

ANNUAL REPORT 2017



LiveWorkPlay.ca

WHERE POSSIBILITIES TAKE FLIGHT

***Presented at the September 8th
Annual General Meeting***

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REPORT FROM THE CHAIR

Cathy Velazquez

Greetings to all LiveWorkPlay members, families, and community partners!

Preparing for the 2017 LiveWorkPlay Annual General Meeting (AGM), all six current members of the Board of Directors have confirmed their intention to return for 2017-2018. This includes Michelle O’Doherty, who the Board welcomed in October, and those elected by the membership at the 2016 AGM: Christine Felteau, Brigid FitzPatrick, Daniel Spagnolo, Kari Whatley and myself.



On behalf of the Board, I want to take this opportunity to extend sincere thanks to Stacey Diffin-LaFleur, who earlier this year decided to end her board term and focus on her growing business and family. Stacey, who actively continues as a LiveWorkPlay volunteer, has made many valuable contributions to the organization as board member, advocate, volunteer and friend. We wish her much continued professional and personal success.

As is our tradition, immediately following the 2016 AGM the Board held its first meeting to determine board roles and discuss priorities and plans. Over the course of 2016-2017, the Board convened 14 times, including the annual board orientation and strategic planning sessions as well as monthly board meetings, and joined in the fun at LiveWorkPlay events.

In addition to reviewing the quarterly financial statements, the Stewardship Committee (created this year) is developing a policy on investments and reserves, and will be working with our banking institution on the investment strategy for reserve funds.

The Governance Committee took the lead on a governance policy review, executive staff review, board recruitment processes, and the AGM agenda. External Relations is a new ad hoc committee that met in June to develop the recent communication to members and families on the Strategic Plan review. They will be working on key external relations priorities for the coming year.

The Board remains up to date with Quality Assurance Measures compliance as required by the Ministry of Community and Social Services (MCSS).

In July, I shared with you an update on the Board's work to review and refresh our strategic plan. The process resulted in five broad strategic directions to build upon LiveWorkPlay's strengths, and position the organization to be effective and sustainable for the next three years and beyond. A recap of these strategic directions is as follows:

- **Negotiate and sustain “right relationships”** with members (supported individuals) and families – using clear and transparent communication to align expectations and facilitate effective planning and better life outcomes
- **Strategic partnerships** – build upon, form and sustain positive and mutually beneficial relationships with public, private and non-profit partners to benefit out members and deliver lasting improvements in our community
- **Sustainable portfolio of supports and services** – recognize our strengths as well as our limits, and focus on what we do well in consideration of available resources; build on our successes in supporting housing and employment transitions, and use a “just enough support” approach to reduce paid resource dependency and increase natural supports, interdependence through social connection and self-determination
- **Build a “leaderful organization”** – investing in quality governance, supporting staff excellence through mentoring and investment in professional development, and succession planning for all board and staff leadership positions
- **Promote a welcoming community** – reducing barriers experienced by individuals with intellectual disabilities, and encouraging recognition and appreciation of their contributions as citizens

Our mission, vision and values have served us well since being adopted by the membership in 2011. However, along the journey changes have occurred, within the Developmental Services sector, our organization, and our communities. Once complete, the plan will establish objectives for what progress will look like during the next 3 years and in support of long term sustainability for the organization. Because conditions in the sector can change quickly, the plan will be more descriptive than prescriptive, allowing for necessary operational flexibility.

This Board's commitment to striking a balance between fiduciary, strategic and generative discussions and actions for LiveWorkPlay is very important.

It's not easy to do, and requires regular attention, evaluation and adjustment. This year especially, we've invested considerable time to review and update the strategic plan, and to have generative discussions deserving of an organization with 23 years of well-managed growth, which has earned a formidable reputation. This board has proven its determination to be a future-thinking body while meeting its fiduciary responsibilities, critical to good governance.

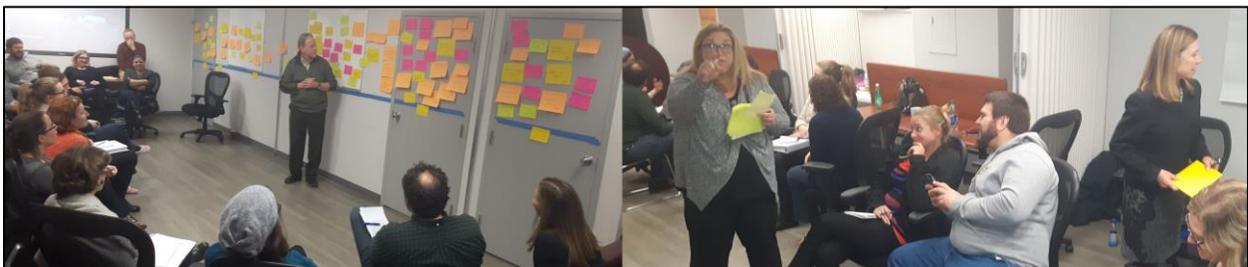
I also continue to be impressed with the involvement of our Board members outside of the boardroom, with volunteer matches, task forces, supporting our events, and actively promoting and advocating for LiveWorkPlay and its values in the community.

I want to thank the LiveWorkPlay staff for the enthusiasm and energy each of you bring to your work every day, and to our Executive Staff for the breadth and depth of expertise and leadership, recognized locally and internationally, that you bring to the organization.

To our volunteers, thank you for the time and effort you invest in our communities, which helps make it all happen. To all our community partners, members and families, a big thank you for a wonderful year and for all that you do every day!

I'm looking forward to an exciting and fulfilling year for each of you and for the LiveWorkPlay organization!

Cathy Velazquez



EXECUTIVE STAFF REPORT ON OPERATIONS

Co-Leaders Julie Kingstone and Keenan Wellar

Introduction

In consideration of the newly announced strategic directions (see letter from the Chair) we will be working over the coming year to shift our internal and external reporting to align with the identified priorities. This will not require dramatic adjustments to our current service delivery or to the relationships we have with supported individuals, family members, volunteers, funders, and partners. But it will bring some clarity to understanding operational progress towards the inclusive outcomes we are seeking.

For this year's report, we will highlight key developments in our July 1, 2016 to June 31, 2017 fiscal year, and where applicable, indicate how this impacts on expectations for 2017-2018. We'll tackle this through a "LiveWorkPlay" approach, touching on highlights related to housing, employment, and community engagement, concluding with communications, staff development, and "trends."

As of September 2017, LiveWorkPlay was actively supporting 138 people. The complexity of what support they are receiving and how it is funded cannot be overstated – some individuals access a particular service, while for others it is every type of service (home support, employment, community).

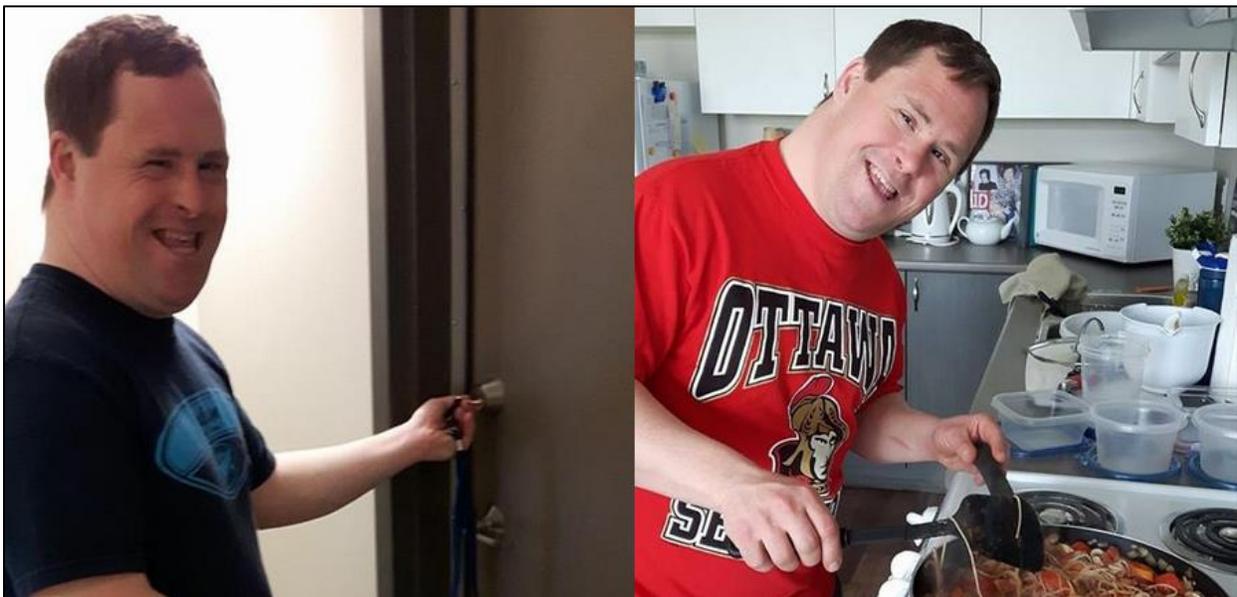
Funding arrangements include fee-for-service (out of pocket and/or provincial funding via the Passport program) and/or government-funded placements through the Developmental Services Ontario process and/or Ontario Disability Support Program (ODSP) Employment Supports. And of course, the hours of service vary too! Welcome to the challenging dynamic of modernized human services and a person-centred approach. It's the right thing to do, but certainly not the easy thing to do.

If you were hoping for copious photographs in this report, we have decided to spare the ink and spare the trees. We have one of the busiest Facebook pages and websites around, and there you can see thousands of images and videos that will complement the written information in this report. For the online PDF version, we have added a splash of colour with some of the best memories of the year. You will find a list of photo descriptions at the end of the report.

LIVE: Report on Housing and Support for Life at Home

In housing news, we completed the process of moving out of the landlord business with the sale of our remaining 2 of 7 condominiums originally purchased in partnership with the Canada Ontario Affordable Housing Program (COAHP).

Our focus on supporting partnerships with private landlords, non-profit housing, and social housing providers saw a significant boost this year with the completion of the “Haven at Barrhaven” housing development by MHI (Multifaith Housing Initiative), also in partnership with COAHP. MHI did a tremendous job of raising funds as well as substantial planning to deliver an incredible result.



LiveWorkPlay partnered with MHI to ensure the inclusion of a representative population of 8 individuals with an intellectual disability being among the first of 300 residents who moved in to this new community starting in January.

The Ontario Ministry of Community and Social Services Developmental Services Housing Task Force supported a LiveWorkPlay “Just Enough Support” proposal to help individuals and families prepare for their move and develop a plan with the right mix of paid and unpaid support.

The two-year funding of \$115,000 per year went to a Helen Sanderson Associates trainer at nearby Mills Community Support agency based in Almonte, as well as to coordination by LiveWorkPlay staff, and assistance for building natural support networks.

There has been notable increased demand for supports associated with our members having success in their homes. This is not only coming from those who are requesting fee-for-service (using Passport individualized funding or other

types of funds not associated with a funded placement from the Ministry of Community and Social Services) but from those who are in a placement in “Community Participation.”

Whereas many members of the staff team have previously been categorized as “Living Supports” or “Community Connecting” these lines have been deliberately blurred, and you will see “Community Connector and Life Coach” as a common job title. The mix for each staff member can change over time, but with this approach we are better able to adapt to the changing needs of our members.

LiveWorkPlay was involved with two “intensive housing” initiatives this year, which entails in general supporting individuals who have experienced significant challenges with getting the help they need to live successfully in the community. This is demanding work that often involves complex relationships with Ministry of Community and Social Services, Ministry of Health and Long-Term Care, other Developmental Services agencies, Developmental Services Ontario, Service Coordination, and of course families.

We had to withdraw from one of these initiatives due to medical issues impacting the individual, but we continue with the second, and the support we are providing is, according to the family and the individual, making a dramatic difference in quality of life and offering tremendous hope for the future. Due to the confidentiality involved in such work we are unable to be specific, but we are grateful to the development of new partnerships with agencies and professionals in Developmental Services, Health, and other sectors for their assistance in both of our intensive housing initiatives.

WORK: Report on Employment and Employer Partnerships

We will lead with some very important news: those of you who have been associated with the LiveWorkPlay community for many years understand that despite delivering great outcomes, our employment support services have always been without a stable source of funding. This has meant being unable to hire and retain employment staff over the long term (relying on short-term contracts associated with time-limited grants) as well as being challenged to offer consistent levels of service to employees and employers.

In April of 2017 it was announced that LiveWorkPlay had become a Service Provider under the auspices of ODSP Employment Supports.

This type of funding is very different from our Developmental Services agreements. It is a “fee-for-performance” system whereby certain sums are received based on the type of support provided, the results, and the longevity of the results. We mention this because it is going to take time to evaluate how well this program works in conjunction with the employment supports we provide and the population we serve.

Essentially, it often takes more work to develop jobs (and to maintain long-term engagement with the employer to continue jobs for people with intellectual disabilities) than would be typical of the wider pool of ODSP-ES participants.

There are not many examples from across the province of agencies like LiveWorkPlay delivering ODSP Employment Supports, but given the alternative of discontinuing our employment services altogether, this was certainly well worth exploring, and ODSP-ES staff have told us that it is always a feeling out process for new providers. In terms of what is most important – jobs for people with intellectual disabilities and satisfied employers – this has been a remarkable year.

We got a huge boost in the fall thanks to success in the Community Foundation of Ottawa *New Leaf Community Challenge*. LiveWorkPlay went through several stages of written submissions, and ended up in the “finals” with two other proponents of innovative projects related to youth employment.

LiveWorkPlay’s proposal was well received by the live audience as well as a panel of non-partisan judges drawn from multiple sectors in the community, and ultimately, we were successful in being awarded \$125,000 to carry out our plan for 100 new jobs for people with intellectual disabilities, a target we are looking to reach in 2018. We are close to 50% of the way there!

In recognition, not of our “win” but rather of the creativity behind the Community Foundation of Ottawa *New Leaf Community Challenge*, they were recognized with the “Innovative Funding Partnership Award” at our sold out 2017 Make A Buzz Ottawa recognition banquet on May 11.



Without question our Employment Task Force (ETF) – a group of volunteers drawn from local employers as well as individuals who use knowledge, experience, and personal and professional networks to open doors – was key to our successful New Leaf proposal. More broadly, ETF is accounting for most of our outcomes in matching employees and employers for job success.

A critical area of growth has come from partnerships with federal government agencies and departments, and from a new branch of the Employment Task Force known as the Federal Employment Strategy Group. This has opened doors for a wide variety of employment opportunities, ranging from casual part-time to full-time positions, mostly in clerical work.

LiveWorkPlay was thrilled and humbled to be mentioned in the Clerk of the Privy Council and Secretary to the Cabinet *Twenty-Fourth Annual Report to the Prime Minister on the Public Service* in the section entitled “Attracting, retaining, and developing top talent.”

We have participated with federal agencies and departments in promoting the benefits of employment diversity and inclusive hiring practices, and this is being further developed for 2017-2018. Watch for exciting new materials and videos!

The list of employment partners has grown well beyond 100, and we cannot give all of them fair treatment within the confines of this report.

They were all celebrated at *Make A Buzz*, and honours given out as follows:

Inclusive Employer Award Recipients: Shopify, St-Laurent Volvo, Canadian Wildlife Federation

Legacy Employer & Employee Award: Value Village, Jalynn Plaus (Ten Years)

Leadership in Employment Diversity Award: Innovation, Science, and Economic Development Canada

What has been perhaps one of the most dramatic takeaways from the past year of employment support is that we have developed a real belief in “there is a job out there for everyone.”

There is nothing like results to help transform an ideal into a reality, and some of our biggest celebrations this year were for those for whom finding the right job has seemed more of a hope or a wish than a possibility – but this year there were many examples of dreams that came true!

On a final note, a nod and tip of the hat to the work of provincial and national employment networks and initiatives such as the Canadian Association for Supported Employment (CASE) and Ready, Willing and Able (RWA) that we have worked with and benefited from in terms of advocacy and connections, and to the Ontario Disability Employment Network (ODEN). ODEN supported our participation in a “cash mob” as part of Disability Employment Awareness Month (DEAM) at The Works Gourmet Burger Bistro in Barrhaven. Check it out:

<https://www.youtube.com/watch?v=50jXmqLG-cQ>

PLAY: Recreation, Sports, Education, Arts, Volunteerism (Community)

This aspect of our work is the most diverse and often the most difficult to explain, as it is so individualized, and so broad. It could be a desire to join a Church choir or a hip-hop club. It might be pursuing a driver’s license or a college diploma. It could be volunteering in a political campaign or delivering Meals on Wheels. Perhaps joining a soccer team or taking a course in meditation. Those are actual examples of support we provided this year – and just a sampling!

We also continue to coordinate “Friday Night Meet-Ups” an incredible volunteer-supported initiative that provides a wide variety of opportunities to get out and socialize in diverse ways and in various places across the city. Every week there are five or more choices available – could be a music festival downtown, a movie in Orleans, dinner at a pub in Kanata, a football game at Lansdowne, and going for a walk in Britannia (these too are actual examples).

Volunteers also play a critical role in supporting individual outcomes in the community. Through our “matching” initiative, LiveWorkPlay members can identify an interest in sharing an activity with another person in the community. LiveWorkPlay presents the opportunity through Volunteer Ottawa and other targeted communications (like universities, recreation clubs, etc.) and then brings the two people together to see if they seem a fit with each other and if they would like to try spending time together.



Although the volunteer experience begins with a formal orientation, police records check, and other agency processes, once the relationship is underway, LiveWorkPlay transitions to being in the background, mainly to check in and to help resolve any problems (often scheduling and transportation issues are a barrier and LiveWorkPlay provides help and strategies).

Volunteer recognition for this year included the following awards:

Volunteer Recognition Initiative, issued by Ottawa South MP David McGuinty: Carole Sheppard, Tan Bokhari, Madelaine Ressel, Joel Hayward, Zofi Malik, Emily Rothwell, Rachel Rhoades, Sandra Villeneuve, Vanessa Horti-Rogers, Sophie Zhang

Celebration of Friendship Award: Jalynn Plaus and Natalie Prowsé

Volunteer Leadership: Laurie Hogan and Kaye Kwok

Gamechanger Volunteer Leadership Award: Mary Gusella

United Way Ottawa Community Builder Award: Ken Sparks

Our efforts to support “play” and more broadly, community inclusion, rely heavily on effective community partnerships, and the willingness of community facilities, sports associations, theatre groups, and other formal social-recreational organizations to learn about and build their inclusive practices so our members can experience success as well as contribute to the benefit of others.

At Make A Buzz Ottawa 2017 we recognized various community partners for their contributions. This included:

Social Innovation Community Partner Award: Salvation Army (MoneyWise)

Community Partner Award: Ottawa Sport & Social Club

Community Partner Award: Valor & Solutions (Mental Health)

Support for travel continues to evolve. When LiveWorkPlay started offering travel support back in 2003, we did it all – travel agent, travel host, everything! This was a stepping stone as we realized travelling around in a large group was a very limiting way to go, and frankly, 35 people just don’t easily fit into a restaurant in Manhattan after a show!

The next evolution was to look at smaller groups and joining up with other travel groups, such as Ottawa Valley Tours motor coach tours. The other innovation was to travel to Club Med where it is not unusual for large groups to travel together, and where there is so much going on (and so many Club Med staff) that everyone could have some flexibility to do more of their own thing.

We've been at this stage for about the past 7 years and we are now looking at what comes next, and we know that part of the answer is what is already happening – our members are travelling with a friend, or a group of four, and this is of course eliminating the look and feel of the trip as some sort of a social services venture, and is instead providing an authentic travel experience.

This is not to say that all forms of travel to this point have not been important, fun, and generators of amazing memories. In fact, most of those who have moved to independent travel had many years of practice with the more organized LiveWorkPlay trips.



No decisions have been made and during this summer's annual meetings (where our Service Coordinator meets with each individual and anyone they would like to accompany them) we are asking for feedback about travel.

In 2016-2017 LiveWorkPlay supported travel to Club Med Turquoise, Pennsylvania Dutch Country, and (technically in 2017-2018) Prince Edward Island (the latter two trips with Ottawa Valley Tours). What comes next will depend in part on the feedback we receive, as well as looking at resources (financial and staff).

LiveWorkPlay continues to believe travel is an important aspect of “play” and we are actively working with individuals on their personal travel plans even as we gather feedback that will help determine the breadth of our future involvement.

In the “work” section, we discussed the successes of the Employment Task Force, and the concept is now being applied to a Community Task Force, which has just started to meet and is going to be helping open doors to opportunities in recreation, arts, sports, and more!

Report on Communications

LiveWorkPlay has a “Theory of Change” that is an elaboration of the activities we pursue and the outcomes we aim to deliver to realize our mission. A copy is attached with this report.

In addition to the work we do in direct support of individuals, their families, and the people and organizations that touch their lives, we also have a key role to play in pursuing social change – be it government policy or public attitudes that impact on welcoming and inclusive communities. Some of this work completed over the past year is described below.

Partnerships and Advocacy

A significant outcome of 2016-2017 was our engagement in the *From Presence To Citizenship* project, an outgrowth of discussions with other person-centred organizations dating back to the 2014 Community Living Ontario annual conference and the 2015 The Learning Community for Person-Centred Practices gathering. Funded via an agreement with the MCSS corporate office and captained by Community Living Atikokan, this year FPTC agencies were present at all MCSS regional meetings in our sector to deliver presentations about person-centred services. They also hosted sessions specific to families.

This phase of the project culminated with a sold-out conference in Toronto with world class speakers such as Al Condeluci, David Pitonyak, and Bruce Anderson. Based on these and other results, the project is continuing, and the work has been divided into smaller committees, with LiveWorkPlay taking on a key communications role for promoting the project and the conference in social media and relevant groups and forums.

Locally, this was the first year for LiveWorkPlay to be at the table of the Ottawa Developmental Services Network (ODSN) – represented by Executive Directors of

all Ottawa area Transfer Payment Agencies. An important outgrowth of our participation with this body is a successful joint application to the MCSS Modernization and Employment Fund, to be managed by Citizen Advocacy on behalf of the ODSN. The project will offer an opportunity for up to 2 representatives from each agency to complete a Helen Sanderson Associates training in person-centred service delivery, and those who graduate will also be eligible to train others in the same certification.



Another collaborative of note is the Employment Accessibility Resource Network (EARN) which hosted an annual conference that offered an opportunity to showcase the work we have done with the federal government. This generated interest from our local government where we hope to have significant employment news in 2017-2018.

LiveWorkPlay has continued its membership with Community Living Ontario (CLO) and have benefited from numerous articles published in the Friday Update ezine, as well as from detailed policy analysis regarding budgetary and other decisions of importance to our sector. CLO has also directly advocated to provincial government with respect to concerns identified by LiveWorkPlay. We will contribute at two separate panels at CLO's annual conference in September.

LiveWorkPlay has also advocated directly to the Ministry of Community and Social Services on a variety of issues, and we have been persistent in our call for a review of Quality Assurances Measures protocols that require all staff to be trained in the use of restraints, or “holds” as they are now described in the approved curricula.

LiveWorkPlay has a policy that restraints and holds are *not* to be used – although it is permissible to have such a policy, we are nevertheless required to expose our staff to the training – failure to do so would be considered “non-compliance.” We are hopeful that 2017-2018 will see movement on this issue as we believe it is fundamentally disrespectful to the people we support to engage in a training component that presumes them to be violent. A better solution is a requirement to have an approved plan specific to supporting individuals where there are known issues that call for consideration of managing violent incidents.

MCSS has engaged with LiveWorkPlay and invited participation and engagement from agencies across the province on a wide variety of issues. We wish to thank former Assistant Deputy Minister Karen Chan (recently retired from her position) for the many formal and informal communications we have had in recent years. This has helped a small organization like LiveWorkPlay feel less isolated from decisions made in Toronto, and we hope this is a foundation for continued reciprocity in the coming years.

Media, Social Media, Digital Communication, Video Projects

LiveWorkPlay was represented as the lead source in traditional media (television, radio, newspapers) about 12 times during the year of this report. This is a small decline and part of a continuing trend, as we continue to invest more time in our own social media platforms as well as interactions with other individuals, organizations, and the online channels of traditional media.

2015-2016 was a much more active year with traditional media due to our advocacy in various issues that were in the public eye, such as the Ombudsman’s Report and the closure of sheltered workshops. Should the need/opportunity arise, we are ready, and of course our social media efforts also feed to and build from other media.

Our active social media platforms at this time are Facebook, Twitter, LinkedIn, YouTube, and Instagram. Facebook remains *the* social media hub for LiveWorkPlay constituents – we have more than 2500 “likes” (followers) of our Facebook page <http://facebook.com/liveworkplayfans> and our companion group

(membership is limited) is now over 250 members, but there is also constant interaction between members, volunteers, staff, and partners. The interactions are highly interactive and very organic.

Our other channels serve a purpose but they show much less engagement. Twitter (@liveworkplay) is a useful broadcast tool for sharing information about issues or events (whether LiveWorkPlay or third parties) and our YouTube channel <http://youtube.com/liveworkplayvideo> is a rich repository of our own video history (now 150,000+ views) and a means for showcasing the work of others. LinkedIn provides a platform for connecting with other organizations and professionals in fields of relevance, and is also a popular means for potential employees and volunteers to learn about the organization. Our Instagram account now has more than 500 followers and attracts a younger demographic.

Digital communication with members, families, volunteers, and others who have a close connection with LiveWorkPlay now relies heavily on our electronic newsletter <http://bzbz.ca/liveworkplaymembers> (250 subscribers) and we also have a newsletter devoted to a public audience <http://bzbz.ca/liveworkplaynews> (650 subscribers). This is a way for LiveWorkPlay to broadcast valuable information, but does not replace ongoing telephone, email, and in-person conversations – seldom does a day go by when we are not hosting multiple member and/or family visitors at our headquarters. Our team also meets frequently in people’s homes as well as public venues like coffee shops.

Secure file sharing via the ShareVision platform is also critical to serving each of our members. It supports a variety of functions, ranging from information about each person’s service agreement, to how each member indicates their interest in Friday night meet-ups. Family members may also access this platform as approved by the supported individual. This platform also hosts most of the information required to meet the Quality Assurance Measures standards, which was last confirmed in April after completing the annual QAM audit in March.

Looking to the future, we plan to make videoconferencing more readily available to our members, and more news about this will come available in the fall when we have chosen the appropriate platform.

Speaking of video, LiveWorkPlay was involved in several video projects this year. This included a From Presence To Citizenship video that was launched at the conference, a pilot video as part of a Telus project, and Hire for Talent, a video series that is expected to go public in the fall.

You can view the From Presence To Citizenship video here:

<https://www.youtube.com/watch?v=ZWd5wlrrw4w>

The link to the Telus video “Just Like Us” by Anaid Productions:

<https://www.youtube.com/watch?v=HPP5zOgOcrY>

Hire for Talent videos coming soon: <https://www.hirefortalent.ca/welcome>

Individuals supported by LiveWorkPlay are key advocates not only for the organization, but for promoting inclusion in our community and beyond. Awards to members at Make A Buzz 2017 included:

Ambassador Award: Phil Landreville

Rob More Good Life Award: Tim Siebrasse

My Own Home Bursary Award: Gage Emond, Lindsey Doan, Shelby Penny, Daniel Pinsonneault, Ali Wilcox

Events

Our events are a key aspect of our overall communications strategy. Direct human interaction is more important than ever for community-building, feeling connected, and happiness. That is why LiveWorkPlay continues to invest in the Family Feast events in September (combined with AGM), December, and late March or early April.



These Friday night gatherings – particularly the December and March/April versions, are deliberately “agenda light” – that is, the point is to be together, and that is the focus. Attendance at Family Feast events either held steady or increased slightly in the 120-200-person range.

The Make A Buzz Ottawa event in May is more complex, as it combines community-building and a fundraising component. The community-building at this event is of a different nature than the Family Feast events, with attendance that continues to sell out in the range of 350 persons, and is very diverse. Here we see work colleagues of our members, partner organization representatives, teammates and classmates from clubs, courses, classes, and sports in the community, volunteers, and friends and family filling the room with an energy that is difficult to describe.

Although a silent auction and small live auction, combined with sponsorships, brought in some \$34,000 in revenues (net of about \$17,000) – the 2017 version was truly a celebration of community, as is intended. The feedback indicates this was the best ever (the history of the event dates back to the 1990s) and that we have hit on an enjoyable format.

Special thanks to emerging talent Brendan MacGowan – your vocal prowess and innate charm delighted the room – and to co-hosts Derick Fage and Sandy Sharkey. Their humour combined with heartfelt passion for LiveWorkPlay is obvious to the audience and keeps everyone relatively focused on the agenda!

The longstanding tradition of our New Year’s Eve party is the only event that is showing a clear trend of declining attendance. We certainly had a wonderful time with DJ Dangerous Dale Kerr to ring in 2017!



We need to look at the numbers and figure out how this tradition might carry on more sustainably, or if our group of 50-75 revelers could host or join in on another party in the community.

This year's confirmed event dates: September 8 (Welcome Back Family Feast), December 8 (Festive Family Feast), March 23 (Foolish Family Feast), and mark your calendars MAKE A BUZZ OTTAWA: MAY 10, 2018!

We've been involved in some sort of golf tournament for most of the past 20 years. In 2017 the BNI (Business Networks International) Eastern Ontario/Western Quebec tournament at Metcalfe Golf and Country Club proceeds grew to a remarkable \$12,000 (net donation to LiveWorkPlay). This year Employment Task Force volunteer Matt Shipley did the talking on behalf of LiveWorkPlay, making a convincing case for hiring people with intellectual disabilities.

Branding

Part of our New Leaf grant provided for the development of new marketing tools. Some, such as our Employment Supports kits, are already in use. We have a new logo (modernized bumblebee) and a new tagline. These will be increasingly in use throughout 2017-2018 as we replace older materials and update our online presence. The tagline is currently proceeding through the trademarking process in both official languages. We received a great response with our initial reveal at Make A Buzz Ottawa and reactions continue to be overwhelmingly positive.



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Staff Development

You'll notice we've rarely referenced individual staff names throughout this report, and that's not because it is a secret. LiveWorkPlay is a team effort and we wanted to highlight the work of the organization.

But we also want you to know "who does what" and to that end, you will find an appendix with the names and roles of each staff member (current as of September 1, 2017) later in this document. You can also read some "year that was" summaries organized by the board of directors.

Some notable staff development efforts this year included training in Appreciative Inquiry with Maureen McKenna (supported locally by Tara McRae at Valor & Solutions), meaning-making and Core Gifts with Bruce Anderson, and David Pitonyak contributed sessions about self-care and the connection to being at our best in the support of others.

Individual staff members engaged in a variety of professional development opportunities, both internal and external. Our weekly team meetings on Wednesdays are dedicated once a month to a professional development activity, usually led by a team of two.

Some external activities of note included Jen Soucy and Anna Nelson at the Canadian Association for Supported Employment (CASE) conference, and Allison Moores and Grace Hudson becoming certified trainers from the Crisis Prevention Institute (CPI). We are mandated to certify all of our staff in CPI or another approved MCSS provider, and having internal trainers helps reduce the significant investment of time and resources required.

Julie Kingstone is completing a Certificate in Applied Positive Psychology (CAPP) and Keenan Wellar and Grace Hudson took part in a coaching project with now-graduates of the Royal Roads University executive coaching program.

We are a learning organization, and our team is in a constant state of reading, watching, and discussing ways to get stronger. We utilize Open Future Learning modules with all new staff as a core of their orientation.

Trends and Changes

Internal News

In the “live” section we mentioned the trend towards increased demand for help with finding and being successful in a home of one’s own. In response to this, our Community Connector and Living Supports team member job titles have transitioned to “Community Connector and Life Coach” and the way we hire and train new staff for these roles prepares them for a broader range of duties.

The “Just Enough Support” model is a key to the Life Coach role – how can we support people to have success in their own homes without being more intrusive than we have to be, and without creating dependencies for help that could be better and more appropriately provided through natural relationships.



There is an even bigger trend to demand for Employment Supports services. Having become an ODSP Employment Supports provider, this means we can offer at least one open door (even if it is not open wide – we are still challenge with capacity issues) to those who would like our help outside of a fee-for-service arrangement.

The trend with respect to employment is that every type of job is on the table. The growth in “office jobs” this year is astounding, accounting for about half of the 40 or so new jobs that we’ve supported in the past year.

Speaking of fee-for-service, we find ourselves at full capacity for those with Passport and/or other means to hire LiveWorkPlay to provide service. We are working on a process for managing this demand – yet another “waiting list” is very difficult for individuals and families.

We know that individuals and families have likely already gone through the pain of doing all the work necessary to apply for a funded placement through the Developmental Services Ontario process only to end up waiting (or to be waiting for Passport funds). When they come to LiveWorkPlay and can offer fee-for-service, the last thing they want to hear is “Sorry, you have to wait.”

The challenge for LiveWorkPlay is we cannot grow indiscriminately in response to this demand – it takes time to train and support staff to deliver the services, and we have to maintain our quality standards. We must not get overextended, delivering a lower quality of service or putting members or staff at risk.

Communicating with family members about these issues is very challenging and is a priority in the coming year, as aligned with one of the Strategic Directions adopted by the Board of Directors.

An early outcome of this is that what we used to call the “Fee For Service Annual Membership” will be known as the “Community Connections Service Package.” Having the word “membership” was confusing to people and it is better understood for what it is – a package of services with a fixed cost (\$100 monthly).

We are also working on making sure we are as clear as possible about what is and is not provided via the annual service package. It is now very straightforward: access to our events, access and support with Friday Night Meet-Ups, and help with up to two volunteer “matches” per year.



Individuals and families can sign up for the service package and augment it with hourly fee for service for additional support, or if they are not interested in the package, can negotiate a specific contract for hourly services that is right for them. But without a doubt, the package is very popular and there is a waiting list for this service.

We've got a jump on another Strategic Direction, building a "leaderful organization." A step in this direction is our newly organized Leadership Team, which you will see represented in the staff chart below. This is in one sense a simple structural change that assigns areas of responsibility and establishes supervisory relationships with other staff, but it is also building leadership capacity for the entire organization.

The team meets weekly and works in part to ensure that no one person is an island – if someone becomes ill or has to leave for any reason, we won't be caught in reaction mode, we'll be positioned to better work together to minimize inconvenience to our members, families, partners, volunteers, and other staff.

For some time now we have also been emphasizing leadership from the entire team – leadership not being about job titles, but rather about contributions. While certain types of work at LiveWorkPlay may lend themselves to greater public recognition, what is most valued at LiveWorkPlay is excellent outcomes, and for some this may mean the public never knows about their work. It's therefore up to the team to recognize, celebrate, and learn from what they bring to the organization.

Hiring summer staff with help from a Service Canada grant continues to work well, not only with helping us better manage what is typically the most active season for vacation time, but it's also a great way to get to know some individuals who may one day contribute as staff in other ways. For example, this is how we first met Kelsey McDaniel three years ago, and now Chris Floyd, a summer staff from 2016, has also joined the team!

This year's crew of Jessica Wilcox (her second time and now off to do her Master's at University of Toronto – all the best), Tola Stewart (Social Work at Carleton), Pawna Perinpanayagam (Biomedical Sciences at uOttawa) and Batoul Auf (also Biomed at uOttawa) earned praise from members, family, and colleagues.

We are pleased that Pawna and Batoul have agreed to stay on staff with us on a part-time basis. They will be doing a bit of everything, from employment to community connecting to life coach support!



External News In Brief

The transformation of Developmental Services is at least in part the establishment of new expectations on what the rest of the community will be doing to better welcome and include people with intellectual disabilities in all areas of life.

This is not new to LiveWorkPlay, but as per the Strategic Direction of community partnerships, in 2017-2018 we are going to be getting more involved with the affordable housing community, anti-poverty, health, education, and other sectors where we've always had connections, but have not really been at the table.

While being mindful of our limited resources of both staff and volunteers to engage in other sectors, we will look to be very strategic and make purposeful choices about where we can both contribute as well as deliver benefit to our own constituents. But ultimately any improvements in inclusive attitudes and practices in the community benefits our members, so there is a world of opportunities out there and we'll take on the challenge of pursuing and managing them.

We also want to build on ways to connect with families, even if they do not have adult children who are receiving services from LiveWorkPlay. Keenan Wellar spoke at a family conference organized by Service Coordination and there is a real hunger from families to learn more about the type of outcomes (home, job, hobbies, friends) that our approach delivers. They may not necessarily end up in a formal relationship for services, but they might benefit from purposeful conversation and guidance. We learn from every family we meet!

This was certainly a trend this year with visiting delegations, who were sometimes representing organizations or government, sometimes family networks, and also combinations of family members and staff from other communities.

They came from faraway places like Oklahoma and from nearby towns in Ontario. There was a lot of interest in housing, which often started with talking about “models” but we helped people walk away thinking more about the housing that already exists in their community, and the barriers to access for people with intellectual disabilities. We shared some of the work we and others have done to overcome financial, safety, social, and other obstacles to success.



Both our federal and provincial governments are looking at new ways of approach barriers to economic and social inclusion, be it less punitive ways of managing income support, or exploring a Canadians with Disabilities Act to simplify issues of access that are currently unclear and lacking in enforcement.

LiveWorkPlay has direct experience with the Ontario Disability Support Program Income Supports system and shares the very common concern that it is too restrictive (such as asset limits – which improved in 2017) and too demanding with its reporting mechanisms. This includes filing *monthly* reports through a paper-heavy process to track income and expenses in ways that could conceivably be managed through a *yearly* process similar to tax reporting.

Conclusion

We're at page 22 already, and it feels like we are just scratching the surface. That's appropriate to any modern human services organization. Our work is complex, we are in a perpetual state of change, and we are in a constant struggle to communicate effectively about our outcomes and impact, even as we are implementing improvements that benefit individuals, families, and the community.

At the same time as we must embrace a dialogue of change, we also seek to offer stability to our constituents. There is no means of keeping every staff member and volunteer, but we are taking steps to promote longevity, because we know it's all about relationships. We have committed to community-building for the sake of community-building, with the ongoing investment in our Family Feast events. When we need to make changes in our service delivery, we work to ensure our supporters informed and engaged, but not overwhelmed with information that could provoke rather than reduce negative emotions. Everyone is different so it is difficult to get this exactly right.

With your help, we will keep getting better. It's been a remarkable 22 years and there is no reason not to believe that 2017-2018 will continue that upward trend.

Julie Kingstone & Keenan Wellar

Photos

- Page 2: A Friday Night Meet-Up to check out Canada 150 celebrations
- Page 5: Historical scan activity for strategic review
- Page 7: Daniel Pinsonneault moving in and cooking up a storm at The Haven
- Page 9: Employer awards (see list page 10)
- Page 11: Volunteer awards (see list page 12)
- Page 13: Motor coach tour in Pennsylvania
- Page 15: Representatives of From Presence To Citizenship
- Page 18: Tim Siebrasse with the Rob More Good Life Award
- Page 19: BNI golf tournament results
- Page 22: Caroline Matte and her "village" of supporters
- Page 23: Cooper Gage (with football no glasses) and his team
- Page 25: Jessica Wilcox supporting a meet-up before heading off to university
- Page 26: Holly McCracken Howard (stripes) from the Oklahoma delegation

LiveWorkPlay Staff Team (September 1, 2017)

We'd love to offer you a clever infographic that explains our staff team interactions, and maybe we will manage that for 2017-2018. In the meantime, here's a rather traditional list.

Executive Staff

Julie Kingstone, Co-Leader and Director of Operations

Keenan Wellar, Co-Leader and Director of Communications

Leadership Team (includes Julie and Keenan)

Allison Moores, Support Coordinator

Grace Hudson, Team Lead, Community Connectors and Life Coaches

Jen Soucy, Manager of Employer Partnerships

Anna Nelson, Team Lead, Employment Supports

People Connector

Alex Darling, Volunteer Coordinator

Employment Supports

Kelsey McDaniel, Job Connector

Alastair McAlastair Gharthey, Job Connector

Joshua Gray, Job Connector

Community Supports

Daniel Harris, Life Coach and Community Connector

Anthony Stratton, Life Coach and Community Connector

Lou Hawkins, Life Coach and Community Connector

Wendy MacEwan, Life Coach and Community Connector

Roberta McKenna, Life Coach and Community Connector

Shayna Grey, Life Coach and Community Connector

Sara Anderson, Life Coach and Community Connector

Carrie Nichol, Life Coach and Community Connector

Chris Floyd, Life Coach and Community Connector

Part-Time

Jennifer Cunningham, After Hours Support

Pawrnaa Perinpanayagam, Life Coach, Community Connector, Employment Supports

Batoul Auf, Life Coach, Community Connector, Employment Supports

Placement Student (5 months)

Johanna Walther

LiveWorkPlay* Guiding Statements

Adopted by Members at the LiveWorkPlay Annual General Meeting 2011

September 23, 2011 • Ottawa, Canada

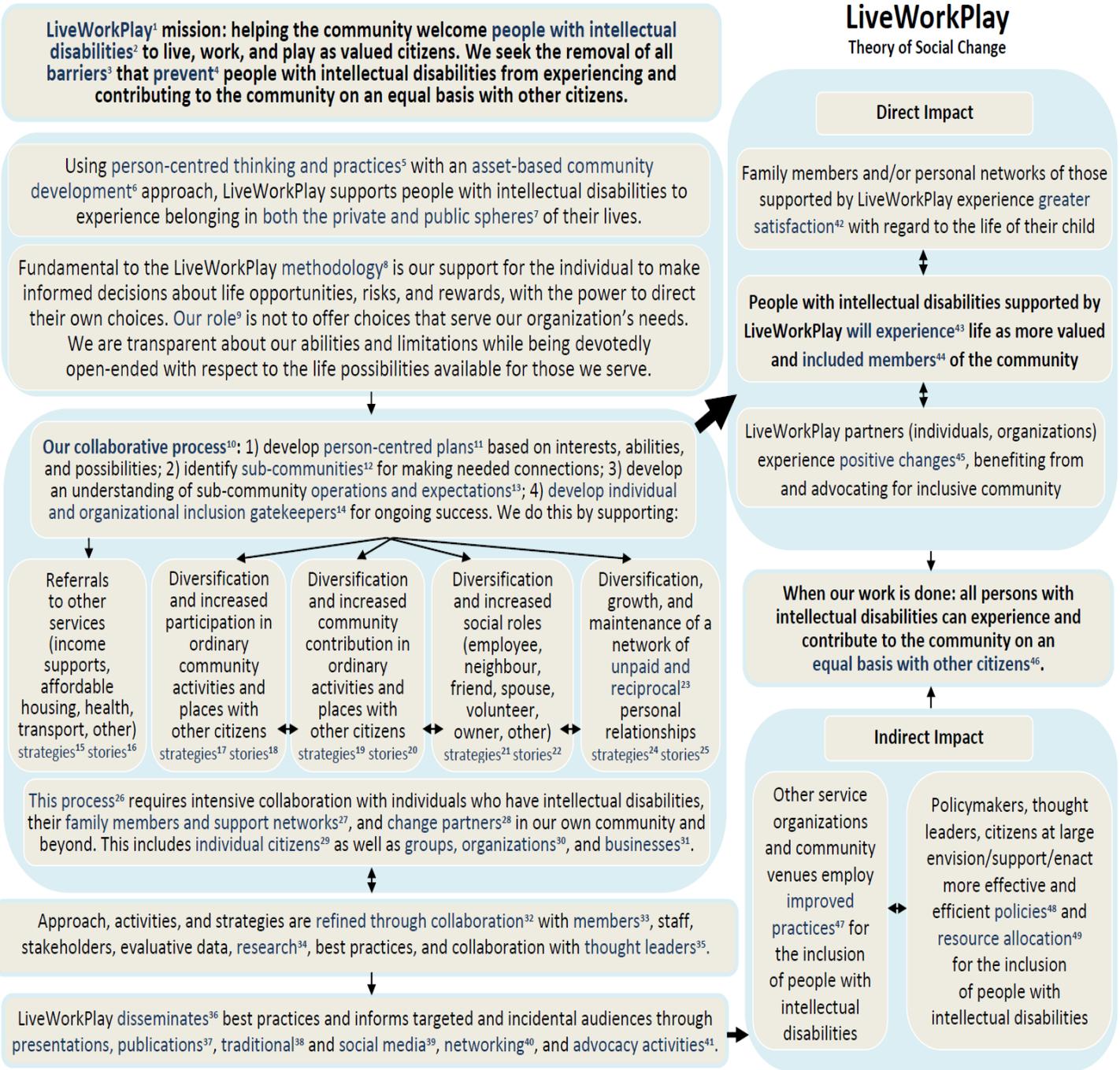
- VISION:** A COMMUNITY WHERE EVERYONE BELONGS
- MISSION:** HELPING OUR COMMUNITY WELCOME PEOPLE WITH INTELLECTUAL DISABILITIES TO LIVE, WORK, AND PLAY AS VALUED CITIZENS.
- CORE VALUE:** PEOPLE WITH INTELLECTUAL DISABILITIES ARE VALUABLE CONTRIBUTORS TO THE DIVERSITY OF OUR COMMUNITY AND TO THE HUMAN FAMILY.

LIVE, WORK, PLAY VALUES

- WITH RESPECT TO:** HOMES, HEALTH CARE, EDUCATION, PERSONAL DIGNITY, AND PERSONAL PRIVACY
- PAID WORK AT MINIMUM WAGE OR BETTER, SHORT-TERM UNPAID WORK, AND VOLUNTEER POSITIONS
- 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.

Development of these guiding statements was influenced by many individuals and organizations, including local, national, and international sources. Additional feedback was invited and received from third parties that ranged from grassroots advocacy groups to national social policy organizations. These contributions supported two years of formal and informal discussions facilitated by the board of directors. These consultations included voices from all LiveWorkPlay constituencies, such as individuals with intellectual disabilities, family members, staff, volunteers, and community partners. The statements are intended to resemble the values, intentions, and language of the United Nations Convention of the Rights of Persons with Disabilities, ratified by the Government of Canada in 2010.



We know, it's too small to read.

That's why you should go to <http://liveworkplay.ca/socialchange> where you will not only find a large printable version, but also links to external documents and videos that will help explain it all.

LiveWorkPlay Annual General Meeting 2017*

Friday, September 8, 6:30 pm at St. Anthony's Banquet Hall, Ottawa

AGENDA

- 1) Call to order and opening remarks (Cathy Velazquez)**
- 2) Approval of the agenda (Cathy Velazquez)**
- 3) Proposal for voting via Yea or Nay (Cathy Velazquez)**
- 4) Approval of minutes from AGM 2016 (Cathy Velazquez)***
- 5) Report from the independent auditor, questions (Ross Holmes)***
- 6) Appointment of the auditor for 2017-2018 (Cathy Velazquez)**
- 7) Consultant's summary: strategic review process, questions (Mike Coxon)**
- 8) Report from the board of directors, questions (Cathy Velazquez)**
- 9) Report on operations, questions (Julie Kingstone/Keenan Wellar)**
- 10) Staff recognition (Kari Whatley)***
- 11) Candidates: board of directors 2017-2018 (Keenan Wellar)***
- 12) Proposal for election of candidate slate (Cathy Velazquez)**
- 13) Election of candidate slate (Keenan Wellar)**
- 14) Closing remarks and adjournment (Cathy Velazquez)**

* Draft minutes, financial statements, staff recognition, and board biographies are attached.

LiveWorkPlay Annual General Meeting 2016

September 9, 6:30 pm at St. Anthony's Banquet Hall, Ottawa

MINUTES*

1) Call to order and opening remarks (Cathy Velazquez) 6:45pm

Cathy welcomed everyone to the 21st Annual General Meeting of LiveWorkPlay.

2) Approval of the agenda (Cathy Velazquez)**

Motion: Cooper Gage. Second: Jennifer Harris. Carried.

3) Proposal for voting via Yea or Nay (Cathy Velazquez)

As all items for consideration have been shared with members prior to the meeting and it is not anticipated that any of the agenda items will require the need of a secret ballot, Cathy asked that the meeting continue with the use of Yea and Nay voting.

Motion: Joshua Balanaser. Second: Jeremy Robin. Carried.

4) Approval of minutes from AGM 2015 (Cathy Velazquez)

There being no amendments, Cathy asked a member to move for approval of the minutes.

Motion: Heather McAdam. Second: Emily Menard. Carried.

5) Report from the independent auditor, followed by questions (Ross Holmes)

Chartered Accountant Ross Holmes from Mitchell and Holmes reviewed the audited financial statements. He thanked Julie Kingstone for her assistance with ensuring that documentation was in order, and also noted that Paul Leduc was involved for the first time this year, and that both were very helpful.

Ross noted that there is a great deal of information in an annual audit report, and that he would therefore highlight key changes. He announced that it was a “clean audit” with no weaknesses in the internal controls. On the statement of financial position Ross noted the increase in cash position and cited in particular the sale of condominium units. On the statement of operations Ross highlighted additional revenues generated by new programs, with these funds being applied to an increase in staffing in response to those program needs.

Mr. Holmes concluded by reviewing the remaining contents of the report and offered to answer any questions. There were no questions.

6) Appointment of the auditor for 2016-2017 (Cathy Velazquez)

Cathy called for the appointment of Mitchell and Holmes as the auditors for 2016-2017.

Motion: Jeremy Robin. Second: Joshua Balanaser. Carried.

7) Report on communications, followed by questions (Keenan Wellar)

Keenan referenced the details provided in the communications section of the annual report and thanked members Ryan Nevitt, Heather McAdam, Janet Balcome, Paul Knoll, and Emily Menard as examples of just some of the people who contributed content and shared their lives in ways that help build and support the great reputation enjoyed by LiveWorkPlay in the community.

Looking ahead to 2016-2017 United Way Ottawa has just completed a photo shoot about employment that will feature LiveWorkPlay members Graham Armstrong and Heather Jenkins.

He concluded his remarks making note of the success of the new online registration process for LiveWorkPlay events, and thanked everyone for their patience in transitioning to the new system.

8) Report on operations, followed by questions (Julie Kingstone)

Julie reviewed operational themes which are detailed in the annual report. About 100 adult members were supported in various aspects of their lives, from homes to jobs to social engagement and relationships in their community.

A “live” highlight: LiveWorkPlay is nearing completion of the process of transitioning out of the role of a landlord so that we may focus on support. LiveWorkPlay has been funded by the Ministry of Community and Social Services for an Innovating Housing project to work with Centretown Citizens Ottawa Corporation and Multifaith Housing. This will result not only in access to affordable homes, but also designing “Just Enough Support” plans, a person-centred approach to effective paid and unpaid supports.

A “work” highlight: LiveWorkPlay worked with more than 80 employers this year, leveraging more than 25 new jobs for adults, and about 40 summer and part-time jobs for youth. She cited the summer job coach team of Cameron Henderson, Jessica Wilcox, Christopher Floyd, and Katie MacMaster for their great work.

A “play” highlight: helping members access over 60 community venues and volunteer organizations, and bridging with volunteers interested in developing relationships with our members on Friday night meet-ups and/or one to one matches.

On the financial front, for many years now our excellent employment support services have been delivered through the cobbling together of many different funding sources, and a more long-term funding solution may be in the offing in 2016-2017. This will also be an issue the board will consider in the context of their consideration of the organization’s financial surplus.

9) Staff recognition (Kari Whatley)

Staff recognition has been moved from the annual banquet (Make A Buzz Ottawa) to the Annual General Meeting so that the banquet can focus on members, volunteers, and the community.

Kari introduced each of the staff members as follows and welcomed them to the stage.

Celine Bussiere has been working with LiveWorkPlay for 3 months and has been learning the ins and outs of providing supports to members to live on their own. She is flexible and patient and has demonstrated she is willing to help the team any way she can. Celine has family in Cornwall,

participates in body-building competitions, and enjoys cooking, photography and knitting. Please say hello this very well-rounded individual, Celine!

Shayna Grey has been working with LiveWorkPlay for 4 months and soaked up theoretical and practical training to everything she can to help someone live a life of their choosing in the community. Shayna is very calm but at the same time she never gives up. Shayna has family in Sherbrooke, and appreciates a good cup of tea and enjoys spending time with her cat Herbie. Shayna!

Roberta McKenna have been working with LiveWorkPlay for 5 months supporting people to live in homes if their own. Roberta is famed for her can-do attitude, and not taking things personally when people she is supporting might get upset. Roberta enjoys spending time with her dog, spending time with her nieces, reading a good book, and interior design. Roberta!

Wendy MacEwan has been with LiveWorkPlay for 6 months. She started off providing overnight supports and recently transitioned to supporting members with day to day living. Wendy is eager to learn and support the team and members in any way needed. Wendy is passionate and particularly enjoys pink fashion statements. She loves spending time with her granddaughter and quiet time at her cottage. Wendy!

Stevie-Lee Voisine has been with LiveWorkPlay for 8 months and supports members to be successful in their homes and the community. Stevie is a patient and caring person with a great sense of humour and passion to help people. She also was able to obtain many donations for the first Make A Buzz Ottawa event in May and has started already for this year. Stevie hails from Nova Scotia, enjoys singing 80's music, and another connoisseur of fine tea. Stevie!

Kelsey McDaniel was a summer job coach in 2015 and has been with LiveWorkPlay on a full time basis for the last 8 months on the Employment Team. Kelsey is known for her positive attitude and her willingness to learn new things and take on any challenge. Kelsey enjoys travelling, surfing, stand up paddle boarding and the cottage! Kelsey!

Lou Hawkins is close to her 1 year LiveWorkPlay anniversary. Lou supports member to connect to community activities and venues. She has a calm and thoughtful presence, quirky sense of humour, and has the patience and listening skills required to develop relationships with anyone she supports. In her free time Lou enjoys camping, hiking, and listening to music on Spotify, and dinners with her husband. Lou!

Rebecca Coxon is also approaching her one year LiveWorkPlay anniversary, and she has filled many different roles not only as a Community Connector, but providing support when other staff are away, and coordinating and supporting Friday night meet-ups. Rebecca is great at team-building and always looking for new Friday night activities. Rebecca likes walking her dog, hiking, travelling and enjoying live music. We are happy for Rebecca but sad for ourselves that she will be moving to Vancouver in December. We will miss you Rebecca and wish you all the best in Vancouver.

Tim Ropchan has been with LiveWorkPlay for a year and a half as part of the Employment Team. Time and time again Tim has demonstrated his ability to network with prospective employers and secure new jobs, as well as build relationships with members and employers to maintain success over time. Tim is originally from Calgary and enjoys playing golf making him a great asset at our tournaments! Tim has worked very hard to achieve his goal of paying off his student loans. Tim!

Jacob Pollack has been with LiveWorkPlay for a little more than a year and a half as part of the Employment Team. First introduced to LiveWorkPlay as a volunteer, Jacob is passionate and enthusiastic about getting to know members and about building relationships with employers to ensure a good match. In his time away from work Jacob is a diehard trail runner who generally enjoys jumping, as well as creating and listening to music. Jacob is away visiting his family and could not be here tonight. A round of applause for Jacob!

Paul Leduc started with LiveWorkPlay in the summer of 2013 as a summer job coach. He has been in a full time role for 3 years, mostly contributing to the Employment Team, but in January has transitioned from the employment team to take on bookkeeping and administrative duties for LiveWorkPlay. Paul's positive attitude and calm demeanor is an asset to the team. Paul enjoys surfing, softball, and a good cup of coffee. Paul was married in July to his partner Anna. Paul!

Caitlin Fortier has been with LiveWorkPlay for 4 years as a Community Connector. Caitlin has an ability to grow and support connections. She is persistent and never gives up, often sharing stories about helping a member achieve a goal that took months or even years. She is an optimist at heart and always brings a fresh perspective to any situation. She enjoys creating art, beekeeping, gardening, travelling, and spending time with her adventurous cat Baxter. She is missing a family feast for the first time as she's the maid of honor in a wedding. A round of applause for Caitlin!

Alex Darling has been with LiveWorkPlay for 4 years. She started as a Community Connector on a maternity leave, and transitioned into the role of People Connector, recruiting interested people from the community who are interesting in building relationships with LiveWorkPlay members. Much of her work is without fanfare, such as managing the seating plan for these events. Alex has rarely met a tea she does not like. She enjoys spending time with her dogs and she married to her partner AJ this summer. Alex!

George Kranitis has been with LiveWorkPlay for 5 years as a Community Connector. George is passionate about getting to know members and to learn how to best support people to get what they want out of life. More recently he has been able to take on a few different roles at LiveWorkPlay, including – and occasionally all at the same time – serving as a Team Lead and interim Support Coordinator. George loves movies, a good meal, and his dogs Mika and Baxter.

We have happy and sad news to share with all of you. In November George will be moving back to his home country Australia with his partner Veronique to start an organization similar to LiveWorkPlay. If George has to leave, it's wonderful he will be able to bring what he learned to another country. I know I speak for all of you who have enjoyed working and getting to know

George over the last 5 years, there are no words to express how much you will be missed. Your contributions to LiveWorkPlay have been significant and will be part of LiveWorkPlay folklore for decades to come. George!

Anthony Stratton has been with LiveWorkPlay for almost 8 years. Anthony is known for rolling up his sleeves to support members to live successfully in their own homes. He does not like it when his schedule is not fully booked, which speaks to his strong sense of purpose. He handles stressful situations with a gentle demeanor and a great sense of humour. Anthony lives in Arnprior with his wife Jen and his children Isaac and Hannah, where they all share their passions for gaming and gardening. Anthony!

Jennifer Cunningham has been providing on-call evening and weekend support for over 8 years. Jennifer is always trying to learn how to best support people in their time of need and is very patient and understanding, and is always looking to help. She can respond professionally and confidently to an urgent call in the middle of the night. In her free time Jen makes beautiful handmade cards, sings in the Atlantic Voices choir, and teaches guitar. Jennifer!

Daniel Harris has been working for LiveWorkPlay for almost 9 years, with a relationship that stretches about 15 years including volunteerism. He supports members to live in homes if their own and is famed for having great patience and being very flexible in meeting the needs of members he supports. He is highly skilled at complimenting others. Daniel is an avid rugby player, lift weights, is always reader and writing, cooking, and will do anything for a friend. Daniel!

Allison Moores has been part of the LiveWorkPlay team for almost 9 years, she has been away on maternity leave for the last year and we are looking forward to her return as Support Coordinator. Allison is passionate about the work of LiveWorkPlay. She is calm, thoughtful, a good listener and is able to help understand what individuals want to get out of their lives, and work with families to navigate the system and help people access other complimentary supports and services. Allison is returning to LiveWorkPlay next week from maternity leave. Outside of spending with her daughter Anna and husband Geoff, she enjoys walking her dog, spending time with friends and family, and monitoring bird feeders in the backyard. A round of applause for Allison!

Jen Soucy has been with LiveWorkPlay for over 10 years. Jen currently leads the Employment Team. On a daily basis Jen demonstrates her passion and ability to connect and persuade employers to hire and include people with intellectual disabilities in the workplace. It is best for employers to get on with hiring at least one of our members, because Jen will not give up until they give it a try. For the last 3 years she has also been leading and developing the LiveWorkPlay Employment Task Force which continues to grow its membership and leverage significant number of new employer partnerships and jobs. She is excited for her kids to be back at school and is currently enjoying a short holiday to visit family. A round of applause for Jen!

Grace Hudson has been a part of the LiveWorkPlay team for over 11 years. For much of her time at LiveWorkPlay Grace has provided direct support to members in different areas of their lives. Her ability to be calm, encouraging and patient stands out as she is able to connect and develop relationships with anyone she meets. Grace has returned from maternity leave in April

and has taken on a variety of projects, including annual review meetings while Allison has been away, and has just taken up a Team Lead role to support and supervise staff. Grace lives in Richmond with her husband Chris and two boys Nate and Ben. Grace is Philadelphia Eagles super fan and loves watching sports of all kinds. Grace loves a good road trip, and likes to run on her own when she is not running after her boys. Grace!

Julie Kingstone has been with LiveWorkPlay since the beginning in 1995. Julie has worked in every role at LiveWorkPlay, but over the past five years her role has evolved mainly to financial management and fund development, staff training, support and retention, and program evaluation with outcomes and impact measurement. Julie loves to go out for a nice meal, read a good book, watch a good show, and long walks all over the city. Julie also enjoys watching sports, football and tennis are her favourites. Julie!

Keenan Wellar has been with the organization from the beginning in 1995, Keenan has worked in a variety of roles over the years, but now focuses on the creation and distribution of internal and external communications, public advocacy promoting a good life for people with intellectual disabilities in our community with mainstream media and social media, and supports our technology infrastructure. He is an avid photographer, a hobby that he has combined with his passion for the Ottawa RedBlacks and Ottawa Fury. Keenan!

On behalf of the Board and everyone in the room I would like to thank all of this year's staff team and recognize and congratulate you all on a successful year and another great year to come. [A standing ovation ensued].

George Kranitis addressed the audience to explain more about the plans to start a LiveWorkPlay-inspired agency in Australia and gave thanks to all his peers and LiveWorkPlay supporters, and made special mention of what he has learned from the members and their families and the pleasure of being a part of their lives.

10) Report from the board of directors (Cathy Velazquez)

The new Governance as Leadership model announced at the last AGM has been implemented throughout the year and many of these details can be found in the annual report. Some highlights for the year include new policies and procedures, new feedback processes, internal and external learning opportunities, new orientation and recruitment processes, and participation in community celebrations and sector discussions.

Cathy thanked her colleagues Andrew Bearss, Clem Chan, and Vaughn McKinney who have retired from the board, and also past chair Cecelia Taylor for serving on the inaugural year of the Governance Committee. Stacey Diffin-Lafleur, Kari Whatley, and Daniel Spagnolo and now the returning veterans!

11) Approval of by-law amendment (Cathy Velazquez)

The board having amended the maximum number of directors to 7 (from 9) on April 4, 2016, and having received approval for said amendment from the Corporations Directorate, the amendment must now be confirmed by the membership to complete the bylaw update. Motion: Ryan McBride. Second: Heather McAdam. Carried.

12) Candidates: board of directors 2016-2017 (Keenan Wellar)

Keenan explained that there are six candidates standing for election and that the resulting vacancy is due to Vaughn McKinney having decided in August that he would be unable to stand for re-election. The board expects to fill the vacancy in September or October. Vaughn will be continuing to serve the organization as a member of the Employer Task Force.

Vaughn took the stage and thanked his colleagues for the experience and said that he was looking forward to continuing his work with the task force.

Daniel Spagnolo, Brigid Fitzpatrick, Kari Whatley, Stacey Diffin-Lafleur, Christine Felteau, and Cathy Velazquez discussed their qualifications and interest in supporting the LiveWorkPlay vision, mission, and values. Their biographical information was provided at each table and is attached to these minutes.

At this time at the request of attendee Doug Gage, the Chair offered time for questions relating to reports from earlier in the agenda.

Doug Gage asked: where does LiveWorkPlay stand in terms of what will happen to the individuals being supported by the organization when their parents pass on?

Keenan responded that this has already happened with respect to individuals that the organization is supporting – a member's parent or parents have passed on and LiveWorkPlay has continued supporting them. He also explained that this is a province-wide issue that has received renewed attention through the recent Ombudsman Report and that LiveWorkPlay is working with other agencies and the Ministry (of Community and Social Services) and across systems to seek improvements to the planning and resources available.

Julie explained that we are always considering that everyone is getting older and will ultimately lose the support of their parents and so we work every day to build the supports people have in their lives and it is a conversation that never ends.

Keenan mentioned that Citizen Advocacy in Ottawa has studied the concept of a "housing trust" that can set up various paid and unpaid relationships for ensuring the future viability of an individual's housing and financial needs and that this is an idea that many agencies and families consider well worth pursuing further.

Bernie Hamilton asked about inviting a parent to be a board member?

Keenan noted that historically there have been many parents of children who have a disability who have been board members.

Cathy mentioned that the board has done a lot of work on identifying the skillsets and experience needed for the current challenges and opportunities of the organization.

Keenan noted that in attendance is Jim Mullins, a parent of a LiveWorkPlay member who was a part of the board around 2004 when the organization's bylaws were updated. One of the changes made at that time specified that a parent of an individual who is actively receiving support from

LiveWorkPlay cannot serve as a board member. This was supported by Jim and his board colleagues out of recognition that there is an issue of conflict of interest when parents of individuals receiving supports from LiveWorkPlay are serving as board members. The conditions for board membership are spelled out in the current bylaws in section 3-2.

13) Proposal for election of candidate slate (Cathy Velazquez)

Cathy proposed to members that the candidates be elected by voting for the slate of candidates.

Motion: Janet Balcome. Second: Heather McAdam. Carried.

14) Election of board of directors 2016-2017 (Keenan Wellar)

Acting as Secretary, Keenan Wellar asked for a motion to approve the election of the candidate slate.

Motion: Kyle Berthiaume. Second: Brent Manuel. Carried.

The candidates were declared to have been elected.

15) Member recognition (Keenan Wellar)

Keenan reminded the room of Make A Buzz Ottawa on May 11, where member recognition is an important part of the evening of awards and celebrations. However, some significant milestones were reached over the summer. This includes Caroline Matte who has turned 50!

Analisa Kiskis was recognized for September 9th being her actual birthday, as well as celebrating her 10th wedding anniversary with her husband Mark. Analisa and Mark spoke and thanked LiveWorkPlay and wished for many more years of celebrations.

Paul Knoll was recognized for his recent retirement after 21 years of employment with the Canada Mortgage and Housing Corporation. A video was played of a recording of Paul being honoured at a LiveWorkPlay team meeting on August 31st.

Paul spoke, paying tribute to his colleagues, and thanking LiveWorkPlay for the support he has received, and how he is enjoying his retirement. [A standing ovation ensued].

16) Adjournment (Cathy Velazquez)

Cathy announced that the meeting agenda had been completed and asked for a motion to adjourn. Motion: Ryan McBride. Second: Heather McAdam. Meeting adjourned at 8:07pm.

ATTENDANCE

It is possible that individuals not noted below were in attendance. This record was assembled to the best of the ability of Alex Darling, who organized the seating arrangements based on official guest registration.

Azaria, Angela; Applebaum, Deb; Balcome, Janet; Balanaser, Josh; Barrier: Kara, Sharon, and Francois; Berthiaume: Kyle and Holmer; Bowie: David and Kevin; Tam, Ngan Ling; Cholmondeley: John and Pat; Couture, Martin; Laube, Frances; Cox: Brodie, Charlie, and

Donna; Cunningham: John, Sharon, Melissa, Jennifer and Brianne; Curry: Jordan, Marilyn, and Bruce; Diffin-Lafleur, Stacey; Doyle: Gisele, Joe, and Pat; Felteau, Christine; Fitzpatrick, Brigid; Gagne-Ince, Carole; Gage: Cooper, Doug and Cathy; Hamilton: Bernie, Sharon, and Paul; Harris: Ivan, Betty, Jennifer, and Daniel; Hinchcliff, Marlene and Mike; Jarecsni: John and Robert; Kiskis, Analisa and husband Mark; Keay: David and Peter; Hudak, Constance; Knoll, Paul; Landreville, Phil; MacPhee, Steven; Maher: Fraser, Grace, and Scott; Manuel: Brent & Brian; Matte, Caroline; McAdam, Heather; McBride: Pat, Ryan, and Mike; McKinney, Vaughn; Menard: Emily, Sandra, and James; Miranda, Felice; Mullins: Jim, Dawn and Stephen; Murphy: Ian, Warren, Jack and Elaine; Nevitt: Madonna, Bruce and Ryan; Pahwa: Tara and Sheena; Pinsonneault: Daniel and Raymonde; Ries, Helen; Rinne, Royce; Robin; Robin, Jeremy; Sanderson: Carl, Heather and Greg; Dobson: Jenny and Charlotte; Siebrasse: Wendy and Tim; Spagnolo, Daniel plus four family members; Stanfield, Marie; Velazquez, Cathy; Wellar: Keenan and Barry; Wexler: Alex, Charles, and Rachel;; Whatley, Kari; Wilcox: Ali and Mary Ann; Winstan: Alex and Peggy; Zimcik: Lynne and Robin; Bussiere, Celine; Coxon, Rebecca; Darling, Alex; Grey, Shayna; Hawkins, Lou; Hudson, Grace; Kingstone, Julie; Kranitis, George; Leduc, Paul and Anna; McDaniel, Kelsey; McEwen, Wendy; McKenna, Roberta; Ropchan, Tim; Stratton, Anthony; Voisine, Stevie.

** Notes were taken on site by Alex Darling, Grace Hudson, and Keenan Wellar. The final draft was compiled by Keenan Wellar. The minutes are not official until approved by members at AGM 2017.*

*** Print copies of the agenda, minutes from AGM 2015, audited financial statements, and the annual report (which includes the report from the board, communications report, and operations report) were made available in print form on every table at the meeting as well as in advance via digital format.*

LiveWorkPlay Staff: A Brief Glimpse Into The Year That Was (2016-2017)*

1. Carrie Nichol:

I am most proud of the relationship I have developed with a person I support several days a week. It was a challenge and an adjustment to learn each other's traits and habits and I have learned a lot about myself in the process.

2. Sara Anderson: (Currently on education leave)

I have enjoyed meeting new members and building relationships. As I am getting to know people better it is allowing me to be a better support to them. I am proud of this because building relationships and understanding people takes time and patience and I appreciate how we have taken the time to get to know each other.

3. Lou Hawkins:

I was proud of supporting a member to move out of a bad living situation into her own place where she has been on her own for almost a year. It was a long and challenging process that involved a lot of planning and trouble shooting. There were many bumps along the road, but it is wonderful to see how much happier she became in her own space, able to make her own decisions in her day to day life.

4. Shayna Grey:

I was a part of a team supporting a member throughout the last year to have success in her home, so I am proud of that, as well as helping her succeed with a new part-time job.

5. Alex Darling:

I am always excited to continue introducing new people to our LiveWorkPlay community through our volunteer recruitment and orientation, and it was a great summer working with our summer staff to grow our volunteer network.

6. Pawrnaa Perinpanayagam:

One of my best memories from the summer was helping one of our members on the job when they were feeling very anxious. Although I did not have a lot of experience I was proud of how I was able to apply my training and help the person get through a brief rough patch and have success in their work. I am excited to be joining the team on a part-time basis.

7. Daniel Harris:

This year I developed and moderated a monthly Dialectical Behavioural Therapy refresher course. Some of the most interesting work this year was helping one of our members make decisions about having a pet in their home and working through the process.

8. Anna Nelson:

I learned about LiveWorkPlay from afar – Thunder Bay – and I’m very proud to have become a member of this team and to oversee the start of our new relationship with the Ontario Disability Support Program, delivering Employment Supports and seeing so many jobs for our members!

9. Joshua Gray:

I have been wanting to work for an organization like LiveWorkPlay so I can be active in supporting social change. Seeing people start a new job and being successful in that workplace and hearing from satisfied employers is a great feeling.

10. Keenan Wellar:

This year’s Make a Buzz event was an enormous success, we had the most positive feedback ever and we provided our own lighting, sound, and visuals which saved money, but it was still very professional. I was proud to see how the event showcased how LiveWorkPlay is helping our entire community become more inclusive. Anyone who attends our events always remarks on the amazing support we receive from family members.

11. Tola Stewart: (Back to school)

Working at LiveWorkPlay for the summer was a great learning experience. I was proud of learning various support styles, and meeting lots of great people, both staff and members. I’m looking forward to applying what I learned in my courses at school.

12. Kelsey McDaniel:

I have conquered a lot of my discomfort around public speaking by facilitating many sensitivity training sessions for various large teams within the federal government. Part of my job is preparing members and employers for successful connections and providing employers with strategies for creating an inclusive environment.

13. Julie Kingstone:

I am proud of my efforts over the past two years working with the ODSP Employment Supports division. This helped LiveWorkPlay become an approved employment supports provider and realize a stable source of funding for our employment services.

14. Jessica Wilcox: (Back to school)

I feel my biggest accomplishment this summer is being more confident. Last summer I found it more difficult getting to know members, and this year I am connecting more quickly and more meaningfully. I have grown personally and professionally and am confident that I can help more people to live their lives the way they want to in the future!

15. Anthony Stratton:

I always enjoy introducing strategies for removing personal barriers for members in their home life. I am proud of this because it helps people living on their own to overcome or go around barriers so they can have a fuller life and need less help to enjoy their time at home.

16. Grace Hudson:

I was proud of my role in taking the lead on the auction component of Make A Buzz this year, and also my work as a Team Lead and supporting staff. I have also been interacting with health and mental health systems on behalf of members and families, which has been a steep learning curve but vital to success.

17. Jacob Pollack: (Has left to complete a graduate degree)

During my time as a job connector, I developed meaningful relationships with members, and had fun doing it. I'm proud that in addition to helping our members have success with their work, I helped their co-workers to be inclusive and overall this resulted in better workplaces.

18. Wendy MacEwan:

It's hard to choose one person or situation or outcome to be proud of, and sometimes a goal that seems small is big in a person's life. I know that I have helped some of our members take more control over their finances and this has made a difference in their quality of life.

19. Jen Soucy:

Building amazing new employment partnerships is my focus, and I am proud of working with our task force volunteers to develop many new jobs, most notably with numerous Federal government departments and a breakthrough with the City of Ottawa!

20. Allison Moores:

I've started branching out into a community development role related to housing, specifically joining The Alliance to End Homelessness policy committee to advocate for housing solutions for people with intellectual disabilities. On a day to day basis I'm encouraged by all the positive comments we have received from our members, their family, and other supporters.

21. Batoul Auf:

This summer I watched members overcome many barriers and accomplish that took a lot of persistence and I learned a lot from their journeys. I am proud to have the opportunity help someone go after what they think is important in life. I am excited to be joining the team on a part-time basis.

22. Chris Floyd:

After having a wonderful experience with LiveWorkPlay last summer, I am very proud to have finished my Developmental Service Worker program and to be back working as a Life Coach and Community Connector.

23. Jennifer Cunningham:

With on call support I often interact with our members when they are upset or even in crisis, and I am very proud that I am often able to help them with their coping skills and to plan for whatever challenge they are facing.

24. Johanna Walther:

I am excited to be here doing a placement for my degree at university back in Esslingen, Germany. I am proud of being on my adventure here in Ottawa with LiveWorkPlay.

25. Alastair McAlastair Ghartey:

I was very excited to join the LiveWorkPlay team, and in my role as a Job Connector I am very proud of the employees I am supporting. I love getting to know new job-seekers and employers, and seeing how everyone wins from hiring our members.

26. Roberta McKenna:

Over the last year I have been supporting a member who went through a very difficult time with a loved one. Working with her to move to a new place and start a new chapter in her life has been a challenge but I was honoured by the opportunity to help. I look forward to seeing how the future unfolds and I hope there will be plenty of good news in store.

* This list includes those who were on the team when the board of directors made the request to complete the questionnaire in July, or who joined the team before the AGM in September. The list does not include any staff members who contributed during 2016-2017 but left the team prior to July 2017. You can see information about many of them in the staff recognition from AGM 2016 (which is in the draft minutes awaiting adoption at AGM 2017). We thank you for your service to LiveWorkPlay and the community!

LIVEWORKPLAY
FINANCIAL STATEMENTS
JUNE 30, 2017

Independent Auditor's Report
Statement of Financial Position
Statement of Operations
Statement of Changes in Net Assets
Cash Flow Statement
Notes to the Financial Statements

MITCHELL & HOLMES
CHARTERED ACCOUNTANTS

B.N. Mitchell, B.A., CPA, CA
R.D. Holmes, B. Comm., CPA, CA

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INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of
LiveWorkPlay:

We have audited the accompanying financial statements of LiveWorkPlay, which comprise the statement of financial position as at June 30, 2017, the statements of operations, changes in net assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis of our qualified audit opinion.

Basis for Qualified Opinion

In common with many charitable organizations, LiveWorkPlay derives part of its revenue from donations and other fundraising sources the completeness of which is not susceptible of satisfactory audit verification. Accordingly our verification of these revenues was limited to the amounts recorded in the records of LiveWorkPlay. We were not able to determine whether any adjustments might be necessary to donation and fundraising revenues, excess of revenue over expenditures, assets and accumulated net assets.

MITCHELL & HOLMES

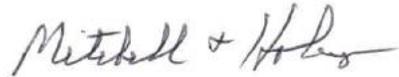
CHARTERED ACCOUNTANTS

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Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion Paragraph, the financial statements present fairly, in all material respects, the financial position of LiveWorkPlay as at June 30, 2017, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



MITCHELL & HOLMES
Chartered Accountants, Licensed Public Accountants

August 21, 2017
Ottawa, Ontario

LIVEWORKPLAY
STATEMENT OF FINANCIAL POSITION
JUNE 30, 2017

	<u>2017</u>	<u>2016</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$1,065,339	\$ 885,264
Receivables (Note 13)	70,485	68,964
Prepaid expenses (Note 9)	<u>39,884</u>	<u>23,915</u>
	<u>1,175,708</u>	<u>978,143</u>
PROPERTY AND EQUIPMENT (Notes 2, 4)		
Condominiums	-	394,958
Computer equipment	157,083	146,922
Furniture	90,276	87,117
Leasehold improvements	<u>89,353</u>	<u>89,353</u>
	336,712	718,350
Less accumulated amortization	<u>266,643</u>	<u>345,550</u>
	<u>70,069</u>	<u>372,800</u>
	<u>\$1,245,777</u>	<u>\$1,350,943</u>
<u>LIABILITIES</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 53,599	\$ 44,279
Deferred contributions (Note 5)	<u>14,775</u>	<u>101,683</u>
	68,374	145,962
DEFERRED LEASE INDUCEMENT (Note 10)	12,850	16,906
DEFERRED CAPITAL CONTRIBUTIONS (Note 8)	<u>5,177</u>	<u>8,233</u>
	<u>86,401</u>	<u>171,101</u>
<u>ACCUMULATED NET ASSETS</u>		
NET ASSETS		
Invested in capital assets (Note 6)	64,892	364,567
Net assets internally restricted (Note 11)	1,094,484	287,925
Unrestricted	<u>-</u>	<u>527,350</u>
	<u>1,159,376</u>	<u>1,179,842</u>
	<u>\$1,245,777</u>	<u>\$1,350,943</u>

On behalf of the board:

.....Director

.....Director

See accompanying notes to the financial statements

MITCHELL & HOLMES
 CHARTERED ACCOUNTANTS

LIVEWORKPLAY
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED JUNE 30, 2017

	<u>2017</u>	<u>2016</u>
REVENUE		
Ministry of Community and Social Services (Note 3)	\$1,389,852	\$1,422,747
Fee for service	172,298	161,148
Grants (Note 3)	99,746	62,935
Donations	84,395	66,693
Supported travel and events	50,871	67,673
Events	34,896	55,940
Gain on disposal of condominiums	26,514	-
Miscellaneous	13,779	-
Investment income	5,246	2,524
Amortization of deferred capital contributions	3,056	13,103
Rent	-	19,345
	<u>1,880,653</u>	<u>1,872,108</u>
EXPENSES		
Wages and benefits	1,326,236	1,162,396
Program supplies	139,046	85,112
Office rent	87,562	83,358
Vehicle	56,324	45,461
Supported travel	52,459	65,156
Training	47,356	12,450
Events	43,577	42,948
Telephone and internet	27,468	25,389
Professional fees	27,296	23,578
Office supplies	26,424	28,032
Amortization	25,184	35,967
Advertising and promotion	23,493	11,440
Meetings	8,354	6,248
Condo fees	5,623	24,086
Insurance	3,182	4,891
Bank charges and interest	1,535	2,567
Loss on disposal of condominiums	-	67,846
Publications	-	313
	<u>1,901,119</u>	<u>1,727,238</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$ (20,466)</u>	<u>\$ 144,870</u>

See accompanying notes to the financial statements

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MITCHELL & HOLMES
 CHARTERED ACCOUNTANTS

LIVESTOCKPLAY

STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED JUNE 30, 2017

	Invested In Capital Assets	Unrestricted	Internally Restricted (Note 11)	2017	2016
Balance, beginning of year	\$ 364,567	\$ 527,350	\$ 287,925	\$1,179,842	\$1,034,972
Excess of revenue over expenditures	-	(20,466)	-	(20,466)	144,870
Interfund transfer (Note 11)	-	(806,559)	806,559	-	-
Net change in investment in capital assets (Note 6)	<u>(299,675)</u>	<u>299,675</u>	<u>-</u>	<u>-</u>	<u>-</u>
Balance, end of year	<u>\$ 64,892</u>	<u>\$ -</u>	<u>\$1,094,484</u>	<u>\$1,159,376</u>	<u>\$1,179,842</u>

See accompanying notes to the financial statements

MITCHELL & HOLMES
CHARTERED ACCOUNTANTS

LIVEWORKPLAY
CASH FLOW STATEMENT
FOR THE YEAR ENDED JUNE 30, 2017

	<u>2017</u>	<u>2016</u>
NET INFLOW OF CASH RELATED TO THE FOLLOWING ACTIVITIES:		
OPERATING		
Excess of revenue over expenses	\$ (20,466)	\$ 144,870
Items not affecting cash:		
(Gain) loss on disposal of condominiums	(26,514)	67,846
Amortization of deferred capital contributions	(3,056)	(13,103)
Amortization	<u>25,184</u>	<u>35,967</u>
	(24,852)	235,580
Change in non-cash operating working capital items:		
Receivables	(1,521)	137,613
Prepaid expenses	(15,969)	50,357
Accounts payable and accrued charges	9,320	2,635
Deferred lease inducement	(4,056)	10,144
Deferred contributions	<u>(86,908)</u>	<u>(103,651)</u>
	(123,986)	332,678
FINANCING		
Repayment of Provincial contribution agreement	-	(526,926)
INVESTING		
Proceeds from disposal of condominiums	317,381	564,964
Additions to capital assets	<u>(13,320)</u>	<u>(40,193)</u>
NET CASH INFLOW	180,075	330,523
CASH, BEGINNING OF YEAR	<u>885,264</u>	<u>554,741</u>
CASH, END OF YEAR	<u>\$1,065,339</u>	<u>\$ 885,264</u>

See accompanying notes to the financial statements

LIVWORKPLAY
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2017

1. GENERAL

LiveWorkPlay is a registered charity under the Income Tax Act incorporated without share capital. Accordingly, the organization is exempt from income taxes, provided certain requirements of the Income Tax Act are met.

The mission of LiveWorkPlay is "People with intellectual disabilities will progress as self-advocates and contributing citizens while the organization ensures a high level of financial and moral accountability, transparency, and efficiency."

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements are prepared in accordance with Canadian accounting standards for not-for-profit organizations. Outlined below are those policies considered to be significant.

a) Revenue recognition

The organization follows the deferral method of accounting for contributions which include donations, fundraising and government contributions.

Operating grants are recorded as revenue in the period to which they relate. Grants approved but not received at the end of an accounting period are accrued. Where a portion of a grant relates to a future period, it is deferred and recognized in that subsequent period.

Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

b) Capital Assets

Capital assets are recorded at cost. Where a capital asset no longer contributes to the organization's ability to provide services, its carrying amount is written down to its residual value.

Computer equipment and furniture are amortized on a straight-line basis over a five-year period commencing in the year of acquisition at one-half the annual rate. The condominiums are amortized on a diminishing-value basis at an annual rate of 4%. Amortization for 2017 was \$25,184 (2016 - \$35,967).

c) Capital Contributions

Contributions received for capital assets are deferred and amortized over the same term and on the same basis as the related capital asset.

LIVEWORKPLAY
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2017

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

d) Use of Estimates

The preparation of the financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. By their nature, these estimates are subject to measurement uncertainty and the effect on the financial statements of changes in such estimates in future periods could be significant.

e) Net Assets Invested in Capital Assets

Net assets invested in capital assets comprises the net book value of capital assets less the unamortized balance of deferred capital contributions used to purchase the capital assets.

f) Contributed Services

Volunteers contribute a significant number of hours per year to assist the organization in carrying out its activities. Because of the difficulty of determining their fair value, contributed services are not recognized in the financial statements.

g) Financial Instruments

Financial instruments are financial assets or liabilities of LiveWorkPlay, in general, LiveWorkPlay has the right to receive cash or another financial asset from another party or LiveWorkPlay has the obligation to pay another party cash or other financial assets.

Measurement of financial instruments:

LiveWorkPlay initially measures its financial assets and liabilities at fair value.

LiveWorkPlay subsequently measures all its financial assets and financial liabilities at amortized cost, except for investments in equity and other instruments that are quoted in an active market, which are measured at fair value. Changes in fair value are recognized in operations.

Financial assets measured at amortized cost include, cash, certain cash equivalents and accounts receivable. Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

LIVEWORKPLAY
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2017

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Impairment:

Financial assets measured at amortized cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in operations. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in operations.

Transaction costs:

LiveWorkPlay recognizes its transaction costs in operations in the period incurred. However, the financial instruments that will not be subsequently measured at fair value are adjusted by the transaction costs that are directly attributable to their origination, issuance or assumption.

3. GRANTS

Directed grant revenue consists of grants for specified expenditures. These grants were received from the following:

	<u>2017</u>	<u>2016</u>
MCSS - Supported Independent Living	\$ 538,039	\$ 479,291
MCSS - Community Participation Services and Supports	453,270	544,842
MCSS - Youth and Adult Employment	83,333	111,111
MCSS - Ontario Disability Support Program (ODSP) Employment Supports	166,387	150,000
MCSS - Developmental Services Housing Task Force Project	102,990	-
MCSS - Intensive Residential	<u>45,833</u>	<u>137,503</u>
	<u>\$1,389,852</u>	<u>\$1,422,747</u>
HRDC	\$ 4,908	\$ 10,662
United Way Ottawa	39,321	43,673
Community Foundation of Ottawa	40,667	-
Adobe Foundation	9,850	-
Toskan Casale Foundation	5,000	-
PricewaterhouseCoopers	-	5,000
Rotary Club of West Ottawa	<u>-</u>	<u>3,600</u>
	<u>\$ 99,746</u>	<u>\$ 62,935</u>

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MITCHELL & HOLMES
 CHARTERED ACCOUNTANTS

LIVEWORKPLAY
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2017

4. PROPERTY AND EQUIPMENT

	<u>2017</u>		<u>2016</u>	
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net Book Value</u>	<u>Net Book Value</u>
Computer equipment	\$ 157,083	\$ 128,381	\$ 28,702	\$ 28,259
Furniture	90,276	65,926	24,350	30,984
Condominiums	-	-	-	290,867
Leasehold Improvements	<u>89,353</u>	<u>72,336</u>	<u>17,017</u>	<u>22,690</u>
	<u>\$ 336,712</u>	<u>\$ 266,643</u>	<u>\$ 70,069</u>	<u>\$ 372,800</u>

5. DEFERRED CONTRIBUTIONS

Deferred contributions related to expenses of future periods represent unspent externally restricted grants for specific purposes.

	<u>2017</u>	<u>2016</u>
Balance, beginning of year	\$ 101,683	\$ 205,334
Less amount recognized as revenue in year	(101,683)	(122,001)
Add amount received related to future periods	<u>14,775</u>	<u>18,350</u>
Balance, end of year	<u>\$ 14,775</u>	<u>\$ 101,683</u>

LiveWorkPlay received funding of \$250,000 from the Ministry of Community and Social Services regarding the "Youth and Adult Employment Supports" program to provide services for the period from January 1, 2015 through to March 31, 2017. These funds are to be allocated to revenue over the term of the project.

6. INVESTMENT IN CAPITAL ASSETS

The investment in capital assets consists of the following:

	<u>2017</u>	<u>2016</u>
Capital assets	\$ 70,069	\$ 372,800
Less amounts financed by: Deferred capital contributions	<u>(5,177)</u>	<u>(8,233)</u>
	<u>\$ 64,892</u>	<u>\$ 364,567</u>

LIVEWORKPLAY
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2017

6. INVESTMENT IN CAPITAL ASSETS (continued)

The net change in investment in capital assets is calculated as follows:

	<u>2017</u>	<u>2016</u>
Purchase of capital assets	\$ 13,320	\$ 40,193
Disposal of condominiums net of accumulated amortization	(290,867)	(632,810)
Repayment of Provincial contribution agreement	-	526,926
Amortization of capital assets	(25,184)	(35,967)
Amortization of deferred capital contributions	<u>3,056</u>	<u>13,103</u>
Net change in investment in capital assets	<u>\$ (299,675)</u>	<u>\$ (88,555)</u>

7. COMMITMENTS

There is a lease for premises at 300-2197 Riverside Drive, Ottawa, Ontario for a minimum monthly amount of \$3,273 plus a pro-rated portion of common occupancy costs. The lease expires August 31, 2020.

Future minimum lease commitments are as follows:

2018	\$ 85,103
2019	85,103
2020	85,103
2021	<u>14,184</u>
	<u>\$269,493</u>

LIVEWORKPLAY
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2017

8. DEFERRED CAPITAL CONTRIBUTIONS

Deferred capital contributions represent the unamortized amount of grants received for the purchase of capital assets. The amortization of the deferred capital contributions is recorded as revenue in the statement of operations.

The changes in the deferred capital contributions balance are as follows:

	<u>2017</u>	<u>2016</u>
Balance, beginning of year	\$ 8,233	\$548,262
Less assignment of Provincial contribution agreement	-	(526,926)
Less amortization of deferred capital contributions	<u>(3,056)</u>	<u>(13,103)</u>
Balance, ending of year	<u>\$ 5,177</u>	<u>\$ 8,233</u>

9. PREPAID EXPENSES

Prepaid expenses consist of the following:

	<u>2017</u>	<u>2016</u>
Insurance	\$ 785	\$ 1,875
Rent	16,313	16,313
Prepaid supported travel	<u>22,786</u>	<u>5,727</u>
	<u>\$ 39,884</u>	<u>\$ 23,915</u>

10. DEFERRED LEASE INDUCEMENT

The terms of the lease included a three month rent-free period at the beginning of the lease. The lease inducement recorded as a liability in these financial statements represents the remaining amount to be amortized to rent expense over the term of the lease.

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11. INTERNALLY RESTRICTED FUND BALANCES

LiveWorkPlay's Board of Directors internally restricted resources in the amount of \$1,094,484 (2016 - \$287,925). The following is a list of funds that the Board of Directors internally restricted:

	<u>2017</u>	<u>2016</u>
Strategic planning outcomes	\$ 500,000	\$ -
Wage enhancements	250,000	37,925
Operating	170,000	250,000
Marketing and communications	87,242	-
Capital	<u>87,242</u>	<u>-</u>
	<u>\$1,094,484</u>	<u>\$ 287,925</u>

These internally restricted funds are not to be used for other purposes without the approval of the Board of Directors.

12. FINANCIAL INSTRUMENTS RISKS AND CONCENTRATIONS

LiveWorkPlay is exposed to various risks through its financial instruments. The following analysis provides a measure of LiveWorkPlay's risk exposure and concentrations as at June 30, 2017.

Credit risk:

Credit risk arises from the potential that a counter party will fail to perform its obligations. It is management's opinion that LiveWorkPlay is not exposed to significant credit risk as its main credit risk relate to its accounts receivable. The accounts receivable are managed and analyzed on an ongoing basis. LiveWorkPlay is of the opinion that its exposure to bad debts is not significant.

Liquidity risk:

Liquidity risk is the risk that LiveWorkPlay will not be able to meet a demand for cash or fund its obligations as they come due. Sufficient short-term investments are on hand at any given time that can readily be converted to cash to cover any expected and unexpected operating requirements.

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12. FINANCIAL INSTRUMENTS RISKS AND CONCENTRATIONS (continued)

Currency risk:

Currency risk is the risk to LiveWorkPlay's revenues and expenses that arises from fluctuations of foreign exchange rates and the degree of volatility of these rates. It is management's opinion that LiveWorkPlay is not exposed to any currency risk as it does not have material transactions in foreign currencies.

Fair value market risk:

LiveWorkPlay's investments in cash equivalents and fixed income investments are subject to market risks as the value of these investments will change with market fluctuations. Based on the nature of the investments, it is management's opinion that LiveWorkPlay is not exposed to significant fair value market risk.

Interest rate price risk:

LiveWorkPlay's fixed income investments earn interest at prevailing market rates. It is management's opinion that these investments do not expose LiveWorkPlay to significant interest rate risk.

Changes in risk:

There has been no significant change in the level of risk during the year.

13. RECEIVABLES

Receivables consist of the following:

	<u>2017</u>	<u>2016</u>
Trade receivables	\$ 48,842	\$ 37,500
HST rebate	<u>21,643</u>	<u>31,464</u>
	<u>\$ 70,485</u>	<u>\$ 68,964</u>

2017-2018 Board Candidate Biographies*

Brigid FitzPatrick holds a BA in Sociology and Law in Society from the University of New Brunswick and an MA in Leadership from the University of Guelph. Brigid is an accomplished organizational leader and respected authority in community-based services and the non-profit sector. An established expert in disability, youth, and mental health service sectors, she spearheads initiatives that improve services and supports for vulnerable individuals. Brigid adeptly leads agencies through change, growing and improving the delivery of innovative and successful client care programs. She strategically spearheads initiatives overcoming limited resources and systemic challenges.



Christine Felteau is a graduate of Carleton University (Bachelor of Arts – Economics) and the University of Ottawa (Master’s in Business Administration). Christine has worked in the financial sector for over 25 years in various management roles, including Business Development and Operations, and for the last ten years as an executive in Compliance. Christine has built a solid reputation as a compliance expert with respect to Anti-Money Laundering, Privacy and the Bank Act. She first learned about LiveWorkPlay in 1998 when she started with MBNA Canada Bank as part of their work placement initiatives, and considers it a privilege to be a part of the continued success of LiveWorkPlay as a member of the Board of Directors since 2016.



Cathy Velazquez brings more than 30 years of management experience spanning three highly-regulated and competitive industries. A dynamic people leader and customer advocate, she has successfully led teams through significant business change and transformations. Cathy brings a positive approach to problem solving, creating win-win situations, strengthening relationships and enhancing the brand. Cathy has built a solid reputation as a champion for diversity and inclusion in the workplace and the community. She first learned of LiveWorkPlay in 1998 through work placement initiatives, joined the Board of Directors in 2013 and is proud to be the current Chair of the Board of Directors.



Daniel Spagnolo is a Chartered Professional Accountant (CPA, CA) and graduate of the University of Western Ontario (B.A.C.S. – Finance and Administration and Economics). Since 2008, Daniel has worked at the Office of the Auditor General of Canada in the development of audit methodology and as an auditor specializing in the performance of special examinations of Crown Corporations. Prior to his work in the federal government Daniel was a financial audit manager at PricewaterhouseCoopers in Toronto and Ottawa. In that capacity, Daniel developed industry knowledge and expertise in the Mining, Manufacturing, Software and Technology, Health Care, First Nations and Not-for-Profit sectors.



Kari Whatley holds a BAH in Mathematics and a BEd in Secondary and Adult Education. She is a passionate educator that has taught and developed programs for individuals with physical and intellectual disabilities, as well as continuing education programs for adults. As a previous employee for LiveWorkPlay, she is a strong advocate for creating a welcoming community for those with intellectual disabilities to live, work and play as valued citizens. Currently, she works at Shopify as a Learning Designer. This role involves designing and developing programs to create a successful, innovative and inclusive Leadership team within Shopify.



Michelle O'Doherty is a lawyer and a graduate of the University of Ottawa in 2011. Since her articles and call to the bar, Michelle has worked at Bayne, Sellar, Ertel, Carter (formerly Bayne, Sellar, Boxall) and has represented clients in the Ontario Court of Justice and the Superior Court of Justice. She is passionate about the Charter of Rights and Freedoms and ensuring that her clients have a strong advocate who will fight for their rights at every step of the way. In 2009, during first year of law school, Michelle decided that she needed to expand outside her law school bubble and decided to volunteer with LiveWorkPlay Friday Night Meet-Ups, which she continues to enjoy. Michelle was honoured to be elected to the Board of Directors in September 2016.



* The board consists of a maximum of seven positions. There are six biographies provided here as potential candidates to stand for election to the remaining position are currently in the interview process with the Governance Committee.



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WHERE POSSIBILITIES TAKE FLIGHT