


# Durham Association for Family Resources and Support



Annual Report  
2021

## **Business Meeting Agenda**

Land Acknowledgment  
(New) Durham Family Resources  
Partnership Statement  
Welcome - Chair of the Board  
Approval of Meeting Agenda  
Approval of the June 22, 2020 Minutes  
Report from the Chair of the Board  
Report from the Executive Director  
Presentation of Audited Financials  
Approval of Auditors

Nominations Committee Report  
Special Resolution to Waive Secret Ballot for  
Election of Board of Directors  
Election of Board of Directors  
Staff Recognition  
Recognition of Transition of Adult  
Respite Home  
Recognition of Retiring Board  
Members  
Business Meeting Adjournment

Annual General  
Meeting Agenda  
Wednesday,  
June 23, 2021  
6:30 pm

### **Presentation:**

## **Local Reflections: Rest, Recharging and Rejuvenation**

A year has passed since our last annual general meeting for Durham Association for Family Resources and Support, and we all know what a crazy year it has been as a result of the continued pandemic. Even as our work and community environments were turned upside down, I continue to be amazed how much an organization with a supportive mission and values, sound strategic plan along with an amazing dedicated, resilient and creative team can accomplish.

Since we last met a year ago the organization has.

- Grown by over 80 members (just shy of 220 members)
- Managed through a pandemic for which there was and no game plan
  - Helped families by providing reliable, vetted information, personal protective equipment, vaccine support
  - Supported families in accessing pandemic wage enhancement funds
  - Working with families to reduce/manage COVID impacts
- Transitioned the Adult Respite Home to Community Living Oshawa for which there is a better fit with their mission and values
- Advanced the recognizing capacity pilot project
- Enabled additional families to secure portable housing benefits
- Advocated Safe at Hospital and Family managed care – with families getting desired program access
- Challenged itself with respect to inclusion and diversity given significant world and local events

All this while providing the regular programs, and outstanding facilitation and support that our families come to expect.

With the theme of our non-business section dealing with Rest, Recharging and Rejuvenation one quote seems appropriate.

*We must always change, renew and rejuvenate ourselves; otherwise, we harden (Johann Wolfgang von Goethe)*

While likely the author of the quotation had individuals in mind, I believe the quotation holds true for support organizations like DFR.

To ensure that the organization continued to be able to meet the needs of our families, deliberate actions were taken to change how we do certain things along with renewed energy to ensure the success of our families.

This was demonstrated by understanding the realities of pandemic fatigue and supporting families to determine how best to change, adapt, and continue to look for individualized solutions that work for them.

Chairperson's  
Report  
2020-2021

The positive actions taken by many during the past year throughout the pandemic has visibly demonstrated the strength of the human spirit. I hope these many positives will outshine the negative items with respect to physical and mental toll felt by us all.

The Board is pleased to continue to provide the needed governance to support the mission and values of the organization. We are currently supporting the organization's efforts for a programmatic review to support the development of the next strategic plan, providing a solid roadmap for the organization for the next several years.

The Finance Committee continues to work with Senior Management to ensure DFR maintains a healthy financial position. The organization's financial stability will ensure DFR will be able to continue to provide community and family support for years to come.

The Nominations committee continues to work to ensure a well-rounded, diverse board with the desired skills and experience to support governance of the organization. This year we are happy to welcome Jayrani Bungsy to the board and, welcome back Ginette Cormier / Johanne Penrose / Mohammed Elghazouly/ Olga Minikh back for a second term. All those named will be presented to the membership for approval later in our meeting.

Tonight, the Board will sadly be saying goodbye to Martin Birt. Martin has completed a three-year term on the board and has been a previous Nomination committee chair. With his HR experience and passion for issues relevant to DFR, Martin has provided outstanding support and direction to the Board. Thank you, Martin and all the best.

As always, the Board would like to extend a sincere thank you to the entire DFR staff team, Senior Management and our Executive Director. It is our pleasure to support passionate, creative and caring individuals like yourselves. While the Board is tasked with the relatively simple role of governance of the organization, it is you that do the heavy lifting each and every day. You all contribute to the success of this organization and help create and sustain stronger communities.

I would also like to extend a sincere thank you to the families who are part of our DFR community. Our success is measured by your success.

It has been an eventual and challenging year. There are still some challenges ahead. I believe we are much closer to getting back to doing the things we want to do; in the way we want to do them and alongside the people we want to do them with.

My hope is everyone here tonight and those not able to join us, along with their community, friends, families and loved ones are able to take the opportunity to renew, revitalize and do whatever you need to find your desired reality.

Thank you again and I look forward to the not-so-distant future when we can celebrate in person.

## *Lawrence*

DFR Staff  
Years of  
Service

**We'd like to recognize the following DFR staff  
for their ongoing years of service:**

**WENDY MOSS** Began May 5 2005 **15 years of service**

**We'd also like to recognize the transition of the Adult Respite Home:**



This year the Adult Respite Home, a part of us for 32 years, was moved to Community Living Oshawa-Clarington for which there is a better fit with their mission and values. CLOC is also familiar with the new infection protocols now required for all Ministry services. Times are changing. The ARH is a part of our history, and a part of DFR learning that respite is a state of mind much more than any one place. Today we find real respite where and how it suits us best. Many thanks to Melissa Reading, a long time ARH supervisor who has been with DFR for 30 years, as well as her team and families over the years!

## TWENTY TWO

Organizations served by the Collaborative Administrative Department

22

## TWO HUNDRED

Adults supported through the Family Support team

200

## OVER SEVENTY FIVE

Children supported through the Family Support team

75+

# Durham Family Resources by the Numbers 2020-2021

## SIXTY ONE

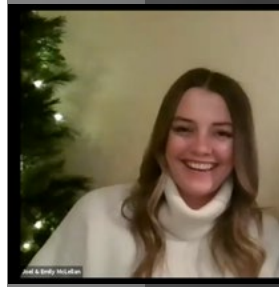
Free, open invitation events hosted by DFR

61

## NINE HUNDRED FIFTY ONE

People attended our events

951



Emily and Joel, Masters of Ceremonies for *Stories by the Fire*

## FAMILY GROUPS



Several family groups are facilitated here by Durham Family Resources. Families that meet regularly in groupings offer strength to each other and are a great source of encouragement and resource.



Ad hoc and interest-based groups focus on an issue and hold more casual, open-to-all meetings.

Current ad hoc family groups are the Bio-Medical Approaches Study Group, Imagining Home Housing Group, Making The Most Study Group, the Next Gen Group, and this year's Safe at Hospital Group and Thinking it Through Group



Some family groups are made of limited members who choose to meet together with a facilitator over time the long term.

Currently Durham Family Resources facilitates 7 family groups in which over 60 people regularly attend.

# Other 2020-2021 Ventures

## Safe at Hospital Working Group

The Safe at Hospital (SAH) working group emerged as concerned families, staff, and allies within the healthcare system came together at the beginning of the pandemic in April 2020. Initially the group wished to figure out how someone could still accompany their loved one should they need to go into hospital at this time. It quickly became apparent that such a person needed to be viewed as an Essential Care Partner and not a social visitor, to safeguard the person and ensure their voice is heard in a place where they can easily be dismissed or misunderstood, with massive consequences. Members of the working group developed and shared sample documents, to have prepared in advance, outlining rationales, roles, key information and grab-and-go lists. These, together with some other helpful resources, are [now available online in a SAH Essential toolkit](#). Designed for other families and facilitators to use and adapt to their own situations. The working group has also explored in more depth the concept and practicalities of medical safeguarding, unpicked the threat from the triage protocol and the recent medical assistance in dying reforms, as well as putting on 2 webinars for families and allies.

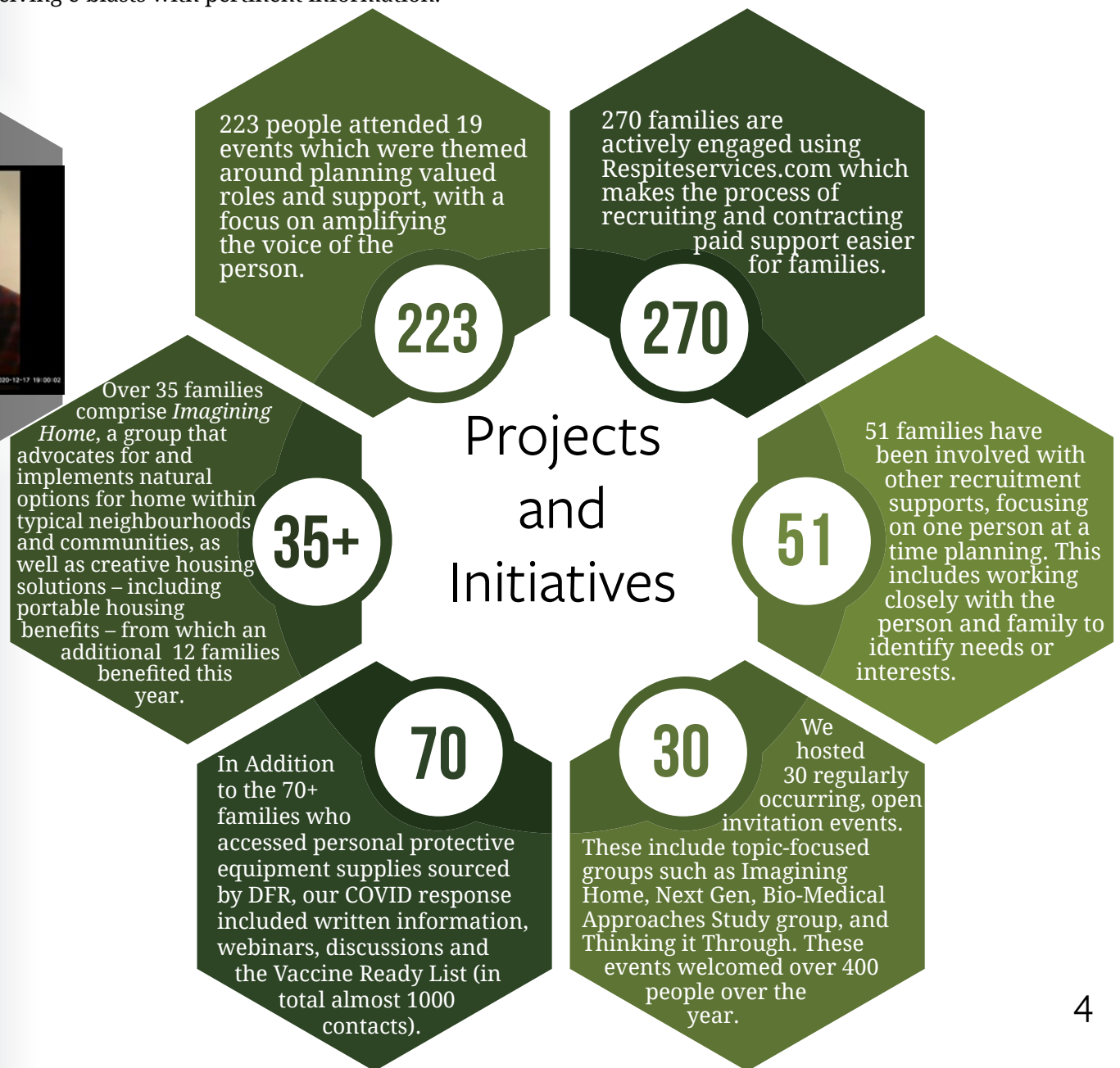
## Vaccine Ready List

In anticipation and looming uncertainty surrounding COVID-19 vaccines, DFR wanted to ensure everyone had current, accurate and verified information. In February 2021, a "Vaccine Ready List" was launched to record the names of supported persons, their family members and supporters who were ready to receive the COVID-19 vaccine. Considering Durham Region's preparations for the rollout of the vaccine, DFR wanted to ensure that families had clear, immediate and trustworthy access to accurate information, and that Public Health had a way to access families with direct information that did not need to go through the DS sector. Fundamentally, we wanted to ensure that no eligible person was left out.

With this approach, families and supporters were able to navigate vaccination protocols, including having access to letters of support from DFR which confirmed vaccine eligibility when required. The power and flexibility of this approach helped families use the same vaccination routes as other citizens in our community – typical, not special, offered more options and greater opportunities for the health care system to see families' members as belonging. In collaborative efforts, DFR welcomed families connected to Lakeridge Community Support Services and Durham Region Adult Community Support Services to participate in the Vaccine Ready List. To date, families are still receiving e-blasts with pertinent information.



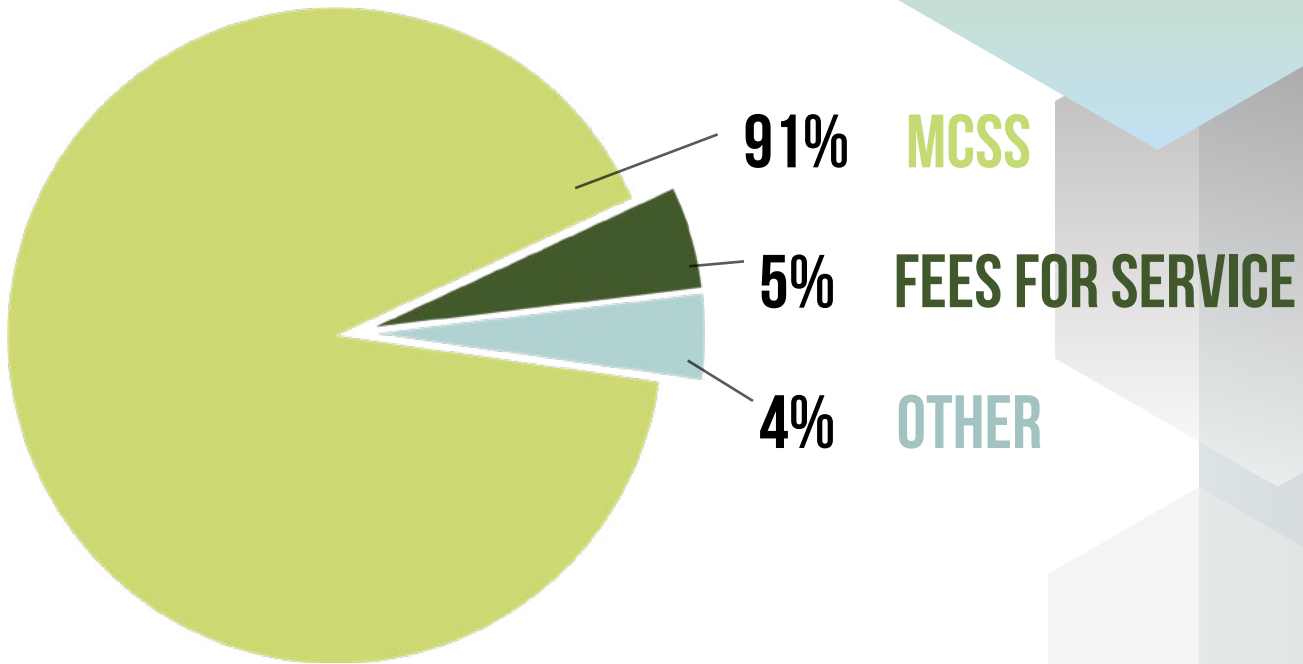
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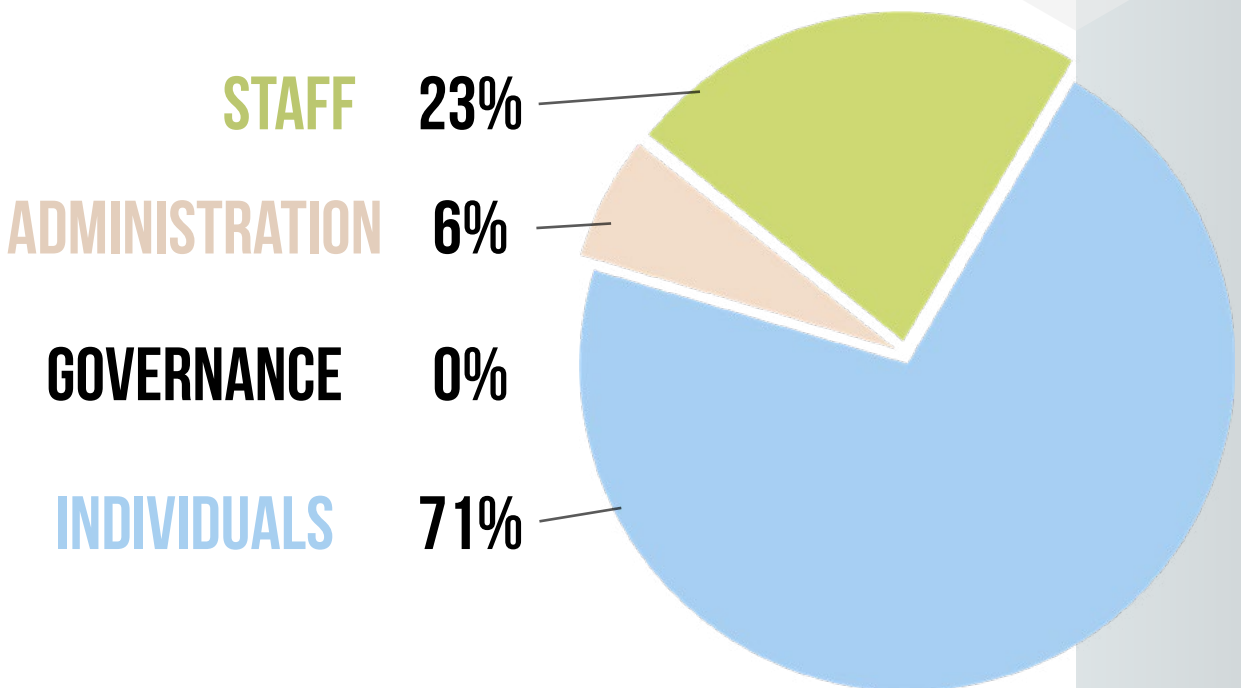
BDO Canada LLP audited the financial statements of Durham Association For Family Resources and Support for the year ended March 31, 2021 and the Board of Directors approved the statements at their meeting on June 17, 2021.

# Financial Summary for 2020-2021

## Where the Money Came From



## How We Put the Money to Work



# Board of Directors 2020-2021

Lawrence Rubin	Chair of the Board
Scott McGrath	Vice Chair/Secretary
Olga Minikh	Vice Chair/Treasurer
Martin Birt	Director
Ginette Cormier	Director
Mohamed Elghazouly	Director
Jordan Etherington	Director
Sally Morgan	Director
Johanne Penrose	Director
Hassnane Sajan	Director
Kim Southern-Paulsen	Director

# Annual Report from the Executive Director

This has been a year of growth. The pandemic has endured in waves and valleys across every single month of the past fiscal year and three more months besides. At our last AGM, we had hoped this would soon be over, but it was not, is not. People have had to find new ways to do things, to stay connected, and to find purpose and hope. Many times during this year, I have sat quietly and asked myself: **Who are we called to be at this time?**

My answers come from listening to families and those who know them well, from my own experiences over time, from my beliefs in possibility and our community, and from the principles that guide our work.

Along the way, these have been my answers and what I keep coming back to. I believe that we are called to be:

- Present
- Relevant
- Possibility-focused
- Hope-filled
- Leading with our Principles

Life and our responses to it are not an organized list like this, and each of these ideas feeds into the other. Where we are present, we try to be relevant. We focus on what we can do and what next steps are still possible. When we share these stories, hope is felt. To focus on people and who they are and can be right now is leading with our principles. That sounds lofty and laudable. It's not really. It's holding onto to the most solid rock in the swirl around us – the one that we knew was there all along and that we are finding to be as solid and firm as it had promised.

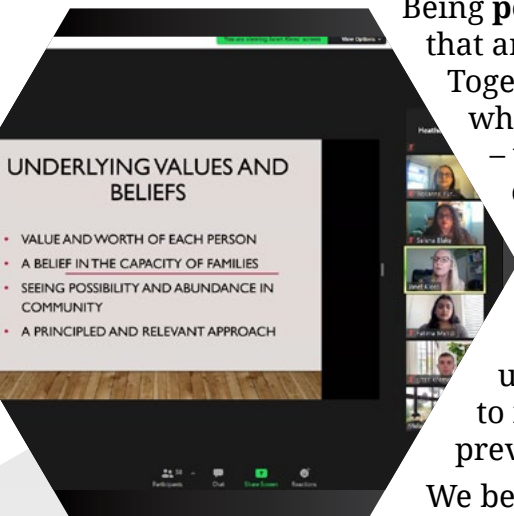
Being **present** involves listening, noticing, being with, and deciding next moves together. We have been present in driveways, backyards, Zoom calls, phone calls, and Team chats. We have been present to assist in learning about COVID 19, in preventing infection with information and PPE, and sorting out support in the few instances where it took hold. We have been present at many challenging personal and family moments and changes, seeking ways to see them through.

Being **relevant** involves understanding and hearing what would make the biggest positive difference right now. We have been relevant by understanding that a range of practical responses to the COVID 19 pandemic would be

immediately helpful. When families began to worry about keeping their loved ones safe in lockdown and triage, we worked on our partnerships with Lakeridge and Durham Public Health. We have stayed alongside young families in close, focused proximity so that we can see and promote their natural talents and capacities from the start.

Being **possibility-focused** means to offer ideas and solutions that are possible right now, mid-pandemic for anyone.

Together with families we have imagined and worked out what would meaningful support look like in times of COVID – with amazing and solid results that many families even outside the Region have learned from. We have taken the idea of all people having a voice to express preferences and decisions in their lives (supported decision making) and noticed where we can begin to listen now – in developing plans for hearing that voice at hospital, by understanding and hearing their consent for vaccination, to including with life planning now. The pandemic does not prevent any of this.



We become **hope-filled** when we see the growth of seeds sewn – some our own and some amid families that look like our own. We have resolutely and creatively ploughed on to offer our most visionary regular events – What’s at Our Table in the Fall, Stories by the Fire in December, and a tumble of interactive, engaging learning events which always include stories – housing stories, going to college stories, new contributions imagined stories. Our participation rates for learning events of all kinds have increased by several hundred people. As a result, we are hearing an uptick in the number of families beginning a circle and the number of families noticing and appreciating their neighbours in new ways.

And we are **leading with our principles** when we let these guide our questions, navigate our direction and show us where to look. As our principles outline for us: start with the person and their gifts, believe in the capacity of families when they are heard and supported, keep on the ordinary pathways in community, hold relationship high...and always believe in the abundance of your community. Our principles have had us look at our community again.

Our vision includes everyone. In a Canadian context, our Vision recognizes anti-Black, Indigenous and other forms of systemic racism and many ways of setting others apart.

### What is gained when everyone belongs, what is lost when they do not?



We are really deepening our understanding that community is stronger when everyone’s gifts are received...realizing that the gifts of our loved ones with disability are not the only ones missing. Our allies in understanding not belonging are numerous.

And so we are **present, relevant, hope-filled, possibility-focused** in so many ways. And all through it is our principles ...with families in the lead, starting with a new reminder to ourselves about where we stand that was shared at this year’s AGM. See our website for the current version.

Finally, because times of adversity are ideal times to turn to our principles, we are just about to undertake an external formative evaluation to see how well we have done with our principles during this time; and how well they have served us. Look out for more information!

In Partnership with Families  
Statement

*Janet*