



# Durham Association for Family Resources and Support

Rotary Centennial Park,  
Whitby

Annual Report  
2023

## **Business Meeting Agenda**

Land Acknowledgment

Welcome - Chair of the Board Approval of Meeting Agenda

Approval of the June 27, 2022 Minutes of the AGM

Report from the Chair of the Board

Report from the Executive Director

Presentation of Audited Financials

Approval of Auditors

By-law Amendments

Nominations Committee Report

Special Resolution to Waive Secret Ballot for Election of Board of Directors

Election of Board of Directors

Staff Recognition

Business Meeting Adjournment

Annual General Meeting Agenda  
Monday,  
June 26, 2023  
6:00 pm

### **Changing the hearts and minds of our community: one story, one relationship at a time.**

Good afternoon, and thank you for joining us today at our annual general meeting. As the Board Chair of this remarkable non-profit organization, I stand before you with a deep sense of pride and gratitude for the incredible journey we have undertaken together over the past year.

First and foremost, I want to express my heartfelt appreciation to each and every one of you, the families who are the heart and soul of our organization and the DFR team who is doing the work. It is your strength, determination, and unwavering commitment that fuel our mission and drive us forward.

This past year has been transformative for us as a board, as we worked diligently on important initiatives that will shape the future of our organization. Our primary focus this year was the comprehensive review of our bylaws to ensure compliance with the new Ontario Not-for-profit Corporation Act 2010 (ONCA). This process was executed by our Governance Committee led by the Committee Chair and the Board's Vice President, Scott McGrath, who demonstrated meticulous attention to detail and a thorough understanding of the needs of our Board. Later today Scott will present you the summary of the changes that were introduced.

Additionally, I want to take a moment to recognize and express my deepest gratitude to our exceptional Executive Director, Janet, and dedicated Senior Management team, Selena and Sue, for their outstanding leadership and tireless dedication to driving our organization forward. Janet's invaluable efforts were particularly evident in the development of our recently completed strategic plan. Through her guidance, expertise, and unwavering commitment, Janet played a pivotal role in shaping this transformative roadmap that reflects the aspirations and needs of our families.

Today, we have the privilege of presenting our completed strategic plan, which was developed in close collaboration with you, our incredible families. The main theme of our strategic vision for the next five years is changing the hearts and minds of our community: one story, one relationship at a time. Your voices and insights have been instrumental in shaping this roadmap. It represents our shared vision and a commitment to providing the necessary support and resources for you to continue the amazing work you do for your loved ones. I encourage you all to review the plan with a sense of excitement and

Chairperson's  
Report  
2022-2023

anticipation. Your continued engagement and feedback are crucial as we embark on this transformative path.

I'd also like to thank the Board's Nominations Committee and the Committee Chair, Johanne Penrose, who continues to work diligently 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 Tim Lee, Brad Miller, and Carron Jensen to the Board and, welcome back Jordan Etherington, Kim Southern-Paulsen, and Hassnane Sajan for a second term. These board members will be presented to the membership for approval later in our meeting.

Tonight, the Board will sadly be saying goodbye to Lawrence Rubin, Jayrani Bungsy, and Sarah McMulkin. Lawrence's term with the Board has been completed. Lawrence was on the Board for 6 years, 3 of which he served as the Board's Chair. Lawrence spearheaded a number of key initiatives for DFR and the Board including the Board's policies overhaul, the Formative Evaluation, and, finally, the Strategic Plan which we are so proud to present to you tonight. Lawrence's deep knowledge of the organization and understanding of the Board's unique needs served us as a guidepost over the years. On behalf of the whole Board and the DFR team we'd like to express our most sincere appreciation for Lawrence's contributions that made a lasting impact. Jayrani served on the board for 4 years, 2 of which she served as a Treasurer and the Finance Committee Chair. Jayrani worked with the senior management to ensure the organization's financial health and stability to continue to provide family support for years to come. Sarah has served on the board for a year. During this time, Sarah supported the organization's HR committee and was a valued board member who brought important perspectives. We are thanking Lawrence, Jayrani, and Sarah for their time and wishing them the best in the future.

As we move forward, we celebrate every small step along the way. Recently, MCCSS Minister Parsa came to DFR because of the stories we are telling and he, too, was taken by the power of stories told by five families. As we look to the future, let us draw inspiration from the incredible work and dedication of our families. Together, let us continue to unite, inspire, and transform lives through our collective efforts. With determination, resilience, and a shared sense of purpose, we will create a brighter future for our loved ones.

Once again, thank you for your presence here today, your ongoing support, and your unwavering dedication. Together, we can accomplish remarkable things and make a profound impact.

Thank you.

*Olga*



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

<b>SELENA BLAKE</b>	Began Apr 10 2017	<b>5 years of service</b>
<b>ROSANNE PURNWASIE</b>	Began Jan 15 2018	<b>5 years of service</b>

## EIGHTEEN

Organizations served by the Collaborative Administrative Department

18

## OVER TWO HUNDRED

Adults supported through the Family Support team

200+

## OVER SEVENTY FIVE

Children supported through the Family Support team

75+

## EIGHTY THREE

Free learning events hosted by DFR

83

## NINE HUNDRED SIXTY EIGHT

People attended our events

968

Durham Family Resources by the Numbers 2022-2023

Families and staff at our What's at our Table Open House



## Other 2022-2023 Ventures

We completed our Next Gen *Circles Can be Simple* series earlier this Spring, with great turnout and response from families. At their core, “Circles” are a way for us to connect and support each other through ups and downs, challenges and changes, all while striving towards the good things in life. Over three sessions, we delved into this concept, answered questions, shared stories, and got people thinking about what their next steps might be to create, re-invigorate, or strengthen a Circle of Support!

We know that meaningful work is a key valued role which has not been easily obtained by many people who ought to be contributing to the work force. Earlier this year, a small number of families came together with a focus on employment and engaged a consultant who works with people individually thinking about their skills, gifts, and contributions and that will be relevant to local employers.

Our work with families shared international success as we were invited to Australia in order to teach several workshops, and meet with local like-minded organizations and family groups. Janet Klees and Selena Blake packed daytime, evening, and weekend workshops and countless conversations over a two-week trip. Along with sharing stories and learning that we know to be helpful to families here in Ontario, they were also able to bring back insights and family stories from a country where Developmental Services have recently been overhauled and are offered differently.

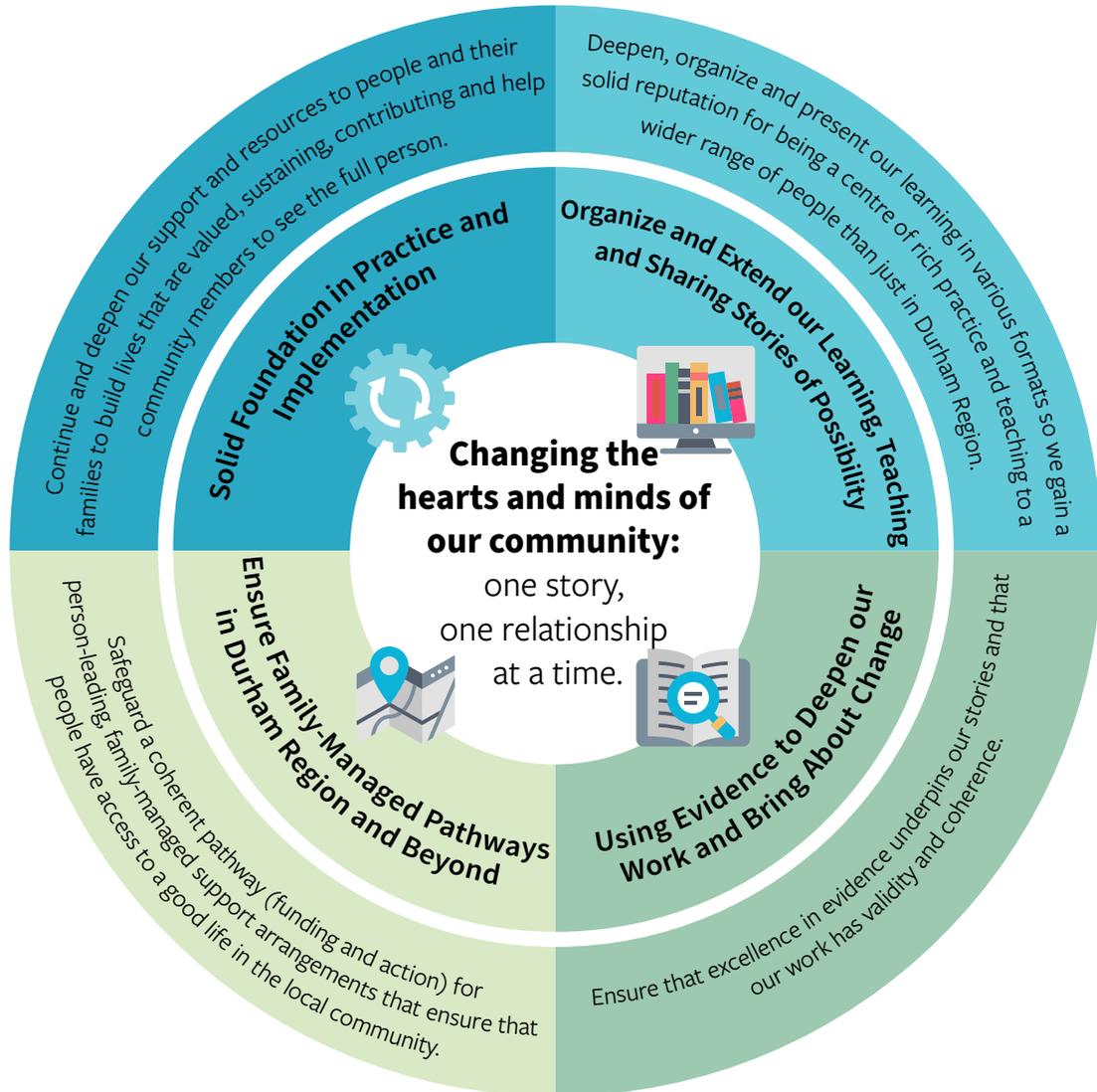
# Planful Next Steps for DFR

We spent time this year organizing and preparing our latest strategic plan. We held a public survey, and organized focused groups with families, like-minded organizations and relevant stakeholders to listen deeply and plan our way forward.

And so our central theme to this strategic plan is:

**Changing the hearts and minds of our community:  
one story, one relationship at a time.**

**Strategic Plan  
2023 - 2028**



Over the next five years, we intend to help build and share good stories that will change what typically goes into the minds of community members. With good and impactful stories, a greater amount of everyday interactions with community members, and a higher profile to share these, together we can influence how our greater community welcomes and expects contribution from its members with disability.

**Read our full Strategic Plan** by using the QR code to the right:

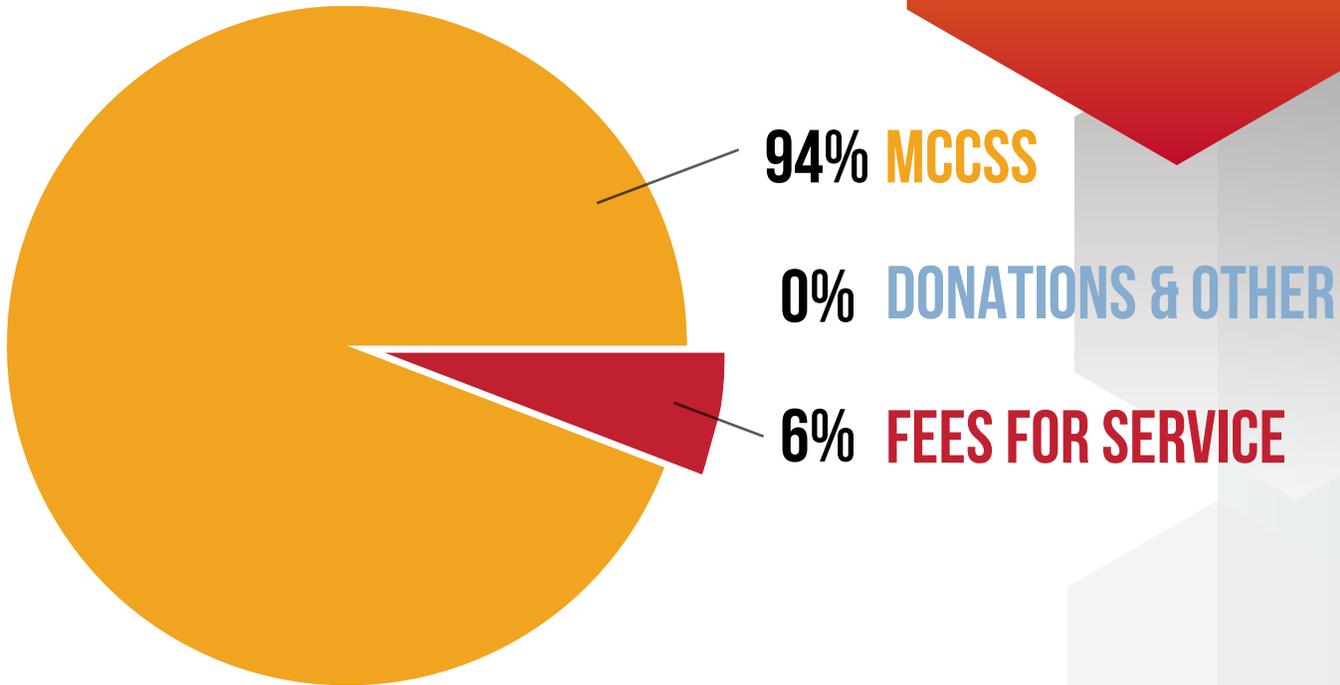
- Open your camera app on your smart device while connected to the internet.
- Focus the camera on the QR code by gently tapping the code.
- Follow the instructions on the screen to complete the action.



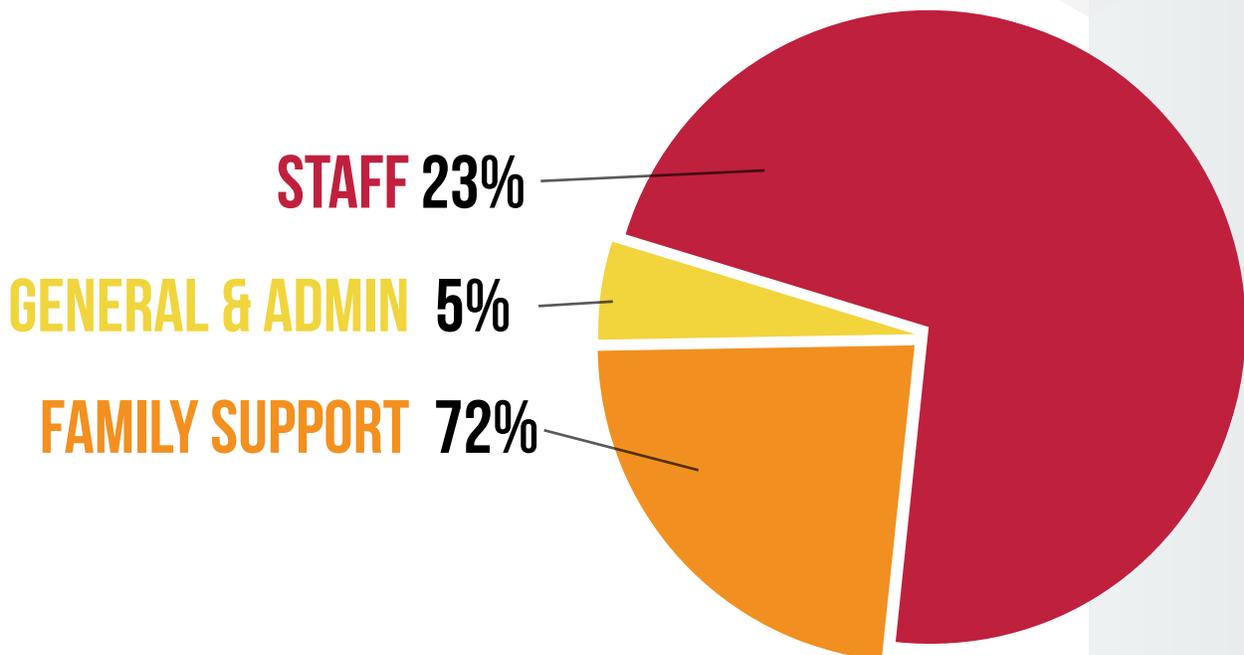
BDO Canada LLP audited the financial statements of Durham Association For Family Resources and Support for the year ended March 31, 2023 and the Board of Directors approved the statements at their meeting of June 15, 2023. The results are positive with a net surplus of \$293k.

# Financial Summary for 2022-2023

## Where the Money Came From



## How We Put the Money to Work





## Board of Directors 2022-2023

Olga Minikh	Chair of the Board
Scott McGrath	Vice Chair
Lawrence Rubin	Past Chair
Jayrani Bungsy	Treasurer
Kim Southern-Paulsen	Secretary
Ginette Cormier Pennell	Director
Jordan Etherington	Director
Sarah McMulkin	Director
Johanne Penrose	Director
Hassnane Sajan	Director



## Annual Report from the Executive Director

After much work, we have completed our strategic plan for the next five years! The 2023-28 Strategic Plan was built upon the ideas, suggestions, feedback, and insights of many, many families, of allies from across the province, country and around the world, and from the hard work of the staff team and Board.

A central theme arose through almost every conversation that we held over this past year. The thoughts about people with disabilities in the minds of all community members matter. When people and systems in our ordinary communities come to see and embrace the value and contributions of our community members with disability, we more easily and joyfully build good lives in valued and ordinary ways for and with our family members with disability. When community members are not welcoming, then lives do not flourish. When everyone belongs, we all benefit.

At Durham Family Resources, we know that whenever we tell and show stories of people with disabilities in their community in typical ways, the community changes. Community members see what is possible and they respond. This results in more vibrant lives on both sides of the relationship. We want to do more of this.

People who have contributed to this strategic plan have helped us to focus on two things – intentionally setting out to change community mindset AND using story and relationship to do so. On a small scale, we know that this can work! And so, the theme for this 2023- 28 Strategic Plan is: **Changing the Hearts and Minds of Our Community – one story, one relationship at a time.**

If this is the theme, then what is the action? While I invite you to read through the details of the Strategic Plan’s narrative format or glance through the chart format, let me be very clear and to the point. There are four strategic directions to this Plan. This means there are four areas of action and focus that we think will make a positive impact on influencing community hearts and minds.

1. **Build the Story** - The first strategic direction is to make sure that we continue to work in partnership with families to imagine, plan and implement plans toward a good, ordinary life in community. These are stories that some people in our community will be involved in personally and many others will see.

2. **Tell the Story** – the second strategic direction is that we deepen, organize and further present our learning, together with families, in various formats, including a digital platform, so we gain a solid reputation for being a center of such practice and teaching to a wider range of people than just in Durham Region.



3. **Tell Many Stories Together** – the third strategic direction is to collect the learning from many stories - to pull out the success factors, the elements that make a difference, and the conditions under which stories grow and thrive. We want to ensure that excellence in evidence underpins our stories and that our work has validity and coherence. These lessons will be woven into our teaching and learning, and will help families, funders, policy makers and others understand the validity of this approach and how they might be achieved by others.

4. **Give the Stories a Home** – The fourth strategic direction is to ensure the conditions which sustain the stories are in place – the funding pathways, the safeguards, and the organizational structures that we call Person-Leading, Family-Managed Individualized Lifestyle Arrangements (PL-FAMILSA). This will require advocacy, aligning with like-minded others, backed by a strong organization in partnership with families.

All of these strategic directions include taking what we know has sustained and nourished us and our stories over the years - our values and principles in everyday action, our dedication to a family-managed model without service provision to interfere with our priorities, our CAD-model of financial support, flexibility and accountability with families while providing depth during volatile times, our ability to teach and demonstrate in many formats near and far - to align others, both families and organizations, and invite them in common cause across the province.

While the strategic planning process has certainly shaped the last six months, there are other elements that shaped 2022-23

- The official end to the 3-year COVID pandemic and a gradual re-entry back to in-person communication – including an in-person picnic AGM in June 2022
- Implementation of the 2021 Formative Evaluation
- Working with allies (CLO, IFCO, and FAO) on aligned objectives
- Another year of uniquely DFR events – Stories by the Fire, What's at our Table, Making the Most, Building a context
- The production of videos (Family Group, stories) and presentation materials
- Learning and Sharing Trip to Australia (Janet and Selena)
- Learning events (circles, BCR, SDM, MTM including a weekend retreat)

Many thanks to my team – each and every one has made contributions that make us better, but I would like to note my gratitude for the daily clarity, strength, creativity, and ideas brought to me and the work at hand by Sue Talmey and Selena Blake. Thank you.

*Janet*