



Impact Report 2021-2022



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Our Mission

To promote and support meaningful and equitable employment of persons 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.



Message from the Board of Directors



When CCRW was founded in 1976, the need for a national organization dedicated to employment for persons with disabilities was recognized. CCRW's founders could not have foreseen just how crucial this work would become decades later during a global pandemic, where businesses and those who work for them had to pivot, adapt, and accommodate in ways not previously imagined.

During this time, the need for and value of collaboration among Government, businesses and persons with disabilities intensified the work of CCRW. It highlighted the importance of working together to solve common challenges.

As Chair of CCRW, I am immensely proud of the dedicated men and women across the country who have embraced CCRW's mission and vision. It's thanks to their commitment and the visionary work of CEO Maureen Haan that CCRW is recognized nationally as a "go to" organization leading in the employment for persons with disabilities landscape.

It has been an honour and an inspiration to serve as Chair of the CCRW Board of Directors. Our Board is immensely proud of the work of the CCRW team.

Kathy Malley, APR, FCPRS
Chair

Message from the President & CEO



At CCRW, we take your business seriously. Whether you are a person with a disability who is looking for a job or wanting to ensure you keep your job, or you are a business or an employer who is looking for help during these unprecedented times, we are here for you. We have shifted our work focus to ensure Canadian business is able to survive these ever-changing times, and that the disability community is able to receive the support needed.

For businesses, how is it possible to focus on productivity and what has always been required, while ensuring effective engagement, mental health support and addressing unanticipated barriers to success? During this time of transition and work from home deployment, wondering how business can continue to focus on diversity and inclusion and the hiring, retention and development of employees? We can help with that.

Maureen Haan
President & CEO,
CCRW



The Current Climate

The prevalence of disabilities among Canadians is more common than one may realize. In fact, millions of Canadians have at least one disability. Many Canadians are limited in their daily activities because of a physical or mental disability, but continue to participate actively in the labour market and often hold jobs that match their qualifications. Despite numerous positive stories and experiences, persons with disabilities remain less likely than others to be employed, both in Canada and other parts of the world.

It is true that some persons have a disability so severe that they cannot hold a job or work in a company. However, many others who would like to have paid employment are unable to reach that goal for reasons unrelated to their condition, such as workplaces that are physically inaccessible or discriminatory hiring practices. As a result, such individuals can become unemployed or give up looking for work.

Source: Statistics Canada, 2015, 2018

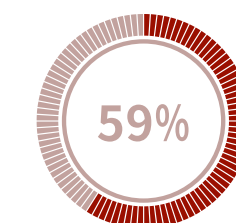
Statistics



In 2017, one in five (22%) of the Canadian population aged 15 years and over – or about 6.2 million individuals – had one or more disabilities.



Disabilities related to pain, flexibility, mobility, and mental health were the most common disability types.

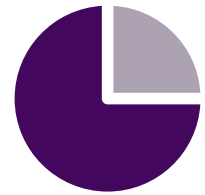


Among those aged 25 to 64 years, persons with disabilities were less likely to be employed (59%) than those without disabilities (80%).

Projections



One in five Canadians reported living with a disability in 2017. This figure is set to rise to one in four over the next two decades.



Projections show that in about two decades, we can expect there to be more than 9 million Canadians with disabilities, or roughly a quarter of the working age population



Mental health is becoming a more prevalent issue, particularly for younger Canadians, with notable increases in incidence among both 15-24- and 25-44-year-olds.



Scenario analysis suggests that closing just part of this gap can drive as much as a \$54 billion gain in GDP and come with nearly half a million more jobs relative to business as usual.

Source: Statistics Canada, TD Economics. 2017 Data



Our Landscape

Where do we go from here? Statistics are not just about looking back, but also looking forward. How have we contributed to circumventing some of these projected statistics?

At CCRW, we are dedicated to helping job seekers with disabilities find and retain employment. In doing so, we always advocate for accommodation, inclusion, and equity in the workplace.

We offer job search assistance, pre-employment training, accommodation assessments, coaching services, and a variety of workshops. We also provide a wide range of services for employers including, consulting, business incentives, hiring and retention, and disability confidence training.

695

Accommodations were provided to candidates in 2021-2022. Most common were learning supports (158).

388

Candidates reported living with mental health disability.

1,172

Total candidates supported across the entire 2021-2022 fiscal year



Where We Work

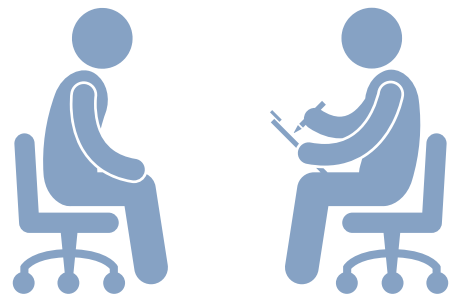
CCRW now operates in even more locations. We are located in British Columbia, Manitoba, New Brunswick, Newfoundland Nova Scotia, Ontario, Prince Edward Island, Saskatchewan, and Nunavut.

Additionally, many of our services are offered in a remote/hybrid option, allowing job seekers with a disability, no transportation, or long distances to participate regardless of their situation.

- | | |
|---------------|------------------------|
| 📍 Toronto | 📍 Saskatoon |
| 📍 Halton-Peel | 📍 Moose Jaw |
| 📍 Scarborough | 📍 Halifax |
| 📍 Mississauga | 📍 St. John's |
| 📍 Kitchener | 📍 Surrey |
| 📍 Oshawa | 📍 Winnipeg |
| 📍 Montreal | 📍 Vancouver |
| 📍 Moncton | 📍 Prince Edward Island |
| 📍 Saint John | 📍 Iqaluit |



Our Solutions



01 Support Jobseekers

To support job seekers (across Canada) with all types of disability, who wish to find meaningful employment



02 Support Employers

To support employers who wish to hire employees who are persons with disabilities



03 Share Resources

To share our resources, experiences and skills in order to make employment opportunities accessible for every candidate

Our Solutions

Accommodation & Inclusion Management (AIM)

Little Caesar's, Saint John, NB

Little Caesar's, Saint John, NB branch has worked with CCRW in the past to hire persons with disabilities. CCRW's Advancing Inclusive Employment program in Saint John, NB, connected the owner with AIM to receive support with improving their office space, which is shared among 3-4 employees on rotation, and only used by one employee at a time. They requested support with identifying appropriate ergonomic equipment that could be adjusted for each employee to be comfortable while using the workstation. With multiple people using this workstation, adjustability of the workstation was identified as the main priority, as the owner strived to provide an optimal work environment for all employees.

Upon speaking with the owner, it was deemed an Ergonomics Consultation would best support this space. The owner sent photos of their current setup and requested support with improving the workstation to be adjustable for different users and to enable a more inclusive area to complete regular tasks and optimize the productivity of their team. The staff using the workstation had identified several barriers to working at that station, including neck pain, shoulder stiffness, eye strain, lack of comfort, which in turn is limiting the employees' abilities to perform their jobs without barriers. The main job tasks performed at this station include computer use and rotating between the desk, computer, printer and filing cabinet.

After the Ergonomics Consultation was complete, a report was provided, and all items were shipped to the branch. Upon receipt, we received very positive feedback from the owner(see quote included)



Having regularly worked with CCRW in the past has been a very positive experience. Providing an environment where clients have successfully transitioned to the work world has truly been a win-win venture for us as an employer and the clients as employees. In this extremely difficult employment market driven by covid, finding quality competent long-term employees has never been more challenging. Working with CCRW has enabled us to lessen this burden. Covid 19 brought challenges to employees in our industry as never before seen. Long hours safety and health concerns, physical and mental stress were at all time high levels. Our support from the AIM service could not have been more timely or more needed.

We have learned so much from our involvement. It made us review our practices and identified deficiencies in our organization. With so many moving parts and employees of differing sizes and shapes the knowledge we gained on ergonomics was work-life changing.

With more jobs now available than people to fill them reducing sick time and work-related injuries are essential parts of employment strategies. The products and services we received from working with AIM will assist with this not to mention the regular wear and tear related discomfort and pain associated to our work. CCRW's, AIM has been first class. We feel now and moving forward, work places regardless of the industry can benefit from these services. AIM made us a safer more productive work force and made work more enjoyable. Two critical areas of need as we move forward in the employment world.

- Jim, Owner, Little Caesars, Saint John, NB



Our Solutions

Youth the Future, Charlottetown, PEI

When Brandon came for his Youth the Future interview, he was dressed in a suit and dress shoes with gelled back hair. The Employment Facilitator's were impressed by how Brandon approached the interview, he was passionate about wanting to work, about bettering himself, and becoming independent. Brandon was in the foster care system for many years before going to the Transition House, a large building that houses clients who are transitioning from Mental Health and Addictions into a more secure, sober, independent living situation.

Brandon was a participant of Cohort 2 which began on April 11th, 2022. During the first month of programming, Brandon set out his goals in the Youth the Future Program which included working in the trades, living on his own, and not being a client under the Public Guardian. During the first few weeks, it had come to Employment Facilitator's attention that Brandon had been volunteering with a group called "Gifts from the Heart". They support and give back to families on the island that require financial assistance. In the first week of May, Brandon was excited to find out that he would be moving out on his own within the next three months, the last step in the transition process.

On May 12, 2022, Brandon had an interview with a Construction company in Charlottetown. With the support of the Employment Facilitator, Brandon was immediately offered the job and started work five days later. Management quickly took a liking to Brandon and a job coach was set up to support him as he gained new responsibilities in the company. He was eventually promoted to a paving crew from his initial job as a Shop Helper.

After three weeks, Brandon was no longer under the Guardianship of the Public Trustee, he met his goal; he was finally on his own. Due to his hard work and perseverance, Brandon is now living on his own in the community and has a full-time job as a labourer.



Our Solutions

Youth the Future, St. John's, NL



"First off, I would like to thank the CCRW, Sara, Mitch, and Linda for believing in all of us and helping pave the way into the new chapter in our lives. I started off this program, not really knowing who I was or where I belonged. This program showed me what I deserve, not just as someone with a disability, but as a person.

I have learned so much, I have grown. One of my main takeaways is that I got answers. I was able to get evaluations done that I would never have been able to get on my own, I jumped past waitlists for psychiatrists, massage and physio. I made friends. I experienced belonging, inclusion, understanding and validation. I was shown that I can do anything I put my mind to. I can do this and with this program, anyone can do this.

There ARE places that are accommodating, and there ARE people who care, you just have to put some work in and you can get the help you need and see the results. This program has improved my life for the better and I wish everyone could experience it.

This digital painting I made is called "the colors of growth". It symbolizes the growth during this program with the CCRW. We began as people who just wanted to belong, to know how to get a job and just be treated fairly. We came in not knowing much about the rights that we actually have in a workplace. As you can see, the first half of the painting is in gray, and then moves into color. This and also the butterflies represent transformation, new beginnings and hope. I am very hopeful for our futures. We've got this!

Thank you."

Jessica Starkes-Brown
Youth the Future, St. John's



Our Solutions

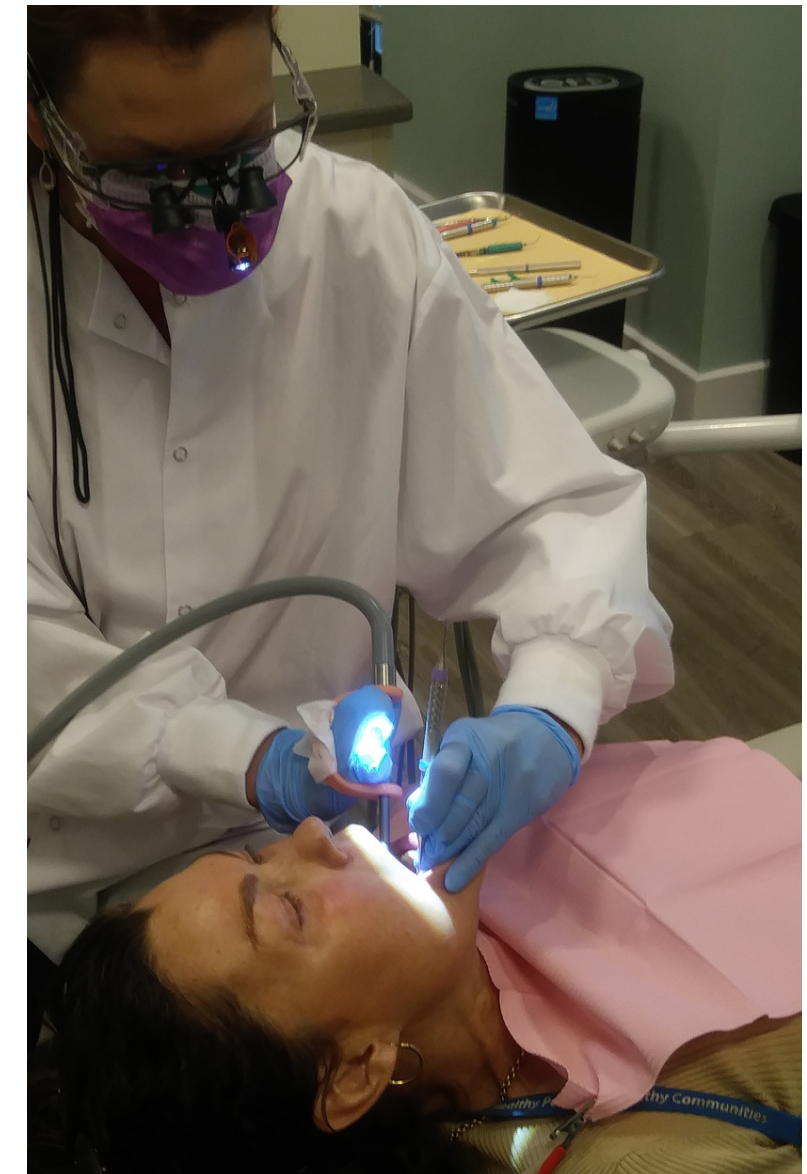
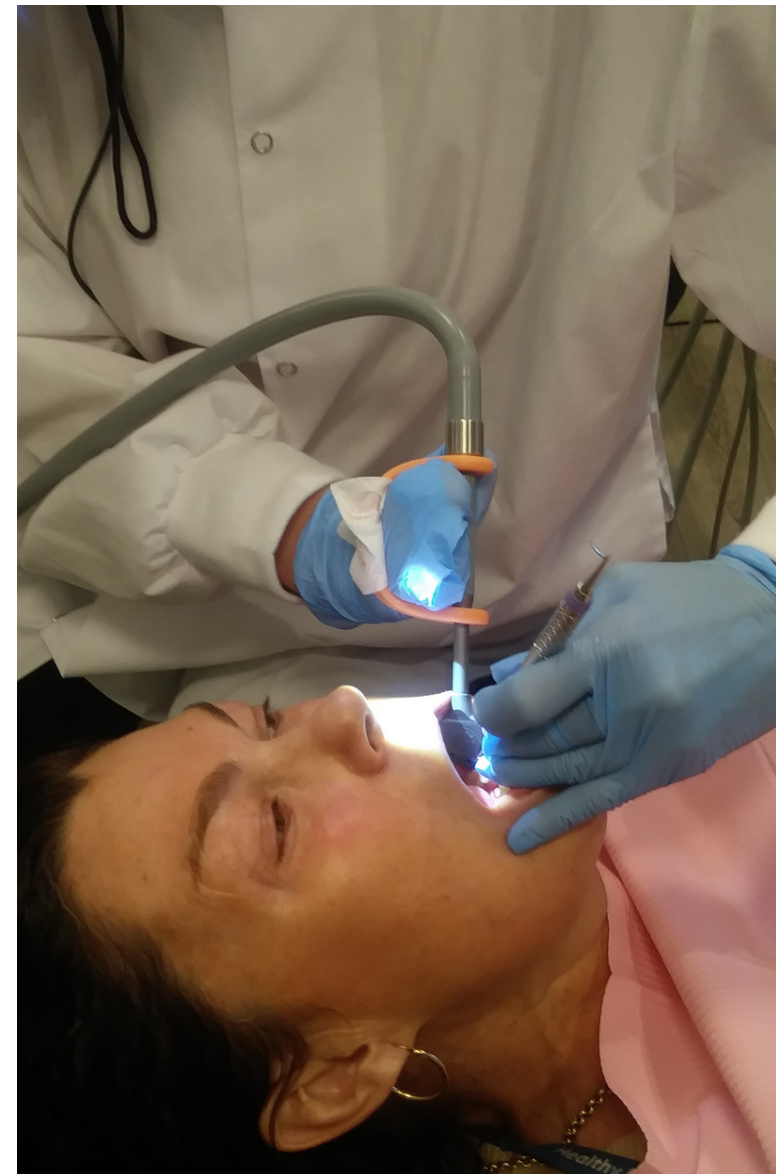
AIM St. John's, NL

Leanne was a dental hygienist for over 20 years when an infection due to illness caused her to lose part of her hand and foot. She was concerned that she wouldn't be able to return to her previous role, so reached out to CCRW to assist with retuning to work in an administrative role.

With help from the AIM team, we not only were able to set her up to work as an admin assistant in her old dental office, but were also able to equip her with the tools she would need to return part time as a dental hygienist!

"After an illness left me with a disability, I was unsure whether I would be able to find my place back in the workforce. I am truly grateful for the support that the CCRW has given me for getting back to work. The staff provided me with the tools I needed to make the process of returning to the workplace a smooth one."

Leanne A
AIM St. John's, NL



Our Team

Red Shirt Day is a day when people across Canada come together and wear red in schools, workplaces, and spaces everywhere in order to create a visible display of solidarity: to show their support for persons and families who are living with disabilities. Red Shirt Day, takes place on the Wednesday of National AccessAbility Week each year. This year, CCRW participated Canada-wide at each of our locations.

Red Shirt Day at our Toronto Office



Red Shirt Day at our Moncton Office



Red Shirt Day at our St. John's Office









Humber Transition to Work
Conference



Business Solutions Lunch/Meeting
at our Toronto Head Office

Our Community

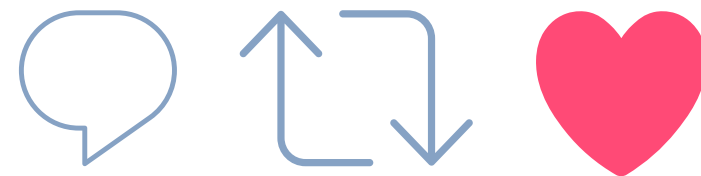
Conferences & Social Media Engagement



CCRW hosts the annual Disability and Work Conference (DWC). The 2021 DWC sold 560 tickets, representing an 34% increase over 2020's attendance (418 tickets sold) and a 175% increase over 2019's (203)

Follow

As of Q4, CCRW had over 2500 followers on Twitter (approximately 150 new followers since Q3)



There was also substantial Twitter coverage of the latest DWC with 17 posts, 5916 impressions, and 222 engagements.



As of Q4, CCRW has over 600 followers on Instagram (approximately 50 new followers since Q3)



Our Community

Knowledge Transfer Products

CCRW is a leader in creating positive change. . .

Advocacy Work:

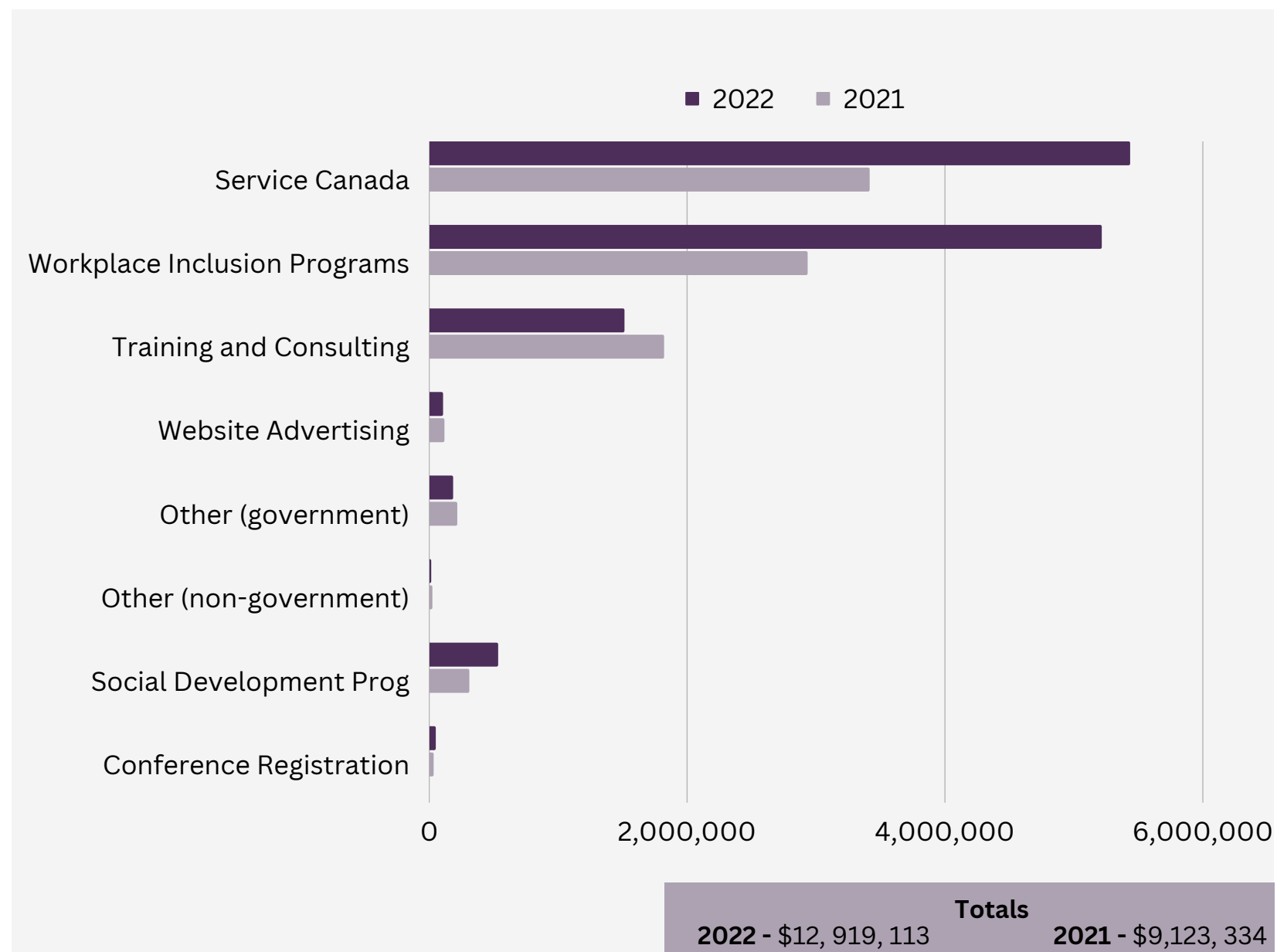
- External Committees and Projects
- Letters of Support
- Participation on Boards and Panels
- Direct Engagement with Policymakers
- Other Engagement work such as Webinars, Business engagement and networking, information sessions, and training material and resource Development

[CCRW 2021 Trends Report](#)

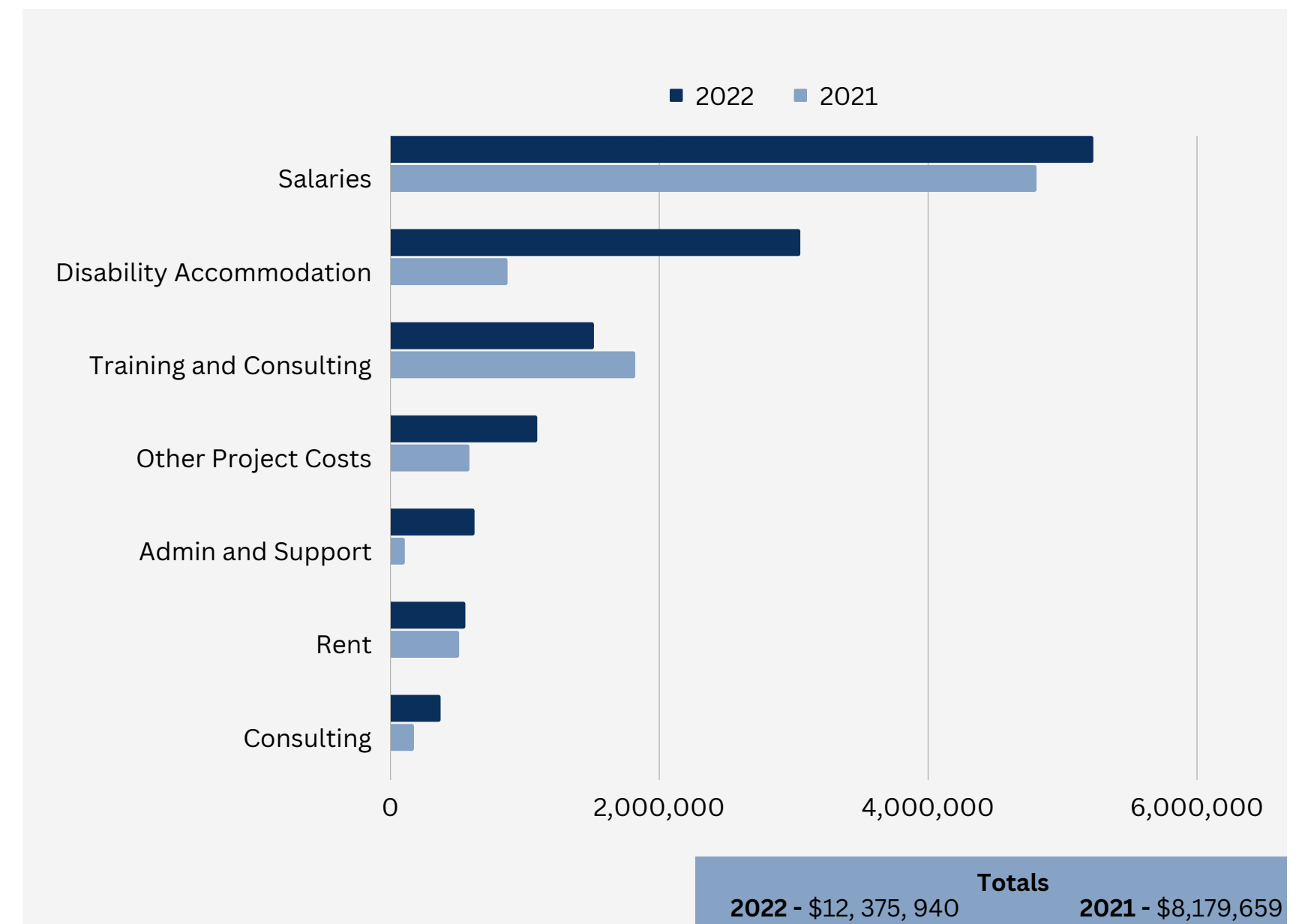


Financials

Revenue 2021/2022



Expenses 2021/2022





www.ccrw.org | 1-800-664-0925

