



# Continuity Care Inc.

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

**Annual Report  
2020 - 2021**

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# CONTINUITY CARE INC.

## 2020-2021 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 - Crofo 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:

- Adeline Berg**                    Community Member – Retired (Hope Centre Inc.)  
(*joined the Board June 2001*)
- Jeoff Chipman**                Community Member – President and CEO, Stephenson Group Inc.  
and former Vice Chair of Continuity Care’s Capital Campaign  
(*joined the Board in 2007*)
- Krista Clendenning**        Community Member – Associate Lawyer 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*)





## A Message from Our Board President

I have always been someone who is most comfortable working from "behind the scenes". So, when I was asked to consider becoming the new Board President my first reaction was, "Who Me?" "I don't feel that I am qualified for that position". That was my first reaction but with the support of the Executive Director, the administrative team and my fellow board members, I've embraced my new role within this organization; it's given me more confidence and the ability to step out of my comfort level and learn new things.

Many of us have had to adjust to new things over the past year because of Covid-19. Some of us had to learn how to Zoom or Facetime with our loved ones. Some of us even learned how to use a computer or an iPad for the first time. Learning new things is always scary, but with the help and support of people around us, we can overcome our fears and get through this together.

As Board President, one of my biggest concerns was, how are we going to be able to continue to help families throughout this pandemic. But rest assured, we have not let this virus stand in our way of learning new ways to connect with families across Manitoba. We continue to be supportive to families even if we cannot meet them in person. We continue to advocate for those individuals that cannot advocate for themselves, especially in a time when it has become very difficult to hear the concerns and fears of the most vulnerable.

I have learned a lot over the past year but first and foremost, this experience is without a doubt, very rewarding. There is no certainty as to how much longer we will have to deal with this pandemic, but I look forward to a brighter year ahead when we can once again meet face to face, hug our loved ones and come together to celebrate joyous occasions again.

Until then, take care of yourself, your families and one another.

A handwritten signature in cursive script that reads "Sherry Desilets".

Sherry Desilets  
Board President



## A Message from Our Executive Director

I want to start by posing a question. Choose the answer that best completes this sentence. It's been a year \_\_\_\_\_.... a) that will go down in the history books b) that I want to put behind me and forget c) that tested our ability to cope and deal with so many challenges d) that made me realize what was really important. My answer to this question is e) all of the above.

I remember the day back in March of last year (2020) when the pandemic became very real to me. I was at an Abilities Manitoba meeting, and we were discussing pandemic response plans. The next day, on March 12<sup>th</sup>, the province announced the first presumptive COVID 19<sup>th</sup> case in Manitoba. This was no longer something that was happening elsewhere in the world, COVID-19 had arrived in Manitoba, and we now had to be ready to respond.

The first impact felt by our organization was the decision to postpone our annual fundraising event, the Mike Keane Celebrity Hockey Classic, which was scheduled to happen the following week. Not having this event take place had immediate effects on our budget planning for 2020-21 and we were faced with several uncertainties for the coming year. Next, we needed to create our organization's pandemic response plan, which included shifting all our services and supports from in person to virtual and setting up our staff to work remotely from home.

I remember thinking that this was only going to be temporary, maybe a few months and then things would get back to normal. Who would have guessed that 15 months later, we would still be living in this pandemic world? We have all been impacted by the pandemic in our own way, some more than others. Navigating through this new way of living has tested our ability to cope and respond to increased challenges and stress.

The glimmer of hope is that if we continue to follow guidelines, limit our contact with others and get vaccinated, we will get us through this and hopefully things will open up again in Manitoba.

Until then, take care of yourselves and your loved ones and try to remember that this too shall pass and there will be better days ahead.

Sincerely,

Suzanne Swanton - Executive Director

## **BOARD GOVERNANCE**

We would like to recognize two very special people who are leaving the Continuity Care board this year. You will both be missed around the boardroom table!



**Linda Ormonde** – Linda joined the Board in 2000. “I had been attending workshops etc at Continuity Care when Bob asked me to join. I mostly did it so I could get info. It evolved from there.” She stepped into the role of Board President in 2005, which was a very challenging year for the organization with the passing of Bob Manwaring and later that same year, Helen Steinkopf. They were also in the midst of the Capital Campaign for our Endowment Fund. She also led the organization through transitions in the Executive Director position, from Bob Manwaring to Karen Leggat, and then helped Suzanne Swanton settle into her role. During this time, Linda stepped in and helped in the office answering phones and getting things organized.

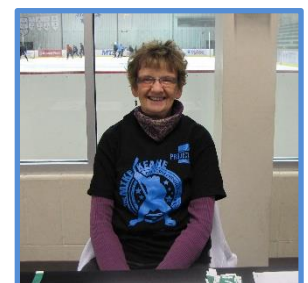
Linda served as board president until 2009 and then in 2010, co-chaired with Jane Schledewitz as she transitioned into the role. She is a current member of the Family Advisory Committee, serving as chair for many years. She also was a member of the Human Resource Committee. She has volunteered with many of our events, including the 10<sup>th</sup> Anniversary AGM , the 20<sup>th</sup> Anniversary AGM, the Mike Keane Celebrity Hockey Classic, Family Fun Nights and BINGO and Mingle. Linda has also shared her experience and perspectives on other committees, such as Abilities Manitoba Quality Framework and at several of our workshops. She is also willing to connect with other parents on an individual basis, which has been so beneficial to others.



Linda does not like to be the center of attention, but we want to take this opportunity to recognize all that she has done for Continuity Care over the past 21 years. She is always willing to lend a hand in whatever way is needed and her hard work, leadership, passion and dedication does not go unnoticed. Thank you Linda for your many contributions over the years and for helping to get Continuity Care to where we are today.



**Adeline Berg** - Adeline was a supporter of Continuity Care before the organization officially formed. In her role as Director of Residential Services with Hope Center (now known as EPIC Opportunities) Adeline used to attend meetings with parents who were aging and had adult children still living at home. This was the beginnings of the Senior Parent to Parent group and Bob Manwaring attended some of those meetings as well. These were some of the pioneer parents who become Continuity Care’s first members. Adeline felt honoured to be asked by Bob to join the board as an agency representative (in June 2001). “I believed in what he was doing as I was seeing the need for this kind of an organization as I met with many families who were aging on a regular basis. Of course they



were all worried about what would happen to their child with disability after they died.” During her years on the board, Adeline served as the Chair of the Human Resources Committee up until 2017. Her leadership, management experience, knowledge of employment policies and practices and support was so greatly appreciated and helped to strengthen and grow our staff team. She was also a member of the Family Advisory Committee for several years. Adeline also volunteered at our Mike Keane Celebrity Hockey Classic and was a regular attendee at our events and board meetings. After she retired from her role at EPIC Opportunities, she taught two courses, Foundations in Disability and Community Support and Supervision in Human Services Settings throughout the province. In that role she shared information about Continuity Care to her students.

Adeline’s wealth of experience and perspectives as a service provider, together with her strong values, passionate personality and determination have been a gift to our organization over the past 20 years.



## **STRONG FINANCIAL BASE**

The members of the Finance Committee are Merv Gunter (Treasurer), Jeoff Chipman, Brian Coughlin, Patti Makinson and Suzanne Swanton.

This past year was a challenging one for our Finance Committee and Board as the arrival of the pandemic coincided with budget planning and the start of our new fiscal year. With so many unknowns, it was difficult to know what to expect for revenues and expenses.

What we did know is that our annual fundraising event, the Mike Keane Celebrity Hockey Classic had to be postponed. The plans for this event are still on hold until the pandemic has passed, and public health orders allow for larger indoor gatherings and travel is permitted, as many of the NHL alumni travel from other provinces and from USA too. We look forward to when we can host this event in partnership with the True North Youth Foundation and celebrate its 10<sup>th</sup> anniversary.

We needed to look for other revenue sources to make up for the loss of our fundraising revenues. We applied for COVID related grants from The Winnipeg Foundation who stepped up to respond to the needs of the community and so many charitable organization who were in a similar situation. We were successful in receiving a \$10,000 Emergency Grant and then later a \$50,000 Stabilization Grant. We are truly grateful for the support we have received from The Winnipeg Foundation and know that our financial position would look much different if it were not for their generosity and proactive response to the pandemic. Thank you does not seem like enough.

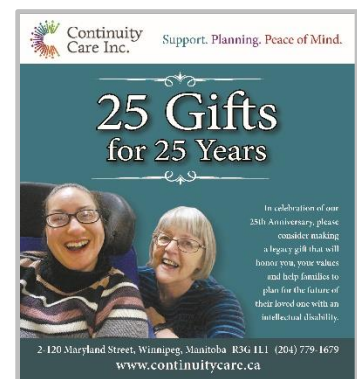
We applied for the federal government COVID wage subsidies, including the 10% Wage Subsidy and the Canada Emergency Wage Subsidy and were successful in receiving these benefits for the majority of the qualifying periods.

We also applied for the Manitoba government Bridge Grant and City of Winnipeg COVID grant and were successful in receiving both of these grants.

The result of all these efforts and initiatives helped to make up for the financial losses and allowed us to maintain our current operations and staffing, during what has been a very unstable and unpredictable year. We have some good news to report. Our Endowment Fund, which is our main source of funding, managed by The Winnipeg Foundation has grown over the past year. The market value of the fund as of March 31st, 2021 is \$3,829,689 compared to \$2,844,428 in March 31, 2020. The significant growth since our previous year 's report is a result primarily of the stock market's strong recovery, after a major drop due to the pandemic, as well as a very generous gift from a member of Steinkopf family. The spending policy of The Winnipeg Foundation, which determines the amount that we receive from our Endowment Fund on a quarterly basis, continues at 5% and will be reviewed by TWF at the end of their fiscal year (September 2021). Again, we would like to acknowledge the prudent management by The Winnipeg Foundation during this challenging year.

We continue to work on our planned giving program. Suzanne continues to be a part of the CAGP mentorship program and is working on our gift acceptance policy and procedures. For our 25<sup>th</sup> anniversary we started to advertise our legacy giving campaign with an ad in the Winnipeg Free Press – Leave a Legacy supplement – 25 gifts for 25 years.

We would like to thank Samantha and Ryan from Rawluk & Robert for their expertise and involvement in preparing our year-end financial statement again this year. We would also like to thank and recognize James Doer for donating his time each month to review our monthly financial statements while he is trying to enjoy his retirement. His generosity, advice and support has helped us in so many ways, not just this past year, but over the many past years.



Finally, we are so very grateful to the many donors who made gifts in support of Continuity Care, the Baby Boomer Café and our Endowment Fund during the past year. We recognize that this past year meant financial hardships and uncertainty for everyone, so please know that each donation we received means so much to us.

### **STRONG, STABLE STAFF**

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

The main area of focus for the Human Resource Committee this past year was how to maintain our current staff team, ideally without having to reduce hours. As the Board prepared the budget for 2020-21, there was a great deal of uncertainty about the pandemic and how long it would last and how it would impact our organization financially. At that time, we were able to commit to extending the Member Support and Outreach Facilitator on a full time basis until September. Midway into the year, the Finance Committee reviewed our financial position and



thanks to the COVID related grants and the federal government wage subsidies that we received, we were able to extend Chanique's employment to the end of the fiscal year and maintain our other staff positions, without any interruptions or reductions.

The stability of our staff team has allowed us to continue to provide our regular services and supports to our members and also provide outreach and supports specific to the needs of our members related to the pandemic.

The HR Committee has also been working on developing evaluation and outcome measures for the Member Support and Outreach Facilitator position. This will include a survey that will be sent out to lifetime and annual members regarding the outreach, support and resources which have been provided and will help us better understand the impact of adding this new staff position.

This committee has also been reviewing our Human Resources Manual and updating policies and procedures as required.

As an organization and as a HR Committee, we feel fortunate to have weathered this pandemic so favorably and to have such a skilled, valuable, and dedicated staff team. The photo of Suzanne, Patti, and Chanique is taken on a chilly winter day in February as they participated in The Winnipeg Foundations Centennial Trail Contest, as a team bonding activity. Thanks to their efforts of finding all the locations with the gold coins and sharing their Tweets and Facebook posts, Continuity Care was chosen as one of the organizations to receive a \$1000 prize.



## **ADVOCACY**

Advocacy has been needed more than ever this past year. The issues and challenges which individuals with disabilities and their families experience with day-to-day living, accessing services and supports and navigating through the system were already difficult. Added to that has been this extra level of weight and difficulty related to the pandemic. COVID-19 has impacted us at every level, and we are all doing our best to respond as best we can.

Continuity Care's advocacy plan and list of issues has grown, and we have done our best to respond by providing our members with additional support and resources and by joining forces with other organizations to tackle larger systemic issues.

Examples of some of the COVID related advocacy efforts include:

- Meeting with families, listening to how the pandemic has impacted them and trying to help them obtain the services and supports they need to manage on a day-to-day basis. As schools and day programs were closed, respite supports were less, and some parents and caregivers lost their jobs or were trying to work from home.

- The recognition of front-line direct support workers in the disability sector as essential services and to be included in provincial wage subsidies.
- The recognition of Essential Care Partners and including this important role when individuals with disabilities are accessing the Health Care System
- Ensuring that families are receiving accurate and current updates from CLdS regarding visitation during the changing public health orders and about vaccination protocols.
- The development of Triage Protocols in Manitoba to ensure that vulnerable citizens are not discriminated against when accessing critical care services.
- Provincial and federal COVID benefits for persons with disabilities.

Not related to the pandemic, other areas of our advocacy efforts have included:

- Providing input from our members and Family Advocacy Committee to the VPA Task Force regarding their recommendation for the review of the VPA - particularly in the areas of supported decision making, the role of the SDM and the annual reporting.
- Input on the new provincial Income Support Program for persons with disabilities.
- Addressing the growing need for services and supports for those who fall through the cracks in the system and do not qualify for adult services, such as CLDS and Community Mental Health.
- The closure of Manitoba Developmental Center, which the government announced in January 2021, to wind down operations over the next 3 years.

We are active members of Abilities Manitoba and the Children’s Coalition and endorse the work of Barrier Free Manitoba.

Continuity Care also supports the Family Advocacy Network (FAN) of Manitoba and works in collaboration in our efforts to represent the voice of families and have helped to promote FAN to our membership.



## **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 other areas, such as advocacy, services and supports and a strong financial base.

As you will read in our advocacy report, this past year we have collaborated with other disability organizations regarding pandemic issues impacting individuals with disabilities,

their families, as well as staff and services providers in our sector. These alliances include Abilities Manitoba, Barrier Free Manitoba, Family Advocacy Network of Manitoba, Public Interest Law Center, People First of Manitoba and Canada.

In the area of transitioning to adulthood, Suzanne was also involved in presenting with Anne Kresta to the St James Assiniboia School Division about the Launch into Life curriculum. This opportunity was beneficial in many ways as it helped to promote this valuable resource with educators, as well as promote our organization and make some new connections. We also participated in the Metro Winnipeg Council for Exceptional Children Transition Forum, which was a virtual event this year.

The Family Gathering which was scheduled for April 2020 had to be postponed due to the pandemic, but the planning committee (Innovative LIFE Options, Community Living Manitoba, FAN of MB, Continuity Care and some additional volunteers) continues to meet and are working on a video series which follows the same themes of advocacy, relationships/support networks and planning.

New this year, was the creation of the VPA Task Force and our members were invited to provide input on the recommendations that this task force is submitting to the government to strengthen and improve the Vulnerable Persons Act.

Suzanne has also created some new connections through the CAGP Mentorship program, which has been helpful in building her knowledge about planned giving to help develop our own gift acceptance policy and procedures. We will be putting this to good use as we develop our planned giving program in the coming year.

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 build our knowledge and resource base. We are also 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.

## **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, Linda Ormonde, Jane Schledewitz, Sherry Desilets, Monique Chaput, Deb Roach, Suzanne Swanton and Patti Makinson who takes minutes. This past year, Rachel Smith joined this committee. Rachel is a parent of a school aged son and brings her perspectives from this younger age and stage. Rachel is also a member of the Family Advocacy Network of Manitoba. Chanique Phillips has also provided regular updates to this Committee.

The Family Advisory Committee was very active this past year, meeting by Zoom almost every month. Our agendas were full as there were many issues to discuss related to the impact of the pandemic on our organization and members, how we adapt our services and supports from in

person to virtual and online options and addressing the needs and challenges that our members are experiencing.

Other issues related to COVID-19 and the pandemic included:

- Supporting Abilities Manitoba and disability organizations in advocating for direct support professionals in our sector to be recognized as essential and included in the provincial wage subsidies.
- Advocacy related to the role and recognition of Essential Care Partners.
- Changes to Shared Health's Code Red visitor policy to include Essential Care Partners.
- Support to Barrier Free Manitoba in their efforts to ensure that Manitoba has triage protocols in place and that they are not discriminatory of people with disabilities.
- Ensuring that families are receiving regular updates by CLdS with updates on changes to services, visitation policies, and vaccination rollout.
- Sharing information about provincial and federal COVID benefits for people with disabilities.

We also needed to continue to make progress on our regular business items related to our strategic planning goals.

With the help of Krista Clendenning, Board Member and lawyer, we were able to make good progress on the Advisor to a Trust Service option for our lifetime members. Krista and Suzanne were working together on the remaining documents needed but realized it would take more time than they had. Krista reached out to the Faculty of Law at the University of Manitoba to see if this was a suitable pro bono project for students. In January 2021, the project was approved, and three law students were assigned to work with us. Krista and Suzanne met with the students between February and June, and they were able to complete several of the documents. Krista and Suzanne will continue with the remaining documents over the summer, and we hope to finally have this service ready to launch in the Fall 2021.



From top left to right:  
Michela Levi, Suzanne Swanton  
Krista Clendenning, Ashley Bains  
Alexis Alevizos

We made a new connection with some service providers in Brochet, a remote, northern First Nations community. They were interested in what services and supports we could offer to

young adults and their families who are transitioning into adulthood. They have become new members and have joined in on some workshops. There are some challenges with having a strong, stable internet connection, however, we will continue to keep in touch and assist with sharing resources and offer assistance and support to their community members.

We created three new resources to share with our members; A Guide to Supported Decision Making for Families, the Getting to Know the Person Better: Interest and Activity Profile and Avoiding Boredom. We also updated the Emergency Health Information Form. Thanks to Chanique for her creative talents and to the members of this committee for their valuable input and editing skills. These resources are now being shared with our members and with others beyond our organization as well.

This year, we had the opportunity to provide our input to the VPA Task Force on the recommendations to improve the Vulnerable Persons Act, specifically in the areas of Substitute Decision Makers, the annual reporting process and supported decision making. Some of our members were invited to be a part of a focus group about support networks and supported decision making and we were also invited to join one of the sub-committees.

We have identified a new project idea to address the gaps and barriers that adults with Autism, and their families, experience when trying to access the services and supports they need to move out on their own. This is one of several groups who fall through the cracks in the system, and we want to collaborate with other groups and organizations to address this need and work together to identify resources and possible partnerships for a pilot project. FAN of MB members has also identified this as an issue and we have met to discuss opportunities to collaborate in the coming year.

It's been a busy year for this committee, and one filled with many new challenges related to the pandemic. Although we have all been impacted by COVID-19 in our own ways, we are still passionate and dedicated to making things better for people with intellectual disabilities and their families. Hopefully, we can help to lessen the weight on their shoulders and let them know that they are not alone in what they are experiencing.

## **OUTREACH TO LIFETIME MEMBERS**

*Report by Chanique Phillips*

It really is amazing to think about how quickly our team and the families we support were able to adapt to this idea of 'virtual meetings'. It almost seems like it happened so effortlessly, but let us be honest, technical difficulties, confusion, and frustration in learning a new way of doing things were certainly present in this transition. Nonetheless, we have managed to continue doing great work and outreach to the families we support.

In a year where many activities, programming and supports were removed from people's lives, our support and advocacy has remained more important than ever, and I am happy that I was able to continue in my position and offer this assistance to families. I created an 'Avoiding Boredom' document full of resources that individuals and families could utilize, Information and Activities profile inspired by the flux of new staff in and out of shift staffed homes and

family homes during this pandemic; providing a concise and simple document for staff to get to the know the individual that they are supporting.

I have also provided advocacy in cases where supports and services were removed but were very essential for a family and/or for the wellbeing of their loved one with a disability and of course, I have continued going over our planning checklist and meeting with our members to plan for the future of their family member with a disability.

To date, we have 89 Lifetime Members, 18 that do not need outreach (or no longer need due to change in family situations), 60 initial outreach meetings that have been completed and 3 partially completed. Letters have been sent to those I have been unable to get ahold of, and all members have been reached out to on multiple occasions. Some members I have been in contact with on a more consistent basis depending on the concerns they have had, advocacy that has been needed or additional planning to be done, while others have required less outreach. I have continued to follow up and stay in touch with many, ensuring they know we are here to support, provide guidance, listen, and advocate as concerns may come up.

We currently have 77 annual members and have seen this number grow exponentially over the year due to the workshops we have held and the additional supports that families have needed. Of these 77 annual members, 12 do not require outreach, 26 meetings have been completed and all members have been reached out to either my email or a phone call.

In addition, I started this year by doing wellness checks to our members to ensure they knew we were still here to support. I know the incredible stress this pandemic has put on families and we wanted to make sure they knew that Continuity Care was still here to support, provide guidance and in some cases, advocate for services. I have continued, and will continue, to check in with our members as needed.

## **SHARING CIRCLE OF SUPPORT PROGRAM**

*Report by Chanique Phillips*

Sharing circles of support: a very meticulous, timely, rewarding, beautiful and challenging thing to create - wait until you throw covid-19 into the mix. In the beginning stages of covid-19, we wondered how we were going to continue circle gatherings and maintain the active circles that we had, but like everything, we had to adapt and more than ever, circle gatherings were going to be important. I have been able to bring people together during this time of disconnection and isolation. The circles are certainly not the usual potluck or fun activity out in the community, but we have certainly found ways to make it work and have fun! A few ways we have done this: playing games such as, "name that tune" for a member who has an absolute love for old tunes, going on a virtual zoo tour and watching live camera footage of animals for a member who is missing zoo visits, using Jack box gaming platform to play virtual games over zoom, having circle members talk about what they



have been doing to keep busy and stay well; offering one another tips and suggestions. We have had old circles come together and brand-new ones begin. Covid has not stopped us!

We currently have 5 circles inactive, due to covid. These families have wanted to put things on hold. I have had consistent virtual meetings with 5 of our circles. I have also started two new circles, one of which, we have had our first few gatherings. We also have 13 that have expressed interest, but not quite ready to get started on this process.

This process often provokes different fears and uncertainties within parents, and I know covid has made some of those uncertainties more prevalent, but with conversations and our sharing circle of support workshops, I have continued to share the benefits of this and encouraged families to think about this.

### **EXPAND USE OF TECHNOLOGY**

The arrival of the pandemic last March gave us the push we needed to make changes in this area.

As part of our COVID-19 response plan, we shifted to using Zoom for our groups, workshops, board meetings and committee meetings. We also offered this as an option when meeting with families on an individual basis and for sharing circle gatherings. It's been a steep learning curve for everyone, but we find Zoom to be a user-friendly option and it's accessible to most of our members. We are still offering the teleconference option for those who do not have a device with a camera or have internet service. We also have the options of using MS Teams or GOTO meetings as those are preferred options for government related meetings.

In April, the public health orders dictated that our staff could no longer work out of our offices at 120 Maryland, as we do not qualify as an essential service. There were many challenges with working remotely from home. We only had one laptop and one cell phone at the time. Our computers are not connected to a central server; therefore, we didn't have access to electronic files. We had to have our mail delivery redirected to a home address which was an added cost. We managed the best we could with what we had, but it was not ideal and we felt quite disconnected as a staff team. During the summer months, the situation seemed to be improving and we thought that by the fall we would be able to return to business as usual. As numbers began to increase and the second wave hit, we realized that we would need to continue to operate remotely, virtually and be accessible to our members.

We hired an IT consultant, Charles Jensen from Uptime Networks & Technologies Inc., who assessed our current set up and made some recommendations as to what we could do to operate more effectively and efficiently. We purchased two new laptops, a new cell phone and upgraded to Microsoft Office 365. We have also transferred our website hosting to Charles' company and will be making to additions to the content on our website in the coming year.

The successes and benefits from these changes are that we have been able to learn and adapt to working differently. We have been able to connect with more families from all areas of the province and there has been some cost savings by utilizing technology (less printing, less travel) and we did not have to cancel meetings on those stormy winter days. As an

organization, we are in a better position to offer and expand our services and supports to families across Manitoba going forward.

### **KNOWN MORE BROADLY**

The main goal under this objective is to create a marketing and promotions strategy and utilize the promotional materials we have recently developed.

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. This past year, we had to rely on these marketing tools more than ever, because we were not able to meet in person.

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 738 individuals, families or organizations receiving our newsletter. Of these, 544 people have chosen to receive it by email and 194 by mail. Current and past editions of Continuity News can be viewed on our website at <http://www.continuitycare.ca>

Although our printing needs were reduced this past year, we are still grateful 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!

### **WORKSHOPS**

The workshops that we offer continue to be popular with our members and to others in the community. They provide an opportunity for our members to gain information, tools and resources, ask questions and connect with other families.

This year, our workshops were held virtually using Zoom and by teleconference, as we weren't able to meet in person. We needed to educate ourselves and our members on how to use



Zoom, but it has proven to be a user-friendly option and allows people to participate from the comfort and safety of their own homes. We have had more members from rural and northern communities join this past year, which has been a positive outcome.

We offered 10 workshops this past year and 3 were newly created topics – Caring for the Caregiver, Leaving the Nest: Planning for the Big Move and Who’s Who: Roles and Responsibilities. All of the workshops were well attended and we received many positive comments on the evaluation forms.

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

- Jane Schledewitz – Continuity Care member
- Laura Schnellert - Continuity Care member
- Anne Kresta – AMI and Level it Up
- Krista Clendenning – Lawyer with Tradition Law
- Pam Friesen – Continuity Care Member
- Sherry Desilets – Continuity Care Member
- Monique Chaput – Continuity Care Member
- Scott Smith – Pulford Community Living Services
- Laurie Miller and Barb Collerman -Elias – Innovative LIFE Options
- Nolan Aminot – Community Living Disability Services
- Vincent Villanueva – Employment and Income Assistance
- Ted Wolstencroft and Paige King – Employability Assistance for Persons with Disabilities
- Shannon Friesen – Community Living Disabilities Services
- Chanique Phillips – Member Support & Outreach Facilitator
- Suzanne Swanton – Executive Director

## **GROUPS**

This past year we offered our groups virtually using Zoom. The daytime parent group met on a monthly basis, Thursday mornings from 10 to noon. We had a core group of regulars who continued to join in the group, but some were not comfortable using Zoom, therefore, they chose not to participate. We also offered the option to join in by phone using our teleconference plan and that allowed some who didn’t have a computer or internet to still participate.

We weren’t getting much response for the evening parent group, therefore we decided to re-brand it and call it “Coffee and Connections” and make it more informal. Those who want to join and stay on the call for the full two hours can do so. If others just want to stay for a shorter time, that’s just fine. We have been offering it on a bi-weekly basis in the evening. The numbers are still low, however, it is meeting a need for the parents and siblings who have joined. Sometimes a smaller group size is beneficial and allows more time for sharing and can be less overwhelming.

The adult sibling conversation evenings are offered once each quarter and those are smaller groups as well, but again are meeting a need and beneficial for those who are taking part.

Overall, the group attendance has been lower than expected this past year. We recognize that parents are busy and may not have the time to join a group at a set day and time. Taking this feedback into consideration, we have decided to start a new private Facebook group, called “Continuity Care Families”. We have 21 members so far and hope that it will continue to grow and be a place to share and discuss questions, resources and challenges.

## **BABY BOOMER CAFÉ**

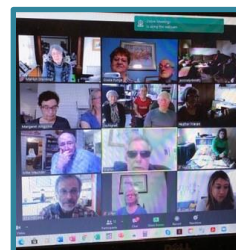
*Report by Gisela Runge & Albert Yanofsky*



This has been a trying year to come together as a community, due to Covid-19. Our last fun gathering before the lockdown was in February 2020 at the Kildonan Community Church, attended by 26 people. On August 29, we held a safe outdoor event in Bird’s Hill Park with an attendance of 15 persons. It was very special as our group had not seen each other for quite some time. We were fortunate to have Suzanne Swanton, Executive Director of

Continuity Care join us. Our focus was on catching up with each other, while enjoying a meal together that was served vs. buffet style as we followed protocols for eating in a group setting. There was the usual energetic singing, led by Bob Hanley. Our next occasion would have been a winter café, but unable to gather, we sent every member a beautiful holiday card with warm wishes and a gift card for each member to use when safe to shop. This was sent mid-December, and we received some positive feedback in appreciation for reaching out.

The committee met a few times to discuss how we can reach out and support our Baby Boomer Café community. We held a very successful Zoom Sing Along on March 27, attended by 25 persons. This virtual gathering enabled us to invite the Steinkopfs, who participated from London, England as well as Toronto, Ontario. The Steinkopf family support is much appreciated.



For Easter and Hannukah, greeting cards were sent to all members at the end of March. This was our last contact with members for the year, although plans were already in place to hold a second Sing Along to take place on June 12<sup>th</sup>. We look forward to this virtual get together with 25 people registered to participate.

This past year we had some sad news as a few members passed away. Albert Yanofsky’s mother, Vivian Yanofsky, passed away on September 16, 2020, our dear Justine Steinkopf, daughter to Helen and Maitland Steinkopf, passed away on December 2, 2020 and our very long time member, Ben Friesen, husband to Heather, passed away on February 5, 2021. Their contributions and support will always be remembered with love.



In conclusion, we look forward to a better year in terms of gatherings as Covid-19 cases start to drop and events and gatherings open up in the summer. We wish each and every member of the Baby Boomer Café, together with their family and friends a wonderful year.

Looking forward, plans for a huge 20<sup>th</sup> anniversary celebration of the Baby Boomer Café has moved to 2022. More news will be shared at a later date.

## **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 2020-2021 year.

Brian & Diane Coughlin	Edward & Ann Zebrowski
Anonymous Donor	Lisa Cohen
Jane & Brian Schledewitz	Linda & Brian Ormonde
Estate of Justine Steinkopf	

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 2020-2021:

Anna & Ross Stokke	Brian & Diane Coughlin	All Charities Campaign
Daniel Swanton	Leslie Bering	Canada Helps
Dorothy Schumacher	Lois Brothers	RBC Foundation
Linda Demers	Sandra Geoff	Elvira Cantafio
Mel & Eileen Lomenda	Joanne Broughton	Delvina Hubert
Art & Wilma Hock	Maria Calixterio	Jane & Brian Schledewitz
Marcy Tschetter	Shelly Blanco	Cécile Alaire-Skene
Rebecca Ehnes	Gisela Runge*	Albert & Sharon Yanofsky*
Barbara Anhang*	Monique Chaput*	George Saltzberg*
Mark Tolchinsky*	Sid Tolchinsky*	Joy Noguchi*
Eleanor Wiebe*	Brian Scharfstein*	Brenda Schachter*
Judy Charach*	Charles Tax*	Robert Tollefson*
Lawrence Cohen*	Kathy Taylor-Hallick*	The Gail Asper Foundation*
Robert & Barbara Schwartz*	Jocelyn Steinkopf-Bussin*	Marilyn Steinkopf*

All the Canada Help donors in memory of Justine Steinkopf\*

## **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...



### **Vivian Yanofsky**

Vivian was a beautiful, down to earth lady, who cared about others, and loved her family above all else. She was a kind woman of good deeds, with a heart of gold, teaching us to look after one another. She volunteered with Bnai Brith Women, Continuity Care, L'Avenir Cooperative, and in the Seven Oaks School Division. Vivian enjoyed helping others, especially those with special needs.



### **Ben Friesen**

Ben was a kind and compassionate person, with a gentle sense of humor and many talents such as woodworking and guitar playing. He was a strong supporter and advocate for the Baby Boomer Cafe and all its members for almost two decades. He very much enjoyed attending, participating, organizing, smiling, and singing and playing on his guitar.

## In Memory of Justine Steinkopf



Justine lived a remarkable life, thanks to her Mother and Father, siblings and her many nieces, nephews, aunts, uncles and cousins. That is what her family wanted and planned for her so thoughtfully and carried out so well. Justine was fortunate to have such a caring, loving family who supported and advocated for her; each in their own ways.

I often referred to Justine as my hero as she has taught me so many life lessons. The first is about not giving up. As you well know, Justine was fiercely determined and persistent and did not give up easily. I remember being with her at a Bomber game and they were losing quite badly to the Tigercats. Justine kept cheering them on with such passion and hope that they would win. She did not want to leave that game early that night.

The second lesson is about staying active. This was so important to and for Justine's health and well being and required effort and encouragement. Continuing to work out with her personal trainer three times a week for many years was and is admirable and inspiring to me and others.

Another lesson is Justine's love of her family and the ways in which she showed this to others. Justine shared so many stories with me about her Mother and Father. I did not get the honour of meeting either of them before they passed however, I feel like I got to know them through Justine's eyes and what was important to them. Justine also loved each of her siblings and their families and enjoyed showing me pictures from her trips and special occasions and celebrations. She looked forward to her family visits.

Justine also taught me the importance of savoring the moment. I think of her enjoying a special treat or dessert, like the famous chocolate tortes from Eiffel Tower bakery or a frozen yogurt from Sargent Sundae and how she savored every bite and morsel, licking her fingers and sometimes the plate too!

Justine also expressed her joy freely and without inhibition. I think of the joy in her eyes and on her face when she opened a card or a birthday present, no matter how big or small. I have a photo of her opening her gift at Shalom's Hannukah party and it was a McDonald's gift card, and it just captures pure joy in that moment.

Finally, Justine had her own special way of letting people know how much they meant to her. "Cute Eyes" was one of her terms of endearment which meant so much when she called us that. Also "her Favorite Brother Max", "her favorite cousin, Ivan". She had so many favorite people in her life and so many connections in her community. We were blessed to have known her and she will be dearly missed by so many people.

