

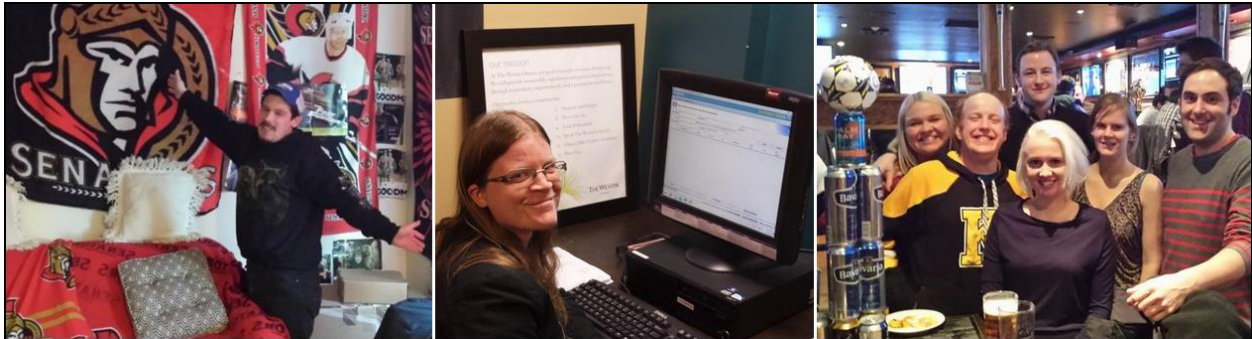
LiveWorkPlay Annual Report 2014

For the year July 1, 2013 – June 30, 2014



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

 @LiveWorkPlay  /liveworkplayfans  /liveworkplayvideo

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

Phil Landreville rocking his new apartment! Go Sens Go!
Heather McAdam hard at work at The Westin Ottawa Hotel.
Chris Jones celebrating with his Ottawa Rec Sports soccer team.

Right: One of our founding members Jennifer Harris celebrates our values.



LiveWorkPlay Annual General Meeting 2014

September 19, 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 (Cecelia Taylor)**
- 2) Approval of agenda (Cecelia Taylor)**
- 3) Proposal for voting via Yea or Nay (Cecelia Taylor)**
- 4) Approval of minutes from AGM 2013 (Cecelia Taylor)**
- 5) Financial Reporting**
 - i) Report from the auditor (Ross Holmes)**
 - ii) Descriptive analysis (Julie Kingstone)**
 - iii) Questions**
- 6) Appointment of the auditor for 2014-2015 (Cecelia Taylor)**
- 7) Operations report (Keenan Wellar)**
- 8) Report from the board of directors (Cecelia Taylor)**
- 9) Questions arising from the operations and board reports**
- 10) Adoption of By-Law No. 2 (Cecelia Taylor)**
- 11) Adoption of updated Objects (Cecelia Taylor)**
- 12) Adoption of name change (Cecelia Taylor)**
- 13) Candidates: Board of Directors 2014-2015 (Keenan Wellar)**
- 14) Proposal for election of candidate slate (Cecelia Taylor)**
- 15) Election of the board of directors (Keenan Wellar)**
- 16) Looking ahead in 2014-2015 (Julie Kingstone)**
- 17) Questions or comments (Keenan Wellar)**
- 18) Adjournment (Cecelia Taylor)**

MINUTES (TO BE APPROVED AT AGM 2014)
LIVEWORKPLAY ANNUAL GENERAL MEETING 2013
September 27 • 523 St. Anthony Street • Ottawa, Canada

Attendance: Abrosimov, Marina; Amiel, Joshua; Balanaser, Josh; Balanaser, Paule; Balcome, David; Balcome, Janet; Barrier, Francois; Barrier, Kara; Barrier, Sharon; Bosworth, Jen; Bowie, Kevin; Bowie, David; Brandreth, Una; Brodie, Nancy; Brunelle, Dana; Brunelle, Denis; Brunelle, Linda; Burton, Marlene; Carter, Jim; Cholmondeley, John; Cholmondeley, Pat; Chan, Clement; Couture, Martin; Cox, Brodie; Cox, Charlie; Cox, Donna; Cunningham, Jennifer; Cunningham, Brianne; Cunningham, Sharon; Cunningham, John; Cunningham, Melissa; Curry, Bruce; Curry, Jordan; Curry, Marilyn; Darling, Alex; Dobson, Jenny; Doyle, Gisele; Doyle, Joe; Doyle, Dusonchet, Alexis; Pat; Fortier, Caitlin; Gage, Doug; Gage, Kathy; Hale, Joanne; Hale, Peter; Hale, Sebastian; Hamilton, Bernie; Hamilton, Paul; Hamilton, Sharon; Harris, Betty; Harris, Ivan; Harris, Jennifer; Hinchcliff, Michael; Hudson, Grace; Huggett, Jessie; Huggett, Nancy; Jarecsni, John; Jarecsni, Robert; Jones, Chris; Judge, Glenn; Keay, Peter; Kingstone, Julie; Kiskis, Analisa; Knoll, Cynthia; Knoll, Paul; Kranitis, George; Laube, Frances; Leduc, Paul; Mackey, Al; Maher, Fraser; Maher, Grace; Maher, Scott; Manuel, Brent; Manuel, Brian; Manuel, Janet; Manuel, Kevin; McAdam, Heather; McBride, Mike; McBride, Pat; McBride, Ryan; McCoy, Richard; Menard, Emily; Menard, James; Menard, Sandra; Miranda, Felice; Moores, Allison; Mullins, Dawn; Mullins, Jim; Mullins, Stephen; Murphy, Elaine; Murphy, Jack; Nevitt, Bruce; Nevitt, Madonna; Nevitt, Ryan; Peters, Mary Jane; Peters, Nolan; Peters, Verne; Preston, Dent; Preston, Valorie; Radburn, Julie; Radburn, Robert; Radburn, Patrick; Ries, Helen; Rinne, Ralph; Rinne, Royce; Robin, Jeremy; Sanderson, Carl; Sanderson, Greg; Sanderson, Heather; Savage, Charlotte; Sawyer, Tyler; Siebrasse, Tim; Siebrasse, Wendy; Sochasky, Ali; Stratton, Anthony; Vienneau, Adam; Wellar, Barry; Wellar, Keenan; Wexler, Alex; Wexler, Charles; Wexler, Rachel; Wilcox, Ali; Wilcox, Mary Ann; Willet, Norm; Willet, Sheri; Winston, Alex; Winston, Peggy; Zimcik, Lynn; Zimcik, Dave; Zimcik, Robin.

- 1) Call to order and opening remarks (Al Mackey)**
The meeting was called to order at 6:37.
- 2) Special Presentation: Rob More (Julie Kingstone and Keenan Wellar)**
A poem was read and a “moment of noise” was held in memory of former LiveWorkPlay member Robert More who died tragically in the Fallowfield bus crash of September 18, 2013.
- 3) Approval of agenda (Al Mackey)**
Motion: Francois Barrier. Second: Joshua Amiel. Carried.
- 4) Proposal for voting via “yea” or “nay” (Al Mackey)**
Motion: Jennifer Harris. Second: Tim Siebrasse. Carried.
- 5) Approval of minutes from AGM 2012 (Al Mackey)**
Motion: Joshua Amiel. Second: Ryan McBride. Carried.

- 6) Financial Reporting**
 - i) Report from the auditor (Ross Holmes)
 - ii) Descriptive analysis (Julie Kingstone)
 - iii) QuestionsThe reports were received with no questions posed.
- 7) Appointment of the auditor for 2013-2014 (Al Mackey)**

The firm of Mitchell & Holmes was proposed.
Motion: Mike McBride. Second: Ryan McBride. Carried.
- 8) Operations report (Keenan Wellar)**

Jennifer Harris was invited to the stage and contributed to the report. The report was received with no questions posed.
- 9) Report from the board of directors (Al Mackey)**

The report was received with no questions posed.
- 10) Meet the candidates for Board of Directors 2013-2014 (Al Mackey)**

Marina Abrosimov, Joshua Amiel, Una Brandreth, Clement Chan, and Alexis Dusonchet introduced themselves. Al Mackey spoke on behalf of Cecelia Taylor and Cindy Harrison before discussing his own candidacy.
- 11) Proposal for election of board of directors as candidate slate (Al Mackey)**

Motion: Jennifer Harris. Second: Glenn Judge. Carried.
- 12) Election of the board of directors (Keenan Wellar)**

The candidate slate was elected.
- 13) Questions or comments (Al Mackey)**

There were no questions or comments.
- 14) Adjournment (Al Mackey)**

Motion: Jennifer Harris. Second: Jeremy Robin. Carried.
The meeting was adjourned at 8:00pm.

Report from the Board of Directors



Al Mackey & Cecelia Taylor

Co-Chairs, LiveWorkPlay Board of Directors 2013-2014

Colleagues serving on the Board in 2013-2014: Marina Abrosimov, Joshua Amiel, Clement Chan, Cindy Harrison, Alexis Dusonchet, Una Brandreth, Cathy Velasquez, and Jim Carter. Marina, Joshua, Cindy, Alexis, and Una are not returning in 2014-2015 and we thank them for their service.

Greetings to all LiveWorkPlay constituents!

With Al and I both planning on 2014-2015 being our final year of service with the Board of Directors, we look back on the past three years in particular, and see a whirlwind of important activities and accomplishments.

At the Annual General Meeting of 2011 a full year of dedicated effort to revising our guiding statements came to fruition, as we celebrated with our members the unanimous adoption of our new vision, mission, and values. These have served us well, in supporting our internal decision-making as well as communicating with a variety of external audiences. We hear time and again from direct and indirect feedback that our identification of “helping the community” welcome people with intellectual disabilities is a refreshing and important perspective on our work and the social change we are hoping to facilitate.

In 2012-2013 the Board focused largely on the establishment of reserve funds appropriate to the reasonable protection of our staff, members, and families from the unexpected, while at the same time making sure that we are investing appropriately in the here and now. We also started the process of updating our board recruitment and training processes.

This work carried on into 2013-2014 with a complete update of our policies, with training and support provided by Rose Mercier from The Governance Coach™. In addition, with support from our incredible team of legal advisors at Gowlings, updated bylaws were prepared for compliance with the new Canada Not-for-profit Corporations Act, which comes into effect on October 17, 2014. This was also an opportunity to update our corporate Objects, which were established early in the organization’s existence and no longer apply to the range of activities or range of people that we serve.

The Board of Directors also committed to increased participation in LiveWorkPlay events. Hopefully we had the opportunity to sit with you at one of the Family Feast events, mingle with you at the Recipe for Success auction, or celebrate with you at the Engines of Success banquet.

Going forward, we see that the “ambassador role” for members of the Board of Directors will become increasingly important. LiveWorkPlay is now well known not only in the Ottawa area, but thanks to word of mouth as well as online communities, jurisdictions and agencies near and far are interested in learning more about our work. Our network of partners in the non-profit, government, and business communities grows almost daily, and voices that are able to competently and confidently advance the LiveWorkPlay mission are in great demand. This is not simply a way to extoll the virtues of our organization, but rather a means of influencing greater change in our own community and beyond.

To this end, another major project of 2013-2014 was the development of the LiveWorkPlay “Theory of Change” with funding support from the J.W. McConnell Family Foundation and coaching organized through the Innoweave initiative. You can view the results (a work in progress) at <http://liveworkplay.ca/socialchange/>. When we come across new information or research that informs our Theory of Change, we include it and continue to build upon what we have already learned.

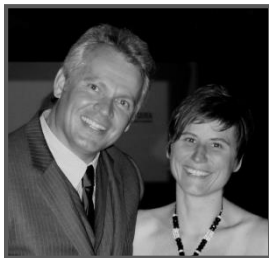
Along with our guiding statements, policies, and bylaws, we hope that the Theory of Change can help the Board of Directors in making future-thinking strategic decisions. There is no doubt that Ontario and other jurisdictions will be increasingly supporting people with intellectual disabilities to enjoy a more included life in their communities. How LiveWorkPlay will be best positioned to contribute to that fundamental shift in thinking and practices over the next 5-10 years is the type of discussion that we hope to tackle in the coming year.



A recent highlight: Co-Chair Cecelia Taylor gets some help from member Cooper Gage in presenting the Community Partner of the Year Award to President Michael Allen (left) and Vice-President Carole Gagnon (right) from United Way Ottawa.

(Engines of Success, June 5, 2014)

Executive Staff Report



Keenan Wellar & Julie Kingstone

Co-Leaders

Colleagues serving as staff members in 2013-2014 and continuing in 2014-2015 include: Allison Moores, Grace Hudson, Jen Bosworth, Daniel Harris, Anthony Stratton, George Kranitis, Caitlin Fortier, Alex Darling, Paul Leduc, and Ellyce Wright. Thank you Ali Sochasky for your service.

This has probably been our busiest year since launching LiveWorkPlay services in 1997. As we rapidly approach the 20th year since the official founding of the organization on March 10, 1995, the years and memories begin to blur. Fortunately, a lot of those same people who were in the room in 1997 have continued to walk this journey with us, and are ready, willing, and able to shout out the date of the first Pool Party or New Year's Eve Gala when our own recollections need a little refreshing.

We've been mentioning in these reports for a few years now that we have a strong Board of Directors, staff team, volunteers, and community partners that are making it possible to focus leadership efforts less on internal concerns, and increasingly on supporting change in the greater community. This was the year that it really started to happen.

LiveWorkPlay has a well established reputation for our work with individuals with intellectual disabilities and their families. While we now serve about 100 individuals per year (a dramatic change from about 30 just 6 years ago) and we are already working with the staff team and various partners to find ways to serve even more, our expertise is also increasingly in demand from organizations, systems, and government. Even as we continue to build our own capacity to provide direct services, we can also look to make an important contribution by helping support positive change around us. This is part of the strategy elaborated in the newly developed Theory of Change <http://liveworkplay.ca/socialchange> discussed in the report from the Board of Directors.

To that end in 2013-2014, we provided consultation services to Community Living Atikokan and Community Living Thunder Bay, and delivered a headlining presentation and two workshops to a state-wide conference in Wenatchee, Washington. You can learn more at <http://presentations.liveworkplay.ca>.

In addition to those revenue-generating activities, we also presented at major conferences such as the Association of People Supporting EmploymentFirst (joined by Manager of Employment Supports, Jen Bosworth), Ontario Association for Developmental Disabilities, and the International Summit on Accessibility.

LiveWorkPlay continues to build our important partnership with Mills Community Support (based in Almonte) with mutual exchange of ideas and resources. This includes, with the help of several of our members, testing of a new personal planning technology called *Mon Ami* which we will jointly present at the Community Living Ontario Annual Conference on September 26.

With major changes in funding and direction pending throughout Ontario's Developmental Services system (part of the Ministry of Community and Social Services), it is clear that LiveWorkPlay is positioned ahead of the curve, in terms of both our commitment and our proven experience in providing person-centred supports with community-based outcomes.

Maintaining the quality of our staff and volunteer teams while managing necessary growth is going to be one of the most important challenges of the coming year, and most likely, for many years to come. It is all about balance. We need to think carefully about how we allocate our resources to direct services and systems change, and also weigh our ability to maintain quality and consistency while responding to demand and the need for growth.



A highlight of the year: we don't spend nearly as much direct time with our members as we used to, but we do get the experience of supporting LiveWorkPlay travel. The motor coach trip to Chicago with ten of our members and forty other citizens from the Ottawa area will certainly provide us with lasting memories. It was the relationships developed with other travelers and their kind words that lifted our spirits.

Sometimes the fundamental belief that people with intellectual disabilities will be welcomed and appreciated by others comes into question. It is this thinking that generates ongoing demand for education, housing, and even recreation that separates people with intellectual disabilities from other citizens.

These bus trips serve to reinforce what we have learned again and again over the past 20 years: give people with intellectual disabilities and other citizens a chance to get to know each other and they will learn to appreciate each other's commonalities. Differences, although respected, will not get in the way of people enjoying each other and the experiences they share.

Communications Highlights

Keenan Wellar, Director of Communications

LiveWorkPlay was featured about 20 times in print, radio, or television media in 2013-2014. These included a wide range of topics, but interest in volunteer matching was a dominant theme, as were requests for commentary about reports of crises in Developmental Services and/or the issues of sheltered workshops (an employment situation where people with intellectual disabilities are paid less than minimum wage).

Our social media channels continue to grow in importance, for both internal and external communications. This includes not only our traditional reliance on [Facebook](#), [Twitter](#), and [YouTube](#), but also [LinkedIn](#) and [SlideShare](#), where there was significant growth in both the sharing content and the making of connections with others. We have achieved significant convergence of social media with our own website, [liveworkplay.ca](#). There are more opportunities to explore, but for the past year, our website blogs have been circulating effectively through social media, particular via Facebook.

Email communications have not been abandoned, and remain important. Using a new email software I've been able to track how subscribers to our *LiveWorkPlay News* and *LiveWorkPlay Family and Supporters* lists (<http://tln.liveworkplay.ca> and <http://lfs.liveworkplay.ca>) respond to messages, and have been adapting them to make it easier for our readers to get to the content that is most important to them, including [event registration](#).

As the lead on public communications for LiveWorkPlay, I have had many exciting opportunities over the past year, to talk with individuals and groups near and far. In May and June of 2014 alone, I took part in more than a dozen speaking engagements that ranged from conferences to media to internal events organized by private, public, or non-profit organizations. I never expected to be [profiled in the Globe & Mail](#), but learn to expect the unexpected at LiveWorkPlay!

I am in an enviable position as a LiveWorkPlay spokesperson, in that we have achieved significant clarity as a community about the type of world we believe in, and we demonstrate on a daily basis that we live these beliefs through our actions. Reputations are earned, and recent feedback from many different parties is sending a clear message that we are being heard, and many different people and organization like what we have to say!

Of course, being a spokesperson also means being on the hotseat, because once you've say it, you can't take it back. On the other hand, I also get a ton of credit for work that is done by others, including not only our staff team, but our volunteer team and community partners. Thank you all for giving me so much dream material to share with others!

Operational Highlights

Julie Kingstone, Director of Operations

For any endeavour in human services, the quality of the staff is going to be a major determinant of the satisfaction of the people being served, and the quality of the results we deliver to the community as a whole. This will be my focus of this year's operational highlights.

Attracting and keeping quality staff means not only offering a supportive environment with challenging and purposeful work, but also salaries and security that appropriately recognize talent, performance, and dedication.

With no increases to annualized funding from the Ministry of Community and Social Services for several years, and a significant percentage of our funding coming from non-annualized sources (such as time-limited grants) this is a significant operational challenge without easy answers.

Part of the answer may be the significant shift to individualized funding through the Ministry of Community and Social Services and the Passport initiative as [recently announced by the new minister](#), the Honourable Dr. Helena Jaczek.

Through Passport, individuals receive annualized funds which they can then direct to the purchase of approved supports and services, such as those provided by LiveWorkPlay. There are already many individuals and families looking for support from LiveWorkPlay who are ready for a fee-for-service relationship, and with Passport funding on the rise, LiveWorkPlay will need to respond to this demand.

While fee-for-service arrangements (including Passport) are not the same as annualized funds coming directly from the Ministry, we can certainly project significant and ongoing interest in our services. This in turn allows us to project new revenues that can help with both salaries and job security. The challenge will be to manage this growth while maintaining our commitment to excellence.

In 2013-2014 there was a strong focus on team-building opportunities as well as individualized professional development. Our almost-annual staff retreat was a huge success this year, and as is tradition, we did our best to [share the experience with others](#), including the videos and materials that were used.

LiveWorkPlay continues to benefit from a shared leadership model among the staff team. This does not mean that staff members do not have specific responsibilities, including supervisory roles for Keenan Wellar and myself, but rather that the ability to make day to day decisions and provide input on future directions is a team effort. Included in that team are our members, their family and key supporters, and our community partners, who provide direct and indirect feedback that is incorporated in our daily operational and strategic considerations. Thank you for your ongoing support!

Welcoming Highlights

Allison Moores, Support Coordinator

My job title might sound a little bureaucratic, but what I do is welcome newcomers and keep track of how we are doing with the people that we already support. I gather information from all members of the staff team, as well as from the individuals we support and their family members (where applicable) and other involved persons and agencies. This is incorporated into an annual review process, but I am kept abreast of developments all year long.

This year we have supported 86 people that I will describe as “regular members” because our support to them includes more than one aspect of their lives. Then we had another 19 people that received support specific only to employment (this included our summer employment initiative).

In 2013-2014 I had the pleasure of welcoming 7 new members, 4 that arrived through a fee-for-service arrangement, and 3 that came through Developmental Services Eastern Ontario Region (DSOER) for Community Participation supports funded by the Ministry of Community and Social Services.

I have completed about 70% of the annual reviews for 2013-2014, and these should be wrapped up by September 2014.

Here is my theme summary (I ask these questions and then record the responses). You can see the answers represented in visual fashion on the next page.

What’s working?	My job, where I live, my friends (including matches through LiveWorkPlay), what I do for fun (including LiveWorkPlay Friday night meet-ups), and travel.
Not working?	No job, want to move out of my parent’s home, want a romantic partner, want more friends.
How can we help?	Finding a job, finding a place to live, 1:1 matching, help me with relationships, especially a girlfriend or boyfriend, find ways to help me with day to day organization without family or staff over my shoulder.

I had more than 20 meetings with family members of individuals that we do not support, who are either interested in obtaining LiveWorkPlay support, or simply wanted to understand more about what we do and ask for information or advice. I have had more than 50 inquiries of this nature over the telephone.

If I was to note one major change from last year, it would be that the number of people reporting that their job or home situation is *not* working has *decreased*, and the number of people focused on having *more friends and romantic relationships* has *increased*. I believe this is because once these other fundamentals are in place (home and job), the quality of people’s relationships becomes a natural place to focus for improved quality of life.

Welcoming Highlights (Continued)

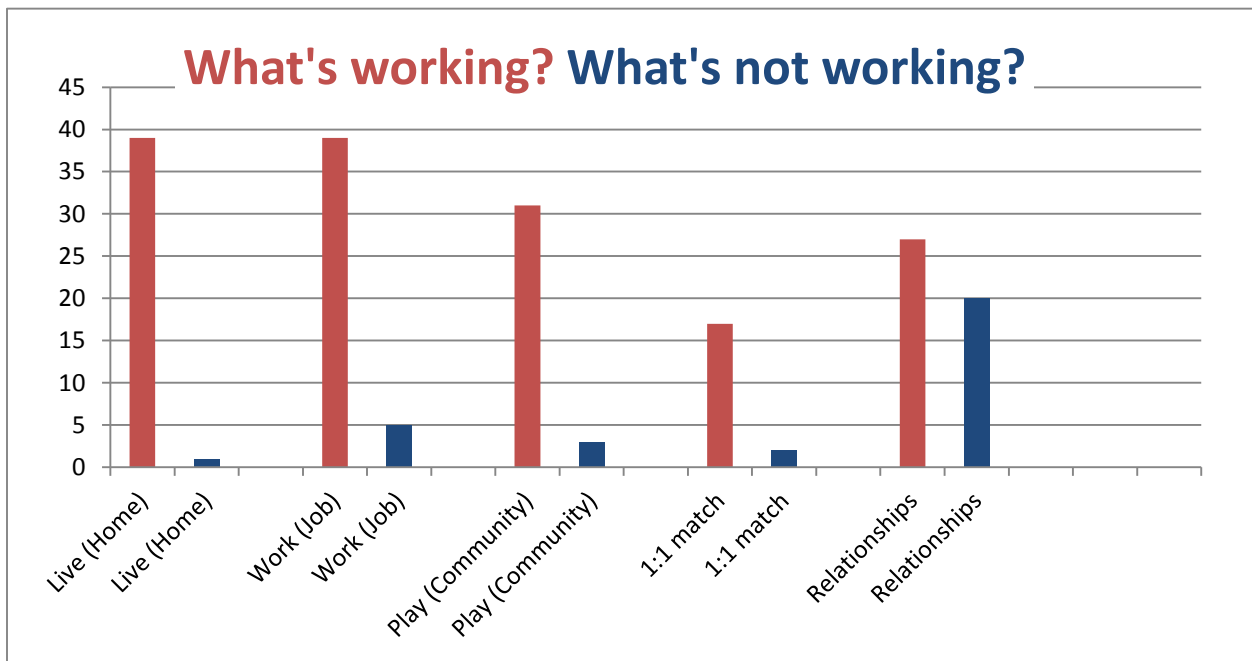
Allison Moores, Support Coordinator

I have noticed changes with our members from year to year as they become more comfortable with the annual review process. They are more relaxed about the meeting in general and often come ready to share their ideas and talk about their wants. When I first started hosting annual meetings, it was difficult to feel comfortable that I was getting accurate information, as the responses were often clearly intended to be what I wanted to hear, not what the individual wanted to say. Many members really appreciate the meeting notes, and ask when they will be available on ShareVision (our online portal).

The contribution of parents, other family members, and other supporters who attend the meetings is really important. As the confidence of individuals has grown with answering questions for themselves, I see supporters taking a step back, and waiting to share their own views until later.

Some parents have been very honest with me that the whole family feels a bit nervous before annual meetings, because they've had so many bad experiences with the service system in the past. Coming out of the meetings this year, I have heard lots of funny comments like "Well, that wasn't so bad after all!" or even "That was actually a good time!"

Our members are taking more risks and family members are encouraging them. It could be anything from online dating to joining a non-specialized sports league, or trying out a 1:1 match. New this year, I made a point of following up with family members by email after the formal meetings, knowing that it is impossible to think of everything they want to say right on the spot. This reflective feedback has been really helpful and this is a process I will continue!



Volunteer Highlights

Alex Darling, Coordinator of Volunteers

Thanks to feedback from members of the volunteer team, from rookies to veterans, I've updated our orientation and training. The focus is now more on relationship-building, which is what our Friday night meet-ups and one-to-one matching initiatives are all about.

One of the most important changes is to provide increased support in the early stages of relationship development between volunteer matches and LiveWorkPlay members. It can be very difficult to sort out communication and coordination in the early stages of any friendship, and I will be taking more of a role in helping make those initial connections.

Recruitment was steady throughout 2013-2014. Here are the numbers!

- 9 training sessions between October and June
- 30 new recruits who completed orientation and became volunteers
- 12 new matches were created
- 50 matches continued
- 18 new volunteers supporting Friday night meet-ups
- 300+ Friday night meet-ups
- 82 volunteers were retained, 30 gained, total active volunteers 112 (not including board members, task force members, and event volunteers)

About 20 individuals ended their volunteer relationship with LiveWorkPlay this year. The most common reasons are moving from Ottawa or significant changes in personal situation (such as starting a family).

I will add that in at least five situations over the past year, I have observed matched individuals that have become friends, with a friendship that exists beyond the LiveWorkPlay connection. The individuals continue to share updates with me, but I do not provide any support to the relationship. It is very exciting to see people who started out in our matching initiative taking part in important life events such as sharing in weddings and family gatherings.



A personal highlight: more than 30 members of the volunteer team in attendance at Engines of Success, June 5, 2014

Living Supports Highlights

Daniel Harris and Anthony Stratton: Living Supports

Our work with members is very hands-on, in terms of helping them to enjoy their own space and manage their home lives. This ranges from grocery shopping to banking and a great deal more.

A notable development of the past year was the introduction of new technology in the form of [Mon Ami](#)[™] units, a networked communications and organization system. As part of a pilot project these have been introduced in the homes of 7 of the people that we support, and it has helped us to optimize our time with members and also made our role in assisting with reminders less obtrusive.

There have been other innovations, such as connecting members with meal delivery services like Meals on Wheels and The Red Apron. People with intellectual disabilities are often unfairly expected to demonstrate grocery shopping, food preparation, and food storage skills that would by far surpass those of the average single citizen. While we continue to support members with traditional meal planning, we also help them supplement these plans with alternatives that are more affordable than dining out.



Jeremy Robin was excited to move to his new apartment!

We have learned to invest a great deal more time in helping prepare the people we support for community interactions (for example, dealing with customer service at a bank). This not only helps the member experience success without staff intervention, it also helps the community to see their capabilities. Far too often if another person is present, the individual with an intellectual disability is ignored or patronized. We have observed the people we support more easily earning the respect of others by simply having the opportunity that becomes available if we are able to step back.

In providing Living Supports we often find ourselves in a diplomat role, as individuals seek to establish themselves as adults who are in control of their own lives, while at the same time, their family members are often supporting them in various ways. It is the individual that we are called to serve, so while we are always receptive to interacting with family members and often work closely with family members particularly in times of crisis, we do have to establish and maintain professional boundaries that recognize the relationship parameters.

Similar to what has been reported by the Community Connector team, we too have noted a dramatic increase in requests for help with personal relationships. We will be joining with the rest of the staff team to strategize about how best to help our members develop friendships and romantic relationships.

Employment Supports Highlights

Jen Bosworth, Paul Leduc, and Ellyce Wright: Employment Supports

We had the opportunity to recognize more than 30 employment partners at the Engines of Success banquet in June, and thank them for working with us to create 27 new jobs and the continuation of about 50 jobs established in prior years.

The employment team is very excited to take this opportunity to talk about our summer employment initiative. This summer's results are in the 2014-2015 reporting year, but the work started in 2013-2014, and we think these developments are important to share.

Last year we operated a small pilot project through the Youth Opportunities Strategy and the Youth Services Bureau that resulted in 4 paid summer jobs. This year we expanded the project, allocating 2 staff (including David Tushingham, who was employed for the summer), with the result of 13 jobs! We also helped organize 3 unpaid placements with voluntary organizations.

It is important to recognize the contributions of educators at Woodroffe High School and Storefront School that helped identify some great candidates. We also benefited from pre-employment training sessions hosted by TD Bank and Enactus.

Also exciting to note, only 4 of the 13 summer jobs are "summer only" positions. In other words, in many cases we expect that the jobs will continue beyond the end of the summer.

We would be remiss if we did not mention the Employment Task Force (ETF), which started in September. Ten individuals were involved in the ETF over the past year, and helped in leveraging more than 15 jobs, as well as other benefits to LiveWorkPlay, such as donations, events, or presentation invitations that have come our way. We will be refining the ETF in 2004-2015 and publicly introducing the members!

The employment team will also continue building relationships through Rotary (primarily Rotary Club of West Ottawa but the entire Rotary family) and the Ottawa Chamber of Commerce. We are adding the Orleans Chamber of Commerce to our network, and will continue working with the Employment Accessibility Resource Network (EARN) hosted by United Way Ottawa.



A highlight of the year for the employment team was seeing Matt Suttie recognized as a LiveWorkPlay Ambassador of the Year at Engines of Success 2014, in recognition of his contribution to the United Way Ottawa [video](#) about his job at Imperial Coffee!

Community Connecting Highlights

Grace Hudson, George Kranitis, and Caitlin Fortier: Community Connectors

Our work is the most difficult to explain, because it includes anything and everything that does not fit into Living Supports or Employment Supports. In 2013-2014 we helped 86 of our members to recover identity documents, make and keep medical appointments, join and enjoy clubs, courses, teams, hobbies, and classes, and even helped with setting up a profile for getting a date!

Although we do help our members with the nuts and bolts of how to register for a course or join a team, that's usually just a small part of our work. We spend a lot of time researching different options and we check them out in direct fashion, by visiting venues and having conversations.

Some of the work we do is advocacy-oriented. Different venues may have policies or attitudes that present significant barriers for our members. We always support individuals to champion their own lives, but there are times when we all need help with difficult situations, and we are that support. As we continue to develop these relationships, we can even call upon representatives of partner organizations to help us by making a call to another venue to explain how they changed their policies or adapted their procedures to be more inclusive.

Our investigative work is a key to success. There may be two soccer leagues that appear the same, but when we look into it, we can see that one is likely to be a better fit than the other. It is the same for clubs, course, classes and other community activities and venues. The relationships we establish with staff, volunteers, or natural leaders in these environments also creates points of contact for our members when they are starting out, and also a set of eyes and ears ready to lend a hand if things are not going well.

Some of what we all can agree were common themes this year include:

- Requests for help with relationships, dating, and sexuality; this is now an ever-increasing priority in the lives of our members.
- A focus on community engagement that is located closer to people's homes; this has proven critical to whether or not our members are able to establish and maintain lasting relationships with people and activities.
- It can take a long time to find the right fit for the right person but it's worth it; whether it is a volunteer placement or a photography club, the culture of the group needs to be a good fit with the personality of the individual.



A highlight of the year was seeing Royce Rinne, Stephen McPhee, Janet Balcome, and Linda Gray [receiving honourable mentions](#) for the Rob More Good Life Award. In addition to the award recipient Phil Landreville, we were very involved with helping these LiveWorkPlay members with not only practical improvements in their lives, but pursuing many hopes and dreams.

Event Highlights

Reviewing events from July 2013-June 2014, we started and finished with golf tournaments! First came our partnership with Rotary Club of West Ottawa in September, and then we ended with Business Networks International (BNI) Eastern Ontario & Western Quebec, with all proceeds to LiveWorkPlay.

Our five smaller internal events included the Welcome Back Family Feast and AGM in September, Festive Family Feast in December, New Year's Eve Dinner and Dance, Foolish Family Feast in March, and finally the Harris Household BBQ and Pool Party in June. Feast attendance remained strong, with between 130 and 170 guests attending each dinner.

Our biggest fundraiser, the Recipe for Success Culinary Adventure and Charity Auction was hosted by Sandy Sharkey and Derick Fage in April, raising \$45,000, to go along with about \$15000 raised at the two golf tournaments.



Frances and Martin got into the Foolish Feast spirit!

The annual recognition banquet in June, known as Engines of Success, was so well attended the staff at St. Anthony's Banquet Hall were scrounging tables from closets to accommodate the more than 250 guests!

If you have lost track, that totals a remarkable NINE major events! In 2014-2015 we should end up with a total of TEN (or more) thanks to the addition of the JMM Group (Dow Honda, Kanata Honda, and Star Motors) golf tournament. Similar to the BNI tournament, JMM is bringing most of the golfers and taking care of most of the organizing duties – what great opportunities to introduce new people to LiveWorkPlay while raising some funds.

In addition to the many conferences mentioned earlier in this report, LiveWorkPlay also participated in many other events, most of them local. This included information fairs, volunteer fairs, and special events with partners.

The 2014 Scotiabank Wall of Inspiration ceremony at Ottawa City Hall (honouring United Way Ottawa Community Builders) was especially well attended by LiveWorkPlay constituents on March 13, and why not? Our name went up on the wall as Community Builder of the Year (Belonging to Community)!

As mentioned earlier, LiveWorkPlay provided travel support for a motor coach tour to Chicago in May. There was a trip to Buffalo for an NFL football game in November, and we cannot forget Club Med Turks & Caicos in January! Many new friends were made. In 2014-2015, LiveWorkPlay travel will include a motor coach tour of Boston/Cape Cod, and back by popular demand, Club Med Turks & Caicos.

Financial Highlights

Julie Kingstone, Director of Operations

In addition to communications throughout the year, on September 3rd I met with our auditor Ross Homes to discuss this year's draft financial statements, and subsequently reviewed them with Mr. Holmes on September 4th with members of the Board of Directors. I will draw your attention to two items of note: professional fees and donations (all figures rounded below).

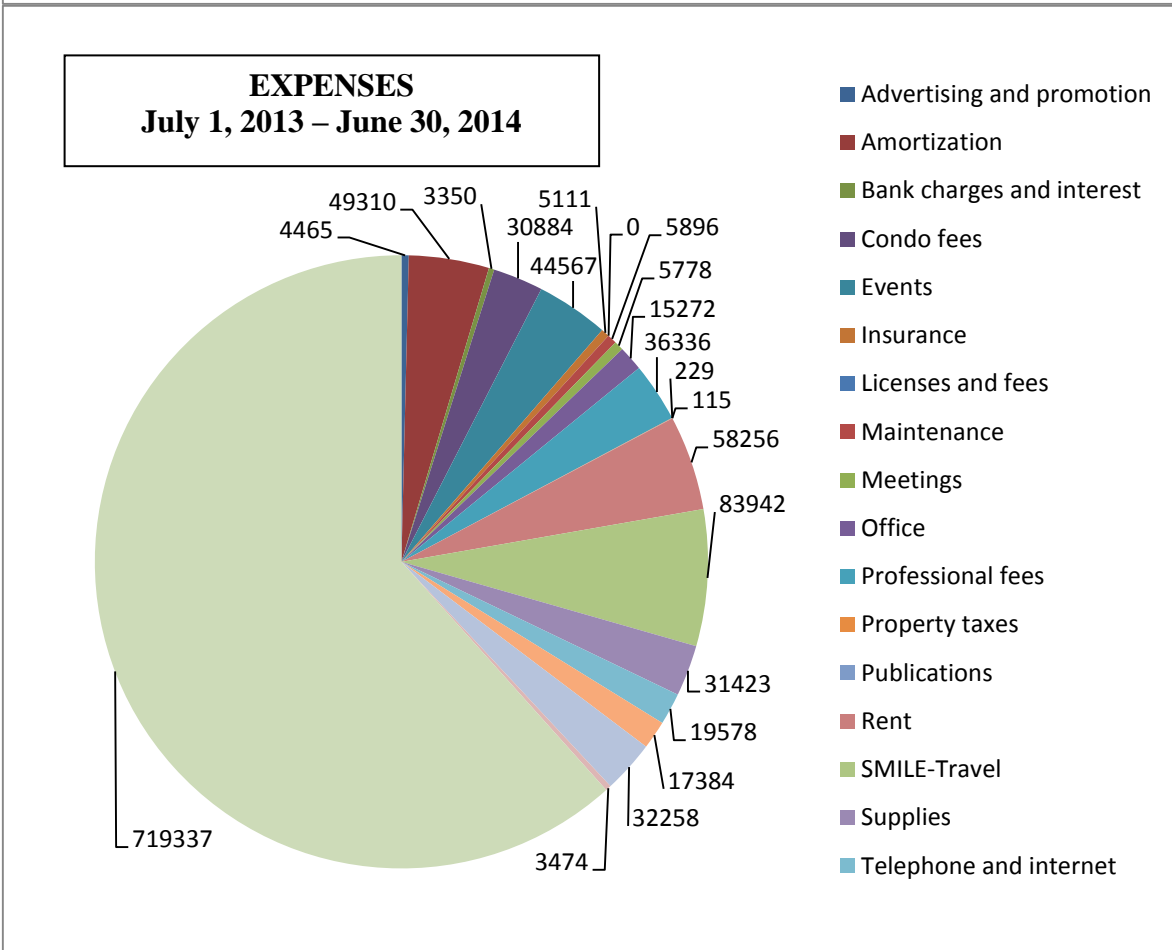
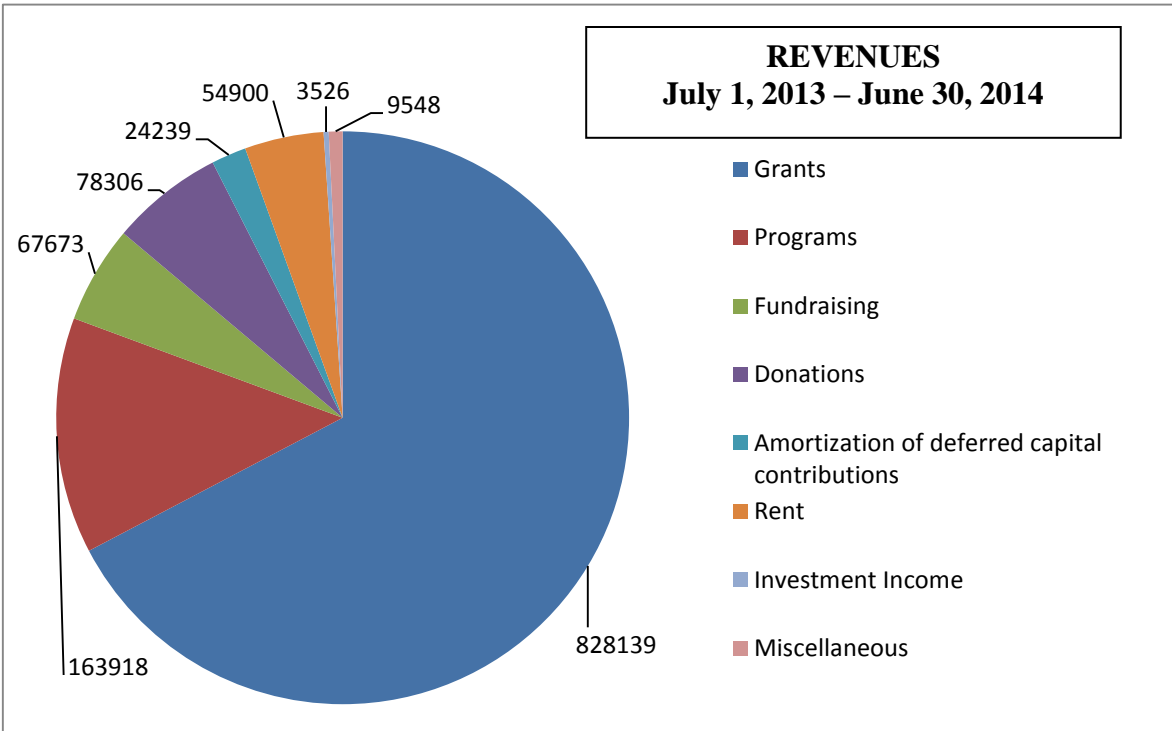
On the expenditures side, there was an increase in professional fees of approximately \$20,000 over last year. This comes as a result of investment in the development of our Theory of Change (with support from an Innoweave consultant) at a cost of \$14,000. These costs were partially offset with a \$7,000 grant from the J.W. McConnell Foundation. Additionally \$3500 was spent on support services for operation of the Mon Ami pilot project (an electronic organizing system being tested with several of our members) a cost that has been covered by a Ministry of Community and Social Services grant. Lastly, \$2000 was spent on a Social Return On Investment consultant.

As a revenue change, donations were up by almost \$30,000 (from \$50,000 to \$80,000). This is attributable mainly to the passing of former LiveWorkPlay member Rob More, who died tragically in the Ottawa bus/train crash of September 18, 2013. The More family suggested in memoriam contributions to LiveWorkPlay in Rob's name, and this has resulted in the substantial increase in donations recorded on the financial statements. Donations from Rob's circle of friends, family, and colleagues have continued.

Although it does not impact on this year's financial statements, the auditor has included a "Subsequent Event" note in the audited report. Such notes are included when the auditor is made aware of future significant plans. The note explains that the Board of Directors has approved a plan for the sale of the 7 condominium units at 265 Poulin. This will include the sale of 5 units to family of LiveWorkPlay members currently residing in those units, who will purchase the units at a below market price. The agreement requires that any future sale prior to 2030 will result in the return to LiveWorkPlay of any proceeds above the purchase price.

The remaining two units are vacant and the plan is for them be sold in the real estate market. \$700,000 from the proceeds of these sales (of all units) will be returned to partners of the Canada-Ontario Affordable Housing Program (representing the amount of the original COAHP contribution).

These transactions are not finalized, as there is a great deal of paperwork yet to be concluded. The Board of Directors has authorized Executive Staff to proceed with COAHP and the families, with help from our legal team at Gowlings, to complete these sales in 2014-2015.



Tip: Having trouble with colours? In the revenues chart, start with 828139 and go clockwise and you will be following the list of categories from top to bottom. On the expenditures chart, start with 4465. Find our complete audited statements at <http://liveworkplay.ca/agm2014>

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APPENDIX A: AGENDA ITEM 11, UPDATED OBJECTS

The objects of the Corporation are:

1. To provide person-centred supports that assist individuals with intellectual disabilities* to establish and experience success with quality of life outcomes in the community.
2. To assist family members, friends, and other relations of individuals with intellectual disabilities with planning and ongoing support.
3. To support individuals with intellectual disabilities to obtain and experience success in homes of their own in the community.
4. To support individuals with intellectual disabilities to obtain and experience success with paid employment in the community.
5. To support individuals with intellectual disabilities to access and experience success with arts, culture, recreation, sports, citizenship, volunteerism, and other community-based activities and relationships.
6. To support individuals with intellectual disabilities to develop a variety of unpaid relationships, including friendships and other reciprocal relationships, as part of their personal and professional networks.
7. To promote and support volunteerism in the development of communities that are more inclusive of individuals with intellectual disabilities.
8. To provide education and support to individuals and organizations about the status of persons with intellectual disabilities, their needs, and the benefits of including people with intellectual disabilities as valued citizens of the community.

* An intellectual disability (also known as a developmental disability) is a life-long condition, usually present at birth or originating in the early years of childhood, which interferes with one's ability to learn at the same pace or to the same extent as others. Individuals may have difficulty understanding abstract concepts or adapting to some of the demands of daily life. There are more than 200 known causes of intellectual disability; thus, the nature and extent vary greatly between individuals, and may or may not be accompanied by other physical conditions.

III

CORPORATE OBJECTS OF THE KEEN LEARNING CENTRE FOR YOUTH

1. To assist *youth with developmental challenges (YDC)** to progress as individuals in a self-actualizing manner, and to promote personal development as a life-long learning process.
2. To enable YDC to become integrated, included, and contributing members of society.
3. To maximize opportunities for YDC to progress towards an independent lifestyle through the development of life skills, employment preparation, and job exploration skills.
4. To provide the support and resources necessary to enable YDC to meet modern educational, sociological, and developmental challenges, through the encouragement of partnership and mentorship relationships between YDC and all facets of the community.
5. To enable parents and guardians to take a proactive approach in meeting the challenges associated with the raising of children with developmental challenges.
6. To promote a supportive communication network among parents and families of YDC, and to enable families of YDC to access community resources through education and collaboration with the social service network.
7. To reduce prejudice and social isolation experienced by YDC through public education and the promotion of community awareness, and to produce an information newsletter to encourage interaction between families of YDC and the community.
8. To promote volunteerism as a means to assist YDC, and to provide members of the community with the opportunity to become active contributors to the social service network.

* The term *youth with developmental challenges (YDC)* is used for the purposes of this organization to refer to children and young adults who have been characterized through a referring member of the social service network as mildly or moderately "developmentally delayed", or who have demonstrated behaviours consistent with the profile of a mildly or moderately "developmentally delayed" individual. These terms do not necessarily indicate, but do not preclude, individuals with accompanying "physically challenging" characteristics.

APPENDIX B: CANDIDATES FOR THE BOARD OF DIRECTORS 2014-2015

Andrew Bearss has a degree in Business Administration and is an auto dealership senior manager. He has guided the Dow Honda dealership to the prestigious Quality Dealer Award for nine consecutive years. He was most recently selected to sit on the Advisory Board for the Ontario Honda Dealers Association for Eastern Ontario. Andrew actively sponsors and champions many causes including the Ottawa Police Youth Centre, Run for Reach, Ride the Rideau, and the Ottawa Boys and Girls Club. Andrew has hired multiple members from LiveWorkPlay at Dow Honda and has currently taken on the role of an Employer Champion, volunteering his time to directly influence and speak with other business leaders about the benefit of hiring LiveWorkPlay members. He has also developed numerous fundraising opportunities including a golf tournament with Dow Honda, Star Motors and Kanata Honda to the benefit of LiveWorkPlay.

Jim Carter is a Chartered Professional Accountant and served as a Logistics Officer in the Royal Canadian Air Force for 30 years and attained the rank of Lieutenant Colonel. Jim held senior military positions, including Deputy Comptroller of the Air Force, Head of International Financial Arrangements and Settlements for National Defence, Senior Logistics Officer of 4 Wing Cold Lake and Comptroller of the largest Air Force base in Canada, CFB Trenton. Upon retirement from the military, he was employed in National Defence as the senior finance officer of the Infrastructure and Environment Group for over 6 years. He has extensive experience in strategic planning, business planning, multi-national financial arrangement negotiations, and performance measurement. Mr. Carter also led the CFB Trenton United Way campaign, while serving in CFB Trenton. Jim's initial involvement with LiveWorkPlay came as a one-to-one match, and he is an inaugural member of the Employment Task Force.

Clement Chan is a certified Project Management Professional working in the federal public service. He has extensive experience leading large, multimillion dollar procurement projects and is known to deliver results. He is considered an expert in the field of integrated Business and HR Planning and has created plans for organizations that employ upwards of 1,000 people. He has also lead Information Technology projects in the private sector through managing multidisciplinary teams. Clement's lifelong philosophy of giving back to the community has resulted in fruitful experiences with people from many walks of life. He received his Bachelor of Commerce degree from the University of British Columbia and also studied in Manchester, UK where he gained an appreciation of the global economy and how this phenomenon impacts the marketplace. He became a LiveWorkPlay volunteer in 2010, joining the Board of Directors in 2013.

Dr. Ann-Louise Davidson was hired as an Assistant Professor in the Concordia University Department of Education in 2008. Prior to joining Concordia University, Dr. Davidson served as postdoctoral fellow at Carleton University and she taught in public and private schools. She holds her degrees from the University of Ottawa. Since being hired at Concordia University, Dr. Davidson has secured more than 1 million dollars in research funding from external and internal sources. She has published numerous peer-reviewed articles, book chapters, conference proceedings and professional papers, and received the Petro Canada Young Innovators Award for excellence in research, as well as the Brown & Percy Journal of Developmental Disability Student Publication Prize for excellence in writing. Dr. Davidson's research strives to understand how teaching and learning evolves through the use of digital technologies. She has expertise in collaborative action research. As a student, Dr. Davidson first learned of LiveWorkPlay during the 2003-2004 On Our Own Together housing projects, and she has since completed several papers and projects involving LiveWorkPlay staff and members.

Stacey Diffin-Lafleur has more than 20 years of marketing experience in high tech and the non-profit sector. She is a social media pioneer who delivers for the community, stakeholders, and clients. Stacey formerly led the marketing team at United Way Ottawa and is devoted to making a difference for people in her community. She has won numerous awards for her work in marketing and web strategy development and speaks at marketing and social innovation conferences. Her volunteer experience includes the Canadian National Institute for the Blind, Humane Society, MS, AIDS Walk and the Kidney Foundation. She was a founder of Baldapalooza, a multi-layered fundraising and awareness initiative for Creutzfeldt Jakob disease, as well as BreastFest, a series of events to raise funds for research to end breast cancer. She is also a founding member of Kindness Week in Ottawa. Stacey came to know LiveWorkPlay through her work at United Way Ottawa and joined the volunteer team in 2014.

Al Mackey is currently the Senior Client Relationship Manager for Enterprise Real Estate at TD Bank Group and is responsible for the Real Estate needs of North American Credit Cards and Merchant Services, Digital Channels, and the Direct Channels Technology Solutions Lines of Business. Prior to joining TD's Enterprise Real Estate Group, Al was Senior Vice President of Enterprise, Vendor, and Community Relationships for MBNA Canada Bank and its parent company Bank of America. Prior to joining the bank, he held various leadership positions within HOK Architects and Otto Bryden Erskine Martel Architects. Al is very active in the community and sits on the Board of Directors for the Children's Aid Society of Ottawa, Children's Aid Foundation of Ottawa. He first joined the Board of LiveWorkPlay in 2010. Al is a graduate of Dalhousie University in Halifax, Nova Scotia, with degrees in Environmental Design and Architecture and is a Registered Architect with the Ontario Association of Architects.

Vaughn McKinney is the owner and operator of The Parliament Cleaning Group, a family-run business in Ottawa, for the past 17 years. Vaughn's prior work experiences include Fabrizonne Cleaning Systems, Creditel Canada, the Robert Hunt Corporation and Dun & Bradstreet Canada, primarily in sales and relationship-building capacities. Vaughn is part of the United Way Ottawa volunteer Speakers Bureau, promoting the benefits of hiring people with disabilities. An employer of a LiveWorkPlay member, Vaughn is part of the Employment Task Force and has made many public speaking appearances as well as videos promoting the benefits of hiring people with disabilities.

Cecelia Taylor has been working in education and community development in Ottawa for fifteen years. She is currently a communications professor in the School of Health and Community Studies at Algonquin College. A committee member of Algonquin Reads and has coordinated the Global Studies program, she has worked at Frontier College, Youth Net, Sage Youth, and the Excellence in Literacy Foundation as a coordinator, advisor, and teacher. She has developed children's literacy workbooks that are used across the country. Cecelia has served with the LiveWorkPlay board of directors and has been chair/co-chair since 2010. From 2011-2012, she was a member of Ottawa Partnership on Aging and Developmental Disabilities (OPADD). Cecelia believes we affect positive change by sharing our insight and skill with compassion and integrity. She has a B.A. from St. Francis Xavier University and an M.A. and B.Ed. from University of Ottawa.

Cathy Velazquez is an experienced customer relationship professional, having held a variety of senior management roles in the airline, telecommunication and financial industries. Currently, Cathy leads communications and customer experience for the MBNA division at TD Bank. Cathy first learned about LiveWorkPlay in 1998 through their relationship with the bank, has attended numerous LiveWorkPlay events over the years, and was honoured to join the LiveWorkPlay board of directors in the summer of 2014. Committed to helping strengthen the communities where she works and lives, Cathy actively volunteers with a variety of organizations. She is currently Vice-Chair of the regional TD Friends of the Environment Foundation Advisory Board, has served as a member of the Selection Committee for the Brian Smith Memorial Scholarship program for several years, and supports the Royal Ottawa Foundation for Mental Health gala committee. Through her work at TD Bank, Cathy also serves as a leader of the local Persons with Disabilities and Allies employee resource group.

APPENDIX C: OTHER DOCUMENTS

Due to the size of these documents, paper copies have not been reproduced. You may view them online or download and print them as desired.

New bylaws (proposed): <http://liveworkplay.ca/docs/AGM2014/2014-BYLAWS.pdf>

Old bylaws: <http://liveworkplay.ca/docs/AGM2014/2004-BYLAWS.pdf>

Financial statements: <http://liveworkplay.ca/docs/AGM2014/2014-FINANCE.pdf>

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