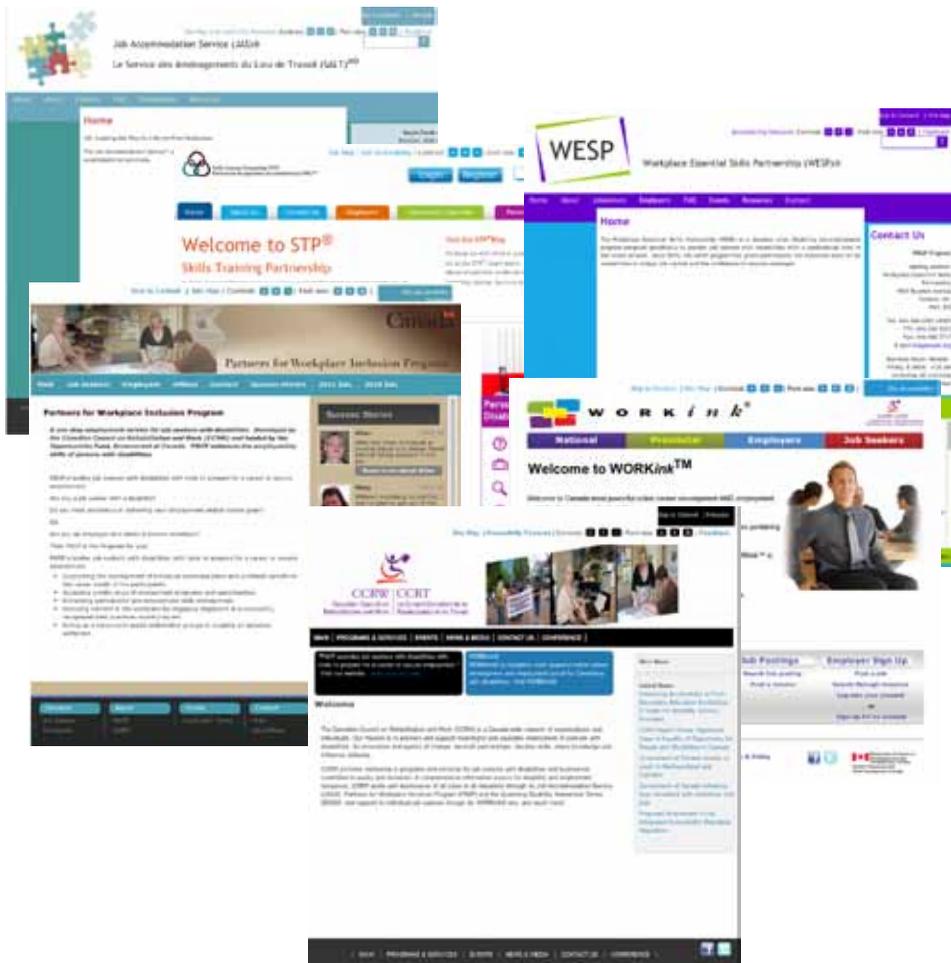




# CCRW | CCRT

Canadian Council on Rehabilitation and Work | Le Conseil Canadien de la Réadaptation et du Travail



## 2011-2012 Annual Report

# Report of the Chair and Chief Executive Officer - 2011-2012

The Government of Canada's eighth annual report on disability entitled 2010 Federal Disability Report looks at the connection between accessibility and what factors in one's life help Canadians with disabilities achieve the highest quality of life possible.

As a non-governmental agency with over 35 years in equity employment, we have found a continuing challenge for society is to integrate persons with disabilities into the workforce. These difficulties and challenges are not new and have been officially stated since at least 1985 when the Parliamentary Committee on Equality Rights report to the House of Commons identified "Disabled people suffer from extraordinarily high unemployment rates."

This Annual Report highlights our focus on providing support programs and tools to a variety of stakeholders. These "tools" recognize that in order for persons with disabilities to actively participate in Canada's labour force, they often have to overcome barriers that are not encountered by persons without disabilities.

Workplace assessments, conducted in our employment programs and through our Job Accommodation Service®, provide the basis for accommodations needed by the person with a disability to achieve independence and integration into the workplace. This then provides an environment supporting their skills and functional abilities. While we recognize there are varying degrees of support and requirements for job accommodations depending on the task to be completed, there remains the need for a positive and supportive workplace and/or employer who understands that the accommodation needs of a person with a disability provides for effective workplace accommodations.



Bruce Smith,  
Chair of the Board of Directors



The Youth Scholarship Program, established by the CCRW Board of Directors in 2011, provides an added incentive and financial support for those youth with disabilities who have focused on post secondary education enabling higher education and greater career aspirations. You will see the winners from our 2011 Scholarship Program in our report. The success of the program was so great that in 2012 the Board increased the number of scholarships available from 6 to 8!



Carole J. Barron, President & CEO

In 2011-2012, our gross revenue of \$3.65 million from government and non-government sources remained relatively consistent with the previous fiscal year. This funding provided CCRW with the capacity to implement quality employment programs and services. As we move to the added implementation of our Vision 2015, we will continue to develop and create initiatives focused on employment opportunities for persons with disabilities while addressing the broader community, employers, community agencies and other partners.

Our Canadian economy continues to evolve and restructure. Nationally we require effective strategies to assist job seekers with disabilities, persons with multiple disabilities, families, business and communities to achieve greater capacity and self-reliance. It remains vital that instead of trying to fit individuals into the system, we need to adjust the system to meet the individual's needs.

We extend our deepest thanks and appreciation to the members of the Board of Directors for their leadership and support, to CCRW staff across Canada for their dedication in supporting persons with disabilities in securing employment, and, to our funding agencies and partners for their continued financial support. Your support is a testament to our Vision "Creating a Canada where all persons with disabilities have equal employment opportunity."



# Job Accommodation Service (JAS)<sup>®</sup>

## Leading the Way to A Barrier-Free Workplace

This fee-based, bilingual service supports employers and employees in setting up an inclusive and healthy environment thereby preventing conflict, managing disability, as well as preventing occupational disability through ergonomic evaluations. By providing end-to-end consultation and advice on how to meet the individual accommodation needs of employees for a vast array of companies, we have played an important role in creating inclusive and healthy environments across Canada.



Since the launch of the JAS<sup>®</sup> in 2000, the service has consulted on over 4000 requests and as a result, has greatly enhanced the success of employment of persons with disabilities across Canada. The JAS<sup>®</sup> handles cases involving all types of disabilities or conditions.

Below is a sampling of some of the organizations the JAS<sup>®</sup> has supported:

Agriculture and Agri-Food Canada  
The Public Health Agency of Canada  
Canadian Food Inspection Agency  
York Catholic District School Board  
Regional Residential Services Society  
Toronto District School Board  
Medcan Health Management  
Toronto Rehabilitation Centre

Scotiabank  
Sears Canada  
Health Canada  
Four Seasons  
CIBC  
Deloitte Ontario  
HSBC Canada  
PC-Financial

Royal Bank of Canada  
TD Canada Trust  
Bank of Montreal  
Trent University  
The Department of Justice  
Power Generation  
Ryerson University  
Aventis Pasteur

In the coming year, the JAS<sup>®</sup> will be introducing a consultation service to assist Ontario clients to comply with the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Standards.

“As the first corporation to sign a service agreement with the CCRW JAS<sup>®</sup>, we are proud to continue this partnership year after year. At Scotiabank, we are committed to creating and maintaining an inclusive and accessible workplace. Knowing the professionalism and dedication provided by the JAS<sup>®</sup> team, we are confident that our accommodation requests are handled by experts.”

Deanna Matzanke  
Director, HR Policy & Compliance, Diversity & Inclusion  
**Scotiabank**



[www.ccrw.org/jas](http://www.ccrw.org/jas)

# JAS® Testimonials



From a letter sent by an employee who went through the accommodation process.

Here is an excerpt from a letter sent by an employee who was experiencing headaches and low productivity caused by the strain of reading with low vision:

“After my assessment I was given a new screen, and I’ve had it now for about six weeks. On the first day there was some adjustment due to symptoms of dizziness, but then, everything was an improvement for me. Overall, I feel that I can view all the information I need with much less strain now. As a result I have more energy and an improved disposition.

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 special needs to receive appropriate assistance. Without you guys I would have been sunk.”



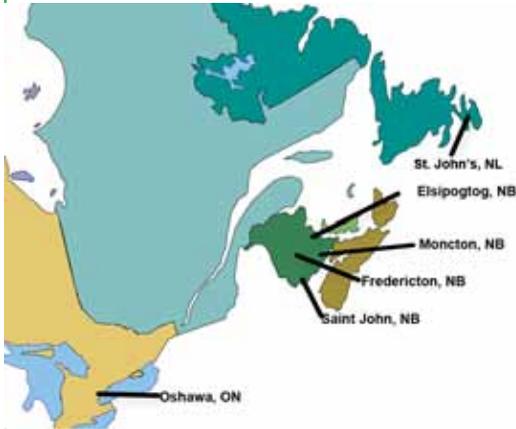
“Working collaboratively with the CCRW since 2002 has greatly helped us to meet our employees’ accommodation needs, which in turn, helps make RBC a healthy and happy workplace. We just recently surpassed 1000 accommodation cases. Thank you CCRW!”

Debbie Pawelczyk  
Advisor, Workplace Accommodation  
Royal Bank of Canada



# Youth Programs

## Youth the Future (YTF)



YTF works with youth to build employability skills through a training room environment and job shadow component. Within the training room, a variety of topics are covered to assist the youth participants in building their employability and personal management skills. Throughout the participant's involvement in the program, they have had the opportunity to increase their employability skills, confidence in presenting themselves to potential employers and social networks.

Total Clients Served 104

Full-Time/Part-Time Employment : 58

Returned to School: 15

Referred to Community Programs: 28

Youth at the Oshawa YTF Program learn about customer service



# Scholarship Program

In July 2011, the CCRW Board of Directors awarded the first CCRW Youth Scholarship Program for Students with Disabilities. Each winner received \$2,500 for the academic year starting September 2011.

Among the eligibility requirements, the scholarship applicant 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.

Here are the 2011 winners:



**Michael Bauer** from Bridgetown, Nova Scotia  
Michael is studying Physics at Acadia University

*Michael told us that he is doing great and is better about being on his own, now that he has one year behind him.*

**Michelle Edwards** from St. Lawrence, Newfoundland & Labrador  
Michelle is studying Kinesiology at Memorial University

*Michelle told us "My first year at MUN was great!"*



**Paige Eedens** from Welland, Ontario  
Paige is studying Psychology at the University of Guelph

*Paige says "Guelph is great! I love it here and my classes are going really well. I am hoping to do an exchange in London in the fall semester, which is exciting!"*

**Nathan Patrick** from London, Ontario  
Nathan is studying Engineering at the University of Guelph

*Nathan discovered that he has a real passion for design and has decided to transfer to Fanshawe College and take Architectural Design.*



**Leah Schmidt** from Calgary, Alberta  
Leah is studying International Relations & Women's Studies at the University of Calgary

*Leah is continuing with her double-major and tells us, "My first year at U of C was really wonderful! I am really enjoying school and cannot wait for summer to be over! Also am volunteering on campus. I have really become interested in continuing onto Law and am looking for what accommodations I could receive for the LSAT".*

**Kseniya Stogniy** from Ottawa, Ontario  
Kseniya is studying Economics & Public Policy at the University of Ottawa

*Kseniya writes: "First year was absolutely great. Had a bunch of amazing experiences and have already met an abundance of interesting people. It was challenging at the beginning of the year adjusting from high school. The new stresses impacted my health, but I am using the summer to get back into condition".*



# Work Essential Skills Partnership Testimonials

"I personally found the WESP experience to be highly educational and realistic of the demands of the working world that we face with either a visible or invisible disability. I am a better person for attending your program, and I am both enlightened and humbled. Please, please spread the word about the benefits of the WESP program, it is an absolute necessity for people seeking career guidance! A million thanks."

**-WESP March 2012 Graduate**



"I have found the staff and program at WESP extremely beneficial to any job seeker regardless of one's type of disability. The program is not just what one learns during class time but also the practical follow up through connections with WESP staff. Overall, I highly recommend this program!"

**-WESP September 2011 Graduate**

"This past summer I was fortunate enough to be a participant in one of the WESP workshops. I had just recovered from an illness and someone told me about CCRW. From my initial intake with Sharon, I was quite impressed with just how much everyone associated with the WESP program cared. I felt the month long program would allow me to get back into a routine similar to a work schedule. Michelle and Carolyn made sure that each session was informative as well as fun, and Shawn joined WESP the last week of our course. Shawn took the time to familiarize himself with each participant, and after graduation ensured we would not be "forgotten", even though a new WESP workshop was soon to begin. That's one of the things I appreciated so much; that even after the workshop ended and our job search was beginning in full force, the communication continued. While it was summertime and the job market had slowed somewhat, the whole WESP team was always there with encouragement and support. For me personally, it provided me with the confidence I needed after having been out of the workforce for a period of time. The end result is that I found a great full-time position in Toronto and I'm enjoying it immensely.



Thank you Michelle, Carolyn, Shawn and Sharon (as well as Jaclyn). The WESP way definitely works!!"

**-WESP June 2011 Graduate**

[www.ccrw.org/wesp](http://www.ccrw.org/wesp)

# PWIP NB Client Success Story

Patrick joined the Partners for Workplace Program (PWIP) in New Brunswick in April 2009. PWIP staff worked with Patrick to become employment ready by assisting him with essential workplace skills, employment preparation, resume development, interview coaching and job searching strategies.

Patrick has a passion and talent for music. This led PWIP staff to work with a local music store to examine employment opportunities. Due to labour shortages and the need for high skill set, the music store was not able to offer Patrick paid employment. However, they were able to offer a work trial where Patrick would gain valuable employment experience. With a job coach, Patrick learned the duties of the job and he excelled at this position. His musical talents came in handy in tuning and maintaining all the musical instruments. PWIP staff were also pleased to have Patrick entertain guests at the 2nd Annual Business Awards Luncheon (BAL) in 2010 by singing and playing his guitar.



After the end of the work trial, the Employment Outreach Specialist assisted Patrick to volunteer at a local nursing home. The residents loved listening to Patrick play the piano every week.

In November 2011, with the support of L'Arche, the Employment Outreach Specialist connected with Innovatia, a knowledge management consultant company, and introduced the idea of an inclusive workforce. Innovatia staff were eager to explore the role of PWIP in diversifying their workforce.

In January 2012, PWIP's Occupational Therapist met with Innovatia and Patrick to carve a position that would benefit both parties. By mid-February a position was created and Patrick commenced employment under an unpaid work trial option for four weeks. Patrick was assisted by a job coach and a supportive employment environment to learn his new position in the busy uptown office.

On the last day of his work trial, Patrick was given a letter of offer from Innovatia. He gladly accepted the position on March 13, 2012 as a part-time Timesheet Control Administrator. PWIP's Employment Outreach Specialist still continues to work with Patrick and Innovatia to monitor the employment experience. Both parties are pleased and enjoy the reciprocal working relationship.

# Employment Programs Statistics



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

Each program provides employment counseling, self-marketing skills and improves 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.

## **CCRW Employment Services (ES)**

Location: Moncton, NB

Funding: Government of New Brunswick, Post-Secondary Education, Training and Labour.

Client Intakes: 90

Full-Time/Part-Time Employment: 45

Return to School: 52

Work Trials/ Target Wage Subsidy: 8

## **Workplace Essential Skills Partnership (WESP)**

[www.ccrw.org/wesp](http://www.ccrw.org/wesp)

Location: Toronto, ON

Funding: Employment Ontario, Ministry of Training, Colleges & Universities

Client Intakes: 126

Full-Time/Part-Time Employment: 61

Return to School: 10

## **Partners for Workplace Inclusion Program (PWIP)**

[www.ccrw.org/pwip](http://www.ccrw.org/pwip)

Locations:

St. John's, NL

Saint John, NB

Winnipeg, MB

Saskatoon, SK

Burnaby, BC

Funding: Opportunities Fund, Government of Canada

Total Clients Served: 628

Full-Time/Part-Time Employment: 174

Skills Enhancement: 65

Work Trials / Target Wage Subsidy: 53

Returned to School: 21

# PWIP Business Awards Luncheon

## Recipients for 2011-12

### Saskatchewan

- Job Seeker of the Year – Tanya Kruger
- Most Supportive Manager – Debbie Lawton, Boys & Girls Clubs of Saskatoon
- Training Partner of the Year – St. John Ambulance
- Partnering Agency of the Year – Saskatchewan Association for Community Living
- Special Recognition – SportChek and Rogers Plus
- Retention Excellence Award - Candace Andreas and Valerie Hounjet
- Small Employer of the Year – Elmwood Residences
- Large Employer of the Year – The Keg Steakhouse and Bar
- 2011 Employer of the Year – Canadian Tire

### Manitoba

- Certificate of Appreciation - O.R.G. Canada & The Radisson
- Most Motivated Job Seeker - Igor Kompaneyest
- Most Supportive Employer - Manitoba Hydro
- New Partnership - Enterprise Holdings

### New Brunswick

- Most Dedicated Job Seeker - Chris Daigle
- Employment Retention - Mary Pat Lesage, P.U.L.S.E
- Most Supportive Non-Profit Employer - Deb MacDonald, Community Autism Centre
- Most Supportive Employer - Wayne McFarland, Cora's
- Most Supportive Managers - Tim and Karin Lindsay, Bulk Barn
- Most Supportive Community Partner - Community Living Options

### Newfoundland & Labrador

- Most supportive community partner - Virginia Park Community Centre
- Most supportive manager - Donald Dawe, Projects by Donald
- Most supportive employer (large) - Telelink
- Most supportive employer (small) - Café Mocha
- Most positive job seeker - Jonah Brown
- Most supportive training provider - College of the North Atlantic
- Going the extra mile Award (client) - David King
- Retention award - Christina McKinley



### British Columbia (Planning underway for 2012!)

# Employment Support Services

## Building Employment Partnerships (BEP) www.stp-pac.ca

This national collaborative project, funded by the Government of Canada Social Development Partnership Program – Disability Component concluded on September 30, 2011. The result was the release of the **STP® – Skill Training Partnership Website**.

This free employment resource tool, launched on October 1, 2011, is designed to assist employers in developing a training program in partnership with a community agency to prepare qualified job seekers with disabilities for employment.



Registered users: 143  
Unique visits to web site: 1022



**WORKink®**

**WORKink®**  
www.workink.com

Employers registered: 111  
Active job seekers registered: 182  
Job postings: 2,707

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.

## CCRW Consultations

In support of the Accessibility for Ontarians with Disabilities Act (AODA) and the increased need for employee training around working with persons with disabilities, CCRW offers individualized consultations to improve inclusion in your workplace.

## 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.

11 Employer Consultations  
19 Employers Recruiting through NBESS  
320 Information and Training Sessions

# Financial Report - Fiscal Year 2011-2012

Al Tinney, Treasurer

We are delighted to report CCRW's ability to sustain its operations during times of economic downturn and reduced Government funding for new projects. In 2011 - 2012 fiscal year, CCRW generated operating revenue of \$3.67 million compared to \$3.94 million in the previous fiscal year. CCRW is resilient to marginal revenue fluctuations because CCRW has consistently built sufficient reserves and balance sheet strength to face the challenges and uncertainties of the future.

The commentary and charts below relate mainly to operating activity of CCRW. As in the previous years, the majority of CCRW revenue is from Federal and Provincial Governments for Employment Programs (84.5%) followed by Job Accommodation Service and Training/Consulting services (15%). Expenditure on programs and services constitute a substantial portion of CCRW expenses that enables CCRW in fulfilling its mission of enhancing employability and employment of persons with disabilities.

We take this opportunity to thank CCRW Board of Directors for their ongoing support and CCRW staff for their effort in achieving key targets.

## Where the money came from in 2011 - 2012



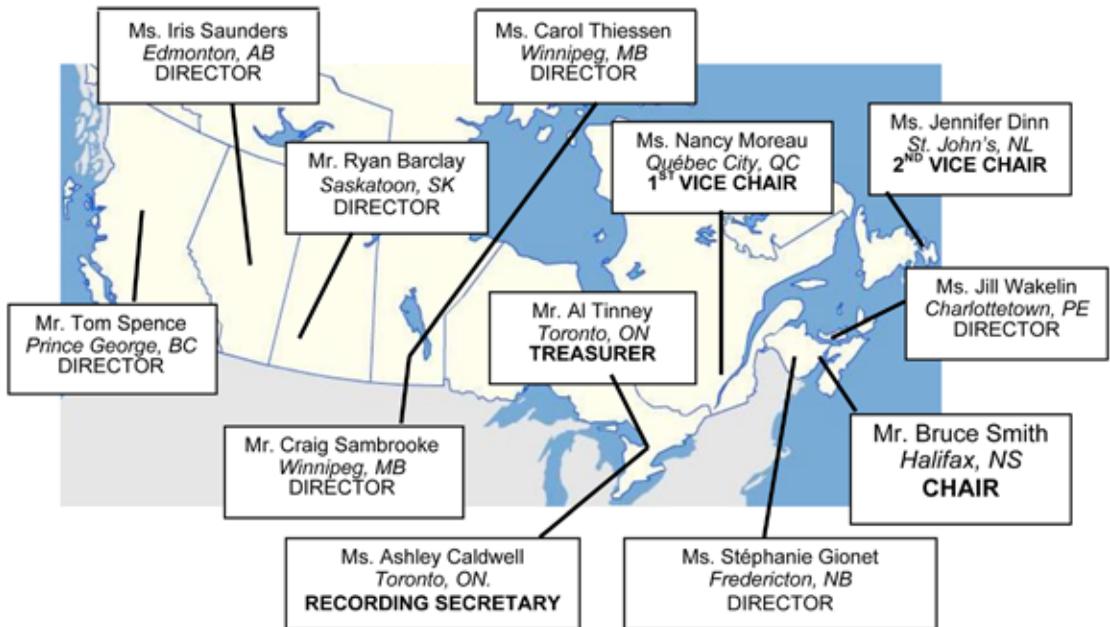
- Other \$10,091 (0.25%)
- Memberships and Donations \$11,422 (0.25%)
- Training and Consulting \$558,262 (15%)
- Grants and Contributions - Provincial Governments \$905,630 (24.5%)
- Grants and Contributions - Federal Government \$2,189,846 (60%)

## Where the money was used in 2011 - 2012



- Reserve Fund \$21.982 (1%)
- Supporting Services \$68,483 (2%)
- Job Accommodation Services \$489,310 (13%)
- Employment Programs \$3,095,476 (84%)

# Board of Directors



# 2011 - 2012 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 Services  
Algoma University College  
Allen and Allen Consulting and Research  
Being Human Services  
Carleton Victoria Community Vocational Board Inc.  
Champions Career Centre  
Community Head Injury Resource Services, ON  
Destination Active Consultants  
EmployAbilities  
Employment Equity & Strategic Initiatives Division, NL  
George Brown College  
Holland College  
HSBC Bank Canada  
IBM  
Keyin College  
Leads Employment Services Inc.  
Loblaw Companies Limited  
Manitoba Hydro  
New Brunswick Association for Supported Services and Employment  
Northern Lights Canada  
Robertson Human Asset Management Inc.  
Royal Bank  
Ryerson University  
SaskTel  
Scotiabank  
SPHERE - QUÉBEC  
Supporting Employment Transitions  
TD Canada Trust  
Toronto Rehabilitation institute  
Vocational Pacific Ltd.

## **Partners/Associates**

2224	Employers
1935	Community Agencies & Organizations
170	Assessors
35	Colleges & Universities
8	Planning Groups, Advisory Groups

## **CCRW Vision**

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

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