

ANNUAL REPORT 2013-2014



ACKNOWLEDGEMENTS

We would like to convey our gratitude and thank the following organizations whose financial support allows Tamir to provide and maintain our services.

Ontario Ministry of Community and Social Services



OTTAWA JEWISH
COMMUNITY FOUNDATION

A very special thank you as well to the hundreds of individuals and businesses who support us with their donations and time. You are a significant reason behind the successes highlighted within these pages. Thank you, as ever, for all that you do for Tamir.

A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR



Dr. Joel Kanigsberg, President Mark Palmer, Executive Director

It is our honour to report to you on the activities of Tamir over the course of the past year. We have written several times in recent years about the pressures our organization continues to face regarding government austerity. We are proud to report that despite very difficult circumstances, we have been able to maintain programs and staffing levels over the past year.

Despite financial challenges, Tamir continues to persevere and develop new initiatives. A high point for our organization this year was the creation of our latest performing arts project, an original production focusing on interpretations of personal life stories of individuals with developmental disabilities. Tamir performed a pilot production of the show at the annual conference of Ontario Agencies Serving Individuals with Special Needs. We were once again reminded of the power of the arts to enhance well-being. We will be working with a talented young playwright in the coming year to further develop the pilot into a complete theatrical production. We plan to unveil the full show in 2015.

Last fall, Board members, staff, participants, and family representatives met to develop a new strategic plan to guide Tamir in the next three years. Tamir is grateful for the cooperation by all stakeholders in this effort. We look forward to working together to bring our plans to fruition.

The Jewish Federation of Ottawa (JFO), a primary funder of Judaic programming in Tamir, also recently engaged in a strategic planning exercise. We are pleased that after extensive community consultation, including with our organization, their new strategic plan identifies the needs of seniors as a priority over the next five years. Tamir looks forward to collaborating with the JFO to better serve this population, some of whom are amongst the most vulnerable in our community.

Despite very limited MCSS resources to increase service capacity in Ontario, we were very fortunate to be able to welcome three new individuals this year into our residential services.

The Liberals, as part of their election platform, recently proposed \$810 million in investment for service and supports for people with developmental disabilities. The funding would be directed to five areas; eliminating waitlists for Special Services at Home and Passports supports to

families, increased residential supports and response to adults who have urgent needs, greater assistance with life transitions such as from school to work, promotion of innovations in housing and community living partnerships, and more funding for agencies and front-line workers.

This pledge represents a very significant injection of resources to address critical needs within our community. We look forward to the opportunity to collaborate with the new government to bring their vision to reality.

We are pleased to report that Tamir is in the final steps of establishing the Tamir Endowment Fund within the Ottawa Jewish Community Foundation (OJCF). Our thanks to Paul Finn, Bob Thompson, and Norm Ferkin for their efforts with this project. We also thank Steve Lesh of the OJCF for working with us in this important endeavour.

We'd like to take this opportunity to thank our staff for their hard work and dedication. All of the planning in the world cannot translate to success without the skill, passion and commitment of our staff team. They are responsible for delivering the quality of service in Tamir that we are so proud of.

We would like to pay tribute to two wonderful Board members for their contributions to Tamir. Christine Kessler, Immediate Past President, has dedicated herself to the well being of our participants and has been instrumental in guiding this organization during the past eight years. Alan Sobel also made a very significant contribution to Tamir over the past five years, providing sound advice on so many issues, providing his expertise pro bono to facilitate Tamir planning sessions on many occasions and providing leadership in the development of Tamir's Integrated Living Centre proposals. We are grateful to Christine and Alan for all they have done for Tamir. A warm vote of thanks as well to all of our Board members for sharing their knowledge and talents to better this organization and the lives of the people we support.

We celebrate our triumphs, but each day we are reminded that our success would not be possible without the support and encouragement we receive from our donors, members and volunteers. Our hope is that as you read through these pages, you feel a sense of pride knowing that you are helping to make a difference. We could not do it without you.

On behalf of everyone in Tamir, we look forward to continuing to collaborate to ensure people with developmental disabilities receive the care they require and continue to live with dignity and respect in a supportive Jewish environment here in Ottawa.

A handwritten signature in blue ink that reads "Joel Kanigsberg".

A handwritten signature in blue ink that reads "Mark Palmer".

FINANCIAL REPORT

BALANCE SHEET

as at March 31, 2014

ASSETS

Cash and investments	1,722,498
Accounts receivable	180,823
Capital assets	2,900,035

TOTAL ASSETS **\$ 4,803,356**

LIABILITIES

Accounts payable and accrued liabilities	1,127,455
Deferred revenue	20,863

TOTAL LIABILITIES **\$ 1,148,318**

NET ASSETS

Externally restricted	2,900,035
Unrestricted	755,003

TOTAL NET ASSETS **\$ 3,655,038**

TOTAL LIABILITIES AND NET ASSETS

TOTAL LIABILITIES AND NET ASSETS **\$ 4,803,356**

STATEMENT OF REVENUE AND EXPENDITURE

for the year ended March 31, 2014

REVENUE

REVENUE

Ministry of Community and Social Services	5,635,498
Client revenue	924,845
Grants and Allocations	408,961
Other	14,178
	<u>\$ 6,983,482</u>

EXPENDITURE

EXPENDITURE PROGRAMME

Salaries and benefits	5,552,098
Food costs	245,351
Rent	81,254
Vehicle operation and maintenance	101,339
Houseware supplies, repairs and maintenance	238,160
Other program expenses	511,974
	<u>6,730,176</u>

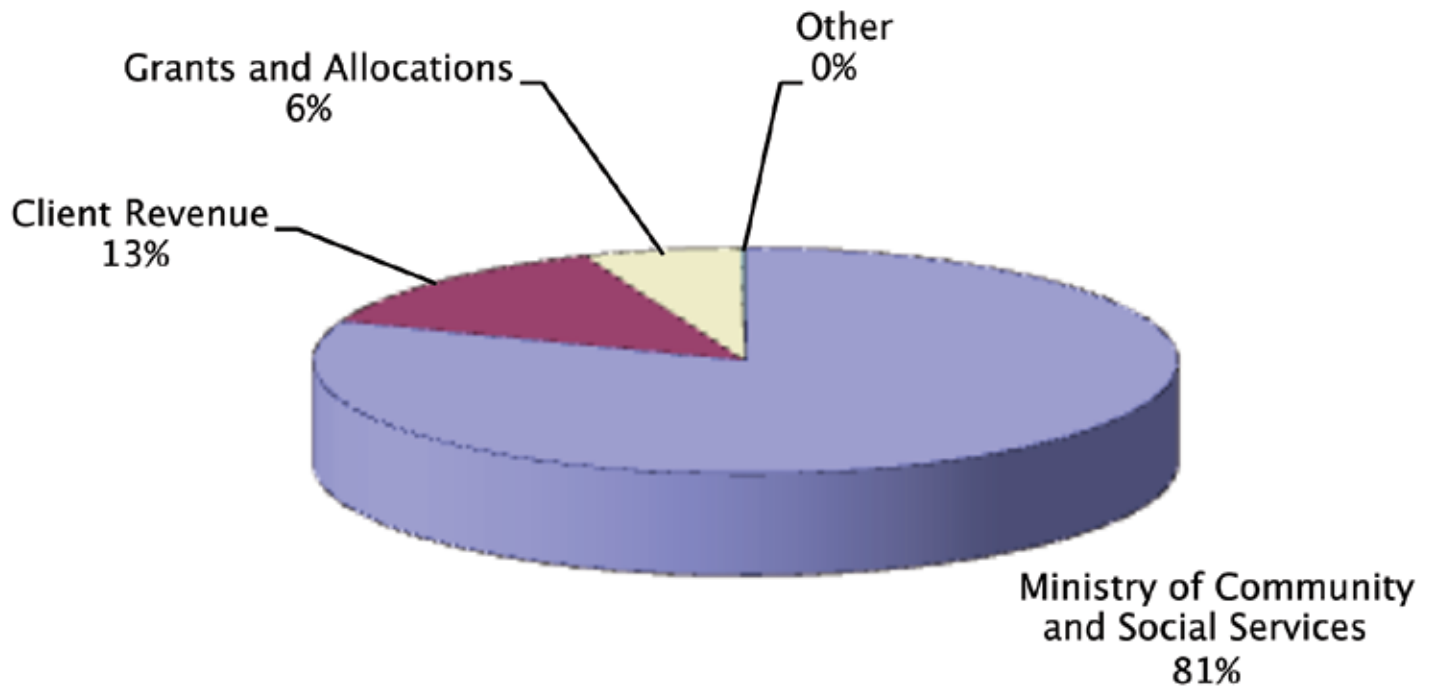
OFFICE ADMINISTRATION

Office and general	144,834
	<u>\$ 6,875,010</u>

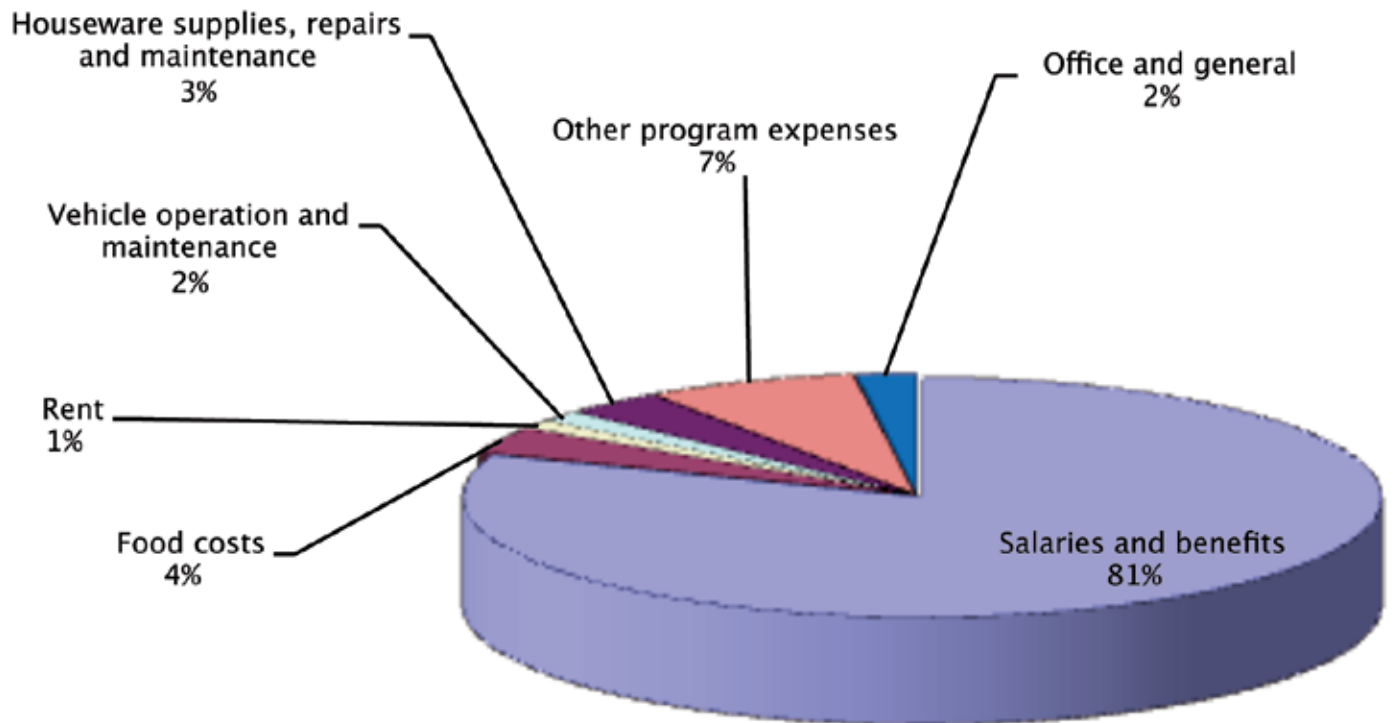
EXCESS OF REVENUE OVER EXPENDITURE

\$108,472

SOURCES OF REVENUE



EXPENDITURE



2013-2014 PROGRAM HIGHLIGHTS

Judaic Events and Outreach

Once again the 2013/2014 Judaic Program at Tamir has been buzzing with activity. Participants have enjoyed an eclectic array of activities ranging from a Tu B'shvat (birthday of the trees) program at the Museum of Nature, Holiday celebrations, to welcoming Israeli guests in their midst.

Celebrating the High Holidays at their local Synagogue, Community Shabbat Dinners, Family Sukkot celebration, Purim masquerades, and Passover Sedarim continue to be events our participants and their families look forward to each and every year. Through the power of their voices and infectious enthusiasm the Tamir Neshama Choir continues to be an integral part of the Jewish community and the general community as well. This year we have reached out to other agencies serving people with Developmental Disabilities and recruited 5 new choir members. They have been warmly greeted by our gang and our new members feel right at home and ready to "give back" to the community.



Judaic artwork on display

Further to our regular weekly rehearsals, the choir has performed at World Religion Day at City Hall, AJA 50+, and a REACH – Spring Cabaret event that brought 300 people to their feet in a standing ovation for our choir. Upcoming performances vary from Na'amat fundraising concert, Agudath Lunch and Learn, Montreal Concert performance and the list goes on. However, the two major projects on the go for this diligent group are a CD release and the new and refined True Colors theatrical production.

Stay tuned!

Day Services

Passages developed some new partnership this year including Multi-Faith Housing where several participants worked diligently to complete a 4 piece mail-out to over 3000 Ottawa residents, Good Will Industries where a small group of participants will be working to enhance their skills once weekly, Mc Bead Creations where three ladies sort beans by color, size and shape weekly, OakWood Group delivering flyers door to door throughout the city of Ottawa, Rideau-Rockliffe Food Program sorting and dividing food to be distributed to those in need the Vanier Overbrooke area and YMCA Carlingwood where our participants cleaned exercise equipment.

Jodi Saikali's (a Passages participant) artwork had been chosen to be a part of the OJCF's 2013 Tribute Card Campaigns. In July 2013 she was presented with a certificate for her winning submission by Jessica Kerzner from OJCF. Jody's mother and father were in attendance at Passages for the presentation.

Tamir has selected one of Jennifer McClelland's paintings from her Passages art class to be one of our new tribute cards.

The Passages Cook Crew Adrian Toft and Robert Demmery along with their staff began catering Training Lunches and lunch for Tamir's 2014 Golf Tournament.

Ability Sailing was a new program that several participants were involved in this past summer at the Britania Marina. Participants navigated their own boat with a professional co-sailor assisting.

Shared programming took place this year between Donald St programs and Keshet's March break program. Participants from Passages, Day Program Donald and Keshet enjoyed visits from the Radical Science guys, Little Rays reptile, Gotta Paint and a visit to Stanley's Sugar Bush.

Passages celebrates 10 plus years at the following placements: Jim Durrell Arena, Bethany Hope Center and Dovercourt Community Center.

June 27, 2014 Tamir's Donald St programs hosted their very first Family BBQ. The event was well attended by participants, their families and friends who all enjoyed carnival themed games and a visit from Little Rays Reptile.

Hats off to all of our participants for their involvement in and contributions to our community.

Residential Program Update

Tamir welcomed three new individuals over the past year. They are all transitioning well thanks to the support of their family members and our staff teams.

In collaboration with family members and community agencies; Developmental Services Ontario, Service Coordination, Canadian Mental Health Brokerage and Solution-s, Tamir assisted several individuals in crisis, working together to find the right combination of supports and services to stabilize their lives. It can often take many attempts to find and secure what is needed and this multidisciplinary team approach is essential to our "never give up" attitude to crisis intervention. We are pleased to report that our perseverance paid off as a number of interventions proved highly successful resulting in real improvements in the lives of some very vulnerable people.



Participant appreciation circle

In the fall of 2013 Tamir initiated a new music program based out of our Broadview home, specifically geared to individuals with higher needs. Unfortunately, opportunities to participate in the joys of music are all too often not available to individuals with more complex needs and yet, as we have discovered many have a strong musical appreciation.

Tamir established several new home improvement contractor relationships over the past year. We have a monthly handyman on board to help us with some of the smaller repairs and maintenance. Working with several different contractors and with support from our main funder, the MCSS, we completed a number of midsize projects at several of our homes; powder room renovation, aluminum siding to cover peeling wooden exteriors, parging foundation and parking lot drainage improvements. Every year, we identify priorities and try to concentrate resources in the home or facility most in need of improvements. This year our Killeen home went through a major facelift both indoors and out. Families were essential to the success of this undertaking, supporting their family members in their own homes for three weeks while the floors were re-finished, the entire house was painted and new furnishings were purchased. Outdoor work is in progress with the removal of 140 feet of overgrown hedge being replaced with a fence and the creation of an accessible entryway and deck.

Tamir Joint Health and Safety Committee (JHSC)

The 13 committee members, representing each program location, have worked hard over the past year to complete the initiatives set out. They have developed a Health and Safety Audit Tool, revised H&S overnight checklists, completed Job Hazard summaries, updated MSDS binders and cleaning supplies forms. All Supervisor's have completed H&S Training and there has been a big focus on debriefing with staff following incident/accident reports and completing injury investigations.

Social Committee

The social committee did a repeat performance at Saunders Farm this past summer after receiving positive feedback from staff. Invites went out to staff and their families to come out and enjoy the many activities that Saunders Farm has to offer as well as participate in the relay race, caricaturist, and a delicious dinner .The Committee took a new approach this year to Staff Appreciation; instead of one big event, the committee decided to make each January staff appreciation month at Tamir. For the inaugural year, a number of fun activities were planned over the course of the month with the goal of providing "something for everyone".



Maria Hawkins and Merissa Loeb "Getting Into Their Groove"

Over the course of the month, staff were offered Yoga classes, Volleyball challenges, Cooking Class, Skyhawks Basketball Game tickets, Staff appreciation luncheon and the main event, Tamir's Staff Appreciation evening at Ben Franklin Place. In March, a skating party was organized for all Tamir staff and their families who were kept warm with hot chocolate and delicious donuts. We would like to thank all staff who participated in the success of these events.

A Night to Remember

For several years, Tamir has hosted the Social Action Mission group from Israel which includes visiting Israeli students. Their visits involve getting to know Tamir while working alongside us to complete a project. This year they helped spruce up our Memory garden, and put together new patio furniture in our courtyard. The memorial garden is a place where we pay tribute to the memory of loved and friends who have passed away but remain with us in our hearts.

After all the hard work, we enjoyed a BBQ together. During the evening, we created a memorial area in our garden with a Star of David made of stone (thanks to Fernando at Medusa Stone) and a dove of peace, in memory of Israeli soldiers who gave their lives for the State of Israel. With Tamir Board in attendance and while singing the national anthems of both Canada and Israel, small flags were raised for both our countries. Feel free to sit and relax in our garden at the west end of our office building on Kerr Avenue.

Annual Baseball and BBQ Event

For several years Tamir has combined two annual events into one; The Family Picnic and our Baseball game are now a joint event that our participants look forward to in September. The adapted baseball game is a real "hit" with everyone, with pinch hitters or runners or whatever is needed to get all of the gang in the game. We plan to extend a broader invite this year and challenge all of you to take on Team Tamir!

The Participant Advocacy Committee of Tamir (PACT) empowers Tamir participants to speak about issues affecting them and what changes they would like to see happen within Tamir and the community. Important building blocks towards ensuring their voices are heard include learning how to speak up and advocate for oneself, understanding rights and responsibilities, as well as advocating for others.

Participants known as PACT Correspondents advocate, share and circulate information about special events and other activities to their peers. Members learn about Tamir's operations, provide feedback on policies, procedures and events and share their ideas about service improvements.

Currently, 12 active members meet on a monthly basis. Facilitated by Natasha Rose, Tamir's Quality Enhancement Coordinator (QEC), PACT members follow an agenda formulated by the group each meeting.

This year, PACT gave a presentation at Tamir's Strategic Planning session and PACT also hosted, 'Get into your Groove', a musically driven workshop presented by Maria Hawkins. The workshop was generously sponsored by Aurora Lodge #53 of the Knights of Pythias.

In the coming year, PACT will be looking to present participants' perspective regarding staff recruitment and will provide input as to what they see as important content for staff training sessions. PACT will also be looking at recommendations for improvement to Participant Complaints and Feedback Procedures.



PACT Correspondents

Tamir Staff Training Program

Tamir is invested in providing an active training program which is reviewed and updated annually to ensure staff have the most current information and tools needed to perform their duties. Tamir continues to provide annual recertification for CPR, First Aid, CPI, fire extinguisher use, workplace hazardous materials information systems, recognizing abuse and neglect, rights and respect and driver training. In the coming year, Tamir plans to offer a number of our mandatory, legislated trainings on-line. This will provide staff the opportunity to complete training sessions on shift and have the ability to refer back to training resources at any time.

Keshet for Kids

Tamir's Keshet for Kids Program was established in 2004 to provide children with developmental disabilities an opportunity to take part in meaningful summer activities.

In March and the summer of 2013, Tamir supported six participants through Keshet for Kids. They enjoyed a number of great activities including boat cruises, museums, City of Ottawa festivals, Mont Cascades water park, to name a few. Keshet for Kids also offered some in-house activities including arts and crafts and music. The group participated in an overnight stay at Camp B'nai Brith (CBB). This was a wonderful opportunity for inclusion and to participate alongside the campers at CBB. Tamir offers our thanks to Jonathan Pivnick, Camp Director, and everyone at CBB for extending their hospitality and friendship.



Keshet gang at Camp B'nai Brith

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Alan Sobel
Robert Thompson

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Manager of Finance and Admin – Sultana Ferdousi
Residential Operations Manager – Laurie Oakley
Quality Enhancement Coordinator – Natasha Rose
Judaic Advisor – Cantor Daniel Benlolo
Scheduling Supervisor – Chris Frizell
Accounts Payable/Receivable – Nasim Ahmed
Payroll Administrator – Mariana Erimiea
Human Resource, Judaic & Office Admin – Frances Mercer

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Broadview and Townhouse – Brad Hammond
Timeshare and Grammercy – Tavis Wiegand
SIL and Killeen – Melantha Bain
Day Program and Passages – Estelle Allen

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Sylvia May and Dale Wyman

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The Medicine Shoppe
The Properties Group Management
The Reesa Greenberg Foundation
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Capital Courts Training Centre
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Dovercourt Community Centre
Friends for Sport Fishing
Hertz Canada
Home Depot – Bank Street
Jack Purcell Community Centre
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Ottawa Children’s Treatment Centre (OCTC)
Overbrook Day Care and
Kindergarten Program
Parkdale United Church
Salvation Army Thrift Store – Merivale
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Soloway Jewish Community Centre
St. Nicholas Adult High School
Tony Graham

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Camp B’nai Brith
Chabad Student Network
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