

Canadian Council on Rehabilitation and Work

Annual Report



2019-2020

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Welcome to CCRW



Leading the way to an inclusive nation!

According to the 2017 Canadian Survey on Disability, one in five Canadians over the age of 15 years is living with a disability. However, despite the prevalence of disabilities in Canada, this demographic faces considerable obstacles to finding employment. The goal of Canadian Council on Rehabilitation and Work is to dismantle these obstacles and create a more inclusive and productive society.

Our organization provides a wide range of services and programs that aim to bring together qualified candidates with disabilities and inclusive employers. We offer job search assistance, wage subsidy programs, accommodation assessments, consulting services, and a variety of workshops. Additionally, we provide a range of services for employers, from recruitment to retention to future planning. Whether you are a job seeker living with a disability or an employer looking to tap into a talented pool of candidates, CCRW will partner with you to meet your unique needs and help you succeed.

A message from our Board of Directors

2019-2020 was a memorable one for many reasons. 2019 featured the royal assent of The Accessible Canada Act; a piece of landmark accessibility legislation designed to remove barriers to inclusion for persons with disabilities. Following this historic announcement and after two years of consultations with key stakeholders and launching a survey gathering more than 440 responses, CCRW and the Disability and Work in Canada Steering Committee published its pan-Canadian strategy for disability and work in November 2019.

Internally, 2019-2020 saw the continued implementation of our 2018-2021 Strategic Plan focused on three pillars of excellence: Leadership Excellence, Service Excellence, and Organizational Excellence. Our programs and services continued to expand along these pillars while providing quality service delivery for jobseekers with disabilities and employers alike. We anticipate a successful execution of the final year within our Strategic Plan with a continued focus on research as it relates to advocacy work for equal employment opportunities for persons with disabilities.

These significant accomplishments, however, are underpinned by the constantly evolving and unprecedented situation placed upon us because of the global pandemic. Rising to the challenge, CCRW's extraordinary leadership supported frontline staff in prioritizing and executing seamless service delivery. Similarly, understanding and recognizing the importance of community partnerships never proved so essential as in recent months. Pivoting to online accessible service delivery formats demonstrated organizational adaptability and continues to reinforce the importance of our organizational mission of assisting jobseekers - especially those with mental health issues - in their search for employment. Our organizational values have provided a much-needed beacon of light during these times of uncertainty and allowed us to maintain a laser focus on the overarching belief that CCRW exists to create an environment where persons with disabilities may attain equality of opportunity.

Although the future remains murky and uncertain, we continue to deliver clear and confident services in our mission of promoting employment and inclusivity for all.



Our Board of Directors

CHAIR	Kathy Malley
PAST CHAIR	Ashley Caldwell
VICE-CHAIR	Tony Dolan
TREASURER	Jon Wollaston
SECRETARY	Carol Thiessen
DIRECTOR	Ashley Caldwell
DIRECTOR	Corrine Gannon
DIRECTOR	Jennifer Dinn
DIRECTOR	Naqsh Kochar
DIRECTOR	Wendy Braithwaite

"However difficult life may seem, there is
always something you can do and
succeed at. It matters that you don't just
give up".

-Stephen Hawking



We are paving the way to a fully inclusive nation, because we believe that disability should never stand in the way of ambition.

Our Mission

To promote and support meaningful and equitable employment of people with disabilities. As innovators and agents of change, we build partnerships, develop skills, share knowledge and influence attitudes.

Our Vision

The pre-eminent Canadian centre of excellence on the economic, social and psychological aspects of disability (be it one or more physical, sensory, medical, learning or mental health disability), as they impact people's ability to seek, acquire and retain productive employment.

Our Services

We have made it our mission to help people with disabilities break down barriers to employment. We give job seekers the tools and confidence to educate and market themselves; we help them refine and demonstrate their abilities. We help employers become leaders in socially and fiscally responsible hiring and retention practices. It is important to us that employers understand the business case for hiring qualified employees with disabilities.

Help for Employers

JAS® - Job Accommodation Service

- Canada Wide

New Brunswick Employer Support Services

- New Brunswick

WORKink®

Post a job! WORKink® is CCRW's online employment portal for Canadian Job-Seekers with disabilities.

CCRW Partners Program

- St. John's (NL), Saint-John (NB), Kitchener (ON), Toronto (ON), Oshawa (ON), Moose Jaw (SK), Winnipeg (MB), Saskatoon (SK)

CCRW Employment Services

- Moncton (NB)

Help for Job Seekers

CCRW Youth the Future

- Halifax (NS), Moncton (NB), Montreal (QC), Oshawa (ON), Toronto (ON), Halton-Peel (ON) and St. John's (NL)

CCRW Partners Program

- St. John's (NL), Saint-John (NB), Kitchener (ON), Toronto (ON), Oshawa (ON), Moose Jaw (SK), Winnipeg (MB), Saskatoon (SK)

CCRW Employment Services

- Moncton (NB)

WESP: Workplace Essential Skills Partnership

- Greater Toronto area (ON)

WORKink®

Search Job Postings from equity employers. WORKink® is CCRW's online employment portal for Canadians with disabilities.

Our Impact

By the numbers

During the past year, CCRW has:



Guided
1237
Clients

through Employment
Enhancement programs

Partnered with

539
Employers



Helped
945
Clients

find meaningful employment or
return to school

Kaylee was seeking employment in Kitchener, Ontario when she sought assistance with the CCRW Partners Program. When staff met Kaylee she was a bit timid and shy, disclosing feelings of hopelessness in her job search.

The Job Developer connected with a Walmart Centre near her home and was told about an upcoming "Greeter" position. Our Job Developer had a great feeling about this position as Kaylee had the talent required for the position. Kaylee applied to the position and our Job Developer connected with Monika in HR, she wanted to meet with her.

This job has given Kaylee a new positive outlook and she has made some friends along the way. Last week she was awarded the Shining Star Award for collecting over \$100 per shift for Breakfast clubs across Canada. Kaylee is very happy with the support she has received from the KW office.

"I am happy with the support I was offered through CCRW. I am very happy with the position I was provided at Walmart. Thank you"

- Kaylee

The Value of Neurodiversity at Vita Health Products Inc.



Alain came to CCRW for assistance securing a long-term meaningful employment opportunity. Alain had completed his Business Administration Diploma majoring in Accounting and disclosed he had an

exceptional eye for detail and ability to focus. Alain also disclosed that he was living with Asperger's and felt he would be more successful in a position with less focus on customer service and rather a more "behind the scenes" role. Alain was very committed to his job search and benefitted from job interview coaching.

Bobbie Green, the Human Resource Manager at Vita Health Products Inc reached out to CCRW seeking a specific skill set to fill the Proof Reader role. Vita Health Products Inc is a forward-thinking company that manufactures pharmaceuticals and natural health & beauty products. Vita Health Products Inc not only understands the importance of inclusion in its hiring practices but also understands the value of neurodiversity in the workplace.

Alain possessed unique natural talents for accuracy and attention to detail, making him a perfect fit for the job. Alain began working as a Proof Reader in July 2019.

"CCRW helped me with my job search working towards a goal of full-time employment. It helped me in acquiring a term and then part-time position while continuing to further my job search goals. The staff were pleasant and helpful and very motivational – pushing me outside the boundaries of my comfort zone to ensure I could achieve my goals. Now that I am employed, I am grateful for the time spent with CCRW and would recommend their services to anyone in a similar situation." – Alain D.



Building an Inclusive Canada

"Nothing about is without us"

Every Canadian deserves the opportunity to participate fully in their community and workplace, and to have an equal chance at success. The Government of Canada developed the Accessible Canada Act to remove the barriers to inclusion persons with disabilities continue to face in society every day.

In June 2019, the Honourable Carla Qualtrough, Minister of Public Services and Procurement and Accessibility, attended the Royal Assent Ceremony at the Senate of Canada for Bill C-81, the Government of Canada's landmark accessibility legislation.

Passed in both the House of Commons and the Senate of Canada with unanimous support from all parliamentarians, the new Accessible Canada Act will transform how the Government of Canada addresses accessibility across the country. It will apply to Parliament, Crown corporations, the federal government and private sector businesses under federal jurisdiction, such as banking, telecommunications and transportation. By proactively identifying, removing and preventing barriers to accessibility and by putting in place new mechanisms to address the systems that uphold these barriers, this legislation will help create a barrier-free Canada.



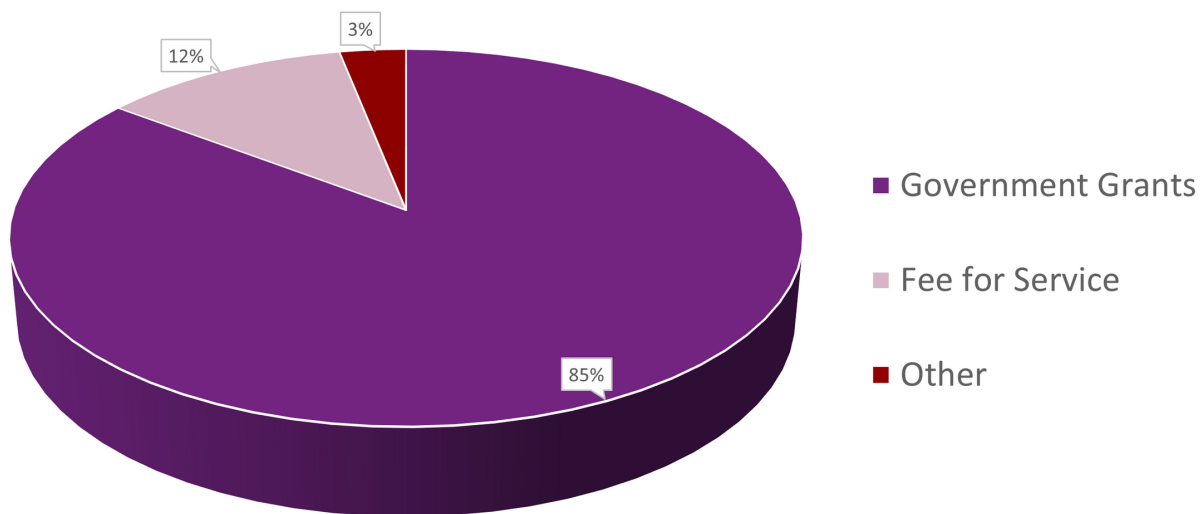
“The Accessible Canada Act will fundamentally change the way the Government of Canada addresses disability issues in our country. This legislation will help improve the lives of millions of Canadians with disabilities by proactively identifying, removing and preventing barriers to inclusion. I am beyond thrilled that, thanks to the unwavering support and tireless advocacy of the disability community, we are on our way to realizing a truly barrier-free and accessible Canada.”

-The Honourable Carla Qualtrough
Minister of Public Services and Procurement
and Accessibility

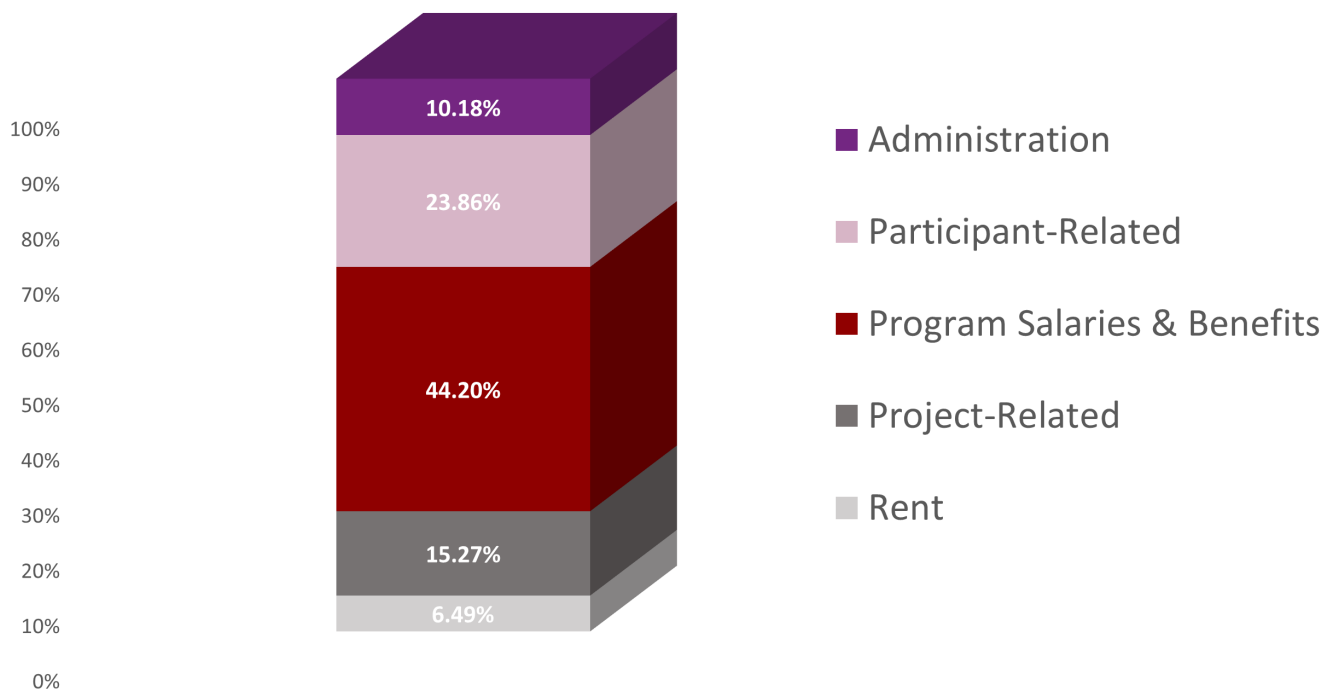
Financial Reports

The charts below present an overview of CCRW's finances for the fiscal year of 2018-2019.

Revenue Source



Use of Total Funding



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@CCRW_Org



CCRW