

# Canadian Council on Rehabilitation and Work

# Annual Report



**2020-2021**

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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

Our determination to adhere to our mission, vision, and values allowed us as an organization to not only survive but thrive despite the turbulence and uncertainty related to the COVID-19 pandemic. Our deep-seated values in trust, cooperation and partnership allowed us to commit to maintaining our full workforce and establish work-from-home arrangements quickly and successfully for all staff across Canada. Biweekly check-in sessions led by our President & CEO fostered connections while prioritizing mental health in the workplace. Our President & CEO was subsequently appointed to Minister Qualtrough's COVID Disability Advisory Group (CDAG) and was granted the opportunity to advocate for a prominent employment strategy within the developing Disability Inclusion Action Plan. This component will be underpinned by linking our successful work to the development of the pan-Canadian Disability and Work Strategy.

Internally, we proudly created a new Business Solutions Department that will provide proactive and responsive wraparound support for businesses seeking inclusive solutions to maximize workplace accessibility. This dynamic department will work in conjunction with our jobseeker-focused services and allow us to focus on our mission of partnership and advocacy as it relates to people with disabilities seeking meaningful employment. Along these lines and as we approach the end of our three-year strategic plan and begin the process of implementing our 2022-2024 plan, we anticipate building upon our three established pillars of Organizational Excellence, Leadership Excellence, and Service Excellence. These pillars will continue to guide our organizational actions and plans as we contemplate post-pandemic life while providing our organization with a renewed sense of hope and motivation for the future.

CCRW's leadership team and dedicated staff have worked diligently during these challenging times to champion the societal benefits of meaningful employment for persons with disabilities.



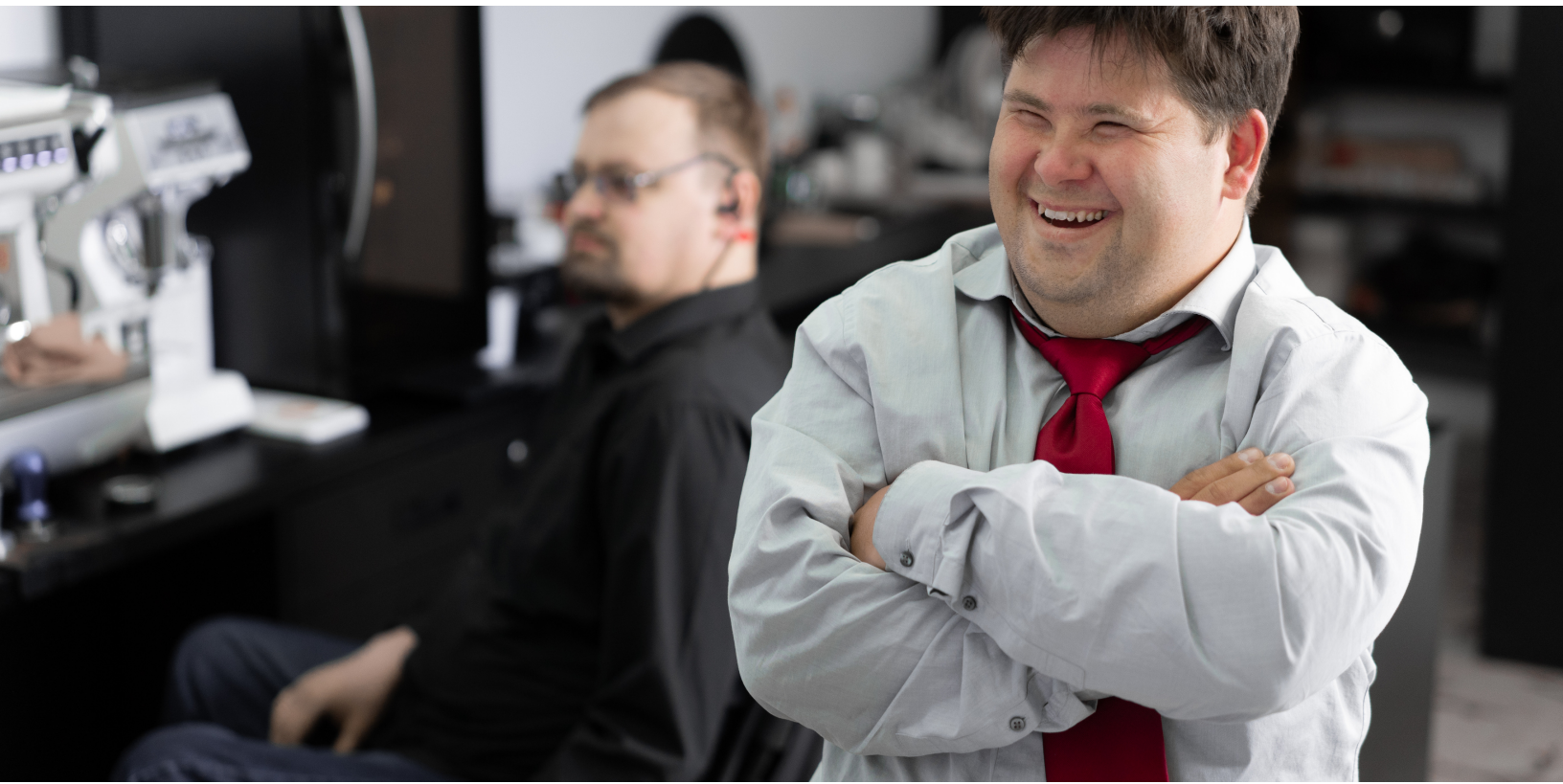


## Our Board of Directors

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

"Recognize that every interaction you have is an opportunity to make a positive impact on others."

-Shep Hyken



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

### Professional Business Solutions

- Canada Wide

### CCRW Employment Services

- Moncton (NB)

### JAS® - Job Accommodation Service

- Canada Wide

### Partners Program

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

### WORKink®

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

## 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), Oshawa (ON), Toronto (ON), Kitchener (ON), Winnipeg (MN), Saskatoon (SK) and Moose Jaw (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.

# Supporting an Inclusive Nation

## By the numbers

During the past year, CCRW has:



**Guided**  
**1225**  
**Clients**

## Partnered with

**1100**  
**Employers**



**Helped**  
**358**  
**Clients**

**find meaningful employment or  
return to school**

March 2020 marked the beginning of a global pandemic. CCRW was able to adapt from in-person services to virtual offerings while continuing to evolve and understand the demands of a new workforce.

"Attending the Youth the Future program for the past few months has given me a new perspective on working with a disability.

YTF has educated me with many different skills along the way. This program has helped me to work on my time management skills and professionalism to be successful in re-entering the workforce. I also managed to land 7 job interviews in 1 week!

Participating within YTF has taught me how to be a team player, engage in discussions and voice my opinion. With the guidance of the YTF facilitators, my hard work, and determination I was able to obtain employment!

Overall, it has been a great learning experience that I will remember. I can implement the skills that I have learned throughout my personal and professional life.

"

- Jessica | YTF Participant



# Job Accommodation Services (JAS) Celebrates 20 Years!

For the past 20 years, JAS has been a leader in job accommodations by helping to create a more healthy and inclusive workplace in providing support to the financial sector, and federal/provincial governments.



Total of 4,283  
cases of job  
accommodation

Over 3,000 cases of  
job accommodation  
for the financial  
sector



600+ Cases of job  
accommodation for  
federal, provincial  
and municipal  
governments

# Building an Inclusive Canada

As the COVID-19 pandemic continued to evolve, our understanding of the virus and the experiences of the current workforce continued to change, and so did we. During this critical time, CCRW was able to adapt to the new world of virtual sharing and moved pieces of history for our organization.

## April 2020

In order to adapt to the new reality, we needed to understand what people with disabilities and employers were facing. What struggles were they faced with and what kind of support they needed.

We launched #CovidStoryTelling, an opportunity for persons with disabilities and employers to share their realities throughout the pandemic.



"I know I must maintain a positive attitude as I never know how much I will benefit from this experience. No one knows what will happen after this and how our lives will change, but I will treat it as a blessing in disguise."

"With the emergence of Covid-19 we have been drastically affected which meant we had to get creative on how to continue RT sessions with clients."



READ MORE regarding our #CovidStoryTelling [here](#)

September 2020

Our CEO & and President, Maureen Haan, appeared on the virtual ARCH OP Lab project.



October 2020

In celebration of their 10th year anniversary, CCRW helped host the first virtual Disabilities Mentoring Day with Dolphin Technologies.



Our CEO & and President, Maureen Haan, was featured as a guest panelist on The Walrus Talk @ Home on the conversation around inclusion.



To view the webinar, [click here](#)

November 2020

In the mist of COVID, CCRW launched a new series of virtual events: Speaker Series. Each series featured a different topic of conversation and a variety of guest speakers.



**December 2020**

Another first for CCRW, we partnered in hosting the 1st virtual Disability and Work in Canada Conference.

**February 2021**

CCRW hosts their second virtual Speaker Series: Mental Health & Work, It is your BUSINESS!



**March 2021**

As we continued to uncover the need for employers in this new world of work, CCRW launched AIM: Accommodation & Inclusion Management.

Our President and CEO, Maureen Haan participated as a panelist in the Accessible Workplaces & Economic Inclusion for People with Disabilities Conference



"After more than a year living through a pandemic I can say with complete certainty that it has never been more important to prioritize the meaningful and equitable employment of persons with disabilities"

- The Honourable Carla Qualtro

Learn more about AIM: [click here](#)



# Our Virtual Impact



During our 2020-2021 fiscal year CCRW undertook multiple different social media campaigns to promote our services and programs, to build awareness for persons with disabilities in the workplace, and to solidify our community partnerships.

Over  
1000  
new  
followers!

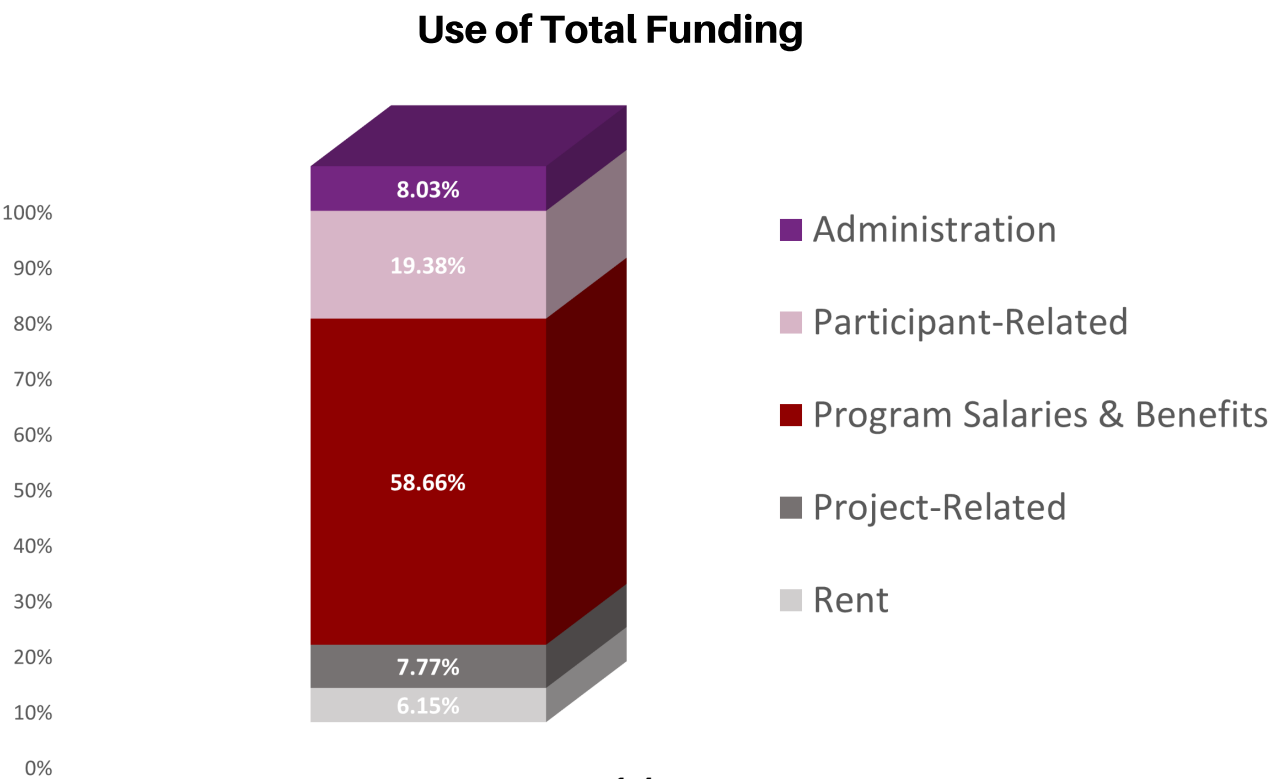
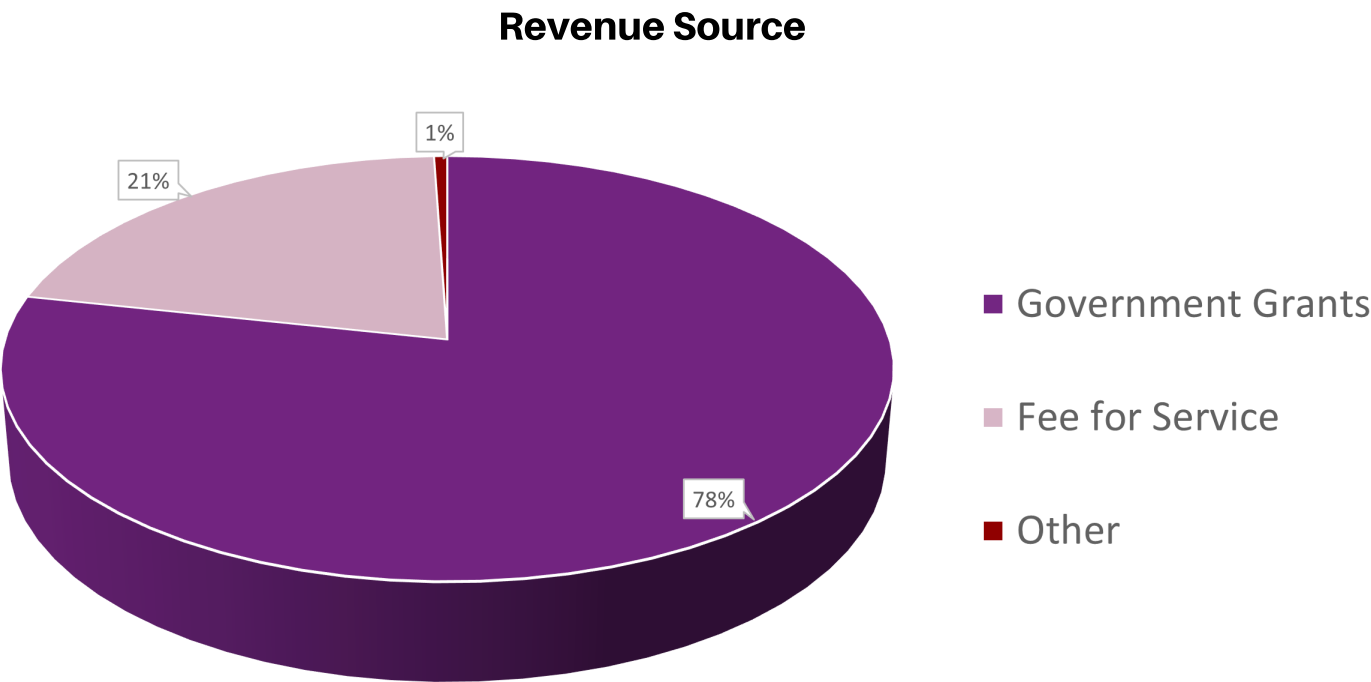
With the help of our campaigns, we grew our followers across all 4 platforms.

## Our Campaigns

- #CovidStoryTelling
- Speaker Series
- AIM: Accommodation & Inclusion Management
- Disability & Work in Canada Conference (DWC)
- Disabilities Mentoring Day (DMD)
- 50/30 Challenge

# Financial Reports

The charts below present an overview of CCRW's finances for the fiscal year of 2020-2021.



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CCRW | CCRT