



**Continuity
Care Inc.**

Support. Planning. Peace of Mind.

**Annual Report
2022 - 2023**

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A Message from Our Board President

As I sat down to write this year's President's report, I found myself reflecting on the past year and wondering, *"Where has the time gone"*

I think I can confidently say that sailing the Covid rough waters are behind us.

Continuity Care turned 25 years in 2020 but we had to postpone our celebration due to Covid. We were finally able to celebrate on October 6, 2022, and what a celebration it was!!

After a three-year absence due to Covid, the Mike Keane Celebrity Hockey Tournament returned in March 2023. Continuity Care is always honoured to be part of this fundraising event and we are always so thankful for all the volunteers that come out and help make this event such a success.

There's been a few changes when it comes to the faces around the boardroom at Continuity Care. We said goodbye to three wonderful board members: Jane Schledewitz, Art Hock and Kim Thiessen. We thank each one of them for their passion and commitment to the board over the years. We also said hello to Sherri Water Chief and Max Steinkopf as we recently welcomed them to our board.

I've often referred to Continuity Care as a family and like most families, we've gotten back to a more "normal" routine. It's been a busy year for everyone, and I would like to thank all the staff and my fellow board members for the support, passion, and commitment they have shown over the past year.

Sherry Desilets
Board President

*"It is often the small steps, not the giant leaps, that bring about the most lasting change."
HRM Queen Elizabeth II*



A Message from Our Executive Director

As I reflect on the past year's activities, accomplishments and challenges and think about the celebration of Continuity Care's 25th (now 27 year) anniversary, I am proud to say that I have been a part of this organization's story for 17 years. The years have gone by quickly and the past three years during the pandemic were quite muddled and blurry. This year has been like coming out of a cocoon and transitioning to this new normal with hope, but also trepidation and understanding that we are doing so in our own way and pace.

It's been a challenging year in many ways, for our members and for us, as we walk along side them and try to help them plan proactively and advocate for what they and their loved ones need. Sometimes it feels like it's an uphill battle and you take one step forward and two steps back. The system had its challenges before the pandemic and those were magnified during the pandemic and now, sadly have not rebounded and will take time to recover.

There have been good news for the sector, including funding and wage enhancements, which were long overdue. It's important to acknowledge the accomplishments and the small victories to keep us all motivated, pushing on and moving forward. For this reason, we started a Wall of Wins in our office, with post it notes for each "win" and positive accomplishments. It's been filling up slowly and is a visual reminder that we are making a difference.

I wanted to share some of the accomplishments and highlights 2022-2023 with you:

- The finalization and implementation of our new Strategic Plan for 2022-2025
- Partnering with the 120 Maryland group to take on the Community Based Assisted - Decision Making two year pilot project
- Collaborating with the Baby Boomer Café to co-host our Anniversary Celebration on October 6th
- Launching our new sub-fund with The Winnipeg Foundation in Memory of Justine Steinkopf
- Providing input on the regulations for Bill 72 and the implementation of the new Manitoba Supports for Persons with Disabilities program and the existing EIA for Persons with Disabilities program
- Contributing to the consultation process for Bill 23 – the Amendments of the Vulnerable Persons Act and presenting to the Standing Committee
- Being named to the newly formed IDIA (Intellectual Disabilities Issues Advisory Council) as a representative from an advocacy organization

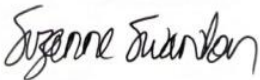
- Starting and growing our new parent group called Finding Hope Within the Cracks to address young adults and adults with Autism who fall through cracks in the system
- Getting back on the ice for the 10th Annual Mike Keane Celebrity Hockey Classic in March 2023

Despite the many challenges, we are making progress. We can't do it alone and neither can our members and the families we support. We lean on each other for support, seek out information and resources to strengthen our knowledge, find others who have the skills and talents we don't and combine forces to take action. It's that shared passion to create change and make things better that fuels us and motivate us to keep going.

It's also important to remember, as parents, family members and caregivers and also for advocates and supporters as well, that you need to take time for yourselves, to rest, recharge and take a break from the "heavy lifting" and your daily responsibilities. For me, it's taking time away from work to go camping, for a hike and being outside. That is where my brain slows down and I can be in the moment, taking in all of the sights, smells and sounds of nature.

Thanks to my family, Patti and Jayda, all of our board members, the partners of the 120 Maryland group and my colleagues and collaterals for being a part of this past year and taking on the challenges and celebrating the accomplishments along with us at Continuity Care.

With appreciation,



Suzanne Swanton
Executive Director



*In order that people may be happy in their work, these three things are needed: They must be for it, they must not do too much of it and they must have a sense of success in it.”
(John Rushkin)*



Financial Stability

Growth of existing and exploration of new financial resources is important to our continued success.

- Maintain strong financial management: **1**
 - Informative and accurate monthly reporting
 - Prudent investment management
 - Responsible stewardship
- Explore & clarify the relationship with True North Youth Foundation: **2**
 - Future of Mike Keane hockey tournament
 - Other opportunities
- Diversify revenue streams: **3**
 - Explore the hiring of a fundraising/fund development consultant to work with us on a 5 prong approach:
 - new fundraising ideas
 - leave a legacy
 - donor stewardship
 - fee for service/social enterprise
 - grant opportunities
- Grow our funds with The Winnipeg Foundation: **4**
 - The main endowment fund to cover our annual operating expenses
 - The new Justine Steinkopf Memorial sub-fund:
 - Phase 1 - to fund the Baby Boomer Café
 - Phase 2 - to provide grant opportunities for individuals in the community
- Explore new office space (before Sept 2025): **5**
 - Explore the financial implications of new office space, analysis of occupancy costs
 - Purchase our own building
 - Co-op model with other orgs at 120 Maryland
 - Start a capital campaign if purchasing
 - Create a sub-committee with reps from Finance, HR, FAC and E.D.



People

Recognize the strength, dedication, and capacity of those who are currently involved and prepare to expand, enhance and diversify for the future.

- Staff: **1**
 - Policy development (getting our house in order)
 - Hire a HR consultant to review and update HR policies related to staff/employment
- Professional development
 - Ensure that wages and benefits are competitive with other non-profits and disability sector organizations
 - Volunteer policies and procedures
 - Be mindful and use a lens of EDI (Equity, Diversity, and Inclusion)
 - Internal communication (regular staff meetings, keeping everyone informed)
- Board: **2**
 - Hire a consultant to assist with:
 - Succession planning
 - Recruitment of new board members, with a focus on parents and siblings and EDI (Equity, Diversity and Inclusion), rural and northern
 - Governance and professional development
 - Recruitment of new members for Sub-committees
 - Form a nominating/governance committee
- Membership **3**
 - Plan to increase our membership base
 - Membership stewardship
 - Expand to rural and northern communities
 - Reflective of EDI (Equity, Diversity and Inclusion)
- Ensure that we are aware and compliant with the standards and requirements under the Accessibility for Manitobans Act (AMA) **4**
 - Increase our volunteer base: **5**
 - Explore the addition of a Volunteer Coordinator to our staff team to assist with recruitment and training of volunteers for:
 - Board members and subcommittees
 - Fundraising and community events
 - Sharing circle/support networks for isolated individuals and those without family involvement



Advocacy

By actively seeking strategic alliances we will advocate on a micro-level for individuals and families as well as on a macro-level for system change.

- Advocating for people who fall through the cracks' focusing on young adults, adults who are not eligible for CLDS and their families: **1**
 - Continue to advocate for those individuals and their families who qualify for CLDS and other formal services on issues they are experiencing: **2**
 - Continue to build our strategic alliances with other disability groups and organizations across Manitoba, such as: **3**
 - Abilities MB
 - 120 Maryland Group
 - Children's Coalition
 - Jordan's Principle team
 - Indigenous organizations
 - VPA Task Force
 - Newcomer organizations
 - Schools
- Lobby the provincial and federal government on issues affecting the disability community - policy and legislation: **4**



Services & Supports

We will continue to provide services and supports that are relevant to those we serve.

- Grow the number of Sharing Circles using a variety of approaches, including: **1**
 - Facilitator model
 - Tool kit – Do It Yourself model
 - Volunteer recruitment for circle members and community advocates
- Continue to provide support to families: **2**
 - On an individual basis
 - Peer support for parents through groups
 - Peer support for siblings, groups and the Baby Boomer Café
 - Helping to connect families on specific areas of interest/need
 - Family advocacy
- Provide opportunities to educate and inform families through our: **3**
 - Workshops
 - Launch into life
 - Planning tools / resources
 - Online learning opportunities (ex. Webinars)
- Expand and provide person centered planning to more members and individuals who are not connected to our organization: **4**
 - PATH & MAP facilitation
 - Fee for service – additional revenue
- Evaluate the kinds of services and supports we are offering and their effectiveness and impact for our members: **5**



Communications & Marketing

Continuity Care will be known across Manitoba for being the "go to" resource for adults with disabilities and their families.

- Launch and promote our legacy/planned giving campaign – by Oct 2022 at our anniversary event: **1**
 - Launch and promote our new advisor to trust service – by October 2022 at our anniversary event: **1**
 - Expand our website to make it more user friendly and easy for people to find us, sign up, join, donate: **2**
 - Phase 1 - add more resources, online membership process
 - Phase 2 - member portal - access to more online learning, webinars
 - Expand our reach to more rural and northern communities: **3**
 - Networking, collaborating and information sharing: **4**
 - Share what we are doing and understand what other organizations are doing
 - Start with the organizations at 120 Maryland
 - Avoid duplication of services and resources
 - Connect with the education system, school divisions and schools
 - Advertise and promote who we are and what we do: **5**
 - Develop a branding and marketing plan
 - Expand our Social media presence
 - Explore new hardware & software to improve communications
 - Maximize Zoom as a all-in-one platform - add audio/phone option
 - Develop our hybrid approach to make it a quality experience for users

Financial Stability

Finance Committee Report

The members of the Finance Committee are Nick Paulley (Treasurer), Merv Gunter, Jeoff Chipman, Karen Leggat, Sherry Desilets, Patti Makinson, and Suzanne Swanton. I would like to express a special thanks to Merv Gunter who served as Treasurer for many years with Continuity Care and sincerely thank him as well as the rest of the Finance Committee for their assistance as I transitioned into the role of Treasurer.

While it is no secret that many organizations had difficulties over the past couple of years through the numerous challenges brought on by the pandemic, Continuity Care was no exception as many large fundraising events and social gatherings had to be put on pause. However, the members of the Finance Committee and the Board as a whole took this challenge head on and were able to weather the storm in order to ensure the future of Continuity Care continues to shine brightly due to very strong, healthy financial base.

To assist with the ever-changing landscape brought upon our society by the pandemic, Continuity Care was able to secure funding of \$50,000 from the Winnipeg Foundation through their Adapt Grant Program. These grants helped organizations build stability in an environment that requires flexibility and creativity brought about by COVID-19. The program, which offered flexible funding based on financial need, distributed a total of \$4.6 million in June 2022 to ensure the continued operation of critical organizations in our city. On behalf of Continuity Care I would like to thank The Winnipeg Foundation for the endless support they have provide not just to Continuity Care but to countless other non-for-profits in our community.

After a three-year hiatus, Continuity Care was extremely excited for the return of The Mike Keane Celebrity Hockey Classic. This event gathers hockey fans from around the province to fundraise money in order to participate in a charity hockey tournament with NHL alumni. This year saw 12 teams participate and thanks to their extreme generosity, Continuity Care received \$35,000. I would like to take this opportunity to thank Sydney Parker and Dwayne Green from the True North Youth Foundation for their continued support and partnership. Furthermore, we are looking forward to the 11th year of the tournament.

Additionally, we were finally able to celebrate the 25th anniversary of Continuity Care and 20th anniversary of the Baby Boomer Café. This night was spectacular and provided many heart-warming and thoughtful memories of the positive impacts our organization has been able to provide. Through donations and sponsorships we were able to host this event at a subsidized price and alleviate any financial burden. Thank you to everyone who was able to attend.

As you can see a lot of work that has been done this past year and we are just getting started. Additional initiatives such as the Innoweave and the Vulnerable Persons Act projects are still

ongoing and will provide additional opportunities for funding and ensure we are able provide further assistance to those who need it most.

As previously mentioned, we have been able to maintain our strong, stable financial base. Both of our Winnipeg Foundation Endowment funds have struggled due to raising interest rates, but we are holding steady at \$3,849,761.76 in the Continuity Care Endowment Fund and \$19,496.35 in the Justine Steinkopf Memorial Fund as of March 31, 2022. Although we are currently experiencing a downturn in the market, we are optimistic for future growth of this fund and the strong and consistent returns it can provide in the years to come.

Additionally, we would also like to thank Ryan Rawluk and his team who conduct the annual review of our year-end financial statements and provide valuable input to ensure accuracy, reliability and transparency in our financial statements.

Finally, I would like to take this moment to thank both Suzanne, Patti, and Jayda. Under their day-to-day oversight from both an operational and financial perspective I am confident in the future of Continuity Care.

Lastly, we wish to express our gratitude to the many donors who continually strongly support Continuity Care and the Baby Boomer Café.

Submitted by Nick Pauley
Treasurer of Continuity Care and
Chair of the Finance Committee



The 10th Annual Mike Keane Celebrity Hockey Classic

We are elated to report that the Mike Keane Celebrity Hockey Classic was held on March 22nd & 23rd, 2023 at the hockey for all centre (formerly the Iceplex). The 10th annual event was delayed for 3 years due to the pandemic and it was a smaller event with 12 teams participating rather than the usual 16 teams. Although smaller in size, the amount of fun and team camaraderie was not lacking and offered a more intimate atmosphere for the players and pros.

Words cannot express how appreciated our volunteers are. They take time from their busy lives and donate it to make this event happen. They may even get the chance to talk to or have a picture taken with an NHL alumni who they have cheered on for many years during their NHL hockey career.

On the evening of March 22nd, our volunteers help with the registration of the players as they arrive and check in for draft night. We also have volunteers operating the coat check, before and after draft night. We also help with providing taxi slips so everyone gets home safely at the end of the evening. All of these roles help us interact with the players who are taking part in the event and give us the opportunity to say thank you for supporting the event.

The hockey tournament starts early the next morning. Our first group of hardy volunteers arrive early to help with the job of security at various checkpoints. The job of standing at the checkpoints is not glamorous and can be quiet at times, but they help to direct players to their dressing rooms and ensure that only players, pros and those who are authorized have access to the dressing rooms and the upper level of the venue.

Another important position is our greeting information table. Volunteers provides scheduled game information as well as the opportunity for the volunteers to talk about Continuity Care and to maybe share their experience. This table represents Continuity Care and what we do! In previous years, these volunteers sold tickets to spectators and fans to watch the games, however, this year, the event was free for all who wanted to come and cheers on the teams.

We also have an amazing team of volunteer drivers, led by Terry Williams. They are responsible for transporting the NHL pros during the event to various destinations and give so much of their time over the two days, and for some, the day after as well. Their reward is getting the unique opportunity to meet the pros and hear all of their stories.

All of our volunteers help to make this event a great success and we appreciate all of their contributions. A special thanks to Patti Makinson, who does a fabulous job of coordinating all of our volunteers.

It is great to work with the True North Youth Foundation staff, including Dwayne Green, Sydney Parker and Logan Mask. We are so grateful for the opportunity to partner with you

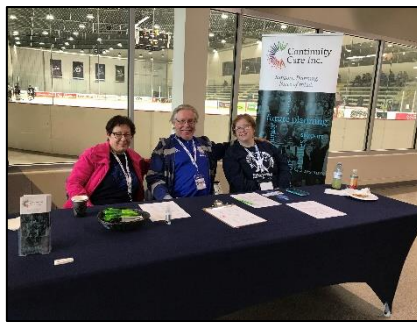
again this year and special thanks to Mike Keane for all that you do to make this event so memorable. This year, Mike was presented with a silver hockey stick for his achievements over the years.



“Participating in the Mike Keane Charity Classic should be a bucket list item for any hockey fan.

From the laughs on draft night, to the story telling in the locker room, to the celebrations on the ice, this a truly can’t miss experience for those who love the game of hockey and supporting our community”.

Nick Paulley



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 2022-2023 year.

Linda & Brian Ormonde
Jane & Brian Schledewitz
Ray Hignell & Barb Heiliger

Edward & Ann Zebrowski
Shayla Mariash

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 2022-2023:

Anna & Ross Stokke
Maria Calixterio
Dorothy Schumacher
Marcy Tschetter
Mel & Eileen Lomenda
Antonietta Lopez
Jeoff Chipman
Art & Wilma Hock
Natalie Mulaire
John Curran
Jane & Brian Schledewitz
Anonymous
John van Houdt

Cathy Laver-Wright
Charles Tax
Linda LeProhon
Gisela Runge
Brian & Linda Ormonde
Marsha Dozar
Iris Burt-Rowe
Garry Sabirsh
Shelly Blanco
Heather Friesen
Merv Gunter
Norbert & Sherry Desilets
Diane Scott
Elsie Hignell

Alexandra Simms
Adeline Berg
RBC Foundation
Rawluk & Roberts
Frank Growth Solutions
The Winnipeg Foundation
Lilian & Art Tendies
Willy & Edward Carlton
Laura Schnellert
Catherine Gates
Dale Kendel
Pat & Paul Cloutier
Rebecca Ehnes
Brenda Halprin

“The support and knowledge of the Continuity Care Team has been huge, I know I can always ask for help when I need it. I joined up for an annual membership and the next year renewed as a lifetime member since I know I am going to be needing support during this journey.

Continuity Care has been the best resource in my entire experience during my journey as a parent of an autistic young person, I appreciate having a sounding board, resources and support all in one place and knowing it will be there in the future.”

People

CONTINUITY CARE INC. 2022-2023 Board of Directors

OFFICERS:

President	Sherry Desilets - Parent (<i>joined the board in November 2014</i>)
Past President:	Karen Leggat - Sibling and business owner - Cropo Funeral Chapel (<i>joined the Board in 2007</i>)
Secretary:	Jo Verstraete – Community Member - Retired (CSP - St. Amant) (<i>joined the Board in June 2001</i>)
Treasurer: Merv Gunter	April to September/22 Sibling and business owner – Frontiers North (<i>joined the Board in June 1995</i>)
Nick Paulley	September/22 to present Family Member and C.P.A. – Richardson International Ltd. (<i>joined the board in November 2021</i>)

Directors:

Art Hock	Parent (<i>joined the Board in September 2004</i>)
Jane Schledewitz	Sibling (<i>joined the Board in September 2005</i>)
Jeoff Chipman	Community Member - Vice - President – McGill-Stephenson Company Limited and former Vice Chair of Continuity Care’s Capital Campaign (<i>joined the Board in 2007</i>)
Terry Williams	Community Member - Retired (Child and Family Services) (<i>joined the Board in April 2011</i>)
Krista Clendenning	Community Member – Partner at Tradition Law (<i>joined the board in November 2018</i>)
Kim Thiessen	Community Member – Occupational Therapist (<i>joined the board in May 2020</i>)

Welcome New Board Members

Sherri Water Chief – Community Member, Board Director



Born and raised on a farm in Southern Manitoba, Sherri recently returned to her roots after a few decades spent in Alberta and British Columbia. Sherri has a Master's degree in Applied Social Psychology from the University of Guelph, along with several decades of experience working with First Nations and persons with disabilities and autism.

Sherri has three wonderful children who are Blackfoot. The two eldest continue to reside in BC while her youngest son (who just turned 18 this month) moved to Manitoba with her. Since their return to rural Manitoba two years ago, Sherri and her youngest son have experienced systemic inadequacies and inequality in Manitoba's health care, education system, and disability resources, all of which create barriers to full inclusion and life enjoyment for this charming young man who has physical and intellectual disabilities, as well as medical complexities.

Sherri welcomes the opportunity to join the Board of Directors and Continuity Care members in our common goal of improving the quality of life of persons with disabilities and autism, as well as their family members in Manitoba and across Canada.

Max Steinkopf – Sibling, Community Member, Board Director



Max is a Winnipeg native that returned to Winnipeg in 2022, 49 years after leaving to attend the University of Western Ontario! The last 34 years he lived in London, England. Throughout that time, Max kept an association with Continuity Care through his late sister, Justine and his mother, Helen, a founder of Continuity Care. He remains as an advisor to the Sib-to-Sib program which he hopes will grow further now that he has joined the Continuity Care board.

Max qualified to practice law in Ontario and the State of New York. Along with 3 partners he has operated an investment business based in London for the last 18 years. He has held a number of positions with non-profit organizations over his business life.



Fairwell & Acknowledgement of Board Members

Jane Schledewitz



Jane for her many years of service (22 to be specific) to Continuity Care. Jane has been involved in many ways including a member of the Board, including serving as Board Chair from 2009 to 2016, an active member of both the Family Advisory and Human Resource Committees. Jane also helped to organize and pitch in with whatever was needed for our BINGO's, Family Fun Nights, hockey tournaments and our AGM's. She was also a member of the Baby Boomer Café for many years. Jane would also volunteer her husband, Brian, to help out with some of our events – especially as one of the BBQ'ers!

We are sad to see Jane leave and miss her smiling face and valuable contributions; but take comfort in knowing that she will continue to stay involved as one of our lifetime members. Thank you, Jane, for ALL you have given to Continuity Care over the years.

Art Hock



Art has been a member of the Continuity Care board for 19 years, since 2004. Art was one of our quieter board members, but his contributions and perspectives at board meetings and strategic planning sessions were always appreciated.

He also volunteered as a driver for the Mike Keane Celebrity Hockey Classic for several years. We also discovered that Art had creative talents when he helped out with painting plant pots for the tomato fundraiser.

Art, Wilma and Jessica often attended the BINGO's and Family Fun Nights and I must say that they are one of the luckiest families we know, as they always seemed to leave with a prize.

We will miss you around the boardroom table, but hope to continue to see you at our future events.

Kim Thiessen



Kim joined the Continuity Care board in 2020 and brought her valuable perspectives from her work with children with disabilities and their families. Unfortunately, due to the pandemic, most of her involvement with the board was virtual. We were pleased that she was able to join us in person for our strategic planning session and attend our 25th anniversary celebration. We hope that Kim will stay connected with us, as a community member and wish her well in her future endeavors.

Human Resources Committee

The members of this sub-committee are: Terry Williams (chair), Jo Verstraete, Jane Schledewitz (stepped down in March 2023) and Suzanne Swanton. Sherry Desilets (board chair) has also been involved in this committee this past year.

Staffing has been stable this past year. Patti Makinson celebrated her 5 year anniversary in January 2023 and Jayda Taylor completed her first year in December 2022. Suzanne has been in the role of Executive Director for 17 years. Performance reviews were completed by Suzanne and Terry Williams, as a representative from the HR Committee.

The HR Committee are responsible for reviewing wages and salaries for all staff positions and making recommendations to the Finance Committee and Board regarding increases, including COLA.

The Committee Members are working on a review of the HR policy and procedure manual and updates are near completion. It is important that we keep up to date with the changes to Manitoba Employment Standards and the new AMA – Employment Standard and what is required provincially, as well as federally. We also had discussions about September 30th, the National Day for Truth and Reconciliation and how to recognize this day. As it is not a provincially legislated Statutory holiday, rather than closing, we honor it as a day of learning.

Family Advisory Committee

The members of the Family Advisory Committee are: Sherry Desilets, Karen Leggat, Monique Chaput, Deb Roach, Rachel Smith, Becky Conia and Suzanne Swanton (acting chair). Patti Makinson takes minutes and Jayda Taylor attends on occasion.

This past year, the focus has been on completing the Advisor to the Trust service. Thanks to Krista Clendenning, board member and lawyer, for her time and expertise in this important work. We have completed the final drafts of the documents and presented them to the Family Advisory Committee for their review and feedback. We need to finalize the revisions and then the next step is to present the package to the Board Members. The development of this new service is taking longer than anticipated, however, we want to ensure we take the time to ensure we are in agreement with the vision, purpose and how it will be delivered before we launch it. Thank you all for your patience.

The Family Advisory Committee is also a valuable sounding board for Suzanne and provide useful feedback on issues, workshop and newsletter ideas and projects, including the 120 Maryland group pilot project.

If you have an interest in the area of Human Resources or an interest in the Family Advisory Committee, we are looking for volunteers to join these sub-committees. Please contact Suzanne for more information.

Continuity Care Members

As of March 31, 2023, we have 111 Lifetime Members; 13 new lifetime members joined this year. We have 73 Annual Members with 12 new annual members added to our membership list. We would like to thank all our members for their support and for being a part of the Continuity Care family.

IN MEMORY OF...

Richard McMillan



Richard McMillan was a sibling and a lifetime member of Continuity Care. He was also a board member in the organization's earlier years. Richard stayed connected with us over the years, whether it was a phone call or attending a workshop. He liked to keep up to date on issues and new resources. We appreciated his insights and stories about Continuity Care's history.

Daniel Edgar Lach



Born with developmental disabilities, Daniel impacted the lives of everyone who met him. For 35 years he worked at Community Ambitions, he enjoyed travelling with Mom & Dad, and was a welcomed guest at the cottages of his aunts, uncles and cousins. Daniel was a loving uncle which included many adventures and shenanigans with his nieces. For over 20 years Dan was part of the Hilland Family where he was surrounded by love, adventure and fun. He will be fondly remembered by all who knew him.

Terry Gunter



Terry's greatest joy was to spend time with his family; celebrating Birthdays, Christmas, Easter and Thanksgiving with us was always important to Terry. He loved parties and celebrated his 40th, 50th and 60th birthdays with more than 100 guests. He knew just what he wanted and loved the planning as much as the parties. His favourite show was "Ellen" and got the opportunity to travel to Los Angeles to see a show. He was an avid hockey fan, enjoyed bowling and was a music lover. Terry was a kind, thoughtful person who will live in our hearts and memories.

Advocacy

Advocacy is an important aspect of our organization, and we were actively involved in many advocacy efforts this past year and at different levels.

We assist our members on an individual basis by making phone calls, sending emails and helping them with system navigation, getting answers to their questions and helping to access the services and supports they require.

Continuity Care is an active member of Abilities Manitoba and the Children's Coalition which are opportunities to network with other disability organizations and work together on issues facing adults and children with disabilities and their families.

This past year we were focused on the development of the new Disability Support Program and the amendments to the current EIA Disability Program. The Act was passed last October 2021 and the draft regulations were released in August 2022. Continuity Care was involved in community consultations, meetings with advocates from other disability organizations and representatives from the Department of Families and co-hosted information sessions to help individuals and families to understand the changes to come.

This new program, called Manitoba Supports for Persons with Disabilities rolled out the first phase in January 2023 for individuals who receive EIA Disability plus one or more of the qualifying disability supports: receive Community Living DisABILITY Services, live in a personal care home, receive Canada Pension Plan Disability benefits.

The second phase was rolled out in April 2023 for other Manitobans and eligibility is determined based on their financial situation and a disability impact assessment. If individuals are not be eligible for the new program, the current EIA for Persons with Disabilities program still exists, however, there have been some amendments to this Act and the regulations which are important to understand.

We continue to share information about these programs with our members, respond to questions and advocate for improvements to this new program, as well as the existing program. The Disability Health Supports Unit (DHSU) has also been a topic of interest.

Another area of focus has been the proposed amendments to the Vulnerable Persons Act, as recommended by the VPA Task Force, in their report called Pathways to Dignity. Many of our members and staff took part in consultation sessions and provided their feedback.

Bill 23: The Vulnerable Persons Living with a Mental Disability Amendment Act was passed on May 30th, 2023 and the first phase of amendments were approved, including the changing the name of the Act to Adults Living with an Intellectual Disability Act.

Work on Phase 2 of the proposed amendments is currently underway, which includes the Community Based Assisted Decision-Making pilot project led by the partners of the 120 Maryland group.

Services and Supports

Lifetime and Annual Member Outreach

By Jayda Taylor



To date we have one hundred and eleven lifetime members, and seventy-three annual members. In 2022-2023 we added thirteen new lifetime members, and twelve new annual members.

Continuity Care provides annual and lifetime members: holistic supports, encouragement, advocacy, information, service options, system navigation, goal setting, action planning, community connections and peer support.

As each member is unique and requires something specific, it is vital that our approach is adaptable, measured, and person centred. We gather information, build rapport, and meet each person exactly where they're at. We purpose to be faithful; do exactly what we say we're going to do and perform sufficient follow up. We maintain close communication, keep members best interests in mind, and establish a foundation of trust.

Many of our members face a wide array of challenges such as: lower than expected service quality, appropriate access to services, ineligibility for needed supports, long wait lists, fear of accepting services, and (of course) navigating an ever-changing government structure. It is not uncommon for members to feel as though they do not have a voice or any power to actualize a brighter future.

We stay on top of the changes made in the disability sector which enables us to give accurate information when requested, we also stay connected to other stakeholders which gives us a quick passage to finding answers when the answer is unclear.

We know that at each stage of life different things are needed, we strive to know each of our members and by doing so we have the necessary information to act if requested. Some members have very specific questions to which we provide the answer, and this sustains them for awhile, while other members are needing a more hands on approach with specific goals set and guidance in a transition. We are happy to help wherever members are at on that continuum.

We anticipate our member outreach gives families their voice back so they can plan a future where hope abounds!

"Last spring our youngest was transitioning out of high school and I felt lost: what comes next and who would guide us through it? A friend recommended Continuity Care. I was overwhelmed by Jayda's helpfulness in answering my questions and forwarding me resources, and I felt so welcome at my first workshop. I found the courage to take the next steps for my children's future."

Sharing Circles

By Jayda Taylor

Sharing circles take place in a variety of forms but the best ones always involve food! Whether it's a special occasion like a birthday party or just a random meal in the park we strive to bring people together. The conversation, laughter and joy at these gatherings is heartwarming!

A strong sense of community is so vitally important to all of us; therefore we make it one of our greatest aims to assist members to develop circles of support. When individuals come together in a united purpose, both giving and receiving, we see strength dispersed amongst all members. Though entirely possible this does not come easily.

It's normal for family members to have difficulty identifying appropriate people to be in this supportive community. There are viable options that go overlooked such as neighbors, hairdressers, teachers, etc. We help families with relationship mapping, this tool helps identify who may already be in the person's life, who is an active support network member and who we want to tap on the shoulder to jump in as a circle member.

We know that families are busy with many duties, and it can be difficult for families to see the opportunities that are already available. Do you wonder how your hairdresser becomes a part of your loved one's support network? It might not be your hairdresser directly, but perhaps they mention their brother is part of a rodeo circuit and the circuit is looking for volunteers, you immediately think of your loved one's passion for horses and ask for more information. Fast forward a year, your loved one is actively serving as a volunteer for the rodeo circuit and is great friends with your hairdresser's brother! There are countless stories we can share where people have connected out of the simplest conversations.

There are challenges and bumps in the road as Sharing Circles are developed and fostered. Measurable goal setting, varying schedules, and logistical coordination are just a few ways in which circles typically struggle to thrive. Strong circles of support require individuals that have a heart to serve others and love generously. People like that can be difficult to find and, of course, relationships with substance take time to form. These initiatives must be performed slowly and with great patience, trusting in the fruit of the result without being overwhelmed by unrealistic expectations. This kind of work takes a tremendous amount of heart and no small measure of hope.

It's never too late to gather a group of people who will be strong and unified in providing friendship and support to your loved one. If you are unsure where to start or how to proceed, we would be delighted to help. This work is a pillar to stronger communities and continued peace of mind for parents.

WORKSHOPS

This past year, we hosted 8 workshops on topics including: Planning for the Future, Caring for the Caregivers, Let's Learn about Henson Trusts, Let's Learn about Support Networks, Launch into Life and the RDSP.

Thanks to our presenters for sharing their time, expertise and information with our members.

- Krista Clendenning – Partner with Tradition Law
- Vincent Villanueva and Emily Scott – Employment and Income Assistance
- And our own Jayda Taylor and Suzanne Swanton

We also co-hosted information sessions about the new Manitoba Supports for Persons with Disabilities program and the Disability Health Supports Unit in both Winnipeg and Brandon.

A special thanks to the representatives from the Department of Families for your time and sharing information about these programs and responding to the questions from the attendees.

GROUPS

This past year, we offered the Daytime Parent Group and Adult Sibling Conversation evenings. Although attendance has been low, those who participate find these opportunities beneficial as they are opportunities to share their experiences and seek out support and resources to help them through the challenges they are facing.

This year we started a new parent group, called Finding Hope From Within the Cracks (name chosen by the group members). This group is for parents of young adults and adult children with Autism who are experiencing challenges with accessing adult services and supports. They are not eligible for programs such as CLDS and Community Mental Health and are falling through the cracks of the systems. This group has grown in numbers over the year and have been meeting on a monthly basis. We have invited guest speakers to present about program and resources that may be beneficial to these families. There are discussions on topics identified by the group members and opportunities to share their stories and experiences. We are also identifying strategies and action steps that can be taken to address the systemic gaps and barriers.

“When our daughter was born with an intellectual disability, we worried about how to plan for her additional care needs if something happened to us and didn't know where to start. Continuity Care helped us access the supports we needed to feel confident in our daughter's future. Building a community that our daughter is a part of and participates in, is important to us, so being a member of Continuity Care makes sense for her future. Continuity Care helped us figure out what is important to us now, what we want to work towards, and what supports we can access in the years to come.”

The 120 Maryland group & the Community Based Assisted Decision Making Pilot Project

The Community Based Assisted-Decision Making (CBADM) Pilot Project is a two year project funded by the Government of Manitoba (Department of Families) and is delivered by the 120 Maryland group. The 120 Maryland group is a collaboration of community based organizations which include, Community Living Manitoba, the Family Advocacy Network of Manitoba, Innovative LIFE Options, Inclusion Winnipeg and Continuity Care.



The project objectives include developing peer support networks for families, increasing capacity for the use of support networks, motivating the use of community based assisted decision makers and assisted decision making and reducing reliance on the Public Guardian and Trustee.

The project is led by a steering committee and to keep us organized, a Project Manager was hired, and two Family Networking Coordinators to assist with carrying out the important work of the project.

There have been 17 in person events for families and caregivers hosted in various communities across the province, which the Family Networking Coordinators have organized where we can share information about the project and provide an opportunity for parents and family members to connect with each other, share their stories and identify issues and challenges they are experience in their communities and areas of the province.

There is a sub-committee working on a larger event called the Family Gathering Retreat, which is scheduled for November 3 & 4th at Camp Manitou, just outside of Winnipeg. Registrations are now open for that event.

There is a working group created to work on the goals relating to support networks and have completed an environmental scan and have gathered resources from Manitoba, other Canadian provinces and from other countries as well. We are creating some training materials to deliver to families, self-advocates, service providers and the larger community. We are also beginning to identify and recruit individuals with intellectual disabilities who are lacking in natural relationships to assist with developing a support network.

We also have a working group for the goal related to assisted decision making. An environmental scan has been completed and we are gathering resources from other provinces and jurisdictions. We are using these resources to develop a framework for Manitoba and make recommendations back to government. We will also be creating training materials that can be delivered to self-advocates, families, service providers, and the community at large.

Baby Boomer Café

The Baby Boomer Café has had a great year. Our main events were a picnic in the park held on June 5, 2022 at St. Vital Park, a Potluck held on August 28, 2022 at Kildonan Park, and a Winter Potluck on February 4, 2023 at Kildonan Community Church. Turnouts have been strong at each event, with about 30 or more attending and enjoying a meal together, some activities and always some energetic singing led by Bob Hanley, our music director.

Our organizing committee consists of: Max Steinkopf, Albert Yanofsky, Ray Hignell, and myself, Gisela Runge. We have worked well together to make each café a success. Special mention to Albert Yanofsky, who has over many years led the summer cafes. As we have moved away from holding events at Birds Hill Park, we are holding two events, early summer and early fall at one our Winnipeg's city parks. This has enabled better attendance as transportation was becoming an issue – distance and cost for gas. He has also made sure that we fit in a few smaller gatherings during the summer, and thanks to Continuity Care, we have received complimentary tickets to Rainbow Stage and Gold Eyes games in the past and going forward such as we received this current year (2023-24). Thank you Albert and Sharon for your years of service for the Baby Boomer Café.

The highlight of the year was the Baby Boomer Café's 20th anniversary celebration, along with Continuity Care's 25th. Many of our members attended and it was an opportunity to showcase our history, what a special community we are and of course, our talented musicians.

This year we have already held a few events: one held on June 11 at St. Vital Park, and as previously mentioned, Rainbow Stage, attending the production of "Rent" on July 5, and 2 Gold Eyes games - July 12 and 31, and fall café at Kildonan Park on September 10th. Upcoming café will be our indoor winter café, which will be held sometime after the New Year.



As we move forward and look at where we have been and where we want to be, a Visioning Session was held on May 31st, led by Suzanne, with a follow up on June 7th. The organizing committee met to discuss our strengths and weaknesses, how we can grow our community base as well as improve our relationship with Continuity Care. Recently Max Steinkopf joined the CC Board. This will allow the Board to know our BBC better.

Our goals include some short-term and longer-term goals such as: Add a new family to come out to events, email survey to group for feedback on improvements, add another committee member each year, encourage members to make donations, present vision and plan to CC Board. As we strive to grow and improve, we are looking at giving our group a new name. We have a few suggestions that we are working through to find a good fit.

A report will be provided to the Continuity Care Board before the next fiscal year highlighting goals achieved, and goals we are working on. We trust this will help keep everyone informed

of our progress and desire to become more helpful to any members of Continuity Care and Baby Boomer Café who wish to belong to our special community.

We wish to thank Continuity Care for ongoing support, and believe our relationship is simply getting stronger and better as communications and participation increases. Thanks also to all the families and friends who have made donations to the Baby Boomer Café. All the financial support we receive from the Justine Steinkopf Memorial Fund and donors will help keep this group active and successful in its goal to bring our loved ones and their family and friends together in this special community.

Gisela Runge, on behalf of Baby Boomer Café Organizing Committee



“When I found Continuity Care, it felt like my feet were back on solid ground again. I have someone to call to ask questions, who are knowledgeable about how to access available resources, the seminars are really informative, and in the parent groups we have discussions with parents who are experiencing the same trials and tribulations. Most importantly, one of our sons, who was receiving no supports or resources from the province because he had been diagnosed as an adult, now feels supported by Continuity Care, who are advocating for him for resources. Can’t say enough about CC!”

COMMUNICATIONS AND MARKETING

Continuity Care's website

We are pleased to announce that our website is now more accessible, thanks to a partnership with accessiBe, a company devoted to educating the world about the importance of inclusivity and web accessibility. Visitors to our site can customize their experience by clicking the green icon at the bottom right of our home page.

This feature is made possible through accessiBe's Nonprofit Partnership Program that provides it free to non-profits that serve people with disabilities. Check out their work at accessiBe.com.



We are also working with Justin Vandenberg with Dynamite Design to make some improvements to our website, including online payment options and a Members section where you can create an account, purchase and renew your membership and register for workshops.



Thanks to Charles Jensen from Uptime Networks for being our website host and providing us with IT support.



A Very Special Anniversary Celebration

After a few postponements and much planning and preparation, we were finally able to host our very special celebration of Continuity Care's 25th and the Baby Boomer Café's 20th anniversaries. This joint event was held on Thursday, October 6th, 2022 at the Canad Inn Destination Centre Polo Park and was attended by 102 members and special guests.

The ballroom was beautifully decorated with balloon bouquets, special lighting and on each table, centerpieces designed by Gisela Runge with flowers generously donated by PickaFlor.

As guests arrived, they were serenaded by Bob Hanley, the Baby Boomer Café's musical director, who played his guitar and sang a few songs. There was time for mingling before the event began.



Sherry Desilets, Continuity Care's board president, provided opening remarks, introductions, and a land acknowledgement. Suzanne Swanton, Executive Director, was our MC for the evening and was pleased to introduce Catherine Gates, Assistant Deputy Minister, who shared greetings from the Department of Families. Terry Williams, graciously stepped in to provide a history of Continuity Care, as prepared by Merv Gunter, one of our founding and longest serving board members.

Gisela Runge offered a blessing and dinner was served. Thanks to the staff of Canad Inn for preparing and serving the delicious meals and dessert. During dinner, a slideshow of photographs taken over the years was shown. Special thanks to Jayda Taylor for putting that together.



As we enjoyed our dessert, we watched a video, including an original song created by Mike Maunder and Bob Hanley and then Mike eloquently shared a history of the Baby Boomer Café.



The Steinkopf family donated a very special cake for this occasion, and we want to thank both Max and Jocie for attending and representing their family. Katherine Manwaring and Jocelyn Yanfosky assisted with the ceremonial cake cutting.

We tried to keep the speeches to a minimum, however, it was important to acknowledge several special guests and key contributors to the success of Continuity Care and the Baby Boomer Café over the years.

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| * The Manwaring Family | * Max Steinkopf | * Janet Forbes |
| * The Steinkopf Family | * Mike Maunder | * Mike Keane |
| * The Winnipeg Foundation | * Randall McElhoes | * Bob Hanley |
| * The True North Foundation | * Merv Gunter | * James Doer |
| | | * Albert Yanofsky |

Outside the ballroom, there was a Baby Boomer Café display and in memoriam of members we have lost which was wonderfully put together by Lillian Tendies and Albert Yanofsky, two of the Baby Boomer Café organizing committee members.

A special thank you to our two event photographers, Luna and Mayuri, students from Fort Richmond Collegiate for capturing special moments during this event and editing the photographs.

The formal portion of the evening was concluded with Sherry Desilets providing acknowledgements and thanks to our event sponsors .



Congratulations to Jocelyn Yanfosky who was the winner of our door prize, a basket of gardening items donated by Shelmerdine Garden Centre and to the lucky winners who got to take home the floral centerpieces.

The rest of the evening was time for mingling, conversations and reunions of our members and a sing-along by the Baby Boomer Café band members led by Bob.

A huge thank you to our organizing committee members for their time, talents and for making this event such a success: Gisela Runge, Sherry Desilets, Terry Williams, Jo Verstraete, Patti Makinson and Suzanne Swanton.

