

REENA



**REENA FOUNDATION
BATAY REENA**

1999/2000 Annual Report



A message from the Chair

By Stanley Kugelmass



Reena's 25th anniversary year has now come to an end and what a year it was. We have reason to look back proudly on the events and accomplishments with which we celebrated this special anniversary. At our volunteer appreciation evening, our Mardi Gras, our annual dinner and other events, we celebrated together and honoured the many volunteers, families and staff whose generous efforts are and continue to be an invaluable ingredient in Reena's many successes.

In the spring, our *Symposium on Aging* allowed representatives from our sector and from the health and long-term care sector to begin a dialogue that was long overdue. Reena continues to be a recognized leader in raising the awareness of the special needs and requirements of people with developmental disabilities in the community who are aging.

International conference

The culmination of Reena's 25th anniversary year was, of course, the *International Conference on Developmental Disabilities*. It was fitting that the Chair of the Conference was **Rabbi Joseph Kelman** who, together with a small group of parents and friends, founded Reena in 1974. Each and every person who attended the conference can attest to the very high quality of all of the presentations. It was truly a special few days, which we should look back on with great pride.

Community outreach

Our partnership programs with UJA/Federation continue to flourish and this past year we introduced a new program, Kids Club — in co-operation with the Bathurst Jewish Centre and Zareinu — for kids between the ages of five and 12 years.

New programs

Kids Club and other programs for adolescents have given Reena the opportunity of establishing

a process of engaging families at an early stage in their children's development and to begin planning for their future.

ElderHome

Throughout the past year, Reena has been working on developing programs for seniors whose increased health, support and social concerns will be addressed when Reena's older clients move into their new home in the Al and Faye Mintz Reena ElderHome this summer. The official opening ceremony is scheduled to take place in September 2000.

Making Services Work for People

Reena is continuing to play an active role in the *Making Services Work For People* restructuring process currently underway in the Toronto region. We hope our efforts will result in a system that's based on a collaborative model that enables us to maintain our very important links within the communities we serve.

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On a personal note

This is my last annual report as Chair. The greatest joy for me in having served as Chair has been the opportunity to work and spend time with people of the very highest quality. We're quite frankly blessed at Reena by having management, staff and devoted volunteers whose generosity and talents are unparalleled. I wish to take this opportunity to thank my Co-Chairs and all members of Reena's boards of directors with whom I've had the great pleasure of working during these past two years. In particular, I'd like to thank **Sandy Keshen** and her staff, from whom I've learned a great deal, and who have unstintingly devoted their time and energy to support Reena's work in the community.

Continuous Quality Improvement Committee

By Harvey Savage, CQI Chair



The Continuous Quality Improvement Committee met six times in the past year to discuss and review ongoing matters. We had thorough briefings on restraints and behavioural programs, which are standing matters for the CQI to review, and also monitored the interesting developments of the Al and Faye Mintz Reena ElderHome project.

ElderHome

The ElderHome is a pioneering project of Reena, and reflects our organization's commitment to offering life-long, value-based services of the highest quality to our clients. Throughout the year, the CQI has reviewed regular reports on the progress of this project, which involves 16 seniors living in a uniquely designed residence, in close proximity to the Toby and Henry Battle Developmental Centre, synagogues, shopping and entertainment. They'll also be supported in ways appropriate to their needs by Reena support staff.

Emergency Measures Committee

The Emergency Measures Operations plan is well underway, and a comprehensive report on this initia-

tive will be ready to be presented to the CQI Board Committee in June 2000. This process has had excellent input from police and fire-department officials. Part of the planning has already culminated in a well-implemented plan around year-2000 concerns, which thankfully, did not materialize. However, under the auspices of the CQI, a very effective operational plan was ready in the event that there was a problem.

Serious concerns

The CQI closely monitors all events involving client injury or harm, including accidents, serious illnesses requiring hospitalization, abuse allegations, deaths and restriction in clients' freedom to act or carry out normal living activities. These incidents are few, and there were fewer this year than in the previous year, but each is closely monitored and follow-up reports are requested where appropriate.

The CQI is indebted to everyone in the Reena family — frontline staff, management and all volunteers — who contributes on a daily basis to supporting the dignity of our clients. Thank you for making the CQI's work meaningful.

Communications Committee

By Ron Jamieson, Committee Member



The Communications Committee initiated several projects during the past year. Our newsletter, *Kolreena*, was given a fresh new look early in the year, and last fall we fielded a study that indicated the changes were generally well received. The study gave us the opportunity to ask for input on what *Kolreena* readers would like to see in the newsletter, which will help us plan

content for the next year. We also embarked on an organizational identity program. This included refinements to the logo that will be reflected on all printed material in the future. Some members of the Communications Committee formed part of the Marketing Committee for Reena Foundation's first annual gift campaign and were instrumental in its success.

Financial report

By Howard Ungerman, Reena Treasurer



Last June, Reena submitted its budget — with a projected overall deficit of \$60,863 — to the Ministry of Community and Social Services. This in itself was a bold initiative, given that Reena had run up deficits of about \$200,000 in each of its two preceding years. As of Mar. 31, 2000, Reena's deficit from all programs was \$47,284.

Among the cost-cutting measures undertaken was the sale and disposal of Camp Reena. This is the first year that our bottom line has not been influenced by the previously high camp maintenance costs. But while we were able to significantly reduce our deficit, we couldn't eliminate it entirely. We incurred an unbudgeted, lump-sum payment to staff, as required by our collective bargaining agreement, which cost us \$60,000; and we continue to be plagued by extraordinarily high premiums to workers' compensation.

It's interesting to note that in the 1993 fiscal year, which was the last time we received any kind of increase to our budgets, Reena spent \$42,260 on workers' compensation premiums. For the year just concluded, we spent more than four times that amount, or \$187,227, on workers' compensation premiums, an increase of 343 per cent. Yet during that same period, our budgets were reduced, both through MCSS cut-backs and the effects of inflation, by about 16 per cent.

Reena, through its membership in OASIS, a provincial organization of agencies in the developmental disabilities field, continues to lobby the MCSS for a reduction in premium rate levels. The Ministry of Labour, for its part, is attempting to retire its unfunded liability and claims costs in as short a period as possible. Reena and similar agencies hope to convince the Ministry of Labour to amortize its unfunded liability over a longer period of time, and simultaneously to educate the ministries involved about the uniqueness of our clientele. We're optimistic that a satisfactory conclusion will be reached.

Reena continues to improve its ability and readiness to provide services. This past year, as we prepared for Y2K, we upgraded our administration telephone and computer systems, as well as our fundraising software.

In a modest expansion of our residential program, we welcomed three new clients into our Regina Avenue group home and we thank the MCSS for recognizing the needs that continue to exist in the community and for augmenting our budgets. At the same time, and thanks to a minor capital grant from the MCSS, we upgraded and renovated four of Reena's group homes. It's worth noting that we hadn't received minor capital renovations funding from this ministry in several years, and we're appreciative of its support, enabling Reena to continue to properly maintain its portfolio of houses in a dignified manner.

Several other residences were improved in one way or another, including installing new kitchens at Elway Court, upgrading electrical service at Fraserwood Avenue and revamping a wheelchair bathroom at Lowesmoor Avenue. What's important here is that this work was done with the involvement and financial participation of families who responded to our request in a positive fashion.

In the future, Reena will be unable to maintain the level of program excellence without the involvement of family and volunteers. The era of expectation and entitlement has come to an end, and government can no longer be expected to provide for all our needs.

As far as fundraising and community involvement is concerned, I'm particularly pleased that Reena has been able to successfully complete its first ElderHome, on time and on budget. The seed money was provided from the equity in a group home, which was sold in 1994, and we're grateful to Canada Mortgage and Housing Corporation and

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SUMMARIZED FINANCIAL STATEMENTS

As at March 31

	2000 \$	1999 \$
BALANCE SHEET		
ASSETS		
Cash	314,235	401,261
Due from Reena Foundation	24,343	
Other current assets	365,540	904,319
Capital assets, net	9,672,656	9,806,011
	10,376,774	11,111,591
LIABILITIES AND FUND BALANCES		
Current portion of mortgages payable	146,764	133,355
Due to Reena Foundation		212,184
Other current liabilities	1,776,796	2,118,790
Mortgages payable	8,943,398	9,090,162
Fund balances	(490,184)	(442,900)
	10,376,774	11,111,591

Year ended March 31

STATEMENT OF REVENUE AND EXPENSES

REVENUE		
Government grants	10,060,703	10,375,783
Client and cottage program	1,184,153	1,214,033
Other income	559,445	430,931
	11,804,301	12,020,747
EXPENSES		
Salaries, contract wages and related costs	8,273,533	8,696,093
Food and supplies, accommodation and client personal needs	2,165,306	2,028,743
Interest on mortgages	607,633	626,731
Purchased services and professional fees	446,952	428,910
Other	358,161	463,031
	11,851,585	12,243,508
Deficiency of revenue over expenses for the year	(47,284)	(222,761)

Year ended March 31

STATEMENT OF CASH FLOWS

Cash provided by operating activities	283,856	464,381
Cash used in investing and financing activities	(370,882)	(197,831)
Net increase (decrease) in cash during the year	(87,026)	266,550
Cash, beginning of year	401,261	134,711
Cash, end of year	314,235	401,261

AUDITORS' REPORT ON SUMMARIZED FINANCIAL STATEMENTS

 To the Directors of **Reena**,

The accompanying summarized balance sheet and statements of income and cash flows are derived from the complete financial statements of **Reena** as at and for the year ended March 31, 2000 on which we expressed a qualified opinion in our report dated May 26, 2000. Our opinion stated that except for the effect of any adjustments which we may have considered to be necessary related to the amortization of certain lands, amortization of certain buildings and expensing certain equipment in the year acquired, had we been able to obtain sufficient information regarding these matters, the complete financial statements are, in all material respects, fairly presented in accordance with accounting principles generally accepted in Canada. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by accounting principles generally accepted in Canada. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on **Reena's** financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

 Thornhill, Canada
 May 26, 2000



Chartered Accountants

UJA/Federation salutes Reena

By Elaine Fogel, Public Relations Co-ordinator,

UJA/Federation

UJA/Federation salutes Reena in its efforts to meet the needs of developmentally disabled people. UJA/Federation is proud to fund Judaic programming at Reena, strengthening the Jewish identity of Reena clients, by providing opportunities for them to participate in holidays, customs and rituals and for staff training.

Judaic programming has been an important component of Reena's work from its very inception, based on the perception that Reena's Jewish clients need to positively recognize their roots.

Reena's goal of integrating developmentally disabled individuals towards independence not only includes the development of life and social skills, but cultural values and identity. This, in turn, will help them offset alienation from society by giving them distinctiveness, a sense of belonging and a stronger self image. Together, Reena and UJA/Federation ensure a Jewish milieu for Reena residential programs.

UJA/Federation is also proud to help provide access to synagogues and Jewish community events for Reena clients. The partnership between UJA/Federation and Reena strengthens us all.

Financial report

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the Federal Government for their support. But the lion's share of the funding, almost \$1.5 million, was raised through the tireless fundraising efforts of volunteers. The financial strength, viability and integrity of this organization must and will continue to flow from the support and commitment of its families, volunteers and supporters.

With that said, I would like to gratefully acknowledge the many volunteers on Reena's Finance Committee for their guidance, professional advice and financial commitment.

Community support

By Julea Gasner, Manager, Special Events

Reena is very fortunate to have many friends and supporters in the community. Throughout the year, we receive calls from individuals, groups and corporations wanting to organize fundraisers on our behalf. The summer of 1999 was no exception.

In recognition of the International Year of the Older Person, the Seniors Performing Group gave an outstanding performance at the Earl Bales Community Centre, and donated the proceeds to Reena. This talented group of seniors presented *A Zany Musical Revue*, which included song and dance numbers from the Roaring 20s.

Under the creative direction of **Shirley Katz** and **Dorothy Little**, this active group prepares year-round for their summer performances. The members are anxious to improve their talents and, as part of the social nature of the group, encourage others to get involved. After all, life begins whenever you want it to!

What better way to support a favorite charity than from the comfort of your golf cart? **Jack Goldstein**, **Harry Lieberman**, **Sonny Saltzberg** and **Gary Starr** took time from their busy schedules to co-ordinate the second Silverstarr Charity Golf Tournament in support of Reena. One hundred and forty-four golfers drove and putted their way around 18 holes, enjoying the game and the camaraderie.

As the summer drew to a close, the staff at the Centre Street Royal Bank co-ordinated a community barbeque in support of Reena. To make the barbeque a truly community event, they approached all the stores in the plaza to donate food, prizes and cash. Many local residents, Royal Bank customers, and Reena staff and clients were on hand to enjoy the festivities.

Thank you to all our generous supporters. These events remind us of the good reputation Reena has earned, over the past 27 years, serving the developmentally disabled population of Toronto. Reena is continually reaching out to new supporters and is grateful to the many who reach back.

International Conference on Developmental Disabilities

By Rabbi Joseph Kelman



One of the most exciting aspects of being associated with Reena is that in the short period of 25 years, the organization has lived up to and gone beyond our original expectations. We certainly have succeeded in making a difference in the lives of our clients and, at the same time, being most supportive of their families. We never dreamed that developmentally disabled young adults would be able to be semi-independent, living in their own apartments and enjoying many of the lifetime experiences that the rest of us take for granted.

Another great contribution of Reena, beyond being helpful to its own constituency, is that it has served as an inspiration and model to agencies, social services programs, professionals and lay people throughout the world.

The most recent and outstanding example of Reena's contributions in this regard was the *International Conference on Developmental Disabilities*, which took place at the Sheraton Centre in Toronto, in celebration of Reena's 25th anniversary. It was my pleasure to serve as the Chair of a dedicated committee made up of enthusiastic Reena staff and many committed lay people.

What made it most memorable was that all the plans came to fruition during the two days of the conference. People from all over the world attended, not only to learn about the past achievements of Reena and similar organizations, but to be inspired — and to build upon — our accomplishments as we enter the 21st century.

One of the themes of the conference was "Yesterday's Dream, Today's Reality, Tomorrow's Fulfillment." We were overwhelmed by the attendance of 400 men and women, who listened to outstanding keynote speakers and attended plenary sessions and the many workshops dealing with every aspect of life for people with developmental

disabilities and their communities. These workshops included legal rights, the importance of faith and ethics, quality of life, medical needs and educational possibilities.

Moving from session to session, and during the plenaries, it was easy to see that everyone was inspired, as participants shared experiences and united with one aim in mind — to go back to their communities and programs enriched with a greater sense of dedication.

I want to especially thank the outstanding Planning Committee, which worked together for more than a year: **Gerald Hartman, Ronald Hoffman, Sandy Keshen, Marilyn Raphael, Ron Segal** and **Frank Simkevitz**, supported by the dedicated professionals of Reena. I'd also like to thank **Fay Rotman**, Chair of the Program Committee, and her committee members: **Micki Bregman, Elsa Chandler, Mimi Lowi, Bert Raphael** and **Rabbi Philip Scheim**.



(left to right) **Fay Rotman**, Program Chair; **The Honourable Elinor Caplan**, Minister of Citizenship and Immigration; **Bert Raphael**, Legal Stream Chair; and **Marilyn Raphael**, Chair of the Arrangements Committee, at the conference reception at the Toby and Henry Battle Developmental Centre.

A message from the Chair

By Gerald Hartman



This is a very important time for the Reena Foundation. The Foundation's role is to support Reena and its goals through fundraising and community awareness. This role has become increasingly important as a result of the continuing erosion of government resources allocated to Reena and other community-based service providers. Decreased public funding forces Reena to look to the private sector to continue its superb work in developing and implementing innovative solutions to issues affecting people with special needs.

During the past year, the Foundation has embarked upon a major restructuring of its fundraising efforts, to help raise the ever-increasing monies that Reena requires. Strategically, we've supplemented our traditional special events-oriented campaigns with other fundraising techniques. These additional fundraising strategies focus on direct solicitation and annual giving campaigns.

I'm very proud of the energy displayed by the Foundation's community volunteers. Numerous lay leaders have spent many hours building a strong committee framework. In particular, I'd like to commend **Ron Segal** and **Frank Simkevitz** for their leadership roles in developing the Community Gifts Campaign, which is becoming the cornerstone of our fundraising efforts. I'd also like to make special mention of **Shelagh Barrington** and **Larry Berdugo**, who chair our Corporate Gifts and Major Gifts committees, respectively. Through their leadership and efforts, the Foundation can better access donors who can underwrite the cost of large, unfunded Reena programs.

The past year has been highlighted by several successes for the Foundation. Our Silver Anniversary Dinner, held June 1, 1999, was very well attended by recent and long-time supporters of Reena. The event, chaired by **Ron Hoffman**, **Ira Sack** and me, was a celebration of Reena's many accomplishments over the past 25 years. Guests were overwhelmed by the extraordinary efforts and innovations that are Reena's hallmark. **Charlotte Ackerman** made arrangements for the gala evening; **Evy Breslin**, **Honey Martin**, **Joanne Nadal**, **Fay Rotman** and **Ann Shour** organized the auction. **Stephen Gardner** and **Marilyn Raphael** presented the video *The Miracle of Reena*. A special presentation was made to **Sandy Keshen**, Executive Director of Reena, whose compassion, creativity and passion have guided Reena.

Our annual Mardi Gras, held at the Sheraton Centre, was a glowing success. It was an upbeat and exciting evening. This year's event, chaired by **Sari Goldberg**, **Rob Gray**, **Richard Lax** and **Jennifer Ross**, saw many hundreds of people enjoying themselves, while helping a worthy cause.

Despite all of the fundraising successes in the past year, Reena's need for private funding is growing. Erosion of our resources, due to inflation and higher costs, continues. At the same time, an ever-increasing number of people in the community are approaching Reena, desperately requesting help. It's through your support of the Foundation's fundraising efforts that we can ensure Reena will be able to meet future needs. I thank you for your support to date, but ask that, in the coming year, you redouble your efforts on behalf of those with developmental disabilities.



Kenny Freeman (left) dances the night away with **Sari Goldberg**, Co-Chair of Mardi Gras.

A message from the Chair

By Harold Seidel



The Batay Board has concentrated its efforts for the past couple of years on the development and construction of the Al and Faye Mintz Reena ElderHome.

Two years ago, we identified and bought a building site, and the architectural firm of E. I. Richmond Architects Inc. completed the design of this pioneering home. After some very difficult and lengthy negotiations with the City of Vaughan over the design of the ElderHome, a building permit was issued. As we were preparing to tender the project to a general contractor, a third party appealed the issuance of the building permit. Thanks to the diligent work of **Adam Brown** and **Alan Dryer** of the law firm Brown, Dryer, Karol, we overcame this setback. The appeal was withdrawn and the project was tendered and then awarded to DASD Contracting Inc., which immediately began demolishing the existing home on the site. The ElderHome was on its way to becoming

a reality. By Mar. 31, 2000, the ElderHome was certified substantially complete. The Reena clients will begin to move into their new location in the summer months and a grand opening is being planned for September 2000.

Because the government's Affordable Housing Program is almost non-existent, Batay Reena must be creative and aggressive in its search for accessible housing for Reena's population. Batay's New Housing Opportunities Committee, chaired by **Howard Mintz**, has been successful in obtaining several apartment units for our clients. Howard and his committee will continue to pursue housing opportunities for Reena.

I sincerely thank all the members of the Batay Reena Board for their past efforts and look forward to working with them in the future as we endeavour to fulfill the needs of the Reena family.



(left to right) **Faye and Al Mintz**; **Alex Eisen**, Project Chair of Reena ElderHomes; **Susan Kadis**, Vaughan City Councillor; and **Ronald Appleby**, Chair of the 1998 Gala Dinner, break ground for Reena's Al and Faye Mintz ElderHome.

Programs and Services

By **Brenda Rothenberg, Resource Office Manager**
Judy Springer, Client and Family Services Manager
Rhonda Vanek, Residential Resource Manager
Mohamed Lalji, Day/Residential Resource Supervisor
Ann Szabo, Resource Supervisor

Resource Office

Our focus this past year has been on reaching out to the community, particularly to those families who have younger children. We continued with our Teen Social Club, and are beginning a new social program for teens on Sunday afternoons. In partnership with the Bathurst Jewish Centre and Zareinu, we offered a Kids Club at the BJC for children between the ages of three and 12. Our March Break program had a wonderful response this year, with almost 30 participants enjoying a fun-filled week. We're once again gearing up for a successful summer day program and a cottage program.

Over the past few months, we've been meeting with five families to facilitate a process for them to develop life plans for their family members. We're looking at broadening this to include more families whose children live with them at home.

We're continuing our partnerships with Jewish Family & Child Service and Jewish Vocational Services,



Kids Club volunteer **Carly Prusky** reads to **Sephra Lister-Myers**.

mental health needs. We've designated a bed in our newly re-opened Regina Avenue home for this purpose. This is intended as a crisis response, not as a long-term solution.

We look forward to new partnerships in the coming year.



Kids Club volunteer **Adi Seitelback** (right) shares a quiet moment with **Noah Wolanski**.

Client and Family Services

During the past year, the Client and Family Services Department provided social work services such as individual and family counselling, clinical groups and case management — with the focus on individuals living in the community with their families. Social work consultation services, as well as clinical services, were also available to other program areas.

The Client and Family Services Team continues to be responsible for the management, supervision and direct support of all individuals living within Reena's Supported Independent Living Program and in the two group homes designated primarily for transitional age youth.

As part of Reena's broader resource supervisory team, this department is responsible for carrying a caseload of individuals and their families referred through the Resource Office.

We continue to maintain important links with universities through the provision of field practicum opportunities for social work students.

Programs & Services

Community outreach

As we head into our fourth year of programming and community outreach, we have a lot to look back on in the 1999/2000 calendar. More than 150 children, teens and adults participated in a variety of programs, such as autism and adult social skills groups, drama, open stage, folk dance, sports, art therapy and creative arts, computer skills, Cafe Reena and Teen Scene. We had a fun-filled summer recreation program in July and August and an even busier March Break, with 27 teens in attendance. All these activities provide quality programs while establishing our reputation with the communities of the Greater Toronto Area and York Region.

Our association with the Ontario Special Olympics has been a fruitful one. Our Olympic team earned five medals at its first tournament and nine medals at its second. One of our team members qualified for the Provincial Games, May 11 to 14, 2000, and took home a gold medal for mixed doubles bowling. This is a step towards the 2002 International Games in Nova Scotia.

With dwindling resources, we must be creative and continue to develop partnerships with community and other agencies. One of our ongoing partnerships is with Zareinu and The Bathurst Jewish Centre, with whom we operate the Kids Club, a children's program. Another is with Jewish Vocational Services of Greater Toronto, with whom we run the Work-Related Skills group, a job-readiness workshop.



John Harrington (left) and **Sidney Cohen** bring home medals for Reena's Special Olympics bowling league.

At Reena, status quo is not an option, so we're looking to the future with some new programs for teens with developmental disabilities (the most underserved group in the community). The Sunday Friends group is for teens



Gloria Figura (centre), Activity Co-ordinator, creates a splash with **Jeff Finkelstein** (left) and **Yitzi Stoll** at the Summer Recreation program.

and young adults who like social activity, and the After School Drop In program will start in the fall of 2000. These activities will provide respite for families and social opportunities for youth. Diversity and partnerships are the key to survival.

Residential Program

Reena has continued to partner with families, agencies and government to address the needs of individuals within the community and from children's facilities. By stretching Reena's resources, we were able to welcome six additional men and women to our residential system over the past year.

Reena was able to address the needs of three young people with the re-opening of our Regina Avenue group home. Ministry of Community and Social Services funding for the support of these individuals was allocated through Transitional Age Youth dollars.

We mourn the loss of **Paul Dennis**, **Suyeo Kawano** and **Parker Yates** — Reena clients who passed away during the past year. We extend our sincere condolences to their families.

ElderHome

The ElderHome model, developed in response to the needs of our aging population, will support 16 men and women, who are older than 55 years, in a warm, home-like Jewish milieu, with appropriate 24-hour staffing. This model provides the level of support needed for the unique needs of older clients with developmental disabilities, while encouraging independence within the community.

Programs & Services

Day Programs

The Toby and Henry Battle Developmental Centre has been very busy over the past year. We took on four additional community clients on a permanent basis and a further three clients have joined us on a respite basis for March break and summer and winter holiday programs. There's been an increase in the number of students on placement from various programs, including gerontology, developmental services, nursing, recreational therapy and occupational therapy. We've also seen an increased volunteer presence. Volunteers have been leading programs such as music and horticulture, and helping staff members with one-to-one client support.

The greenhouse continues to be a very therapeutic and rewarding program for our clients. We celebrated *Tu B'shvat* by planting seedlings, which will be cultivated for a planting ceremony next year. We've recently become connected to Sunnybrook Hospital and its Outdoor Therapeutic Environment Program. Our clients have benefitted from this partnership through information sharing and advice on client support needs within the greenhouse environment. Our woodworking program is working towards a partnership with You're Fired, a community ceramic shop. You're Fired will



Fred Thornhill (left) helps **Isabella Cristovao** water the plants in the greenhouse.

provide access for training workshops and kiln services for gift shop items. Over the past year, our Meals on Wheels program has expanded, with increased client par-

ticipation from all program areas at the Battle Centre. With the additional client involvement, we're now able to make deliveries three to five times a week, compared to our previous once-per-week delivery.

Two new programs conceived this past year are the Women's Group, which will begin in June 2000 and will address women's issues, including aging, menopause, diet and current events discussions, and Sing-o-cise, which incorporates singalong, dancing and exercise on Thursday mornings at the Battle Centre.

The Supported Employment program has proven very successful this past year. Five clients were placed at the Supreme Foods community job site in July 1999. The job entails labelling imported *kosher* products for distribution in the Canadian market. Productivity has increased 200 per cent since July, due to the newly acquired employment and fine motor skills of the clients.



Max Schecter puts his green thumb to work.

Cottage Program

Since 1993, Reena has operated a cottage program in Collingwood, Ont., for teens 16 years and older and adults living at home with their families. This cottage program responds to both the respite needs of families and the summer vacation interests of their children.

The fully integrated vacation option takes place in two cottages in the Collingwood area. It incorporates life- and social-skills training into exciting and varied age-appropriate leisure/recreational activities, and is enjoyed by all cottagers. The 1999 cottage program attracted an impressive response from new community applicants, and several families expressed appreciation to Reena for continuing to provide this essential respite opportunity.

Staff

By **Claudia Kugelmass, Human Resources Manager**
Sandy Stemp, Staff Development and Health Services Manager
Arlene Margolese, Volunteer Services and Judaic Programming Manager

Volunteer Program

The school system is beginning to understand the important role volunteering plays in building character and strengthening commitment and sensitivity in our young people. To this end, all secondary students in the public school system must perform 40 hours of volunteer service over a four-year period, and the Community Hebrew Academy of Toronto requires 18 hours per year.

This has presented a wonderful opportunity for young people to come forward and get involved with Reena. Kids Club and evening and respite programs are overflowing with bright, enthusiastic teenagers and young adults whose high spirits are infectious. And since goodness begets goodness, not only do our clients benefit, but valuable inroads are made with the future 'movers and shakers' of our community. By demonstrating firsthand the importance of involvement in the community, we're helping to strengthen the moral and civic commitment of young, impressionable people. The added bonus is that these young people are proving to be well informed, zealous advocates among their peers and family members on behalf of people with special needs.

In addition to our student volunteers, a growing number of volunteers of every age participate in our many volunteer programs, in-

cluding PALunteer, Homebuddies, Family Friends, Recreational, Administrative and Special Events. Our complete volunteer force totals 560 people, which translates into approximately 55,000 hours per year.

Reena is most appreciative of the vital role volunteers play in ensuring the highest quality of life for our clients, and we demonstrated this gratitude in a grand fashion on Apr. 3, 2000, with a Volunteer Appreciation evening honouring all of our extraordinary volunteers. The highlight of the evening was meeting the Lieutenant Governor of Ontario, **The Honourable Hilary M. Weston**, who received the Tammy Gutstein Humanitarian Award and warmly congratulated all the other award recipients. **Yetti Dobbs, Nita Frenkel, June Gast, Ike Lapidus** and **Pat Retsinas** received Friendship Awards; **Rabbi Philip Scheim** received the Rabbi Joseph Kelman Humanitarian Award; **Risa Feldman, Beth Goldstein, Moisie Knezevich, Rebecca**

Ohana, and **Jacque Oppenheimer** and her dog **Chammy** received Good Samaritan Awards; **Marty and Elva Strom** received Fundraising Commitment Awards; **Regina Disenhouse** and **Ann Gotlieb** received Office Efficiency Awards; **Howard Mintz** and **David Silverman** received Len Dworkin Homebuddy Awards; and **Chaya Levinson** received the Volunteer Educator Award.



(left to right) **Harold Seidel**, Chair of Batay, **Alan Liss** and **The Honourable Hilary M. Weston**, Lieutenant Governor of Ontario, with **Howard Mintz** and **David Silverman**, recipients of the Len Dworkin Homebuddy Award.

Staff

Human Resources

We're pleased to report that our health and safety record has continued to improve. Reena worked with other agencies this year in drafting a health and safety guideline specifically for our sector. Our Joint Health and Safety Committee is operating with enthusiasm to promote health and wellness for staff, which in turn provides a healthier and safer environment for our clients. We continue to face the challenge of high costs for Workplace Safety and Insurance Board premiums.

We're continuing to work even harder to find qualified staff given the market shortages we've been facing. We're determined to maintain quality service to the clients our staff support. In light of the limited government funding we receive for salaries, we've encouraged all friends and staff of Reena to contact their local MPPs to express our concerns about the insufficient government funding for compensation.

While ongoing recruitment continues to be a challenge for the Human Resources department, we're pleased that 1999 marked the 10-year anniversary of employment with Reena for many staff members, including: **Leroy Adamson, Maureen Ander, Arthur Brown Andersen, Pauline Beckford, Debbie Bentley, Beatrice Boahene, Marsha Bryce, Paul Butts, William Cole, Barbara Francis, Hyacinth Hall, Ernest Laidlaw, Mohamed Lalji, Joseph Lopes, Desmond McLean, Keith Miller, Jo Anne Minaudo, Pejman Mosleh, Kay Aleshia Reid, Joy-Margaret Samaroo, Pamela Watson, Meri Rae Weisman and Patricia Wiggins.** Congratulations to all.

A special thanks goes out to members of last year's Staff Appreciation Committee, who organized a staff cruise in September 1999, in recognition of Reena's

25th anniversary. Thank you to: **Roxanne Bird, Lorraine Gallop, Cathy Hadley, Janice Knott, Mohamed Lalji and Joe Lopes.** This committee is continuing to plan future events.

Lastly, we said goodbye this year to our Human Resources Manager, Roxanne Bird, who moved with her family to the Belleville, Ont. area. We're pleased to report that Roxanne is still working in our sector and continues to be a resource to Reena.

Staff Development

Training courses

Reena was pleased to offer 24 in-house training programs for a total of 130 courses throughout the year. Most instructors were Reena staff: support workers, supervisors and managers who shared their expertise and knowledge in creative ways.



Mimi Lowi (right), Chair of the Symposium Planning Committee, thanks Keynote speaker **Dr. Lilian Thorpe.**

Staff

Participants in the courses were Reena staff, students and staff from other agencies in the community. A total of 1,200 training spaces were filled last year, with almost 300 spaces from other community agencies. These agencies were charged a nominal fee, which helps us to continue to offer the quality training that many rely upon.

We highly value our training partnerships with other agencies and benefit from the cross-learning that occurs in the development of courses and in the class environment. Reena also supports staff with their continuing education goals, through external training courses offered by community colleges and universities.

Students

The Staff Development department was pleased to support several health-related student placements this year. There were three students in the nursing degree program from York University and one from Ryerson, two medical students from the University of Toronto and 20 students from the registered nursing program at Humber College. The students participated in all programs and developed new projects that will continue to benefit Reena in the future.

Enrichment project

In June 1999, Reena held a *Symposium on Aging and Developmental Disabilities*, funded by Health Canada. Almost 200 people from the long-term care and developmental disability sectors participated. As a result of interest expressed by participants of the seminar, the Aging and Developmental Disabilities



Valerie and Edmond Rosenberg (centre) honour recipients of the Trevor Rosenberg Scholarship Award, **Lynn Tintinalli** (left) and **Sonia Martelli**.

Committee was created, facilitated by Reena. Limited funding from Health Canada has been provided for an enrichment project, which will use the information gleaned from the symposium. The project will consist of one-day seminars in Kingston, London, Orillia and Thunder Bay, to take place in fall 2000.

We see this as the initial step in bringing these two sectors together in communities across the province. The workshops are intended to develop relationships for future partnerships and community links. They will build on community strengths and highlight positive interactions between developmental services and long-term care in each area. The proposed outcomes will be community-based, developed by participants and local leaders. The goal of this event is to help communities identify small projects or initiatives to begin the process of working together. This will lead the way for future joint proposals that will encourage creative resource options to be considered by policy makers at the provincial level.

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Ontario Ministry of Citizenship, Culture and Recreation
Ontario Ministry of Health
The New Trillium Foundation of Ontario
UJA/Federation of Greater Toronto
All the social service agencies that are our partners in the delivery of services, and all branches of the media.



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