Although intended primarily as an opportunity for workers to gain experience and build their resume, it also is an opportunity for employers to get a close look at potential employees and learn how an Employment Supports provider like LiveWorkPlay may help find the right candidate for the right job.



Pictured above right: Matthew Suttie (left) accepts a part-time position with Imperial Coffee.

Of course, for those who have finished high school and are available for future employment, the possibility of a summer position turning into an ongoing job is always there, and that is what happened for Matthew Suttie this summer at Imperial Coffee. This is a story that needs telling and LiveWorkPlay is working on that with Matt, his employer, and United Way Ottawa. In a nutshell, Matt worked so hard and learned so much in a matter of weeks that Imperial Coffee felt they “had to find a way to keep him on staff.”

Ongoing relationships with longtime partners such as MBNA/TD Bank and The WORKS Gourmet Burger Bistro franchises have been maintained and workers there continue to flourish. **WORKS franchise co-owners Dave Demers and Grant Webb were recognized** at the LiveWorkPlay Engines of Success banquet with the Community Ambassador Award. They are not only inclusive employers, but have publicly championed the hiring of people with intellectual disabilities and made their restaurants available for media coverage about the benefits of hiring people with disabilities.



Picture above right: Grant and Dave accept the Community Ambassador Award, presented by employees Daniel Pinsonneault and Ryan Nevitt, who are also LiveWorkPlay members.

LiveWorkPlay has now been a corporate member of **West Ottawa Rotary Club** for more than a year. We have benefited from profile generated through connections with the multiple-district **Rotary at Work** initiative and the **Ontario Disability Employment Network (ODEN)**, and we are positioned to develop several new jobs in 2013-2014. LiveWorkPlay is also an active member of the **Employment Accessibility Resource Network (EARN)** facilitated by United Way Ottawa. EARN is working with local employers and service providers to champion the benefits of hiring people with disabilities.

The Employment Supports duo of **Jen Bosworth and Ali Sochasky are pleased to welcome Paul Leduc** to the team for 2013-2014 thanks to a 1-year grant from the Ontario Trillium Foundation.

PLAY: Community Connecting News In Brief

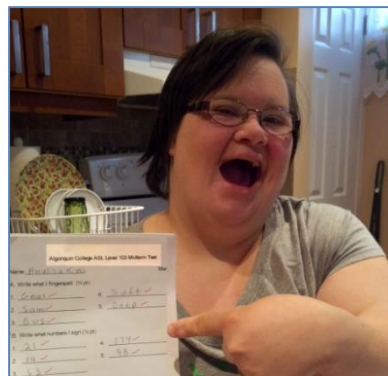
The possibilities are literally endless, so our work in helping members connect with people and places in the community is the most difficult to summarize. Simply put, it's about clubs, courses, classes, community venues, volunteerism, friendships, and more.

The Community Connector team of Caitlin Fortier, George Kranitis, and Grace Hudson found it difficult to pinpoint all the key changes of 2012-2013, but some of their most meaningful developments are as follows:

- There has been a general theme of transactional **memberships**, which encompass everything from joining the YM-YWCA to getting a library card or obtaining one of the new Ontario Photo cards. The latter can help with obtaining a credit card or opening a bank account as they are accepted in the same ways as a driver's license.
- While the actual purchase of a membership card, registration in a course, or signing up for a sports team provides an opportunity to "have presence" in the community, many LiveWorkPlay members have moved beyond this preliminary step and made **meaningful connections**. Another way of explaining it in the most human of terms is that if they did not return to their gym, team, or course, they would be missed by others. And in some cases, members have become leaders and/or gatekeepers in their own right, positioned to welcome others (with or without disabilities).
- **Many members have transitioned from specialized culture/recreation programs** (such as sports teams that are exclusive to people who have disabilities), to open community environments. The Ottawa Sport & Social Club has been one of the most celebrated community venues of the past year. Given their mission statement, it is no surprise why the relationship has worked so well:

Ottawa Sport & Social Club creates a better community for adults to live, play, work, and connect. We provide the largest, most organized and FUN outlet of co-ed sport leagues, tournaments, social events and classes. We connect people of all ability levels to play actively together while providing superior customer service through our full time staff.

There has been significant interest in non-specialized forms of post-secondary education, such as **mainstream courses at Algonquin College** or continuing education through local school boards or the City of Ottawa. This has at times an interesting challenge for LiveWorkPlay staff who have had to reinforce members' intentions to participate in mainstream courses. Many administrators or instructors in post-secondary institutions assume that people who have intellectual disabilities only want to be in programs with other people who have disabilities. We help them see other possibilities.



For some, pursuing additional learning out of personal interest and exploring different types of individual courses, others are pursuing complete academic programs. A great example of this is Analisa Kiskis (pictured) who is now about halfway through completing the 8-course American Sign Language program at Algonquin.

Many LiveWorkPlay members opt to volunteer with charitable organizations and receive help from LiveWorkPlay with finding the right volunteer position. For some this is about gaining experience for future job opportunities, for others it is more about wanting to give back to the community. It is often a combination of both.

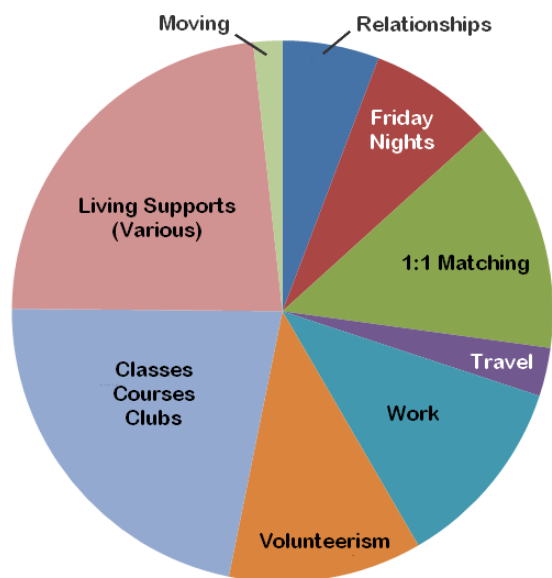
LiveWorkPlay members experienced success with over 50 community venues in 2012-2013. The Community Connector team expects more individuals will enjoy what is offered through these established relationships, and that new opportunities will be developed.

Support Coordination

Our Support Coordinator Allison Moores is in a unique position to observe individual, organizational, and community change. She welcomes new members and families to LiveWorkPlay, and conduct in-depth reviews with them once or twice per year. Here is some of what she made note of for 2012-2013:

- Our members are **speaking up for themselves** in ways that many haven't been able to do in the past. They have an increasingly clear vision for their own life, which is focused on their home, their job(s), their friends, and how they spend their time. Whereas it might have required a lot of prompting to get into these conversations in the past, many members now attend their annual meeting fully prepared to explain what is working in their life, the changes they want to see, and the help they'd like to get there.
- In the past we recognized there were issues with equality in terms of who found out about us and how they came to receive our supports. Now while the process is not always ideal, one of the benefits of receiving referrals for government-funded supports exclusively from Developmental Services Ontario Eastern Region (DSOER) is that **we are now serving a more diverse group of individuals**.
- We have to some extent gone back to our roots because many of our new referrals are from young people who are **making the transition from high school to community**. This is a historical strength of LiveWorkPlay and has been a good fit with our United Way Ottawa and Youth Services Bureau employment partnerships.
- Many of our new referrals involve individuals with a **dual diagnosis**: an intellectual disability and a mental health issue. The lives of those members are often complicated by a variety of relationships with different agencies in both sectors

The chart to the right represents member priorities as communicated to us through some 75 annual meetings completed at the time of this report. While comparative data will only be available in future years, we can say with certainty that the **major increases in interest are in the areas of classes, courses, clubs, relationships, and one-one matching** (spending time in the community with another person who has a shared interest). This increase is in part due to many members having achieved their goals with respect to moving out and finding a job. Forty-five of them (or about 50% of our active members) now live in homes of their own, and forty have paid jobs.



While most still want some support in these areas, when prioritizing their needs, they are **now more focused on growing their life in the community through new interests and friendships**, or in some cases, moving forward in their relationship with a significant other. Satisfied with their home and work lives, many have also indicated a renewed interest in volunteerism, as a way to meet other people and also to give back to their community.

Volunteer Coordination

We have many different types of volunteers at LiveWorkPlay, and are sometimes at a loss for finding a word that accurately describes their role. For example, we have a **one-to-one matching initiative** between individuals from the community and our members, who come together around a shared interest, such as a sport or hobby. In the beginning, and by necessity, these relationships involve a lot of artificial interventions, such as police checks, orientations, and tracking. But over time, in many cases, matches grow far beyond this starting point into a full-fledged and **reciprocal friendship**. While we technically still label these relationships as “volunteer and a member” they have evolved into something more. A great example of this emerged in 2012-2013 when Emily Menard and Ellyce Wright showed up (pictured, right) at the Foolish Family Feast with these custom hats. Next on the friendship agenda, Emily will be in the wedding party at Ellyce’s pending nuptials!

The evolution of “Friday Night Meetups” at LiveWorkPlay is also worth celebrating. There are many barriers to enjoying a more natural social life in the community, and it took a lot of work on issues such as transportation and financial management to arrive at the current rather remarkable Friday night formula. **In 2012-2013 LiveWorkPlay supported over 200 (yes, two hundred!) social meetups.** We got to that number by having 3-6 different gatherings almost every Friday throughout the year. While staff do



extensive background work every week to make this successful, most members and volunteers require little help on the actual Friday night – they look at their ShareVision calendar and know what to do – how to meet up at a transit station or when to arrive at the destination. Community meetups (and even tweetups!) have become a mainstream way of gathering with other people who have shared interests, and LiveWorkPlay is now just a part of that mix.

As with one-to-one matching it’s important to understand that **the label “volunteers” really doesn’t fully describe what is happening.** For example, David Hernandez recently sent Volunteer Coordinator Alex Darling some feedback to the effect that his time out with members had “made his weekend.” He came forward with a variety of ideas for meetups. He also talked about how some members knew their way around Ottawa and that while he is happy to be a social leader at times (when he happens to have some relevant experience) he also greatly enjoys just being a part of the group of people who show up and follow the lead of others. In other words, it’s like any other type of community meetup!

LiveWorkPlay volunteer opportunities are promoted through events like volunteer fairs and Timeraiser, and also listed with Volunteer Ottawa at <http://bzbz.ca/volunteerop>. This has proven a great way to make connections. Word of mouth from existing volunteers, sometimes by way of Facebook and Twitter, also bring us many outstanding referrals.

For 2013-2014 one goal in the volunteer realm is to build on our existing community champions. These are individuals who promote our work, our events, and our mission to their colleagues, neighbours, politicians, and others. Many of these efforts have developed in an organic fashion, which is a wonderful outcome. With a bit of support (including networking with each other) we think these champions can be even more effective in helping create the change they want to see: a more inclusive Ottawa!

Financial Report

Our 2012-2013 audited financial statements can be downloaded and read in their entirety at <http://liveworkplay.ca/statements2013-2013.pdf>.

As noted in the Report from the Board of Directors, 2012-2013 was the year in which the board made a decision about our significant surplus of funds and its dispensation. This included the creation of three reserve funds, including a "Compensation Reserve." \$20,000 of this reserve was used to offer a 2% wage enhancement to all full-time staff members with two or more years of service, retroactive to June 2012 (repeating June 2013).

This reserve and its partial dispensation this year recognizes that LiveWorkPlay staff have not received salary increases for the past 5 years, since our principal funder, the Ministry of Community and Social Services (MCSS), has frozen wages for the sector. Salary increases are still not possible, because there is no corresponding annualized increase in income to sustain them. However, given the substantial surplus on hand, the Executive Staff and Board of Directors were in full agreement that some form of additional compensation was called for.

It is not known if or when MCSS will make salary increases possible for LiveWorkPlay staff, but the existing compensation reserve will allow for ongoing 2% annual enhancements for at least the next three years. Dispensation of the compensation reserve will be reviewed by Executive Staff each year. In future years this expenditure is expected to be in the area of \$10,000.

This year's \$20,000 disbursement from the Compensation Reserve contributed significantly to the \$38,000 excess of expenditures over revenues, representing the first occasion in more than 5 years that LiveWorkPlay has spent more than was received for a given year. As auditor Ross Holmes pointed out to the Board of Directors at a meeting on September 16, 2013, this overall result is appropriate for a charitable organization, given the organization's positive cash position, and noting that none of the year's expenses were unjustified or imprudent.

As there were many recent or new staff members as well as board members, we invested considerably in training this year, increasing our costs to \$20,000. This included full staff participation in the YAI International Conference, First Aid courses, Policy Governance training for the board, and other relevant and timely professional development opportunities.

There was only one significant expenditure surprise in 2013-2013, which was an increase of some \$10,000 in mileage costs. This is due in part to the addition of a staff member. Beyond that change, mileage is carefully tracked and reported, and the explanation for the increase is rather straightforward: more of our members are living in homes of their own, enjoying jobs and volunteer positions in the community, and being active with social, educational, and recreational opportunities throughout the region. Simply put, this means more travel for our Living Supports, Community Connector, and Employment Supports.

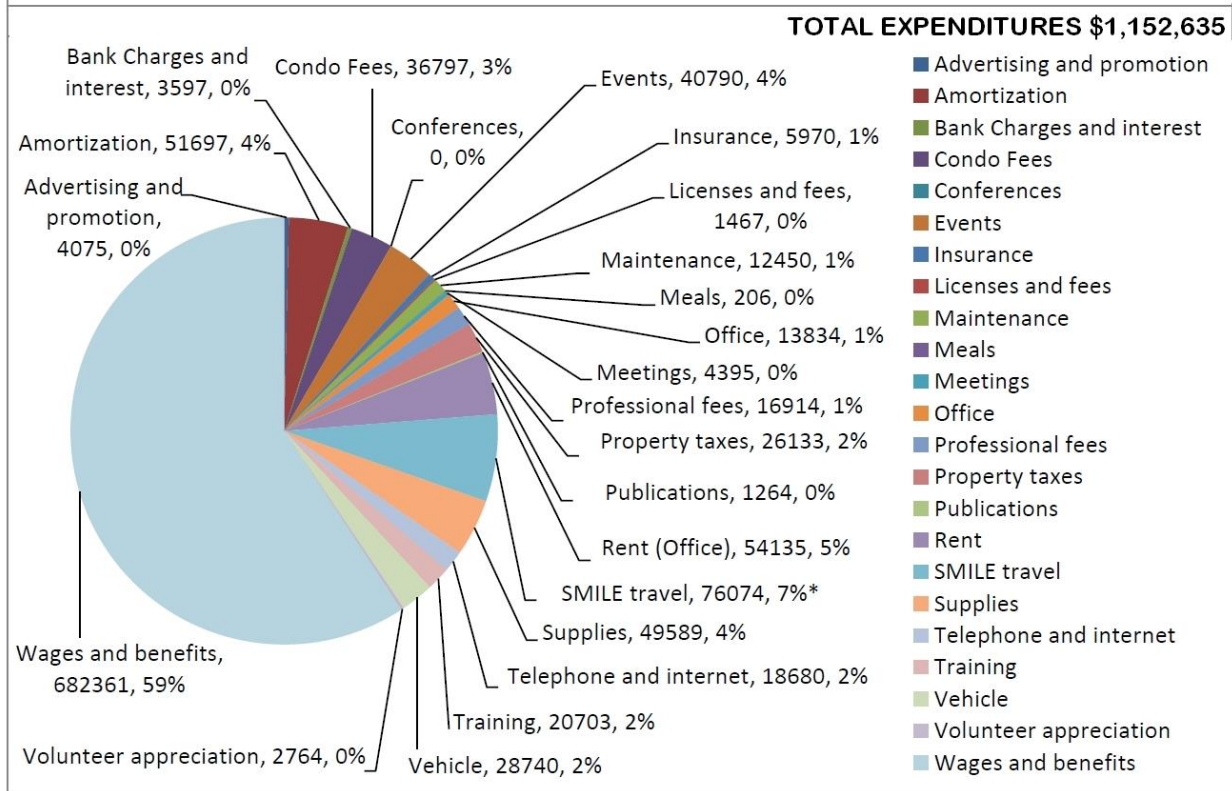
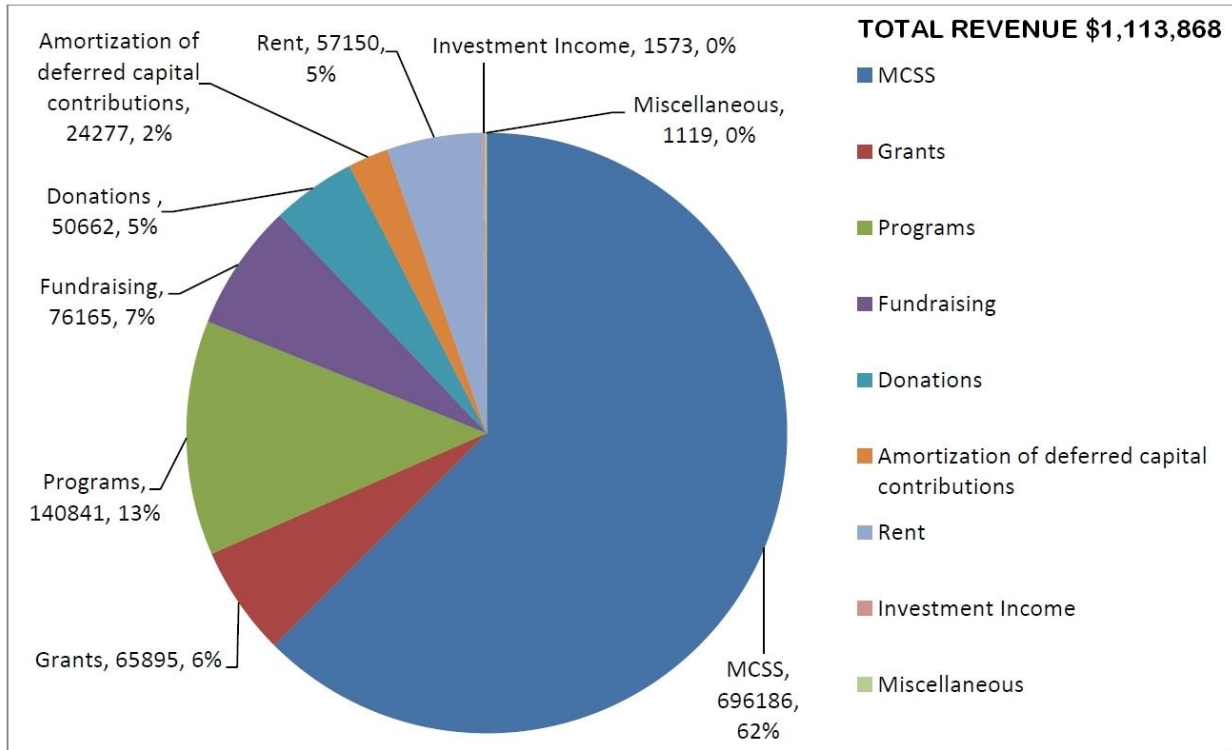
There is no easy answer to the mileage issue on the expenditure side. The staff team is already exploring scheduling changes that could reduce their mileage without compromising on the quality of service to members. On the revenue side, LiveWorkPlay needs to look at the level of service offered to members, particularly as regards annual membership (\$1000/year) arrangements to see if changes need to be made to reflect staff travel costs more accurately.

There were no significant surprises on the revenue side. While it appears donations were down for 2012-2013, they actually remained consistent. The observed decline in fact resulted from the absence of a one-time donation of \$15000 received in 2011-2012. Our United Way Ottawa grant for the year (part of our 2011-2014 agreement) was reduced by \$5000 due to a shortfall in available funds from their annual campaign.

A significant and positive change for 2013-2014 could be a shift in the tax status of our 7 units at 265 Poulin. This is not guaranteed but we appear to be nearing the approval stage to reduce annual taxation by some \$20,000. This will help ease the ongoing financial pressure of continuing to offer affordable rent for these units as per our 20-year agreement with the Canada-Ontario Affordable Housing Program.

INCOME & EXPENSES JULY 1, 2012 - JUNE 30, 2013

See <http://audit2013.liveworkplay.ca> for complete audited statements



* Please note the "SMILE travel" expense refers mainly to travel-related fees such as airlines or travel agents. The income from collecting these fees from our members before they are delivered as payment is reported as part of "Programs." In other words, the income flows through LiveWorkPlay to third parties.

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George Kranitis Community Connector	613-702-0335
Caitlin Fortier Community Connector	613-702-0337
Grace Hudson Community Connector	613-702-0329
Daniel Harris Independent Living Supports	(Telephone Given To Members Only)
Anthony Stratton Independent Living Supports	(Telephone Given To Members Only)

Email any LiveWorkPlay staff member by using their first and last name as shown above (just put a dot in the middle) then @liveworkplay.ca. Example: keenan.wellar@liveworkplay.ca
Many staff members have other email addresses that you might already be using. That is fine.

You can email the Chair of the Board of Directors: chair@liveworkplay.ca

 @LiveWorkPlay  /liveworkplayfans  /liveworkplayvideo



Robert More

July 25, 1978 - September 18, 2013

Suddenly on Wednesday, September 18, 2013, Rob was taken from us at the age of 35, along with the five other victims of the Fallowfield bus crash: Michael Bleakney, Connor Boyd, Karen Krzyzewski, Kyle Nash, and Dave Woodard. Our sympathies to the friends and family of all those affected by this tragedy.

Loving son of Michael and Julie More. Caring brother of Rebecca. Cherished grandson of John Aczel and is predeceased by Susan Aczel, and Ron and Ruth More. Dear nephew of Catherine (Stellan) Boivie, Jackie (Dave Kenny) More, Karin More, and Bonnie Jean (Stephane Boutros) More. Survived by cousins Thomas Boivie, and Megan Studd. Rob will be sadly missed but fondly remembered by family and friends.

The More family would like to express a special thank you to Keenan and Julie at LiveWorkPlay; Rob White, Donna and Pete Hamilton at IBM; and Marilyn, and Doc at Venta Preparatory School. Each of you have helped Rob to live his life to the fullest. As an expression of sympathy, donations to LiveWorkPlay may be made in Rob's memory.