“CCRWs vision is to create a Canada where all persons with disabilities have equal employment opportunity”
Report of the Chair and CEO 2012-13

In 2012-2013, the Canadian Council on Rehabilitation and Work (CCRW) experienced a lot of changes. The most significant change was the retirement of Carole J. Barron, CCRW President & CEO from 1992 – 2012. Carole started at CCRW when the organization was at a pivotal question: do we stay, or do we fold up shop. Carole was determined, however, to ensure the continued representation of people with disabilities in meaningful and equitable jobs. And she did just that.

Carole brought CCRW from an organization on the brink of closing to the only national agency in Canada solely providing top-notch front line services to people with disabilities and employers. The programs and services established during Carole’s tenure are seen as models of excellence across the country. Youth programs, outreach to the aboriginal and Métis communities, and other front-line services were established, implemented and refined under Carole’s leadership. Thank you Carole for believing in CCRW and establishing the organization as the leader in our sector. Your accomplishments will always be remembered.

In 2012, CCRW was informed about changes in the way we are funded from the Office of Disability Issues. These changes will take place over the next two funding cycles, eventually leaving CCRW with no core funding in 2015. This new reality has focused us on re-evaluating current business decisions made by the organization. Going forward, we will have to assess every opportunity to save a dollar, or create revenues. This past year, we have had to determine whether or not we fill a position if someone leaves, or if it makes more fiscal sense to outsource a particular role. These are the difficult decisions we are now having to make, and will have to make in the future, more so than ever before.

We extend our appreciation and thanks to the staff of CCRW across the country. We have a strong team of employees who support persons with disabilities in securing employment. As well, we thank our funding agencies and partners for their continued financial support. Finally, we wish to acknowledge and thank the members of our Board of Directors for their ongoing leadership.

Thank you, Carole, for believing in CCRW and establishing the organization as the leader in our sector.

Report of the Chair and CEO 2012-13

In September, 2012, Maureen Haan became the next President & CEO at CCRW. With 20 years experience in the not-for-profit sector, focusing on the Deaf community, Maureen recognizes the critical importance of CCRW and the role we play in facilitating a better Canada for people with disabilities. An area of focus for Maureen will be creating new partnerships for CCRW: partnerships with business, government, donors, and community agencies. With this focus, CCRW will diversify funding and solidify programs, which will lead to improved services for people with disabilities and employers.

Welcome Maureen! We look forward to great opportunities ahead!

In our Annual Report, you will see the winners of our 2012 Scholarship Program. We are delighted to assist these students toward fulfilling their academic goals, which will one day turn into excellent employment opportunities.

New services have been introduced at CCRW, including a number of Youth the Future projects as well as the Ontario Workplace Inclusion Program (OWIP). New partnerships have been formed including the DisAbled Women’s Network (DAWN); the Canadian Hard of Hearing Association (CHHA), the Canadian Deaf-Blind Association, the National Mental Health Association and the Episodic Disabilities Network (EDN). These services and partnerships foreshadow the future of services of CCRW – direct programming with partnerships in joint ventures.

The Canadian Government is now, more than ever, making a commitment to people with disabilities by supporting employers to engage people with disabilities in the workforce. CCRW congratulates the Federal Government for the establishment of Canada Employer’s Supporting Abilities (CESA) and recognizes the priorities established by CESA are in line with CCRW priorities of commitment to equitable employment for people with disabilities. We look forward to working closely with CESA to ensure this pivotal priority is realized.

CCRW continues our commitment to our mission of equitable employment for people with disabilities.
Partners for Workplace Inclusion Program

Partners for Workplace Inclusion Program (PWIP) provides client-focused employment services for job seekers with disabilities. Developed by the CCRW and funded by Opportunities Fund, Government of Canada, PWIP works with employers and community-based organizations to enhance employment opportunities and overcome barriers faced in obtaining, maintaining and retaining employment.

We achieve this by enhancing pre-employment skills through a network of training and support to help secure meaningful and equitable employment. By working in this mutually beneficial system, our clients develop individual vocational plans and portfolios specific to career needs. Providing professional support to the community and business partners, diminish barriers in the workplace.

“It has been enjoyable to watch PWIP clients develop within our business and their positive contribution has been both worthwhile and appreciated.”
Jacquelyn Whalen
Little Caesars

Total clients served: 547
Employed: 151
Skills Enhancement: 93
Work Trials and Targeted Wage Subsidies: 58
Return to School: 26
Employer/Agency contacts: 2876

“My name is Tammi. PWIP helped me look for a job. First we made resume. PWIP help me to look for a place where I am comfortable. They listened to what I like to do and tried to find something for me. It is very hard to find a job. I had many work experiences but no one paid me for them yet for work when I was done. PWIP gave me a job coach so I could help me learn more about what to do then I can do it myself with my supervisor. I am working part time at Gap and they pay the cheque for pay me. I am so happy to get some money from Gap from my job for shopping and put in the bank etc. Some things are hard for me to do and PWIP talked to manager and other staff to help them understand how they can help me do well. Thank you to PWIP for following up with the manager boss and supervisor to help me be successful and I never give up and try my best. PWIP doesn’t give up helping people. I wanted to thank you and my job coach for explaining and helping me to understand what to do at my work.”

PWIP Business Award Luncheons

British Columbia
Luncheon guest speaker: Mr. Paul Holden, President of the Burnaby Board of Trade
Award Recipients:
- Most Determined Job Seeker: Esther Tretheway
- Most Supportive Small Employer: Windsor Plywood
- Most Supportive Large Employer: Save on Meats
- Most Dedicated volunteers: Liz Fedighan & Patrick Mataka

Manitoba (4th Annual)
Sponsored by: TD Canada Trust and Manitoba Hydro
Luncheon guest speaker: Kim Grant, TD Canada Trust
Award Recipients:
- Certificate of Appreciation: ORG Canada
- Most Supportive Referral Source: Opportunities for Employment
- Training Provider of the Year: Academy of Learning (South)
- Most Motivated Job Seeker: Nicole S.
- New Employer Partnership: Safeway
- Most Supportive Employer: TD Canada Trust

New Brunswick (4th Annual)
Sponsored by: TD Canada Trust
Luncheon guest speaker: Gina O'Rourke-McKay, Workforce Coordinator, Enterprise Saint John
Award Recipients:
- Most Dedicated Job Seeker: Emma Griffiths
- Most Supportive Employer: Innovista
- Most Supportive Manager: Bev Proctor
- Most Supportive Community Partner: Key Industries
- Extra Mile Employer Award: Little Caesars
- Appreciation was given to TD Bank

Saskatchewan (5th Annual)
Sponsored by: TD Canada Trust, Cameco and F&M Motor Group
Luncheon guest speaker: Mike Bacon, 2004 Paralympic Silver medalist and retired wheelchair rugby player
Award Recipients:
- Most Supportive Employer: Rainbow Cinemas
- Retention Award: Scott Knueger
- Employer of the Year: Direct Buy Saskatchewan and The Gap
- Training Partner of the Year: St. John Ambulance
- Job Seeker of the Year: Lowell Bartzen
- Partnering Agency of the Year: Saskatchewan Deaf & Hard of Hearing Services
- Special Recognition: Saskatchewan Centre of Reading Excellence and F&M Motor Group
Youth The Future (YTF)

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

Funding:
Oshawa, ON; Fredericton, NB; St. John’s, NL funded by Skills Link.
Elsipogtog, NB funded by Opportunities Fund

Scholarship Program

In June 2012, the CCRW Board of Directors awarded eight (8) CCRW Youth Scholarships for Students with Disabilities. Each winner received $2,500 for the academic year starting September 2012.

Among the eligibility requirements, the applicant must be a person with a long-term and reoccurring disability and be a graduating high school student entering the first year of studies in a Canadian post-secondary institution.

The 2012 winners are:

- Meagan Betts
  - New Maryland, NB
  - Mount Allison University
  - Environmental Studies

- Charlene Chang
  - Surrey, BC
  - University of British Columbia
  - Audiology

- Riilind Dragoski
  - Moncton, NB
  - University of New Brunswick
  - Psychology

- Aaron Fritzler
  - Lumsden, SK
  - University of Regina
  - Business

- Riley Kynoch
  - Merritt, BC
  - SAIT
  - Construction Project Management

- Zachary MacNeill
  - Benacadie, NS
  - St. Francis Xavier University
  - Human Kinetics

- Holly Mathias
  - New Glasgow, NS
  - Queen’s University
  - Global Development Studies

- Cooper Leigh Solski
  - Brampton, Ontario
  - University of Western Ontario
  - Medical Sciences

Total Clients Served: 94
Full-Time/Part-Time Employment: 54
Returned to School: 12
Referred to Community Programs: 14
Success Stories

I had begun to notice significant vision distortions that began in 2009. I suffered from vision loss for no apparent reason. All of a sudden I was sitting in the office of a Neuro-Ophthalmologist at St. Michael's Hospital, wondering how in the hell I got there.

I had just entered my thirties. I was diagnosed with a cone and rod dystrophy, and after a bavallion tests and two more specialists, I was declared legally blind. Did it ever send me into a spiral...I fought against it hard. I wanted to take a magic potion to wake me up from this nightmare I was living in.

I was pissed off. I was bitter and resentful to anyone who could see better than I could. I felt alone going through this process. Nobody in my world could fathom what it was like to lose your vision in the prime of your life.

I couldn’t do my job anymore so I quit. I couldn’t live anymore, so I decided to give up. I watched a lot of daytime television and gained 25 pounds. I was miserable.

The day after a big fight I had with my partner and fed up with how I was living, I browsed the CNIB website for someone to help me understand what I was going through and how I can survive this. I saw the Workplace Essential Skills Program (WESP). It sounded exactly what I needed. I desperately wanted to work. WESP staff told me that they could help. I enrolled in the three week Spring program, and I knew it was going to change my life.

As I arrived on my first day, my facilitator and two classmates all had low vision and one who was around in a scooter. When I entered the program I had no confidence and no worth - I know what I was capable of. WESP showed me that lots of people would. I was made aware of my skills, my talents and my abilities, rather than my disability. They showed me that my skills and personality, I had no limitations, and I could do whatever I wanted to.

I landed two ads through my talent agent and was able to join ACTRA. I got an identity card and was not as afraid to tell people I couldn’t see well. I became an advocate for persons with disabilities, pointing out dangers to restaurants. I stopped believing the lie that I told myself and finished grieving my old life.

I began to see the world differently. I understood people better and became more insightful and intuitive, relying more on my other senses. I had learned how to see without seeing.

Now I’m happy. I’m living on my own and working on the weekends as a DJ. I’ve gotten back to who I am, and I’m truly experiencing life. If it wasn’t for the WESP program and the wonderful staff at the Toronto CCRW office, I wouldn’t be here. I am just one of many, with varying disabilities, who have come through their doors. They are here to say that we have a chance at normalcy in our lives. Persons with disabilities have the ability to flourish and pursue any dream that we may want to follow. That the only limitations that we have are the ones that we put on ourselves.

There are no limitations, and I am beginning to experience a life of abundance.

Success Stories

My name is Ethnagi Malek Ba and I moved to Canada in 2008. I live with a physical disability, needing crutches for mobility. In 2011, I began the Youth the Future program with CCRW. Following this program, I was put into a 6 month Opportunity Fund work project at the University of Moncton’s library so that I could gather some experience working in Canada. At the end of this program, this was in the summer of 2012, I continued my job search with the help of my counsellor at CCRW. Unable to find work, I also began the Built Network program in the fall of 2012. These programs and the work experience at the library all enabled me to be able to find work in a call center this past summer. I found work at Gykses as a Customer Service Representative and am now on call.

CCRW was honored to host the announcement of the Call for Proposals under the Opportunities Fund aimed to provide work experience to Canadians with disabilities that will lead to ongoing employment across Canada.

The Hon. Diane Finley, then Minister of Human Resources and Skills Development, made the announcement at Keyston College in St. John’s, NL, home to the Youth the Future program.

Dr. Kelle Leitch, then Parliamentary Secretary to the Hon. Diane Finley, then Minister of Human Resources and Skills Development, made the announcement at the CCRW Workplace Essential Skills Partnership office in Toronto. “To support Canada’s continued economic growth, we must ensure that everyone who wants to work has the opportunity – including under-represented groups such as people with disabilities,” said Dr. Leitch.

“The Canadian Council on Rehabilitation and Work has a rich history of supporting employment programs for people with disabilities across Canada. Many of these programs have been enabled through funding provided by the Government of Canada’s Opportunities Fund,” said Maureen Hahn, President and CEO, CCRW. “This announcement today will continue to support initiatives enabling the success of people with disabilities and strengthen partnerships in our communities.”

Rodney Weston, MP for Saint John made the announcement in our PWIP Office in Saint John, NB. “Our top priorities are job creation, economic growth and long-term prosperity, and we know that employers across this country are looking for workers,” said Mr. Weston.

“The PWIP staff are grateful for the funding we receive from the Opportunities Fund,” said Laura Anderson, Employment Coordinator for PWIP. “We are able to assist persons with disabilities in Saint John to find meaningful and equitable employment by enhancing their employability and provide the necessary supports, such as skills enhancement and workplace accommodations, in order for them to be successful in obtaining and maintaining employment.”
Employment Programs

New Brunswick Employment Services

Employment Services maintains partnerships in Southeast New Brunswick with the business community as well as with different levels of government, agencies/organizations, and partners in education and skills development.

**Funding:** Post Secondary Education Training and Labour

**Client Intakes:** 95

**Full-Time/Part Time Employment:** 46

**Return to School:** 41

**Work Trials/Target Wage Subsidy:** 2

Workplace Essential Skills Partnership (WESP)

WESP is a pre-employment program for university and college graduates with disabilities in the Toronto, Ontario region.

**Funding:** Employment Ontario, Ministry of Training, Colleges and Universities (MTCU)

**Client Intakes:** 126

**Full-Time/Part-Time employment:** 74

**Return to School:** 7

Ontario Workplace Inclusion Program (OWIP)

OWIP supports job seekers with disabilities, in the Durham Region of Ontario, find employment. OWIP opened its doors in January 2013. We support job seekers with disabilities on an individualized basis as well as provide workshops and career development opportunities.

**January 1 to March 31, 2013**

**Funding:** In part by the Government of Canada’s Opportunities Fund

**Client Intakes:** 64

**OWIP Client Testimonial:**

“When I received the e-mail that there was a new program offered from CCRW since I was previously in their Youth the Future program, I jumped at the chance to hop on board. The fact that they have a job developer on hand, “by the way, the job developer was an excellent tool and made finding a job look easy, which as we all know can be a tedious task in itself.” The process from starting the program to getting hired was quick! I started the program in January of 2013 and was hired in April of 2013. The management and staff are great and understand my condition. Yes, it’s a casual/easy job compared to others, but I look at it as I have conquered another barrier in my life.”

“Thank you OWIP program and CCRW. You have been a great help and continue to be as well.”
Employment Support Services

JAS® is a Canada-wide and bilingual service that offers public and private sector companies of all sizes advice, consultations and assessment services in order to assist them comply with their legal duty to accommodate and accessibility standards.

In November 2012, CCRW launched the JAS® AODA Consulting division to accommodate the increase in demand for assistance by Ontario Employers complying with the Accessibility for Ontarians with Disabilities Act.

Total referrals for all services in 2012-2013: 265

Consultations: 5
Meetings: 100
New Contacts: 213
New members: 22
Job postings: 646
Information Sessions: 6

Funded by the Government of Canada and the Province of New Brunswick through the Canada-New Brunswick Labour Market Agreement for Persons with Disabilities, NBESS supports employers with the hiring of persons with various types of disabilities and advancing diversity in the workplace.

http://www.employersupport.nb.ca

Financial Report - Fiscal Year 2012-2013

Al Tinney, Treasurer

This annual review reflects the impact of current economic trend on CCRW's revenue base. CCRW’s revenue has decreased continuously in the last two fiscal years after many years of sustained revenue growth. Total revenue for the current fiscal year is $3.49 million compared to $3.67 million in the previous fiscal year. We are confident of improving CCRW’s faltering revenue by 2014. This optimistic outlook is based on recent Government funding for CCRW Youth programs. CCRW also has sufficient reserves to maintain the current fiscal health for the near future.

The charts given below present an overview of CCRW’s operations for the fiscal year 2012 – 2013. The majority of revenue is derived from project grants and contributions from Governments (65.5%) followed by Job Accommodation and Consulting Services (14%). The principal purpose of CCRW is to improve the employment dimensions of persons with disabilities. The expenditure on programs and services demonstrate CCRW’s passion for enhancing the employability and employment of persons with disabilities.

In conclusion, we would like to express our gratitude to CCRW Board of Directors and CCRW staff, whose hard work and dedication to CCRW make it a truly unique organization supporting employment of persons with disabilities.

Where the money came from in 2012 - 2013

- Memberships and Donations & Other $21,592 (0.5%)
- Training and Consulting $467,617 (14%)
- Grants and Contributions: Provincial Government $538,103 (27%)
- Grants and Contributions: Federal Government $2,043,268 (58.5%)

Where the money was used in 2012 - 2013

- Organizational Expenses $107,824 (5%)
- Job Accommodation Services $306,215 (14%)
- Employment Programs $2,981,361 (83%)

Skills Training Partnership (STP)®
Partenariat en Acquisition de Compétences (PAC)®

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

User Sessions: 812
Members Recruited: 32

www.stp-pac.ca

A fully accessible, online career development and employment portal for Canadians with disabilities. This portal provides job search tools, career guidance, education and employment resources for persons with disabilities as job seekers, youth and entrepreneurs. Employers who want to attract and retain qualified talent for their workplace are also supported.

Employers Registered: 79
Jobs Posted: 742
User Session: 309,967
Job Seekers Registered: 87
2012-2013 Members

CCRW membership levels include youth, individuals, government, not-for-profit, and corporate (small, medium & large). This national network of people and organizations are committed to removing barriers to participation in the workforce.

Active Rehab Services
Algonia University College
Being Human Services
Bell Aliant
Carleton Victoria Community Vocational Board Inc.
Centennial College
Champions Career Centre
City of Saskatoon
Community Head Injury Resource Services, ON
EmployAbilities
Farm Credit Canada
Fred Victor Employment and Training Services
Holland College
HSBC Bank Canada
IBM
Investment Industry Association of Canada
Keyin College
Maifey Industries Inc.
Manitoba Hydro
MTS Allstream
New Brunswick Association for Supported Services and Employment
Northern Lights Canada
Nunavummi Disabilities Makinnasuaqtit Society

 RANDSTAD Canada
 Royal Bank
 Ryerson University
 Saskatchewan
 Scotiabank
 SPHERE – QUÉBEC
 Supporting Employee Transitions
 TD Canada Trust
 The Workplace Group
 Times Change Women’s Employment Service
 Tourette Syndrome Foundation of Canada
 Trailblazer Life Choices Inc.
 Vocational Pacific Ltd.

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