



# Continuity Care Inc.

**Support. Planning. Peace of Mind.**

**Annual Report  
2021 - 2022**

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# CONTINUITY CARE INC.

## 2021-2022 Board of Directors

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### OFFICERS:

- President**                      **Sherry Desilets** - Parent (*joined the board in November 2014*)
- Past President:**            **Karen Leggat** – Sibling and business owner - Cropo Funeral Chapel  
(*joined the Board in 2007*)
- Secretary:**                    **Jo Verstraete** – Community Member - Retired (CSP - St. Amant)  
(*joined the Board in June 2001*)
- Treasurer:**                    **Merv Gunter** – Sibling and business owner - Frontiers North  
(*joined the Board in June 1995*)

### DIRECTORS:

- Jeoff Chipman**                Community Member – Vice President - Megill-Stephenson Company Limited and former Vice Chair of Continuity Care’s Capital Campaign  
(*joined the Board in 2007*)
- Krista Clendenning**        Community Member – Partner with Tradition Law  
(*joined the board in November 2018*)
- Brian Coughlin**              Sibling and Vice President of Business Development, Cardinal Capital  
(*joined the Board in June 2007*)
- Art Hock**                        Parent (*joined the Board in September 2004*)
- Jane Schledewitz**          Sibling (*joined the Board in September 2005*)
- Kim Thiessen**                Community Member – Occupational Therapist, who works with children with disabilities and their families.  
(*joined the Board in May 2020*)
- Terry Williams**              Community Member – Retired (Child and Family Services)  
(*joined the Board in April 2011*)
- Nick Pauley**                  Family Member – Assistant Controller – Food & Ingredients Canada with Richardson Int’l (*joined the board November 2021*)





## A Message from Our Board President

The past year has been another challenging year with the continuation of the pandemic and the impact that it has had on individuals and families. But throughout, the board members and staff have been working hard ensuring that we stay connected with each other and continue advocating for families and for those who cannot advocate for themselves. Our staff and board members have devoted so much of their time, talent and hard work and this enabled Continuity Care to ride through the rough waters. And for that, I would like to thank my fellow board members and all the staff for their dedication.

There have been some changes within our organization since our last AGM. In November 2021 we said hello to Nick Paulley who joined our board in March 2022, and we said goodbye to Brian Coughlin who was a board member since 2007. We thank Brian for his time and commitment to the board for 15 years.

Continuity Care is always looking for people to join either one of our sub committees or be a board member. Many of our past and current board members have been here for over 15 years and some from the very beginning. I know that when Suzanne approached me to join the board back in 2014, I didn't think it was something I was "qualified for". Being a board member with Continuity Care doesn't mean you have to be a business owner or someone who is politically active or have any experience at being on a board. The closest I got to being on a board was being part of my kids' school parent committee. If you are someone who cares about people with a disability, if you have an interest in non-profit organizations, if you enjoy organizing events, fundraising or if you love to spend time with people, then we want to hear from you. Please contact Suzanne or I and we would be more than happy to sit down with you and talk about how you can become involved.

As I look forward, I see the rough waters starting to calm, the sun is shining brightly, and our hearts are full of hope.

- *“Hope smiles from the threshold of the year to come, whispering ‘it will be happier’...” – Alfred Lord Tennyson*

Sherry Desilets  
Board President



# A Message from Our Executive Director

Here we are at the end of another year for Continuity Care. 2021 was supposed to be a year to celebrate our organization's 25<sup>th</sup> anniversary; instead, it will be remembered as that year during the pandemic. The pandemic has impacted each of us in different ways and the ripple effects will be felt for years to come.

What I have noticed for our members and for our organization is that planning during a pandemic has been more challenging. Our Mission is to assist families to plan for the future, to think ahead and hopefully avoid a crisis situation. This type of pre-planning is already difficult. There are many barriers and reasons that prevent and delay families from moving ahead with planning; such as a lack of resources, not knowing what the options are, a system that is reactive, lack of funding, wait lists, facing their own mortality and feeling overwhelmed and tired from daily demands.

The pandemic has added a high degree of difficulty to this process as it was harder to access services and supports during this time. CSW's and agency staff were working remotely and were harder to reach by phone. Day programs were closed. There was (and still is) a staffing crisis in this sector. There is a shortage of respite workers. School programs shifted to home based virtual learning. Parents were trying to balance their employment and caregiving responsibilities. Of the utmost importance was taking care of your loved ones and somewhere amidst all of this, finding time to take care of yourselves as well.

We understand that planning for the future may have been put on hold and the priority is focusing on the present and reserving your time and energy for getting through each day. If you didn't get to things on your To Do list and make as much progress as you had hoped, that's okay. We need to give each other and ourselves some grace.

There is reason to be hopeful, as the situation in Manitoba continues to improve. As much as we are ready to put the pandemic behind us and move ahead, we recognize that we are all at different places and will do this at our own pace and comfort level.

I look forward to the year ahead and hope that we can meet together in person and catch up on what has happened and see your full smiling faces.

Sincerely,

A handwritten signature in black ink that reads "Suzanne Swanton". The signature is written in a cursive, flowing style.

Suzanne Swanton - Executive Director

*Never doubt that a small group of thoughtful, concerned citizens can change world. Indeed it is the only thing that ever has.  
—Margaret Mead*

## **BOARD GOVERNANCE**

This past year, we have had some changes to our board membership. We welcomed the addition of Nick Paulley in November 2021. Nick is a CPA and works in the role of Accounting Supervisor with Richardson International Ltd. He will also be joining our Finance Committee.

### **Nick Paulley – Community Member, Board Director**



“For as long as I can remember, my cousin Gladys has been synonymous with our family gatherings. From her love of Elvis, to sharing her favourite cutouts from magazines, to the endless hugs she provides, it just would not feel like Christmas without her. Seeing the support that Continuity Care has provided not only to Gladys but my cousin Jane and her husband Brian, demonstrates how valuable the services, opportunities, and connections are for individuals, families, and our community as a whole. That is why when I was presented with the opportunity to join the Board, I felt extremely honored. In the coming months, I look forward to learning more about the organization, participating in volunteer events, and providing assistance in financial and accounting matters where possible.”

### **Brian Coughlin – Sibling, Community Member, Board Director**



We also want to take this time to say a formal farewell to Brian Coughlin, who resigned from the board in March 2022. Brian joined the board in June 2007 and was an active member of the Finance Committee and provided valuable financial perspectives and guidance to our organization. Brian also was a great supporter of the Mike Keane Celebrity Hockey Classic, both as a team sponsor and player. Brian also connected our organization to the Cardinal Capital Foundation, which provided several grants to help fund projects and equipment purchases. Brian will be missed, not only for his many contributions to our organization, but also for his travel and hockey stories and his sense of humor and valuable insights. We wish Brian well in his future endeavors and travels.

## **STRONG FINANCIAL BASE**

The members of the Finance Committee are Merv Gunter (Treasurer), Jeoff Chipman, Nick Paulley, Sherry Desilets, Patti Makinson and Suzanne Swanton. We would like to express our sincere thanks to Brian Coughlin who served many years on our Board as well as on our Finance Committee. Brian has recently stepped down from both due to family and business commitments.

While we have had to struggle these past couple of years through the numerous challenges brought on by the pandemic, and the negative impact of not having our annual Mike Keane Celebrity Hockey Tournament, Continuity Care continues to maintain a very strong, healthy

financial base. We are cautiously optimistic the pandemic is pretty much behind us and that we will see the tournament return early next year.

As a result of a lot of hard work and persistent financial oversight by both Patti and Suzanne, our organization was able to take advantage of the government financial support programs that were in place during the pandemic. In addition, we were successful in securing funding from a number of special grants that became available throughout the pandemic; The Winnipeg Foundation (\$40,000 COVID Stabilization grant, The Thomas Sill Foundation (\$7,000 towards our new Strategic Planning costs) and the Manitoba Government (\$500 COVID Bridge grant). We would like to extend a special thank you to The Winnipeg Foundation and the True North Youth Foundation, which are two of our strongest supporters and have contributed to our organization's financial success; not just this past year, but over several years.

As previously mentioned, notwithstanding these setbacks, we have been able to maintain our strong, stable financial base. Our Winnipeg Foundation Endowment fund has struggled through the fluctuations of the stock market - always reflected in our fund's valuation - but we are holding steady at \$3,849,761.76 as of March 31, 2022 and we are pleased with that. These fluctuations are normal ups and downs (downs like the one the stock market is experiencing right now) but our long term vision for the fund is that while we historically incur those normal ups and downs, the long term investment in the endowment fund will provide us with strong and consistent returns over the long haul.

We are pleased to announce that this year, we established a new sub-fund with The Winnipeg Foundation, in memory of a very special member and her family, Justine Steinkopf. This new fund has been started with donations made in memory of Justine to support the continuation of the Baby Boomer Café, which is one of the activities which Justine and her siblings enjoyed attending together over the past 20 years. Continuity Care also contributed some of our savings to make the initial capital contribution to this fund of \$20,000.

With prudent and sound expense management (thank you again Patti and Suzanne) we keep our day to day finances in great shape and are always prepared to deal with any "rainy day" issues that we might encounter. We would like to thank James Doer for donating his time to review our monthly financials. We are pleased to be working with Ryan Rawluk and his team to prepare the year-end financial statements.

We are all looking forward to our 25th Anniversary Cerebration this fall and the official kick off of Continuity Care's "Leave a Legacy" campaign - more information on this will be forthcoming in the near future.

And finally, we wish to express our gratitude to the many donors who continually strongly support Continuity Care and the Baby Boomer Café. Thank you all so very much.

Respectfully submitted Merv Gunter

Chair of the Finance Committee



## **STRONG, STABLE STAFF**

The Members of the Human Resources Committee are Terry Williams (Chair), Jane Schledewitz, Jo Verstraete and Suzanne Swanton.

My name is Terry Williams and I am the chairperson for our Human Resources Committee. The members of the Committee are Jane Schledewitz, Jo Verstraete and Suzanne Swanton.

The HR Committee met several times this fiscal year to update our HR Policy and Procedures Manual and are now close to completing this task. We also reviewed the job descriptions for all three of our current staff positions.

In regard to our staffing complement, we were sorry to see Chanique Phillips leave our organization in November 2021. Chanique was well liked by our staff and families, and we know that she will continue to provide stellar service in her new position. We were fortunate to hire Jayda Taylor as our new Member Support and Outreach Facilitator in December 2021. Jayda brings with her a wealth of experience in this field and has already made great connections with our families. Having the Member Support and Outreach Facilitator as a permanent position, has allowed Continuity Care to offer more consistent support to our families.



Members of our Committee attended the recent Strategic Planning workshop, and we took responsibility for reviewing one of the 6 pillars that form our 3-year plan for providing service.

We have three of our members on the planning committee for the combined Continuity Care and Baby Boomer Cafe anniversary celebrations.

Despite being a small organization, we provide services that our HR Committee and Board are quite proud of, and we look forward to even greater things next year.

Submitted by Terry Williams, chair of the HR Committee

*“Continuity Care has helped our family by helping to develop a support network, portfolio and excellent informational workshops. We so very much appreciate knowing there is help if and when needed – just a phone call away “*

## **SERVICES AND SUPPORTS**

The Family Advisory Committee and staff work together to ensure that the strategic goals and action plans related to our services and supports are carried out. The members of the Family Advisory Committee are: Karen Leggat, Sherry Desilets, Linda Ormonde Jane Schledewitz, Monique Chaput, Deb Roach, Rachel Smith and a new addition this year is Becky Conia. Becky has a school aged son and is actively involved in advocacy related to inclusive education. She is also a member of the Family Advocacy Network. Chanique and Jayda have also attended the Family Advisory Committee meetings to provide updates as to their work with our members.



Thanks to Patti for taking minutes at our committee meetings. Suzanne has been the interim Chair for this committee until we can recruit someone to take on this role.

The Family Advisory Committee met virtually several times this past year. Some of the activities we worked on included:

- The creation of a new online Facebook group called Continuity Care Families
- The discussion of new project ideas, including the Autism Roundtable and also FAN's SMILE project (Supporting Manitobans for Independent Living with Equity)
- Discussion and responses to CLdS circulars, regarding COVID vaccination rollout and Visitor Guidelines to residential homes and the closure of day programs
- Discussion and advocacy efforts related to Bill 72 – the new Disability Support Program
- Discussion and response to EIA's SNAP project (Support Needs Assessment Project)
- The sharing of resources with St Amant for their training of staff and volunteers
- The development of survey questions to send to our lifetime and annual members
- Discuss of the VPA Task Force Report, recommendations, and implementation plan and in what ways Continuity Care can contribute and be involved

Suzanne and Krista have continued to work on the development of the remaining documents for our new Advisor to a Trust Service. It was our goal to have this work complete by June 2022, however, we still have some steps to complete before it will be ready to launch in the Fall 2022.

In the Fall 2021, we launch our survey to Lifetime and Annual Members to seek feedback on the impact of the Member Support & Outreach Facilitator position. We sent out a total of 177 surveys (151 online using MS forms and 26 printed by regular mail). We received 39/151 online responses and 9/26 printed responses for a total of 48/177 or a 27.1% response rate. Although this was a lower response than we had hoped for, the results still provided us with useful information and feedback which we used to evaluate and plan for the continuation of the Member Support & Outreach Facilitator position.



“Hello, my name is Jayda Taylor. I am the new Member Support and Outreach Facilitator with Continuity Care. I have 20 years of experience in disability services which has given me a passion for supporting people to live their best lives, a desire for a more inclusive world, and an ability to advocate with those whose voice has not been heard. I look forward to hearing the stories of those connected to Continuity Care, stories that undoubtedly tell of strength, advocacy, determination as well as a tremendous amount of love! I live in Ste. Anne Manitoba with my husband and our two beautiful fur babies!

In my spare time, I enjoy cooking, baking, hiking, canoeing, and walking my dogs.”

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## **OUTREACH TO LIFETIME MEMBERS**

*Report by Jayda Taylor*

It's no surprise that Continuity Care *continues* to stay on track. Our very name is based on perseverance and faithfulness. At long last, the pandemic has loosened its grip. We are enjoying a return to more in person meetings and services. The former way of doing things has again become possible. And yet, from the past two years, we have discovered new, efficient ways to remain connected that we may otherwise have not embraced. What we are *happily* left with is a hybrid model of support which is more inclusive than ever. Another three hundred and sixty-five days have been firmly navigated in dedication to our valued members.

Through regular contact with our membership, Continuity Care can ensure that everyone has access to our multifaceted array of support, advocacy, and networking. We believe that each person is unique and beautiful with their own set of complex needs, circumstances, and desired outcomes. Through active listening and relationship building, we provide specific person-centered interventions. Our approach seeks to empower others to find their voice, articulate their needs and build strong, healthy networks. It takes a village, not only to provide care to vulnerable persons, but also to hold care providers accountable to the promises they've made. Your goals are weighty. Our goals are simple – we want you to reach the place you desire most to be.

We have ninety-nine Lifetime Members. Thanks to collaborative efforts and proactive supports, Continuity Care has a high rate of Lifetime Members successfully living life and/or supporting loved ones. All members are kept abreast of current events, service options and our reliable commitment to their complete wellness. In addition to these, we also boast an Annual Membership count of sixty-nine. Our list is comprised of individuals at various points in their journey. Some are alone and unsure, overwhelmed by a system that seems vague and foreign. Others are at a crossroads, tasked with making all-important decisions about the future. And there are others still who, after sailing uncharted waters, have reached their own safe harbours.

To *all* of our members, we commit to providing support as you navigate difficult circumstances, celebrating together when outcomes are met and above all ensuring you have peace of mind for the future. We look forward to the next year with great excitement!

## **SHARING CIRCLE OF SUPPORT PROGRAM**

*Report by Jayda Taylor*

One of Continuity Care's exciting undertakings is our Sharing Circles Program. It is through this context that vulnerable persons get to experience something truly amazing. They are honoured within a circle, proven to be known, valued, and loved in sincerity without pretext. It is an avenue where relationships can grow in place of more common supports, which are paid and impersonal. All people within the circle have an opportunity to grow and develop through compassion and service. Sharing Circles show the world what is possible when we move beyond ourselves to a greater good.

As facilitators, we assist with each stage of circle development. In the beginning, goals are mined from conversations with individuals and families. Possible group members are

identified and thus invited to participate. From the initial circle meeting onward we foster an environment for relationship forming and team building. It is imperative that this takes place not only between the members and honoured person, but with each other also. Through icebreakers, games, conversations, and rapport building we help to identify personal needs, desires, inconsistencies to community inclusion and possible enhancements toward meaningful days. As ambitions are raised, key roles and accountabilities are identified for each member. We then move from plans to actions, assisting with logistical planning as we collectively seek to actualize the honoured person's specified outcomes.

Support Circles do not become successful overnight but rather, require the type of long-term dedication which Continuity Care is known for. Our greatest aim is to inspire a steadfast mindset to all those who choose the road of companionship, generosity, and kindness. It is with great patience and forbearance that we set to lay these foundations and it is consistency that provides the framework. Circle members must gain joy in their contributions and a sense of belonging from their involvement. In time each member will grow to delight (not only in their budding relationship with the honoured person but) in their increasing bonds with each other. Support Circles are strengthened at the rate in which members experience personal growth through practicing servanthood, participating in a broader community, and walking out a sense of purpose.

As we trek on, these Circles bring hope to vulnerable persons and their families. Care becomes personal, bonds are wholehearted, and trust upends uncertainty. Many hands make light work when the load is shared. Without the slightest exchange of money, members discover true wealth participating in an established community that serves. By the diversity of selfless individuals and the fortitude of their gifts, each member is complemented, and every need is met.

## **WORKSHOPS**

We continued to offer our workshops virtually using Zoom and teleconference this past year. We are getting quite comfortable with Zoom as a platform and it has allowed people to join from the comfort of their own homes and from all areas of the province.

This past year, we offered 9 workshops: including the new "Getting to Know Me"(new), Let's Learn about Henson Trusts, Let's Learn about EIA Disability Trusts, Planning Tools and Resources, RDSP, Will and Estate Planning, Supported Decision Making and Launch into Life.

Thank you to the following presenters for sharing their time, information, expertise and experiences with our members:

- Krista Clendenning – Lawyer and Partner at Tradition Law
- John Poyser – Lawyer and Partner at Tradition Law
- Vince Villaneuva - representative from Employment and Income Assistance
- Chanique Phillips – Member Support & Outreach Facilitator
- Suzanne Swanton – Executive Director
- Jayda Taylor – Member Support & Outreach Facilitator

## **GROUPS**

This past year, we continued to offer our groups virtually using Zoom. The daytime parent group meets on the third Thursday morning of each month from 10 to noon. We continue to have a small core group of regulars who attend this group, however, we have “lost” some members, as they don’t have a device with a camera or a comfort level joining virtually.

The evening parent group was re-branded as “Coffee and Connections” and at first, this seemed to generate some interest however, not enough to continue to offer it on a monthly basis.

We also tried something new with the adult sibling conversation evenings. We have divided the age ranges into two groups: one for younger adult sibling aged 18 to 30 years and the other for older adult siblings 30 yrs and older. We hope that this will create a better opportunity to create some new connections for siblings with common lived experience.

A new Continuity Care Families Facebook group was launched this past year as a new way for families to connect and share their questions and resources. This is a closed/private group and currently has 24 members. If you are on Facebook and would like to join this new group – following this link:

<https://www.facebook.com/contcare/groups>

We also started a new parent group for parents who have a young adult or adult child who is falling through the cracks in the system and experiencing challenges with accessing adult services and supports. This new group is the result of the ASD virtual roundtable and the desire for parents to connect with others who were experiencing similar challenges. We are in the process of coming up with a name for this new parent group and the members have decided they would like to meet on a monthly basis (the third Tuesday evening of each month). Word is spreading and we are already seeing an increase in interest for this group which is positive but speaks to the need and experience of families.

*“Continuity Care is a one stop shop. If you have a child with special needs there are many issues that you have to deal with that are different from parents who have children without special needs. Continuity Care helps you to understand and deal with these issues ( RDSP, Wills and Estate Planning, SDM, EIA, etc.).”*

*“It was so nice to have someone reach out and touch base with me every so often. Particularly during the pandemic when we didn't have anyone to check in with us and having someone who cared was so great. The help of having someone to bounce ideas off of and give suggestions/direction/resources was and is so very important in terms of keeping us moving forward in our planning journey as well as just connecting with someone who has a clue as to what our experience is.”*

## **BABY BOOMER CAFÉ**

*Report by Gisela Runge*

This year we continued with virtual sing-a-longs with our Baby Boomer Café members. It was a success the previous year and seemed a good way to continue seeing each other. We enjoyed four sing-a-longs, taking place March, June and August of 2021 and March 2022. We had an average of 20 attending each of our sing-a-longs. On September 26, 2021, we held an in-person café at Kildonan Park. We had a terrific turnout, and enjoyed a meal together, a treasure hunt, and some energetic singing around the firepit led by Bob Hanley, our music director.

The organizing committee consists of: Albert Yanofsky, Ray Hignell, Max Steinkopf, Lillian Tendies, Bob Hanley and myself. Everyone has been supportive and worked together to make each café a lot of fun. Special mention to Lillian Tendies who has sent out birthday cards to each member this past year. She takes the time to find the right card and when possible, encloses a photo of the birthday person from a previous café to make it extra special. She has also stepped up to lead one of our sing-a-longs on Zoom. Her efforts are much appreciated. A special mention also to Bob Hanley who is our talented music director who always gets everyone engaged in singing. His stories and guitar playing are always a hit.

This year includes plans to hold 2 outdoor cafes, one held on June 5, attend Gold Eyes games, one on May 15, and mini-golf and/or 5 pin bowling, and hopefully a winter café indoors. As well, we will be celebrating the 20<sup>th</sup> anniversary of the Baby Boomer Café.

Baby Boomer Café consists of families and friends supporting each other and sharing experiences. The Baby Boomer Café has been around for 20+ years and plans are underway to celebrate this milestone together with Continuity Care who are celebrating 25 years. The event will take place this fall on October 6<sup>th</sup>, and we hope to see a lot of people come out to remember, share and celebrate these milestones. Save the dates have been distributed and invitations will be sent out in July.

Thank you to Continuity Care for supporting the Baby Boomer Café over all the years, together with many families that have made donations to keep this group active and successful in its goal to bring our loved siblings and their family and friends together in this special community.



## **STRATEGIC ALLIANCES**

As part of our strategic plan, we have been working on identifying current alliances, strengthening those relationships and developing new ones. This objective ties into areas, such as advocacy, service and supports and a strong financial base.

This past year, we worked collaboratively with other disability groups and organizations on advocacy issues, related to the pandemic and systems issues that impact the disability sector, as described in the Advocacy section of this report.

These alliances include: Abilities Manitoba, Barrier Free Manitoba, Family Advocacy Network of Manitoba, Public Interest Law Center, the Children's Coalition as well as some other individual disability advocates.

With regard to Bill 72, the new Disability Support Program, Suzanne has connected with other disability groups, including the Cerebral Palsy Association, the Children's Coalition, Abilities Manitoba, Inclusion Winnipeg and Barrier Free Manitoba. We have also had several informative meetings with representatives from the Department of Families.

We have continued to stay connected with Dale Kendel, the Chair of the VPA Task Force regarding the release of their report and the recommendations and implementation plan from the Department of Families. Suzanne has connected with Jacques Lafournaise, the Vulnerable Persons Commissioner, about some of these recommendations and how Continuity Care may be able to get involved. We are going to be collaborating with the organizations at 120 Maryland in this area. Stay tuned for more about this exciting new project.

In September 2021, Suzanne and Chanique connected with representatives from Autism groups and organizations, parents and a few self advocates as we hosted a virtual ASD roundtable conversation about issues facing young adults, adults and their families, gaps and barriers they experience and ideas and opportunities for future collaborations.

On a day-to-day basis, we utilize our connections with other disability organizations, service providers and government programs to assist our members and continue to expand our knowledge and resource base. We are known by others as a valuable resource for families which we see by the number of new inquiries we have received this past year, from a variety of referral sources.

## **ADVOCACY**

As the pandemic surged into 2021 and 2022, the need for advocacy for individuals living with disabilities, their families and the disability sector in Manitoba was needed more than ever.

We advocated on behalf of our members on an individual basis to ensure they were receiving the supports and services they needed. It has been a confusing time, keeping up with the provincial health guidelines and understanding the rules and requirements communicated by CLdS in their circulars.

We also continued to advocate with other disability organizations on issues related to the pandemic such as the need for provincial triage protocols to ensure that vulnerable people were not discriminated against when accessing medical treatment and services. This issue hasn't yet been resolved and has gained the attention of the media, the Manitoba Human Rights Commission and Doctors Manitoba.

The staffing crisis in the disability sector also required advocacy. Continuity Care and our members joined the efforts of Abilities Manitoba to bring much needed attention to this issue by contacting MLA's and sharing personal stories of how their loved ones were impacted by the lack of, and high rate of turnover, of staff. These efforts paid off and in April 2022 there were several funding announcements made by the Minister of Families that will help to make improvements to wages, training, and Children's Disabilities services.

Many of our members were also involved in the community consultation process for the development of a new income support program for people with disabilities in Manitoba. Bill 72 – the Disability Support Act was released in September 2021 and Suzanne Swanton and Krista Clendenning (lawyer and board member) each presented to the Standing Committee to address questions and concerns regarding this new draft legislation. Despite efforts to make changes to some critical areas, the Act was passed in October and we are now waiting to see the draft of the regulations. Suzanne continues to be actively involved in discussion with other disability advocates and EIA representatives to raise questions and concerns with hopes that the new program will be better than the current one. The new program is expected to be launched in October 2022.

Our Family Advisory Committee members and Suzanne continue to be involved with the VPA Task Force and were pleased to see the report, recommendations and implementation plan released on December 3<sup>rd</sup>, 2021 by the Department of Families. On that day, Karen Leggat (board member and sibling) and Dale Kendel (Task Force Chair) were interviewed by CBC radio to provide their perspectives on the report and recommendations. Continuity Care is excited to be involved in the important work that lies ahead as the recommendations and implementation plan are put into action.

Continuity Care is proud to be a member of Abilities Manitoba, the Children's Coalition and endorses the work of Barrier Free Manitoba and Disability Matters Vote. We also support the Family Advocacy Network of Manitoba and work in collaboration with their organization to represent the voice of families across Manitoba.



*“Continuity Care has helped our family by providing us with accessible and easy to understand information and resources about how to plan financial support for our child. This is something we worry about and are thankful to have learned some strategies to lessen our worry and empower us to do the best we can for our child living with an intellectual disability. We are thankful to know we can turn to Continuity Care when we have questions in the future. “*

## **EXPAND USE OF TECHNOLOGY**

This past year, we continued to rely on technology as we worked remotely and offered our services and supports virtually. We have gained comfort with using Zoom and for those who don't have a device with a camera, we still offer the option of joining by teleconference. Our next step is to figure out if the audio add-on option to join Zoom by phone is viable and cost-effective for us. It would be beneficial and easier to host meetings using only one platform.

This past year, we changed our phone and internet providers to SHAW from Bell-MTS. They offered a better business plan in terms of cost and internet speed. With staff returning to work at our offices, we need to ensure that our internet capacity keeps up with the demands.

We also have started to host hybrid meetings here at 120 Maryland including our first board meeting in November 2021. We purchased an OWL, which is a 360-degree video conferencing system that helps to improve the audio and visual experience of those joining by Zoom. This purchase was funded by the grant we received from The Winnipeg Foundation through their stabilization grant. We look forward to testing this new technology out in the coming year, as we move to more in person meetings while continuing to offer the Zoom option.

Thanks to Charles Jenson from Uptime Networks & Technologies Inc. for his continued support and service over the past year. It has been so reassuring to have someone with the technological skills and expertise to lean on and provide us with advice and tech support when needed.

Our future plans for technology include upgrades and new additions to our website, including online payments and access to a greater array of resources. Stay tuned for those!

## **KNOWN MORE BROADLY**

We continue to work on ways to market and promote Continuity Care to families, service providers, professionals and communities across Manitoba. We are a small organization with a limited budget for advertising, therefore we rely on word of mouth to help spread the word.

Continuity Care's website, newsletters, Facebook page and Twitter account are the ways we connect and share information and resources to our members and the general public.

Our newsletters are sent out on a quarterly basis to our members and those on our mailing list electronically and by regular mail. We currently have 706 individuals, families or organizations



receiving our newsletter. Of these, 547 people have chosen to receive it by email and 159 by mail. Current and past editions of Continuity News can be viewed on our website at <http://www.continuitycare.ca>

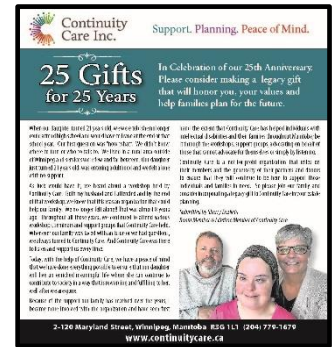
Each year, in April, we participate in the Winnipeg Free Press's, Leave a Legacy Supplement. We hope that these advertisements will catch the eye of donors and encourage them to think about Continuity Care in their estate plan with a legacy or planned gift.

We would like to take this time to say a special thank you to the folks at Kendrick Printing for their high quality of customer service.

Thank you to everyone who has liked, shared and followed us on social media and for helping us to share information about coming events, articles and resources that are beneficial to families in Manitoba.

If you have not already done so, please check us out on Facebook at <https://www.facebook.com/contcare>. Please note our new Facebook group called Continuity Care Families. On Twitter, we can be found at [https://twitter.com/care\\_continuity](https://twitter.com/care_continuity).

We are looking for a volunteer who has talents and skills in social media to help us expand our social media presence. If you, or someone you know, are interested in this opportunity, please connect with Suzanne.



Please visit and follow our page!

## **CONTINUITY CARE'S STRATEGIC PLAN**

Out with the old and in with the new! Our current 3-year strategic plan has come to an end in 2021 and we are proud to share that great progress was made in most of the goal areas.

To assist us with planning for the next 3 years, we once again turned to Frank Atnikov with Frank Growth Solutions to lead us through this process. We began consulting with him in the Fall 2021 and created surveys for various stakeholder groups, including Board members and staff, members, funders and collaterals. Those surveys were sent out in January 2022 and provided valuable input.



On Saturday, March 12<sup>th</sup> 2022, board members and staff met at Camp Manitou for a day long strategic planning session led by Frank and his colleague, Melanie Oliverio. This was the perfect venue for a snowy winter day and allowed for the space for us to meet safely in person and have the space to move about and think creatively.

Thanks to Patti and Sherry for arranging the fabulous catering through Food for Thought to nourish us while we spent the day together.

We would like to acknowledge The Thomas Sill Foundation for providing a grant in the amount of \$7000 towards our strategic planning expenses. We are truly grateful for their support.



We look forward to sharing our new 2022-2025 strategic plan with you in the coming year.



*“Continuity Care has helped our family by hosting group meetings in person and via Zoom to educate families like ours on the challenging topics related to transitioning to adulthood. The guest speakers provide invaluable information including question and answer time. This has introduced us to services and supports we didn't know of before. Continuity Care feels like a hub where our family can access support now and in the future.”*

## **DONOR RECOGNITION**

We would like to take this time to recognize the following individuals and families for their generous gifts to Continuity Care’s Endowment Fund throughout the 2021-2022 year.

Linda & Brian Ormonde  
Jane & Brian Schledewitz  
Estate of Justine Steinkopf

Edward & Ann Zebrowski  
Ian & Cathy Holmes

We would like to recognize the people who have made donations directly towards Continuity Care's operating expenses and to the Baby Boomer Café\*. This is another option for donors and is truly appreciated as it assists us in meeting our yearly budget and allows us to direct more funds towards our programs and services to families.

Thank you to the following individuals, families, organizations, and corporations for their generous gifts in 2021-2022:

Anna & Ross Stokke  
Frances Petrowski  
Dorothy Schumacher  
Marcy Tschetter  
Mel & Eileen Lomenda  
Antonietta Lopez  
Art & Wilma Hock  
Anonymous

Cathy Laver-Wright  
Barbara Shay  
Lois Brothers  
Gisela Runge  
Paul & Patricia Cloutier  
Debra Kuzminski  
Lyle Atkins  
Judy Redmond

Brigitta Perkins  
Don & Lorraine Ward  
RBC Foundation  
James & Rebecca Ehnes  
Moirra & Gordon Grahame  
Arlene Hintsa  
Albert Yanofsky  
Estate of Ruth Bellan

### **GIFTS IN KIND**

A special thanks to James Doer, C.A., C.F.P. for his financial expertise. We sincerely appreciate the time and advice that you have provided to Continuity Care this past year.

### **IN MEMORY OF...**



#### **Sylvia Kuharski**

Sylvia was a member of Continuity Care since September 2020. She was a Registered Nurse and active in her community. She was an avid reader and took advantage of our resource library here at Continuity Care. Every request came in a beautifully written letter that we still have.



#### **Aaron Sommers**

Aaron was a regular member of the Baby Boomer Café. Aaron always looked forward to and immensely enjoyed participating in all the events over the past decade. He often said how much fun he had meeting and connecting with everyone, the good food, the group sing-a-longs, and he really relished playing cribbage. Aaron described the Baby Boomer Café as a very warm, family-like, and caring community! We will miss his enthusiasm and infectious smile!

