The Board of Directors formally adopted the CCRW Vision “Creating a Canada where all persons with disabilities have equal employment opportunity” in November 2010. Vision 2015 speaks to the changes CCRW has undergone over the past ten years in changing its focus from internal to the broad external strategic perspective. It speaks to the national scope of CCRW and its leadership in effecting change in the employment of people who have disabilities.

Vision 2015 has established the strategic framework enabling the development of a renewed and stronger infrastructure to support people who have disabilities through their immediate and long-term employment needs. Using a collaborative approach, working with people who have disabilities, employers and community agencies, the CCRW has strengthened its capacity in understanding, identifying and implementing employment best practices and strategies for success.

Since the development of our initial business model in 2006, CCRW employment program staff has supported 4,690 people with disabilities who are eligible for our services. The ages range from 16-71 years with the average age being thirty-four years. The primary disability upon initial presentation to program or project staff has been directly related to physical capacity while mental health issues account for over 80% of the secondary or invisible disabilities accompanying the presenting disability. Some form of occupational assessment has been needed for 1,756 participants. Through support from CCRW employment team members, 1,141 participants have been successful in finding full-time or part-time jobs. The retention rate for those who have been employed is documented as 83%.

CCRW Youth the Future (YTF) projects, while included in the overall results, have provided skills development to 252 youth who have disabilities. Not all project outcomes were linked directly to
employment in these projects however 112 youth found employment and 62 returned to school to either complete high school equivalency or attend post secondary training.

The design of each program or project is customized to adjust to the broader work environment; helping employers achieve an inclusive workplace; helping people who have disabilities by empowering them to make informed choices. In addition skills development and training programs support their capacity to obtain employment and keep employed!

Recognizing that youth are the future the Board of Directors approved the first CCRW Youth Scholarships to be awarded June 2011. Scholarships valued at $2,500 each will be presented to six winning applicants who are full-time high school students entering the first year of studies in a Canadian post secondary institution recognized by the Association of Universities and Colleges of Canada at the undergraduate level.

We are excited to embark on this new initiative and look forward to reviewing the applications.

Believing staff ideas support the success and development of organizations and companies, the CCRW Innovation Award 2010 was established as a counterpart to its business development plan.

As the name suggests, the Innovation Award was designed to provide all CCRW employees with the opportunity and format to submit their creative and new approach to any aspect of the organization supporting revenue generation. This award was offered for the development of new, more creative or a more effective approach to revenue generation. Two co-respondents, Monica Winkler and Elizabeth Smith were presented with their award during the Annual General Meeting in November 2010. The winning entry was entitled “CCRW Consultations: Accessibility, Inclusion and Market Growth”.

Through market expansion and research, our goal for 2011-2012 is to grow and expand CCRW’s programs and service offerings to reflect current labour market and demographic trends. Establishing improved ways to “level the playing field” for the employment of people who have disabilities will set the stage of growing our nation toward equal opportunity.

We extend our appreciation and thanks to the members of the Board of Directors for their leadership and support, to CCRW staff across Canada for their dedication in supporting people with disabilities in obtaining employment, and, to our funding agencies and stakeholders for their continued financial support. This level of support further attests to the belief people with disabilities have abilities that will lead to successful employment.
Youth Programs

Youth the Future (YTF)

Staff work with youth who have disabilities to build employability skills using a training environment and job shadow component. A variety of topics are covered to assist youth in building their employability and personal management skills. Throughout YTF, youth are given the opportunity to increase their employability skills, while building confidence in presenting themselves to potential employers and social networks.

95 Total Clients Served
35 Full-Time/Part-Time Employment
26 Returned to School
20 Referred to Community Programs

Scholarship Program

In January 2011, the CCRW Board of Directors launched the CCRW Youth Scholarship Program for Students with Disabilities. There will be 6 awards of $2,500 each for the academic year starting September 2011.

Among the eligibility requirements, the scholarship applicants must be a person with a long-term and reoccurring disability and be a high school student entering the first year of studies in a Canadian post-secondary institution.

The deadline for applications is April 15, 2011.
Edmond Power was referred to Partners for Workplace Inclusion Program (PWIP), NL in May 2009. Edmund completed a job placement, through his high school, at a local grocery store prior to becoming a client of PWIP. He enjoyed working in this environment and expressed a keen interest to find meaningful employment either at a grocery store or a hardware store. Edmund enjoyed working with people and serving customers, however, was not successful in turning the placement into paid employment. This led him to PWIP. Through the career decision making process with PWIP, the need for pre-employment skills training was identified. The Canadian Council on Rehabilitation and Work (CCRW) was simultaneously facilitating a Skills Link project, “Youth the Future”. The PWIP Employment Specialist suggested YTF as a great first intervention for Edmund.

After 15 weeks of pre-employment skills training through the Youth the Future program, Edmund began a job shadowing placement with two hardware stores. The feedback received stated Edmund was a hard worker and a dedicated employee but was not suited for the hardware store environment. Upon further career exploration Edmund noted he would be interested in going back to a grocery store setting as he felt this was the best fit for him.

PWIP staff contacted a local demonstration company, Professional Warehouse Demonstrators, and set up an interview for Edmund. He was offered the position and began work on November 10th, 2010. Edmund has been employed as a demonstrator now for over 8 months and has been getting excellent feedback. His employer and coworkers say he is a great worker and is wonderful with the customers. We look forward to following his progress and could not be more proud of Edmund’s accomplishments.
Employment Programs

CCRW employment programs provide skills development and employment preparation for persons with disabilities.

Each program provides employment counseling, self-marketing skills and improved pre-employment skills to overcome barriers faced in obtaining, maintaining and retaining employment.

One key to success for these programs is the partnerships developed with employers.

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**CCRW Employment Services (ES)**
Location: Moncton, NB
Funding: Government of New Brunswick

<table>
<thead>
<tr>
<th>Client Intakes</th>
<th>Full-Time/Part-Time Employment</th>
<th>Return to School</th>
<th>Work Trials/ Target Wage Subsidy</th>
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**Workplace Essential Skills Partnership (WESP)**
Location: Toronto, ON
Funding: Employment Ontario

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<th>Full-Time/Part-Time Employment</th>
<th>Return to School</th>
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**Partners for Workplace Inclusion Program (PWIP)**
Funding: Opportunities Fund, Government of Canada

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<tr>
<td>St. John’s, NL</td>
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<td>Winnipeg, MB</td>
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<td>Saskatoon, SK</td>
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<td>Burnaby, BC</td>
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<th>Total Clients Served</th>
<th>Full-Time/Part-Time Employment</th>
<th>Skills Enhancement</th>
<th>Work Trials / Target Wage Subsidy</th>
<th>Returned to School</th>
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<tr>
<td>643</td>
<td>190</td>
<td>56</td>
<td>31</td>
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</table>
PWIP Awards

PWIP Business Awards Luncheon Award Recipients for 2010-11:

British Columbia
1. Most Supportive Manager: Lisa Woo, The Playful Puppy Palace
2. Employment Retention: Dirk Neszo, the Playful Puppy Palace
3. Most Supportive Partner: Moira Anderson, New Westminster Mental Health
4. Supportive Trainer & Employer: Concord Security, David Desormeaux
5. Supportive Employer: Gather and Give, Eleanor Herd
6. Supportive Employer: 3P Naturals, Debbie Benson

Saskatchewan
1. Job Seeker of the Year: Candace Andreas
2. Most Supportive Manager: Saskatoon Auto Kleen
3. Employer Advocate of the Year: Cosmopolitan Industries
4. Most Supportive Non Profit: The Heart & Stroke Foundation of Saskatchewan
5. Partnering Agency of the Year: Saskatchewan Association for Community Living
6. 2010 Employer of the Year: City of Saskatoon

Manitoba
2. Most Supportive Employer: Manitoba Hydro
3. Most Motivated Individual: Doug Lyons
4. Most Supportive Agency: Opportunities for Employment
5. Special Recognition: The Radisson Hotel

New Brunswick
1. Most Supportive Small Employer - Senior Watch
2. Most Supportive Large Employer - Home Depot
3. Most Supportive Training Partner - All Lift Truck
4. Most Supportive Manager - Steve Zaat, Long & McQuade
5. Retention Award - Marilyn Hampton
6. Most Dedicated Job Seeker - Ted Cunningham
7. Most Supportive Non-Profit Partner - Urban Core Support Network

Newfoundland & Labrador
1. Most supportive employer - Department of Fisheries and Oceans
2. The Extra Mile Award - City of Mount Pearl
3. Most supportive training provider - College of the North Atlantic
4. Most hiring’s of PWIP clients - Evergreen Environmental
5. Most supportive Manager - RONA
6. Employment retention awards - Tom Henessey and Chris Bennett
“I appreciate how the assessment so concisely summarizes many areas important to me, in a matter of fact and professional way. My accommodations have definitely reduced my overall stress level and increased my energy and positive outlook. I believe they have also contributed to me being able to recently achieve a higher performance rating.

Reflecting on my whole situation from the past 18 months, it sure is sobering to realize how instrumental it is to have support from an organization like yours, in order for a person with a disability to receive appropriate assistance. Without you at JAS® I would have been sunk”.

Employee at a financial institution

I had been diagnosed with a learning disability in early 2010. I worked in the banking industry for 22 years, but left because of changes to work requirements that I was having difficulties adapting to.

CCRW helped me make an informed choice and guided me through the process of taking a new career path. The expertise of the employment counsellors at CCRW was critical. They guided me through numerous processes and systems; and were always available to offer advice or assistance when I ran into obstacles.

In fact, the empathy and encouragement I received from the counsellors gave me the confidence to believe I could do better than ever before. As a result, I am now a recent graduate with Honours of the Human Services program at New Brunswick Community College and am now looking for a job in my field.

Carolyn O’Reilly
In 2010, the CCRW developed a 14 week youth initiative Skills Training Partnership (STP)® in Saint John, NB inviting a variety of partners to the table including the Wood Manufacturing Council, New Brunswick Community College and local manufactures. The goal was to prepare 12 youth with disabilities to work in the wood & construction industry. The training included life work balance, small tools recognition, understanding and working with wood safety, etc. helped build confidence and the skills necessary to become employed in an entry level position.

A participant commented: “Who would have thought I would gain this opportunity to be part of the program plus a job to boot, it can’t get any better!”

In April 2010, Elizabeth Porter joined the Oshawa, ON Youth the Future (YTF) program. After completing the program, Elizabeth started a position as a Customer Service Advisor with the GM On-Star Call Centre in Oshawa during the last week of August 2010.

Keeping in contact with YTF staff, Elizabeth was excited to report she successfully passed the training period. She described her first conversation with a live OnStar customer as “awesome”! Elizabeth has proudly stated, “I can really say, the Youth the Future program has changed my life for the best”.

In 2010, the CCRW developed a 14 week youth initiative Skills Training Partnership (STP)® in Saint John, NB inviting a variety of partners to the table including the Wood Manufacturing Council, New Brunswick Community College and local manufactures. The goal was to prepare 12 youth with disabilities to work in the wood & construction industry. The training included life work balance, small tools recognition, understanding and working with wood safety, etc. helped build confidence and the skills necessary to become employed in an entry level position.

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Support Services

Job Accommodation Service (JAS)®
Leading the Way to A Barrier-Free Workplace

This Canada-wide, bilingual, fee-based service offers public and private sector companies, of all sizes, advice, consultations, and assessment services to support employers and employees in setting up an inclusive and healthy environment, optimize performance and comply with accessibility standards.

JAS® Celebrated its 10th Anniversary in 2010!

Manager in the financial industry:
“Going through the CCRW accommodation assessment process was quite simple and efficient. I was expecting a longer wait for the process to be completed but from start to finish it lasted approximately a month, which was very surprising”.

Referrals:
443 2010 – 2011
417 2009 – 2010
7% % Increase

New Brunswick Employer Support Services (NBESS)
Funded by the Government of Canada and the Province of New Brunswick through the Canada-New Brunswick Labour Market Agreement, NBESS supports employers with the hiring of persons with various types of disabilities and advancing diversity in the workplace.

29 Employer Consultations
20 Employers Recruiting through NBESS
352 Information and Training Sessions

WORKink®
A fully accessible, online career development and employment portal for Canadians with disabilities. This portal provides job search tools, career guidance, education and employment resources for persons with disabilities as job seekers, youth and entrepreneurs. Employers who want to attract and retain qualified talent for their workplace are supported as well.

680 Employers registered
562 Active job seekers registered
1,848 Job postings
Skills Training Partnership (STP)® Free Employment Resource Tool

BEP is a national collaborative project, funded by the Government of Canada Social Development Partnership Program – Disability Component. Working with members of disability employment agencies, persons with disabilities, and employers across Canada, the STP® model was revised. By October 1, 2011 it will be available as a free online resource.

To support the development of STP® projects, log in to the STP® website (www.stp-pac.ca) to access free employment resources such as:

- STP® Employment Manual: How to Guide
- STP® Pre-Employment Curriculum, including supporting resources
- The Business Case for diversity
- Sample funding proposals

What is STP®?
A unique employment model designed to assist employers in developing training programs to prepare qualified job seekers with disabilities for employment.

CCRW Innovation Award

In June 2010, the Board of Directors launched the CCRW Innovation Award 2010. This was an internal competition open to all CCRW employees.

The winners of this award were Elizabeth Smith, Project Manager for BEP and Monica Winkler, Senior Administrator. Their proposal “CCRW Consultations: Accessibility, Inclusion & Market Growth” addressed the need to develop innovative means to support employers and enable businesses to serve and hire persons with disabilities. Using products and services already available from CCRW, CCRW Consultations will develop packages of products and services designed to assist employers achieve Employment Equity goals.
Held in Toronto, the CCRW National Conference, “Real Issues, Real Solutions” provided an opportunity for Canada to discuss a range of employment issues impacting persons with disabilities in the world of work today. Over 120 representatives from across Canada, in all aspects of employment, including municipal, provincial and federal governments, employers, employees and job seekers with disabilities, shared strategies, tools, resources and best practices to achieve equity goals. Sessions covered a wide variety of topics and perspectives including disability awareness, employment strategies, youth in transition and inclusion.

We were honoured to have the Honourable Diane Finley, Minister of Human Resources and Skills Development, open the conference. She highlighted support for programs and services which aid the employment, education and training of people with disabilities.

The luncheon keynote given by the Honourable David C. Onley, Lieutenant Governor of Ontario was a highlight of the conference. He spoke passionately about accessibility and his own experience in the workforce. His Honour discussed the need for the attitudinal barriers around hiring persons with disabilities to be addressed and eliminated to allow Canada to reach its full potential.

Thank you to our Sponsors, the Conference Committee, CCRW staff and the delegates for making the 2010 conference such a success!
Financial Report

Al Tinney, Treasurer

During this fiscal year, CCRW achieved an operating surplus of $98,148, indicating stable financial performance like previous fiscal years. Increased revenues from government sources ($3,243,655) and non-government sources ($693,119) supported CCRW in building reserves to face cash flow challenges and uncertainties relating to Government funding for programs and services in the next two fiscal years.

The charts below detail the results of CCRW operations for the fiscal year. The majority of CCRW revenues are from government sources for Employment Programs. Revenues from Job Accommodation Service and Training and Consulting services remain stable as in the previous fiscal years. Expenditure on programs and services constitute a substantial portion of CCRW expenses enabling CCRW to fulfill its mission of enhancing employability and employment of persons with disabilities.

We take this opportunity to thank the CCRW Board of Directors for their ongoing support and CCRW staff for their hard work and dedication over this past year. This is another successful year for CCRW. However, the risk of reduction in Government funding in the next two years will present challenges for CCRW and we are placing greater emphasis on contingency planning to manage the future financial and organizational risks.
Board of Directors

- Rolfe Antonowitsch
  Regina, SK
  DIRECTOR
  Resigned July 2010

- Ms. Carol Thiessen
  Winnipeg, MB
  DIRECTOR

- Ms. Nancy Moreau
  Québec City, QC
  1ST VICE CHAIR

- Ms. Jennifer Dinn
  St. John’s, NL
  2ND VICE CHAIR

- Mr. Al Tinney
  Toronto, ON
  TREASURER

- Mr. Craig Sambrooke
  Winnipeg, MB
  DIRECTOR

- Mr. Bob Sheridan
  New Westminster, BC
  DIRECTOR
  Resigned June 2010

- Ms. Ashley Caldwell
  Toronto, ON
  RECORDING SECRETARY

- Ms. Stéphanie Gionet
  Fredericton, NB
  DIRECTOR

- Ms. Jill Wakelin
  Charlottetown, PE
  DIRECTOR

- Mr. Bruce Smith
  Halifax, NS
  CHAIR
2010 – 2011 Members

CCRW membership levels include youth, individuals, government/ not-for-profit, and corporate (small, medium & large). This national network of people and organizations are committed to removing barriers to participation in the workforce.

Active Rehab Associates  MTS Allstream Inc.
Algoma University College  National Quality Institute
Being Human Services  New Brunswick Association for Supported
Camosun College  Services and Employment
CareerQuest Inc.  Northern Lights Canada
Carleton Victoria Community Vocational Board Inc.  OTIP
Champions Career Centre  posAbilities
Community Head Injury Resource Services, ON  REDI Enterprises Society
Community Service Centre, SK  Robertson Human Asset Management Inc.
Cross Winds Occupational Activity Centre  Royal Bank -Group Risk Management
EmployAbilities  Royal Bank of Canada
Employment Equity & Strategic  Ryerson University
Initiatives Division, NL  SaskTel
Fisheries & Oceans Canada  Scotiabank
Halifax Occupational Therapy  Seneca College
Holland College  SPHERE - QUÉBEC
HSBC Bank Canada  Supporting Employment Transitions
Hutton House  Toronto Rehabilitation institute
Leads Employment Services Inc.  University of Windsor
Loblaw Companies Limited  Vocational Consulting Group
Manitoba Hydro  Vocational Pacific Ltd

Partners/Associates

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<tr>
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<td>Colleges &amp; Universities</td>
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<td>Planning Groups, Advisory Groups</td>
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</table>
CCRW Vision

Create a Canada where all persons with disabilities have equal employment opportunity.