



# Family Respite Services Annual Report 2008-09

## FRS : Supporting and Strengthening Families

### Our Mission

We are a Windsor Essex community organization that works with families with children under the age of eighteen who have intellectual, physical or mental health disabilities. We facilitate the provision of respite services that contribute to:

- The sustaining and enriching of a family's quality of life; and
- The fullest participation of the child in the family.

### 2008/09 Board of Directors

Cherie Gagnon  
President

Louise Veres  
Vice President

Kurt Dunn  
Treasurer

Anita Berecz

Ursula Miletic

Jeanette O'Brien

Margaret Palmer

LeeAnn Poisson

Dr. Michael Varsava

The value of respite services continues to be demonstrated in Windsor Essex.

Family Respite Services provided service to 928 children in Windsor and Essex County this past year. We did this through a broad spectrum of respite care, including in home/community respite, out of home respite through associate families, centre based respite at the Howard Avenue and Spago Crescent homes and community recreation based programs at several centres. We were thrilled to be able to launch a new community recreation based respite program at the Vollmer Complex in LaSalle this past year. We were able to do this through a grant of \$20,000 from Green Shield and a grant from the Communities in Action Fund.

We have continued to focus on recruitment activities, getting our message out to literally thousands of people in our community. We have also focused our energy this past year on having our Family Coordinators connecting with the respite providers to ensure that the service is working well for both the family and the respite provider. Over the next year we will be incorporating our worker recognition in this process. We want each respite provider, in home worker and associate family to know that their services are appreciated and critical for the families that they serve.

One of our recruitment tools developed this past year was a short DVD/video. Several families and respite providers participated in this. The DVD was produced by Media Street and has met with such acclaim, that it has been reworked to be a recruitment tool province wide through the respite networks! Thanks to all of you who assisted in this project.

The respite services for children with Autism Spectrum Disorder grew this year with provincial grants given for this purpose. Though our Ministry target was to serve 107 children, we actually served 229 children. We were able to work with Safeguards Training to launch on line training for parents and respite providers caring for children with autism.

There are never enough resources to meet the needs of the families in our community. We know that families each day struggle to make their lives work. We have tried to stretch our services to assist as many families as possible. However, the waiting list for Special Services at Home and the increasing challenges that families face in these economic times has been difficult. We have used our fundraising to bolster the services we offer. We participated in a roundtable discussion to advocate for increased assistance for families. We appreciate that some families have reduced the amount of support they receive so that others may benefit. Overall, we increased the amount of respite provided in the community by 28%.

We are very thankful to the Ministry of Children and Youth Services for their funding and support and to the City of Windsor for the grants that support the Our Time programs. The support of community partners in raising funds for children and families who use our service is so much appreciated. Our Board of Directors also committed themselves to this purpose this past year.

Of course all of the services would not be possible without the dedication, flexibility and commitment of the respite providers and the staff who work at all of the Family Respite Services locations. Thank you for all that you do. Our goal is to strengthen families and it is your work that makes this possible.

President: *Cherie Gagnon*

Executive Director: *Catharine Shanahan*



## Respite is a much needed service

- **Family Respite Services provided support to 928 children.**
- **Respite providers provided 102,326 hours of direct care for children to provide a break for their families.**
- **14,386 hours of respite were provided for children attending the respite programs at Weekend with Friends or the Spago Crescent home.**
- **The Our Time programs provided 6124 hours of respite at four community centres.**
- **FRS provided summer support for 77 children.**
- **FRS received specialized funding for respite for children with autism spectrum disorder. 229 children and their families received this support.**



The children supported by FRS have a wide range of needs. These include autism, intellectual and physical disabilities and mental health challenges.

## Special Services at Home: An important part of the picture

*1064 individuals and their families receive support through the Special Services at Home program in Windsor and Essex County.*

Special Services at Home (SSAH) is a program that provides funding directly to families so that they can purchase services to provide personal development and relief support to a child or adult with a developmental disability or a child with a physical disability.

FRS is the lead agency for SSAH in Windsor/Essex, overseeing the provision of this service, in partnership with Community Living Essex County, and

Community Living Windsor. Families can choose to manage the funds themselves or to have an agency assist them in administering the funds. FRS recruits and hires workers for this purpose.

A training committee organizes workshops for workers throughout the year.

**SSAH In home workers provided 58,052 hours of direct care for children this past year through Family Respite Services.**

### SSAH Services:

#### Community Living Essex County

- 102 contracts

#### Community Living Windsor

- 173 contracts

#### Family Respite Services

- 290 contracts

#### Family Led

- 528 contracts



## Sibling Support Program

Family Respite Services and Children First staff worked together to offer a support group for children who have siblings with disabilities receiving services in either of the two programs. This group was a fun, recreation based group that met monthly. Twenty two children participated in the group. The group provided an opportunity for the children to share their experiences and gain support from one another. We thank our wonderful teen volunteer “sibs”, Vince and Christine for all their help.

## Other supports for families

Family Respite Services is also involved in providing in home support for families through a number of other programs and funding sources. FRS hires the part time/contract worker, oversees the services provided and offers ongoing support to the family and the worker.

<b>Assistance for Children with Severe Disabilities (ACSD)</b>	58 individuals	9,238 hours
<b>Enhanced Respite</b>	7 individuals	1,304 hours
<b>WECAS</b>	3 individuals	871 hours
<b>Total</b>	68 children	10,213 hours

*“One of the best ways of supporting children and youth is to protect their families’ resiliency to care for their children and youth.”*

*(Respite Services and Supports— From Rest to Resilience)*



## 10,000 Steps

In 2008/09 Family Respite Services engaged in a partnership with the Windsor Essex Family Network. The Network provided stories about the real lives of parents and families– their joys, their challenges, their rewards, their frustrations. The purpose of this was to help us all keep grounded in the work of supporting families and strengthening them to be the best they can be. This is the true purpose of Family Respite Services. We were honoured to have families share their lives with us.

Here are a few excerpts from their stories.

### **Reflections...**

“Finally with help from the Family Network and WRCC, our family was able to access mental health respite dollars through FRS. This was a godsend to our family. Within a month FRS found a worker for us who ended up staying with our son for over two years. She was wonderful with our son and her presence allowed us to relax. Respite hours and the quiet time they gave me helped me as I worked through the emotions and exhaustion that had built up over the years. We didn’t feel the need to change or “fix” our son, but we did need to learn how to help him be in this world without damaging his spirit. We needed to educate the world around him to make it a safer, happier place. What we needed as a couple was time to regroup, relax and reconnect with each other. I can see now what I couldn’t see then– time for my husband and I and time with our other child was the key to making it. It was what was needed for our son and for all of us.”

### **Sibling Observations...**

Q. “What are the differences that you see when visiting your friends and families, that differ from your family?”

A. “They seem to have more time with their parents. They can go on vacations whenever they want.”

### **Adapting...**

“This entire experience (with her child with a disability) ensured that I would not become hardened to the experiences families are facing on a daily basis. I was like many other mothers who are connected to WEFN and FRS. We’ve quit our jobs; we’ve reduced our work hours; we have found something that isn’t nine to five and offers flexibility; we’ve used vacation time for medical appointments, care-giving and more. We somehow make a way despite the exhaustion and the stretching. And as we hope...there are joys, successes, memories and life experiences to share, enjoy and hold onto. It’s just different for us, and in the end that is in some ways okay.”

### **Dreaming...**

“All three of our children have taught us so much and we are so proud of all of them. We cannot imagine life other than the one we share with them. We will not allow anyone to limit the pursuit of their goals and dreams– whatever those dreams might be.”

### **Frustrations...**

Q. “What is the hardest thing for you?”

A. “Not having help. Not sleeping. Not having family nearby– feeling disconnected. English being our second language makes it even more challenging. My husband works long hours and it can be difficult for my son and me to make new friends who can accept him. It is hard for me to go do anything, like meet with his teacher, because we have no one who can watch him and I cannot hire just any old babysitter. He needs someone who has experience and would understand how anxious he gets. We are on waitlists. If children are in need, help them now.”

### **Support...**

“Our journey is always changing with our daughter as she matures into a lovely young woman and we are committed in making her life the best it can be. She lives with these challenges and we feel she should be praised for all that she has risen from! We would like to thank Family Respite Services for the support they have given us over the years. We couldn’t have done it without them.”

***Thank you to the families who allowed us the opportunity to walk in their shoes through this project.***



Respite time is rewarding for the child, the family and the caregiver.



## FRS caregivers: The heart of the service

Family Respite Services works actively to recruit caregivers. Parents also play an active role in recruiting, training and supervising workers.

The caregivers provide respite or work as in home workers through programs such as SSAH or ACSD. The respite providers/in home workers all go through careful screening and are matched with individual children that they regularly provide service for. It is an ongoing challenge to recruit workers who have a caring personality, appropriate skills and who are able to make a lasting commitment. We appreciate the contribution of these dedicated workers.

### Total new applicants in 2008/09:

- 313

### Total new approved applicants:

- 226

### Total number of respite workers:

- 532 people were matched and involved in providing respite services.
- 16 associate families cared for children in their homes.
- 405 contract/in home hours provided hours of service for SSAH/ACSD and enhanced respite.
- 120 contract staff left the program

## Training and Support: A vital support for respite providers



*Support and training for our in home workers is an important service. We encourage in home workers and respite care providers to attend sessions and participate in discussions to assist them to provide excellent care for the person they support. Many respite providers and in home workers go on to other careers where this training and knowledge of the needs of individuals with disabilities is invaluable.*

FRS provides ongoing training for respite providers and in home workers. People who are interested in providing respite for FRS are required to take the internet based training program for respite providers. FRS worked with Safeguards Training to develop an additional on line course for respite providers who are caring for children with autism. There is also a course for parents. These courses have been very helpful to workers and families. This year we also had our first "webinar" through Safeguards. This was an interactive evening presentation and discussion with a panel of people. Two of the three presenters were parents from Windsor. The panel discussed providing a successful respite experience for children with autism. We look forward to holding more of these kinds of training workshops and presentations.

A committee with representatives from FRS, Community Living Essex County and Community Living Windsor developed a roster of training opportunities for workers.

This past year workers were able to attend sessions on the following topics:

- Keeping it Safe - supporting people who have behavioural challenges in safe and respectful ways
- Behavioural Strategies for supporting children with autism
- Alzheimers' Disease - Part 1 and 2
- Dare to Care - developing and maintaining positive relationships with healthy boundaries
- Crossing Cultural Boundaries
- Supporting Children with Autism
- Dual Diagnosis
- Human Sexuality
- Let's Talk: Tips and Tricks to Encourage Language

## Our Time Program

Family Respite Services is committed to developing innovative and flexible ways to deliver respite services for families. We developed a program known as the "Our Time" program for several reasons:

- To provide out of home respite for families.
- To provide a structured, fun recreation based program that builds on children's strengths.
- To provide an opportunity for children with disabilities to participate in community based activities.
- To provide a program that supports children with disabilities alongside other children in the community.

Our first priority in these programs is to provide service to families without other respite service and families who may not be able to afford to develop respite opportunities.

In addition to the Saturday respite and recreation programs, we provided staff to support children with disabilities who were attending the summer daycamps at these community centres.

This year we also offered Friday night programs at the Essex Recreation Centre and launched a new program at the Vollmer Recreation Complex. We appreciate this new partnership with the Town of LaSalle.

### Our Time Programs:

#### College Avenue:

- 43 children served
- 19 siblings
- 12 children summer day camp

#### Forest Glade:

- 30 children served
- 17 siblings
- 7 children summer day camp

#### Leamington:

- 17 children served
- 22 siblings
- 5 children summer day camp

#### Leamington Kinsmen Recreation Complex



#### Forest Glade Community Centre

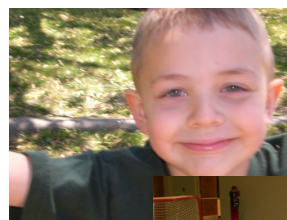


#### College Ave. Community Centre



#### Vollmer Recreation Complex

National Child Benefit grants fund the programs at College Ave. and Leamington. The Forest Glade program is funded through fundraising and FRS program funds.



The Our Time program provides a fun program for children in Community Centres in Windsor, Leamington and Essex

*The Our Time programs provide a period of respite in a community recreation centre. This fits with our philosophy that children with disabilities belong in our community and in our neighbourhoods. The Our Time program operates on Saturdays for four hours at three community centres. Brothers and sisters can also attend. FRS also provides staff support at three summer daycamps.*



## Spago Home and Weekend with Friends

FRS continues its partnership with most weekends, with the Windsor Essex Children's Aid children coming from Society. Three children live in the Friday to Sunday. During home on Spago Cr. FRS provides the the summer a day camp staff who care for the children on an offers summer fun and ongoing basis. Thanks to the respite. WECAS for their continuing assistance.

Other children also come to the Spago Home for periods of respite.

Weekend with Friends operates



### Children Served:

- 40 children receive respite services through Weekend with Friends and the Spago Home.

## Family Respite Services Consolidated Income Statement For 2008/2009 Fiscal Year

<b>Income</b>		<b>Expenses</b>	
Ministry of Community & Social Services	\$2,908,579	Salaries & Benefits	\$1,866,927
Special Services At Home Contracts		Salaries & Benefits-Contracts	\$1,032,257
— All Agencies	\$2,201,685	Respite	\$ 818,820
— FRS held	\$ 932,018	Individualized Funding	\$ 47,235
Assistance Children with Severe Disabilities	\$ 134,496	SSAH—Family Invoices	\$ 137,868
Enhanced Respite	\$ 23,515	SSAH—Agency Admin	\$ 184,850
Windsor Essex Children's Aid Society	\$ 307,179	SSAH—Contracts	\$2,201,685
Our Time Programs—College	\$ 56,633	SSAH—Other	\$ 9,424
- County	\$ 28,200	Rent	\$ 94,898
- East	\$ 36,286	Utilities	\$ 9,330
- LaSalle	\$ 7,626	Telephone	\$ 14,197
Up About Downs	\$ 11,155	Insurance	\$ 27,086
Parent Contributions	\$ 11,655	Automotive	\$ 19,591
Fundraising	\$ 41,864	Advertising & Promotion	\$ 4,208
Nevada	\$ 15,055	Supplies	\$ 67,142
Interest	\$ 37,525	Purchased Services	\$ 39,716
General Donations	\$ 9,429	Training	\$ 14,198
Other	<u>\$ 80,591</u>	Travel	\$ 20,965
<b>Total Income</b>	<b>\$6,843,511</b>	Nevada	\$ 12,889
		Fundraising	\$ 25,017
		Capital Expenditures	\$ 14,700
		Misc.	<u>\$ 131,951</u>
		<b>Total Expenses</b>	<b>\$6,794,954</b>
		<b>2008/2009 Surplus</b>	<b>\$ 48,557</b>

*\*Ministry portion is a surplus of \$1,883.*

## Family Respite Services Balance Sheet At March 31, 2009

<b>Assets</b>		<b>Liabilities</b>	
Petty Cashes	\$ 1,174	Accounts Payable	\$ 131,623
Bank Account	\$ 264,556	Accrued Accounts Payable	\$ 103,795
Nevada Accounts	\$ 7,216	Accrued Wages Payable	<u>\$ 170,902</u>
Trust Account	\$ 8,613	<b>Total Liabilities</b>	<b>\$ 406,320</b>
Term Deposit	\$ 716,072		
Accounts Receivables	\$ 276,229	<b>Equity</b>	
Prepaid Expenses	\$ 2,743	Surplus Current	\$ 803,331
Furniture & Equipment	\$ 576,476	Surplus Nevada	\$ 7,215
-less Accum. Depreciation	<u>(\$ 357,844)</u>	Surplus Capital	\$ 218,632
<b>Total Assets</b>	<b><u>\$1,495,235</u></b>	Deferred Revenue	<u>\$ 59,737</u>
		<b>Total Equity</b>	<b><u>\$1,088,915</u></b>
		<b>Total Liabilities &amp; Equity</b>	<b><u>\$1,495,235</u></b>

## Fundraising Activities

FRS raises funds to increase the amount of service available to families. In 2008/09 several fun events were held:

**April: The Ambulance Chaser Run** sponsored by the University of Windsor Law Students Assoc.

Funds Received:\$4,743

**Caboto Charity Pasta Nights**

Funds Received:\$1,545

**June: The 9th Annual Walk on Erie St.**

Funds Received:\$15,907

**August: Robert's Ride** – A Motorcycle Ride and Scavenger Hunt

Funds Received:\$19,290

**September: St. Paul's ELW**

Funds Received: \$2,400

**September: Fahrhall BBQ**

Funds Received:\$1,000

**December: Walmart Donation**

Funds Received: \$2,000

**Other Donations Received:**

**Mary Kay Sales:** \$1,000

(D. Mastromattei)

**Faces Fundraiser:** \$ 135

**United Communities Credit Union:**  
\$5,000

**FRS Board Fundraising Initiative:**  
\$6,839

**A HUGE THANK YOU to GREENSHIELD WHO DONATED \$20,000 TO LAUNCH OUR FANTASTIC FRIDAYS PROGRAM AT THE VOLLMER COMPLEX.**

In addition, FRS has two Nevada ticket sites - The Backroad Café on Grand Marais Road in Windsor and Bennigans in Essex. We are thankful to these retailers that they continue to provide this service.

We are also thankful to the many businesses and individuals that sponsored activities, provided silent auction items and assisted with our fundraising events.

Thanks to Bluewater Pools for the donation of an above ground pool which was auctioned for Robert's Ride.

Thanks to Carmen's Catering who is always very generous in assisting us.

Thanks to the many volunteers who worked on organizing these events, including:

FRS Board and Staff

Mary Dagenais

Cherie Gagnon

Enzo Mancuso

Southern Cruisers Motorcycle Club

U. of W. Law Students Association

Robbie Varsava

Gord and Karen Wilson

We also appreciate the assistance of friends, respite providers and families who lent their help at various events throughout the year.



St. Paul's Lutheran Church Presents a cheque for \$2,400



Once again, Robert's Ride was a very successful event for families and riders.



Over 200 people "wined and dined" on Erie St. at our 9th Annual Walk on Erie.



People rode, walked and ran at the Ambulance Chaser Run organized by the U of W Law Students Society.

## FRS Fundraising Plan

Family Respite Services is a charitable agency that seeks donations and plans events to raise funds throughout the year. Family Respite Services has invested funds earned from donations and fundraising events. Our Board of Directors has a plan to use the interest from these investments plus some of the principle each year to provide extra services for families in our program. The funds that we raise through our fundraising efforts will help us to sustain this fund and to make a very real difference in the lives of children and families in our program.

Funds were used this past year to increase the amount of in home respite available to families and to support the Our Time program (Forest Glade). There is always more need for respite that cannot be funded by our regular Ministry funding. The donations help us to address those critical situations that help to sustain some families in our community. FRS also sponsored a movie day for families and a recognition evening for workers.

FRS also worked in partnership with the Up about Down Association, as they used some of their funds to provide respite and relief for families who have children with Down Syndrome in our community.

## Family Respite Services

3295 Quality Way, Unit 101A  
Windsor, ON  
N8T 3R9

Phone: 519 - 972 - 9688  
Fax: 519 - 972 - 8902  
www.familyrespite.org



## FRS Staff: 2008/09

### Executive Director

Catharine Shanahan

### Respite Resource Manager

Jane Wysman

### Family Coordinators

Maureen Comartin  
Debbie Crawford  
Sayed Daher  
Paola Francis  
Patti Gibb  
Katie Knight  
Shannon Luelo\* (mat. Leave)  
Sue McKee  
Cindy McPhedran  
Cindy Robinet  
Heather Shanahan

### Resource Coordinator

Clementine Matassa

### SSAH Lead Coordinator

Wendy Gosselin

### Recruitment and Fundraising:

Alexandria Fischer

### Administrative Staff

Lucy Baillargeon  
Debbie Baillie  
Lorraine Diesbourg  
Jalil Farah  
Corrine Laliberte  
Carol Lutz\* (mat. Leave)  
Linda Rinaldi

### Special Assistants:

Leah Hess  
Sheila McIntyre

### Weekend with Friends and Spago Home Staff

#### Residential Manager

Maureen Stiers

#### Program Coordinator

Debbie Crawford  
Rosanne Boutette

#### Residential Staff

Julie Arthur  
Natalie Azzopardi  
Dylan Bechard  
Alice Benoit\*  
Kari Blake  
Mercedes Buhagiar  
Giulia Carchedi  
Cathy Chartier  
Ginger Conway\*  
Melanie Dault  
Peter Dellebeeck\*  
Rita Ferrarelli\*

Tabitha Gagnon\*

Josh Gast

Bujar Gjuka

Kathleen Hunter

Shelley Johnson\*

Heather Krantz

Kathleen Lisinski

Angela MacDonald\*

Rae Neill

Brittany Nisbett

Heidi Nourse-Hotz\*

Jessica Pepper\*

Sarah Plahcinski

Roxanne Ramjattan

Robert Rivard\*

Becky Rivest

Claudia Ruggeri

Kelly Thornton

Amanda Vollick-  
Ross\*

Chelsea Willis

Susanne Wisdom\*

\* resigned during  
the year

#### Maintenance:

Ken Kilmury

### Our Time Programs

#### Program Coordinator

Chelsea Willis  
Rae Neill

#### Support Staff:

Claudia Alberelli  
Dunia Bejtic\*  
Jacqueline Cervini\*  
Cathy Chartier  
Morgan Cooper  
Maria Coppola\*  
Mike Cousineau  
Meagan Godwin\*  
Lauren Hamilton  
Holly Harb  
Shelly Johnson\*  
Brenda Jonsson  
Dawn Kavisto\*

Kathryn Kotulak\*

Ashley McManus  
Cassandra Murray  
Scott Miller  
Daze Miranda\*

Roslyn Rainville  
Becky Rivest  
Guylene Rocheleau\*  
Samuel Shinde  
Patty Stuhar  
Dana Thompson  
Laura Wallingford  
Lisa Vertz\*

Note: Several Residential  
Staff who work at Weekend  
with Friends and the home  
on Spago Crescent also  
provide support in the Our  
Time Programs.