



CENTRE FOR INDEPENDENT
LIVING IN TORONTO

ANNUAL REPORT

2016-17

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In Memoriam



VIC WILLI
1942 - 2017

Vic Willi died on February 11, 2017. We held a memorial for him on March 26, which was well attended and included Vic's family members.

He was the fearless leader of the Centre for Independent Living in Toronto from 1989 until 2006 and received CILT's Founders' Award in 2010. He was a friend, colleague, mentor, leader, teacher, and IL sage to many.

Some of his achievements during these 17 years include the administration of the first television weekly show in Canadian history. This show – a significant part of his legacy – promoted quality living with a disability. Originally known as “The Disability Network,” it was later called “Moving On,” a joint project with CBC Television.

He was also key in the development of other groundbreaking programs like Parenting with a Disability, a peer support and information-sharing network for parents and prospective parents with a disability.

He was also one of the key leaders in developing and implementing the Self-Managed Attendant Services – Direct Funding program, another innovative program. DF enables people with physical disabilities to become self-managers, or employers, of their own attendants.

He guided key academic studies about disability and emphasized the importance of participatory research and quality data in these projects.

It's a track record portfolio to make anyone proud. The fact that he did all this with the philosophy of Independent Living front and centre at all times makes his work all the more valuable to the consumer community.

The three qualities that he best exemplified were respect, dignity and support. Vic was a true leader in the IL movement continually promoting the principles and application of Independent Living in everything he did.

1 President's Report

Meghan Hines, President and Chair



ONCE AGAIN, I feel honoured to work with board members and staff who have a keen commitment to our issues, initiatives and programs. They have diligently applied, to the best of their abilities, Independent Living (IL) principles to all decisions and program operations. Collaboratively, the board and staff work together to ensure we continue to grow, mature and respond to the ever-changing economic and political climate.

We are quite gratified that people are now supporting models of services and support that IL movements have been pushing for over 30 years, but of course it means a great deal more work!

Last year I introduced you to Ing Wong-Ward as Associate Director. This new position was created to provide greater support to our Executive Director Sandra Carpenter. Ing has

been off on long-term health leave since March but until she left her job performance was nothing short of stellar. We expect her to be back with us as soon as possible.

We continue to be invited by news media, government, other partners, and even people from other countries, to speak about disability issues and educate about our unique IL perspectives and successes.

Ing has been a great help to us in this work. In fact, hardly a week went by when she did not receive calls from media.

We strive to continue to create new and meaningful alliances with others to avoid both duplicating services and to build capacity among like-minded groups to work on common areas of concern.

To celebrate the legacy and great work of Helen Henderson, our late board chair who passed away in 2015, the winner of this year's award named for her will be announced at the Annual General Meeting. The Award is given to an outstanding piece of writing related to raising public awareness of a disability issue or barrier.

I'd also like to announce Judi Fisher as recipient of this year's Founders' Award. Her biography can be found later in this report.

The list of our board members currently includes me as Chair, Ayesha Zubair as Vice Chair, Cathy Samuelson as Treasurer, Warner Clark as Secretary, Don Barrie, as Member at Large, Victor Gascon, Ayshia Musleh, Rod Ioi, Fady Shanouda, David Demchuck, Michele Gardner and Maayan Ziv. Please join us in thanking everyone for their time and expertise.

This year we say goodbye to board members Cathy Samuelson who has completed all three of her two-year terms; Fady Shanouda, who will be greatly missed; and, Ayshia Musleh who has moved on to other pursuits. We thank them all for their dedication and commitment to the governing body of this organization.

This is our opportunity to formally acknowledge and thank all our hard working staff and volunteers for all their contributions over the last year. We won't list our staff here – their profiles and pictures are included in this report. But our amazing office volunteers have included Taryn Allen, Miriam Chong, Susan DeLaurier, Mary Henderson, Luigi Lisciandro, Alnoor Nanji, Tara Nolan and Suzette Yearwood. We couldn't do what we do without them. Please join me in thanking them for all their hard work over the past year or in some cases, years!

We also want to thank our funders, without whose generous support we would not be able to address any community and member needs. Our primary funders are Independent Living Canada, the City of Toronto, the United Way of Greater Toronto and York Region, and the Ministry of Health and Long-Term Care.

It goes without saying that we continued to actively review and approve all necessary reports, applications and proposals as required by our various funders and, as you can see from the Treasurer's Report, we were able to continue our work and come out with a balanced budget.

CILT is a member organization. We offer services and support to anyone with a disability in the Toronto area; across Ontario for Direct Funding. It is you, the voting members of CILT which make this all possible and inform the work we do. Thanks once again, to all!

It has been our privilege to serve our membership over the last year.

2 Executive Director's Report

Sandra Carpenter

MOTHER EARTH is making us all know just how she is feeling. Wildfires rage in British Columbia, Hurricanes Harvey and Irma wreaked havoc in southern United States and the Caribbean. By the time you read this I'm sure more 'weather events' will have happened. If the year 2016/2017 were to be characterized, it is as one of disruption on every front you can imagine. Socially and environmentally, globally, internationally, nationally, regionally and locally.

Now to CILT. Our programs, notably the Direct Funding (DF) and Attendant Service Application Centre (ASAC) programs have basically doubled in size over the last four years. This has forced us to view our programs through a slightly different lens and ask: how can the Independent Living approach best integrate with the new collaborative approach in the community sector without sacrificing our core principles? Without being watered down? Absorbed?

I don't have the whole answer yet but it in part has to do with moral and ethical leadership; active listening; sound analysis of what our community needs are and how best to address them. 'Thinking outside the box' without jumping into someone else's. To put it more simply, we will have to **adapt** to the emerging realities.

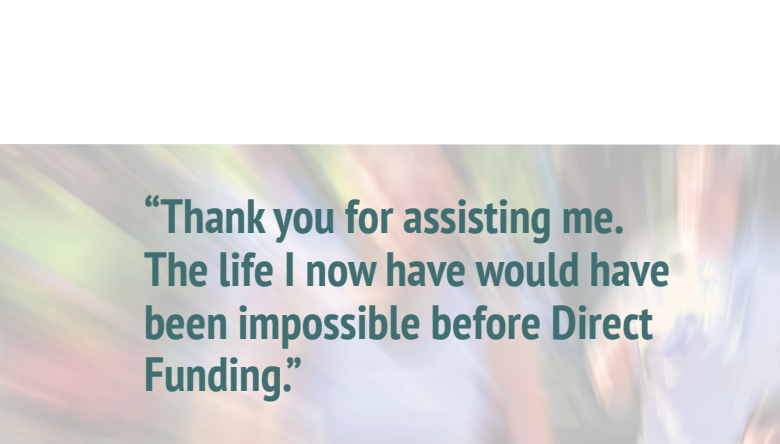
One primary example occurred toward the end of last fiscal year. We engaged in a collaborative project with Bellwoods Community Place. ASAC worked with Bellwoods to review the waiting list for attendant services and develop a priority system. The project resulted in many things



but most notable was the successful merging of what could have been two very divergent approaches.

The ASAC team consists of Rolita Siu, Manager, Zdravka Gueorguieva and Kathleen Odell. Join me in thanking this extremely hardworking group.

I also want to formally acknowledge the DF team and its extraordinary dedication over the last year. Led by Leisa DeBono Manager, the



“Thank you for assisting me. The life I now have would have been impossible before Direct Funding.”

team includes Leanne Larmondin, Abdullah Duranai, Katherine Janicki, Melissa Graham, Marisa Falzone, John Tam, Danielle Vinciguerra, Melissa Azore and Samantha Walsh. Ian Parker also plays a key leadership and policy role in this program.

DF is well on track to have served 1,000 participants, called Self-Managers, on the program by March 31, 2018. As you can see above, the staff complement has grown substantially over the last few years. As a result we have had to think differently about the organizational structure in the unit, while at the same time continue to meet our contractual obligations to the provincial government.

DF is highly treasured by some program participants as the following testimonial from a new Self-Manager exemplifies.

There have been so many changes in my life in the past three months, it has been overwhelming. The purpose of this email is to say “Thank You” for assisting me. The life I now have would have been impossible before Direct Funding. I would have spent the rest of my life in a hospital in a semi-private room. On July 7, 2017, I was discharged from the hospital and for the first time since Oct 23, 2014 (987 days), I slept in my own bed in my own home.

Unusual feelings since getting out

- *sitting by an open window and feeling the breeze;*
- *listening to the rain last night as I laid in bed;*

- *listening to birds.*
- *smelling cut grass;*
- *no hospital white noise, bells ringing, no screaming patients, etc. The hospital never knew how to categorize me, so I was hospitalized in long-term care (equivalent to a nursing home). Try living in that environment for a period of time when you’re sane!*

This program is the realization of all Independent Living principles and as the preceding testimonial illustrates, makes a real and significant difference in many, many lives.

The backbone of our CILT are what we call the Core Programs; programs that you will find in every Independent Living Centre in Canada. Our core team includes John Mossa, Andrea Rae, Denise Emile, Melanie Marsden and newcomer Robin Simmons.

Of course, all of our work is supported by the Administration team of Jamie Wong, Manager, Judy Lu, Adriana Gutierrez and newcomer Nadine Azore.

I also want to make special mention of the people who work in the office daily as support attendants. Margaret Githuku, Melissa Haigler, Joyce Leung, Louis George, and on occasion Heather Tzogas, Omega Ursais and others. Without them, many of us, including me, could not do our work.

This is an opportunity to formally acknowledge and thank all our hard working staff and volunteers for all their contributions over the last year. Staff profiles and pictures are included in this report.

Our amazing office volunteers have included Taryn Allen, Miriam Chong, Susan DeLaurier, Mary Henderson, Luigi Lisciandro, Alnoor Nanji, Suzette Yearwood and Tara Nolan. We couldn’t do what we do, without them. Please join me in thanking them for all their hard work over the past year or in some cases, years!

Because of these people, last year we made

over 250,000 contacts. Use of the telephone inquiry is pretty much the same as last year but the website as a source of information remains high at almost 161,000. See charts on the centre spread of this report.

In her report Meghan mentioned that Associate Director Ing Wong-Ward has been off for several months. Although Ing herself is irreplaceable, the Board approved an interim plan to support my office. We continue to employ the services of Creative People Solutions on a contract basis and Peter Judge also joins us as a General Assistant to me. We have also engaged additional human resources administrative services through a contract with Gaynor Rawson.

I also want to thank the CILT Board for all its support to me over this last year.

Specifically, I want to thank Meghan, our Board President, for her steadfast leadership and

thoughtful advice over the last year, Ayesha our Vice Chair, and Warner Clark our Secretary, all of whom have been indispensable to me... almost everyone deserves some kind of honourable mention. We have a very talented and hardworking Board.

I also want to thank our funders, without whose generous support we would not be able to address any community and member needs. Our primary funders are the City of Toronto, the United Way of Toronto and York Region, the Ministry of Health and Long-Term Care and the Trillium Foundation. CILT also receives a grant from Independent Living Canada.

CILT is a member organization and yet we offer services and support to anyone with a disability in the Toronto area. It is you, the voting members of CILT which make this possible and inform the work we do. Thanks, once again, to all!

Be the change you want to see in the world



Associate Director Ing Wong-Ward, top left, was profiled in the *Toronto Star's* March 2017 feature on "The Future of Feminism".

3 Treasurer's Report

Cathy Samuelson



A CONDENSED version of CILT's financial statements for the year ended March 31, 2017, is included in this annual report. A complete version is available on request. The statements were audited by Berman, Lofchick & Lum, LLP Chartered Accountants. As usual, CILT received a "clean" report from its auditors.

The Statement of Financial Position (the top part of the condensed statement) shows CILT's assets and liabilities as of March 31st. This statement is organized to report the funds belonging to the Personal Support Workers (PSW) Training project separately from CILT's core operations and our Direct Funding program. The PSW program is a "flow-through" or "paymaster" program which CILT operates (for an administrative fee) on behalf of the Ministry of Health and Long-Term Care. CILT's net assets and reserves relate to our core operations and Direct Funding program only; the PSW and special projects do not generate any net assets or reserves for CILT. The total net assets and reserves of \$438,514 are unchanged since the end of the previous year.

The statements of operations (the lower part of the statement) also reports the PSW and special projects in separate columns and goes one step further and reports the Direct Funding program separately from our core operations.

The PSW Training project (fourth column) was operated with a grant from the Ministry of Health and Long Term Care of \$2,182,200. Under the agreement with the Ministry, the \$58,000 administrative expense of this program was retained by CILT and became a revenue for our core operations. The amounts

not spent by the participating agencies are being returned to the Ministry.

Similarly, the Special Projects (third column) were operated with two grants totalling \$851,000, of which \$75,000 was retained by CILT to offset Core administrative costs. The unspent funds need to be returned to the Ministry.

The second column shows the results of the Direct Funding program. Program revenues and expenses this year were over \$41 million, and CILT's core operations benefited by an administrative expense recovery of \$186,060. The funds being returned mainly consist of excessive funds received for retroactive wage enhancements and the most recent part-year expansion funds.

The first column shows the results of CILT's core operations – networking, peer support, skills training, and other service programs. Revenues for these core activities came from the Toronto Central Local Health Integration Network, the United Way of Greater Toronto and York Region, Independent Living Canada, the City of Toronto, and the administrative fees from CILT's management of the PSW and CCIM projects and the Direct Funding program. Revenues and expenses again totaled just over \$1 million last year. Most of the expenses (85%) went to personnel, purchased services, and building occupancy.

The total revenues for the core operations equaled total expenses exactly. This is because CILT's core program funding now comes from the Toronto Central LHIN, and our funding agreement with them requires that CILT have an annual balanced budget in each fiscal year and does not permit CILT to run a surplus. This "net zero" result was achieved by deferring to this year some of our

self-generated revenue. This balanced budget requirement may effectively limit CILT's ability to increase its net assets and reserves in future years beyond the \$438,514 reported above.

I would like to acknowledge the excellent work done by Sylvia Draper-Fernandez of PAS Accounting Services in the day-to-day accounting and the preparation of CILT's financial statements and by Executive Director Sandra Carpenter and Jamie Wong, Manager, Administration and Systems in their management of CILT's financial resources.

This will be my last report as your Treasurer. It has been an honour to serve you over the last six years and to be part of this highly committed Board.



As usual, CILT received a "clean" report from its auditors.

CILT Condensed Financial Statements

CENTRE FOR INDEPENDENT LIVING IN TORONTO (C.I.L.T.) INC.

Condensed Version of Audited Financial Report – March 31, 2017

Statement of Financial Position

	Core & Direct Funding	PSW Funds	Total 2016-17	Total 2015-16
ASSETS:				
Current Assets	13,109,213	723,665	13,832,878	9,408,622
Capital Assets	136,746	-	136,746	157,817
Total Assets	13,245,959	723,665	13,969,624	9,566,439

LIABILITIES \ NET ASSETS:

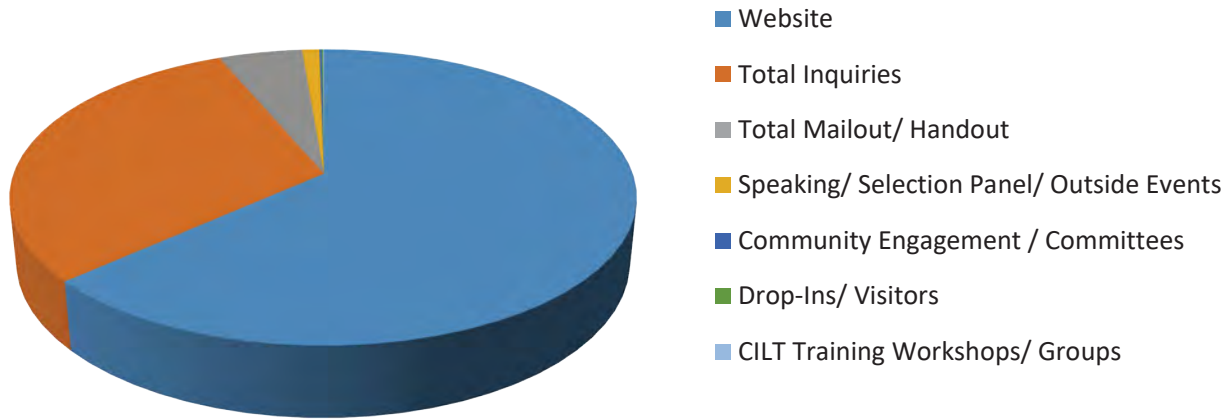
Current Liabilities	12,807,445	723,655	13,531,100	9,127,925
Net Assets \ Reserves	438,514	-	438,514	438,514
Total Liabilities \ Reserves	13,245,959	723,655	13,969,614	9,566,439

Statement of Operations (Consolidated)

	Core	Direct Funding	Special Funds	PSW Funds	Total 2016-17	Total 2015-16
REVENUES:						
Min. Of Health Grants	552,860	42,967,005	851,000	2,182,200	46,553,065	45,282,349
Self-Generated Income \ Other	417,029	112,335	-	-	529,364	500,343
United Way - Membership Alloc	184,957	-	-	-	184,957	189,957
City of Toronto Grants	23,570	-	-	-	23,570	30,815
Community Care Access Centre	-	206,500	-	-	206,500	134,379
Total Revenues	1,178,416	43,285,840	851,000	2,182,200	47,497,456	46,137,843
EXPENSES						
Subsidies to Participants	-	39,520,845	-	1,400,535	40,921,380	41,163,364
Personnel	770,229	873,556	-	-	1,643,785	1,546,482
Program Expenses	23,487	323,745	-	-	347,232	561,581
Administrative Expenses	57,946	285,577	75,000	58,000	476,523	391,417
Purchased Services	191,569	74,951	613,662	-	880,182	312,079
Building Occupancy	123,544	115,703	-	-	239,247	235,370
Staff \ Board Expenses	11,641	23,938	-	-	35,579	25,030
Total Expenses	1,178,416	41,218,315	688,662	1,458,535	44,543,928	44,235,323
Unspent Fund Returned to Ministry	-	(2,067,525)	(162,338)	(723,665)	(2,953,528)	(1,902,520)
Excess of Revenue over Expenses	-	-	-	-	-	-

CILT Statistics April 1, 2016 - March 31, 2017

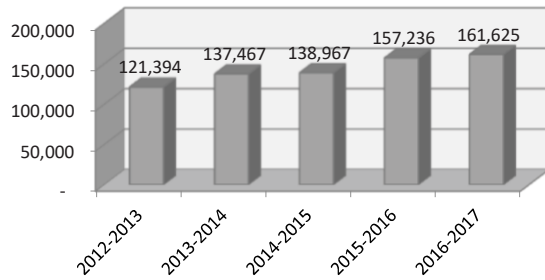
Individual Contacts by Category 2016-2017



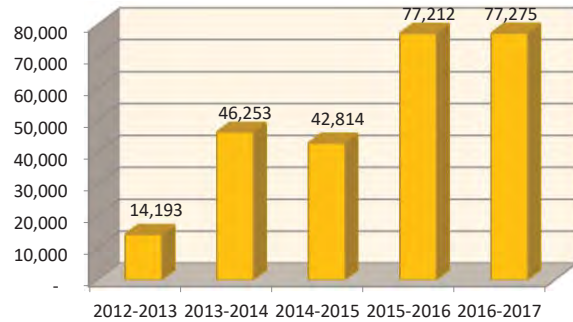
CATEGORY	Individual Contacts	%	Units of Service	%
Website	161,625	63.34%	417,613	77.28%
Total Inquiries	77,275	30.28%	95,608	17.69%
Total Mailout/ Handout	12,815	5.02%	19,860	3.67%
Speaking/ Selection Panel/ Outside Events	2,634	1.03%	3,738	0.69%
Community Engagement / Committees	368	0.14%	901	0.17%
Drop-Ins/ Visitors	190	0.07%	296	0.05%
CILT Training Workshops/ Groups	137	0.05%	1,664	0.31%
Total Volunteers	87	0.03%	622	0.12%
Board Meetings / Committees	40	0.02%	109	0.02%
Total	255,171	100.00%	540,411	100.00%

CILT Statistics April 1, 2016 - March 31, 2017

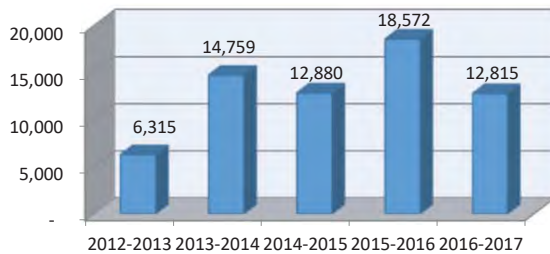
Website (# of homepage contacts)



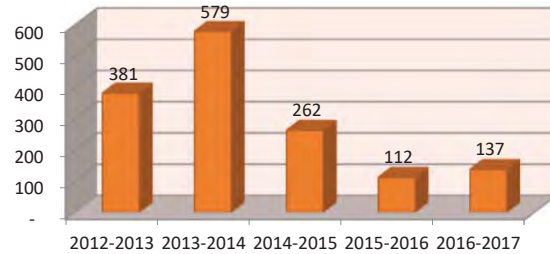
Total Inquiries (# of calls)



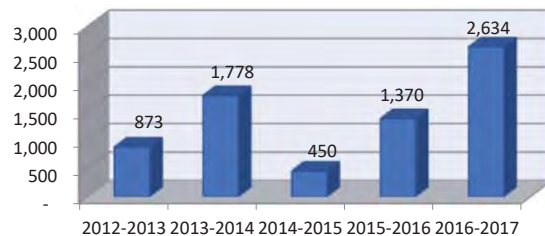
Total Mailout/ Handout (# of packages or mailings)



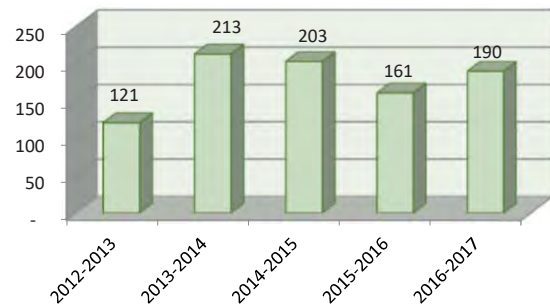
CILT Training Workshops/ Groups (# of persons attending)



Speaking/ Selection Panel/ Outside Events (# of persons served)



Drop-Ins/Visitors



4 2017 Founders' Award Recipient

Judi Fisher



WE AT THE Centre for Independent Living in Toronto (CILT) have known and worked collaboratively with Judi for many years.

Judi Fisher is Executive Director, Cheshire Homes of London Inc. She has been a leader within the attendant

services sector, and the community and the health system as a whole for more than 35 years. Her capacity as a leader is evidenced in many ways, but perhaps most striking has been her growing a strong non-profit agency from infancy to, what today is, the largest Community Support Services organization in Ontario's South West Local Health Integration Network (LHIN).

She espouses the value of consumers speaking for themselves and was invested in having the consumer at the centre of their own care long before it became a focus within healthcare. Judi has long supported the Independent Living philosophy as the essential foundation of attendant services.

Judi was one of the first to recognize that a self-managed, Direct Funding (DF) option in attendant services would not be in competition with her organization. She embraced DF as a logical step allowing consumers as much independence over their own services and lives as possible.

To plan and launch Direct Funding, we consumers worked with Judi to organize two key provincial conferences of consumers of attendant services. The first consolidated broad consumer support and the second, in 1994, culminated in the Minister of Health announcing a two-year DF pilot to be run by CILT. These were truly pivotal gatherings in advancing self-managed attendant services in Ontario.

Judi's role was indispensable: she located an accessible, affordable site and made the arrangements. For months she helped us plan, meeting us in Waterloo at the late Jackie Rodger's house; alongside funding from CILT, she dedicated Cheshire funds to support the conferences and donated her own and staff time. And at the conferences themselves, she stayed up late at night transcribing notes of previous sessions to inform the following day's workshops.

Over the years, Judi has alerted us to many opportunities that would benefit from our mobilization and partnership. Currently, Judi sits on a provincial Attendant Services Advisory Committee, that has raised the profile of attendant services and secured significant funding for their expansion.

Judi has dedicated her career as a leader and advocate for the rights of persons served, and for the growth and advancement of community support services. Judi is a treasured ally of CILT and Independent Living.

5 2016–2017 Board Members



Ayesha Zubair
Vice-Chair

Ayesha Zubair is an engaged professional who is passionate about the advancement of disability rights and well versed in non-profit organizational and operational governance. Ayesha, a graduate of York University's bachelor of human resource management program, has consistently demonstrated a commitment to the advancement of disability rights through community involvement activities such as mentoring youth with disabilities, contributing to Metrolinx Accessibility Advisory Committee and the Resource & Logistics Co-ordinator for RBC REACH Employee Resource Group.



Ayshia Musleh
Director

Ayshia Musleh currently works as an accessibility specialist in Human Rights and Equity Services at McMaster University. Previously, she was project co-ordinator at the Ethno-Racial people with Disabilities Coalition of Ontario (ERDCO). Ayshia is a disability rights advocate with a strong history of advocacy work at a number of community-based agencies in Toronto. She has worked both on the frontlines of the mental health service sector and at the policy levels, advocating for access and inclusion for all. She obtained her Masters of Arts in Critical Disability Studies from York University in 2006.



Cathy Samuelson
Treasurer

Cathy Samuelson has worked in the community of supporting persons with physical disabilities for the past 27 years. She is currently the executive director of North Yorkers for Disabled Persons, which provides supportive housing, attendant services and augmentative communication facilitation.

David Demchuk is the manager of employee communications for CBC, responsible for sharing the Corporation's strategies, successes, and challenges with some 4,000 English Services employees. He has been with CBC's employee communications unit for 17 years, and with the public broadcaster itself for nearly 25 years.

In addition, David is an award-winning playwright as well as screenwriter/filmmaker, fiction writer, critic and journalist. His work has been published in numerous anthologies and textbooks.

He has been a staff writer for the online magazine *Torontoist*, and past contributor to the *Toronto Star*, *Toronto Life*, *Xtra!*, *What Magazine* and *Prairie Fire*, among others. His first novel, *The Bone Mother*, was published in 2017.



David Demchuk
Director

David has a relatively rare genetic disorder (1 in 100,000 people, most of them Asian) called Hypokalemic Periodic Paralysis, which disrupts the electrolytes, breaking the electrical contact between the nerves and the muscles. Triggered by diet, exercise or sleep/lack of sleep (and sometimes by nothing discernible), the condition itself is permanent but the effects are occasional and vary in degrees; he has been told to expect gradual irreversible myopathy throughout his 50s, 60s and onward. His disability is invisible until it's not, and he lives life prepared for the possibility that he will be disabled in the short-term – and the likelihood that he will be disabled in the long-term.

Donald Barrie Donald, who has completed his second term as a CILT board member, and is finishing his tenure on the board, has a background in journalism, web design and social media.

Donald is a former resource co-ordinator at CILT who is an active member of the disability community. He is currently the website administrator for Lights, Camera, Access! (LCA!), a support network to advance opportunities for people with disabilities in the entertainment and media industries. In 2013, Donald received a Queen Elizabeth II Diamond Jubilee Medal, in recognition of his contributions to LCA.

An active volunteer; Donald maintains a large network of contacts in the community. He also has memberships with CILT and the United States-based Osteogenesis Imperfecta Foundation.

His current projects include serving as a contributor and writing consultant for Enables Me (www.enables.me), a blog site on disability news, information and advocacy.

Donald Barrie's personal blog is at unbreakabledb.blogspot.ca.

Fady Shanouda is a fifth-year PhD candidate at the University of Toronto at the Dalla Lana School of Public Health, in the Social and Behavioural Health Sciences division. His award-winning research explores the consequences and benefits of disclosure in higher education for disabled students, including students with multiple non-visible identities. He has worked on various national and local disability-specific projects, including projects focused on capturing the experiences and life narratives of Canadian polio survivors; exploring the complexities of aging with a disability; and, building leadership and engagement among youth in Toronto's disability community. In addition to his student and activist work, Fady is also committed to teaching. He is a course instructor at Ryerson University and the University of Toronto teaching Disability Studies and Mad Studies, respectively.

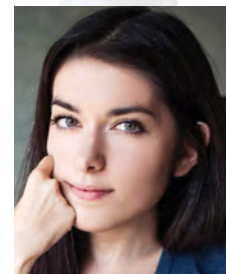
Maayan Ziv is an activist, photographer and entrepreneur. She is the founder of the app, Access Now, which is an interactive map that uses crowdsourcing to share accessibility information. Maayan is a graduate of the masters of digital media program at Ryerson University and her goal is to bring awareness to disability matters. Maayan's work has been recognized



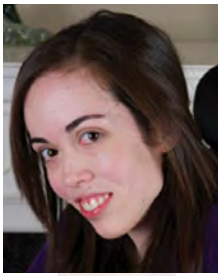
Donald Barrie
Director-at-Large



Fady Shanouda
Director



Maayan Ziv
Director



Meghan Hines
Chair

with the Queen Elizabeth II Diamond Jubilee Medal.

Meghan Hines is entering the second year of her second term as a CILT board member and third year as Chair. She is from Toronto and a recent graduate from the Honours Bachelor of Commerce program at McMaster University. Meghan works with RBC as the Coordinator for its Thought Leadership Team in the Office of the CEO.



Michele Gardner
Director

Meghan has been involved in the community from a very young age, beginning with the Lions Foundation of Canada Dog Guides, which has provided her with her two service dogs. She has also been active in her wheelchair hockey association and in Girl Guides of Canada, where she achieved the Canada Cord, the highest honour in Guiding. In 2012, Meghan's commitment to the community was recognized when she was awarded the Queen Elizabeth II Diamond Jubilee Medal.

While working with RBC, Meghan has been actively seeking ways to become involved in RBC's strategies for persons with disabilities, as well as other community initiatives. Meghan has been actively involved with various RBC Employee Resource Groups, including REACH which is aimed at supporting employees with disabilities and their allies. She has also had the opportunity to work with the Human Resources and Brand & Communications Diversity Leadership Council (DLC) as well as the National Office DLC, where she co-chairs the Persons with Disabilities work-stream.

Meghan has been a participant of the Direct Funding (DF) program since November 2011. DF has had such a significant positive impact on her independence and freedom that Meghan is eager to give back to CILT in any way she can. Her key objective is to work with CILT to ensure DF and other programs and services offered can continue to improve the lives of other individuals with disabilities.

Michele Gardner received her Social Service Worker Diploma at Humber College in 1991 and a Bachelor of Social Work Degree at Ryerson in 1998. Michele is a Registered Social Worker and works full time as a Mental Health and Addictions Case Manager in a non-profit organization that provides housing and support services for adults with mental health disabilities. In addition, she has been involved in social activism for disability rights and other marginalized communities for more than 28 years. Michele founded a support group called Single Parents with Disabilities on Facebook which has almost 300 members. Michele who was diagnosed with Cerebral Palsy (Spastic) acquired at birth, had a son in 2003 and is a member of CILT's Parenting with a Disability Network and is on the Direct Funding program as a Self-Manager of her own attendant services. Michele is also a public speaker and has had numerous stories, poems, scripts and articles published and has been a guest in documentary television shows regarding disability and parenting with a disability. Michele currently serves on the Board of Directors of New Hibret Co-op and is also the

new President for Citizens with Disabilities Ontario (CWDO).

Since **Rod Ioi** retired seven years ago, most of his free time is centered around three activities: 1) visiting a friend who now lives in a long-term care facility; 2) spending time with “sponsees” who, like him, are members of the Fellowship of Alcoholics Anonymous; and, 3) practicing tai chi. He also spends time with his teenaged son Dexter, whom he home schools in two languages, Cantonese and Persian.

His latest (and longest) term of work was with the Ontario Human Rights Commission, where his most recent responsibilities involved mediating human rights complaints.

Victor Gascon is an experienced consultant on disability issues and has been an advocate for people with disabilities for more than 30 years. He is currently president of the board of directors for the Ontario Federation for Cerebral Palsy. Victor’s experience includes being a personal support worker, a literacy practitioner, executive director of a provincial native organization and teaching.

Thirty years ago, Victor and his partner adopted a young boy with cerebral palsy (CP) who was living in a group home for children with CP. His son has been the driving force in his quest to inspire front-line workers to do their best with the hope of better services for all.

Warner Clarke’s early work experience included serving as a Grade 2 teacher, working in a group home for youth and a singer/

guitarist. He attended the University of Toronto, then worked in the field of children’s mental health as a residential counselor. In 1982, after completing a Master of Social Work degree, he accepted a three-month contract with the Ministry of Community and Social Services as a vocational rehabilitation counselor. He later supervised some seniors’ programs in Toronto and eventually took on a portfolio focusing on services for adults with physical disabilities in 1987.

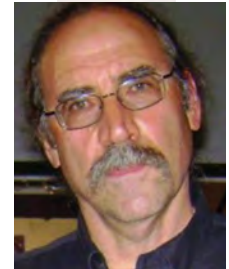
Warner was working for the provincial government when it embarked on a review of the attendant service system that resulted in a significant research paper; that document provided direction to organizations providing services to persons with physical disabilities, but also laid groundwork for the establishment of the Direct Funding pilot project. Warner was a member of the implementation team.

Later, after serving in the corporate policy branch of the Ministry of Health, Warner worked from 2007 until his retirement in 2010, managing a small portfolio of provincially funded services, including the Direct Funding program.

Lately, he has been spending much of his time working with his musical projects; The Deloraines, the Wild Walker Band, The Lost Boys, and most recently, Willin’ & Abel.



Victor Gascon
Director



Warner Clarke
Secretary

6 2016–2017 Staff



Abdullah Duranai
Provincial Support
Co-ordinator
Direct Funding (DF)
Program

Abdullah Duranai I started working with the Direct Funding program six years ago. I work with program participants, called Self-Managers, from all over Ontario on various matters. The best part of my job is starting new applicants on the DF program. I know I made a difference in someone's life when we have a new Self-Manager starting on the program.

Outside work, I volunteer with a not-for-profit organization assisting newcomers to Canada. I also enjoy long walks with my wife and two children.



Adriana Gutierrez
Reception

Adriana Gutierrez I am the first point of contact between consumers and CILT; I enjoy connecting callers and guests with the organization and ultimately with the Independent Living movement. I also help the staff with daily office tasks. When I'm out of the office I love reading novels and political articles, running, watching soccer, dancing tango, and watching art films.



Andrea Rae
Service Engagement
Co-ordinator

Andrea Rae I've been working at CILT since 2005. I co-ordinate the volunteer program and I do Information and Referral. We currently have nine volunteers helping us out with a variety of administrative tasks. I respond to inquiries from consumers, and provide information regarding Independent Living and disability



Danielle Vinciguerra
Review and Audit
Administrator:
DF Program

services. I perform community outreach on a regular basis to ensure that CILT maintains a co-ordinating role regarding disability-related services in the city. I've also been assisting with locating wheelchair-accessible housing, and helping CILT find out more about potential grants for which the organization can apply. I have a bachelor of music degree from Queen's University and a master of arts degree in Canadian Studies from Carleton University.

Danielle Vinciguerra I was CILT's receptionist before joining the Direct Funding team in 2016. Prior to CILT, and moving to Canada, I completed graduate school at the University of Pittsburgh focusing on Human Security and acted as a refugee resettlement employment case manager for three years. In my spare time I love to travel, try new restaurants, and am an extremely dedicated aunt.

Denise Emile Denise has worked in the social services field for more than a decade, after graduating from the Bachelor of Social Work program at Ryerson University. Her professional experience is diverse and includes several years as a social worker at *Big Brothers and Big Sisters of Toronto*, a brief stint as a residential counsellor at the *National Ballet School* and as a

self-employed job coach. Prior to attending university, Denise spent a year living abroad in London, England, where she was a nanny and housekeeper for a family with two school-aged children.

Denise is committed to forwarding the Independent Living movement and is thrilled to be a part of the CILT team.

Ian Parker I am a co-founder of the Direct Funding program and was the program's manager for many years. It's very rewarding to see Direct Funding enriching so many lives and enjoying broad respect. My own long experience of disability and using attendant services greatly informs much of my work.

In my personal life, I am married to a gifted writer and am the proud dad of a wonderful teenaged daughter, who loves music as much as I do.

Ing Wong-Ward (ON LEAVE) joined CILT as the Associate Director in January 2016. She provides support to the overall management and strategic direction of the Centre.

Prior to joining CILT, Ing worked as a broadcaster at CBC for 22 years. She began her career shortly after graduating from Ryerson University's journalism program, as a clerk in CBC Human Resources' staffing unit. She eventually did land a journalism job, as a producer-trainee with the program "The Disability Network". There, she learned to host, report and produce.

She then branched out to other CBC Television programs, first as a researcher and eventually, as a producer. She developed stories for "Midday", "The National" and a number of CBC News Network

current affairs programs.

After a decade in television, she joined CBC Radio and spent the last half of her career as a story producer with "Metro Morning" and "Here and Now". She spent her days connecting to Torontonians with a variety of perspectives. She was also acting senior producer of both programs, along with the weekend morning show, "Fresh Air".

She is a sought-after speaker and is also the winner of the 2004 City of Toronto Human Rights Access Award, and a recipient of a Gabriel Award.

Jamie Wong I have been working at CILT since August 1994. I like my job because working for a charitable organization makes me feel good. As operations manager, I am involved in overseeing various operational functions including finance, human resources, payroll, office administration, and information technology.

In addition, my work at CILT gives me the opportunity to explore, procure, and deploy new technology, which I find fascinating and exciting. I enjoy rolling out new and innovative tools and equipment that can help the staff work more efficiently and effectively, which in turn helps provide better services to the disability community.

In my spare time, I like housekeeping, watching television dramas and travelling. Oh yes, and I like small or miniature objects!

John Mossa I have been working at CILT for the last 17 years. I work with consumers with disabilities on developing their skills to self-advocate for their rights and responsibilities on a wide range of issues, from attendant services to



Denise Emile
Peer Support
Co-ordinator



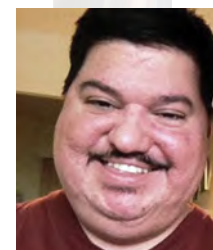
Ian Parker
Senior Advisor,
DF Program



Ing Wong-Ward
Associate Director
(ON LEAVE)



Jamie Wong
Operations Manager



John Mossa
IL Skills Co-ordinator



Joyce Leung
Attendant

Wheel-Trans. Also, I provide short-term crisis peer support, facilitate skills development workshops and make CILT presentations to consumers and service providers.

I have led and/or supervised several participatory action research projects on disability and safety issues within Toronto: Safe Engaged Environments Disability (SEED), Safe Toronto Action Now Disability (STAND), Disability and Rights for Citizens (DRC) and Civic Literacy – Disability Project. I am a member of the Aging with Disability working group. I enjoy movies, music, sports (GO JAYS GO!), online games and love to read social justice articles and books.



John Tam
Audit and Information
Co-ordinator,
DF Program

Joyce Leung I've been doing attendant work for a year and I absolutely enjoy the work and the people I meet (especially their dogs). I've been able to attend workshops and help out at events, which has really taught me a lot about the community!

In my off time when I'm not working as an attendant, I train for marathons, read and try to be in the outdoors as much as possible.

John Tam I assist participants with the details of exiting the Direct Funding program. I review participant's quarterly reports and monthly payments, maintain our database and provide technical equipment assistance when required. I enjoy that my work and volunteer goals of being able to enhance the lives of people with disabilities can both be met at CILT. I volunteer with Toronto Trailblazers Tandem Cycling Club (Blind Cycling) and Bike Sauce. Any further free

time is spent enjoying summer outdoor street events in the city.

Judy Lu I have been with CILT for 13 years. As Operations Assistant, I ensure everything runs smoothly with the company's operations.

I have an accounting degree and studied from 2006-2008 at Ryerson University for a degree in Information Technology Management.

I have two lovely kids, Connie and Ethan. In my spare time, I spent time reading and playing with my children. I have a passion for dance and I am looking forward to dancing with my daughter in the near future.

Katherine Janicki has been with CILT since 2011. As DF intake co-ordinator, Katherine enjoys working with people who are preparing to become Self-Managers. Outside the office, Katherine works on electoral reform campaigns and makes kimchi, and will never stop re-enrolling in school.

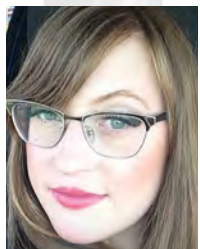
Kathleen Odell Kathleen's interest in independent living began as a child while watching her mother navigate parenting with a disability, nurturing assistance and various attendant care services (including supportive housing and Direct Funding). Kathleen graduated from York University in October, 2016 from the Children's Studies Program, which uses a social model to view different experiences of childhood. She focused her degree and much of her research on children who live with disabilities. Her role as an Application Assistant at the Attendant Service Application Centre is to answer inquiries, direct people to attendant services, as



Judy Lu
Operations Assistant



Katherine Janicki
Intake Co-ordinator
DF Program



Kathleen Odell
Application Assistant
Attendant Service
Application Centre

well as to process and follow up on applications.

Leanne Larmondin There are truly no two days alike when you're working for Direct Funding. On any given day, I interview program applicants anywhere in the province, help participants problem solve, liaise with program staff across the province, consult on legal issues, review payments to participants and co-ordinate and write promotional materials. When I'm not at work, I run (for fun), row (competitively) and read; I am the mother of two teenagers.

Leisa DeBono I started working at CILT with the Direct Funding (DF) program in July 1994 and have been fortunate enough to stick around for the past 23 years. During my early years at CILT, I worked as the DF administrative coordinator until I was promoted to the DF Program Manager position in 2011. It has been very gratifying to watch the program grow from 75 participants in 1995 to more than 10 times that number currently. I never tire of hearing from people whose lives have changed in a good way because of Direct Funding.

Louis George I'm known as the resident joker. I like working at CILT because of the variety of the work; most workshops I've helped out at are also of personal interest to me. In my other life I do a lot of work with on poverty issues and working at CILT has provided several opportunities for mutual learning in that area, too. I like riding my bike, writing my family history, camping and getting into deep discussions on the Web.

Margaret Githuku I'm now in my ninth year working at CILT. In addition to the in-office work, I've been to more workshops and meetings than I can count. I love being part of the staff team at CILT and knowing how valued and essential my services are to many staff. I am also a member of the Health and Safety Committee.

I am regularly called upon to 'counsel' other staff, in fact I have been told I am the 'resident mom' of the office. In my spare time I love reading, going for long walks and helping others in my and the attendant community.

Marisa Falzone I review the quarterly reports from Self-Managers, participants on the Direct Funding program. I have the privilege of working with Self-Managers to assist them with independent living and making the most of their funding. I train bookkeepers and support other Independent Living Resource Centres throughout the province on compiling SMs' quarterly reports, the Employment Standards Act, and other issues. Additionally, I am responsible for generating the deposits for program participants in the Toronto area. When I'm not at work, I enjoy gardening, event planning and share my passion for art with family and friends.

Melanie Marsden Community engagement is just a fancy way of saying we want to involve as many people from as many areas in as many CILT activities as possible! At CILT, I enjoy networking with other organizations, as well as providing education and awareness to others through a cross-disability lens. I have a bachelor's degree in Social



Leanne Larmondin
Provincial Program
Co-ordinator
DF Program



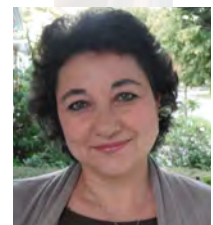
Leisa DeBono
Manager
DF Program



Louis George
Attendant



Margaret Githuku
In-Office and Special
Events Attendant



Marisa Falzone
Regional Report
Co-ordinator
DF Program



Melanie Marsden
Community
Engagement Specialist

Work and hope to complete my masters in Social Work, studying aboriginal elder teachings. In my spare time I enjoy spending time with family and friends, listening to music, playing the piano, singing, cycling and traveling.



Melissa Azore
Program Facilitator
DF Program

Melissa Azore, identifies as an ally and passionate supporter of the Independent Living Movement. Professionally, she has worked in the private, education and government sectors; holding positions at: TELUS Mobility, Seneca College and the Ministry of Health. It is in these roles she was able to hone her administrative and record keeping skills. In addition to this, Melissa taught English abroad for a semester, traveling to Brazil. She is currently completing a Bachelor's Degree in Psychology at York University. She also holds a Liberal Arts Diploma from Seneca College. When Melissa is not at work she likes to sing. She is a professionally trained vocalist and performer.



Melissa Graham
Community Facilitator
DF Program

Melissa Graham I've been the Community Facilitator for the Direct Funding program at CILT for the last five years. It's great to be able to support people with disabilities in Toronto, a community of which I'm also proud to belong. It's also been a great pleasure to see people start on Direct Funding, or hear about it for the first time, and knowing what a huge difference it makes to people's lives. Outside the office, I'm also the founder and co-organizer the annual Toronto Disability Pride March, which celebrated its seventh year on September 23. I like travelling to interesting new places, reading a lot of books, and sharing



Melissa Haigler
In-Office and
Special Event
Attendant

stories about my adorable nephews and niece.

Melissa Haigler I've been working at CILT for around nine years! This is only one of my jobs; another is at a dog groomer's. I regularly groom Sandra Carpenter's cat and have groomed other CILT staff pets, too. People find me pretty quiet in general but I do love to help in any way I can. I love to take road trips to see family in the United States and travel in general.



Robin Simmons
Inquiries Generalist

Robin Simmons is passionate about sharing from one's lived experience and peer support. I have lived experience with the mental health and disability communities. Professionally, I have worked as a group facilitator at the Mood Disorders Association of Ontario and the Self-Help Resource Centre and in these roles I have learned many new resources that will be an asset in my new role at CILT as an Inquiries Generalist.

Rolita Siu I have been working at CILT since May 2004. I oversee the overall operation of the Attendant Service Application Centre, ASAC (formerly the Project Information Centre, or PIC) and its database system and I co-ordinate the advisory group for attendant service providers in Toronto and York Region. Being part of the work team at CILT, which promotes the independent living of persons with disabilities, I feel the work I do every day is meaningful. My position provides me the opportunity to utilize my educational background and work experience in psychology, social work, counseling, lecturing, computer programming, and web

design. I also like the professional attitude and the supportive work environment here. I like travelling and photography and enjoy collecting teddy bears.

Samantha Walsh proudly identifies as disabled. She is a scholar and a disability rights activist. She is currently a doctoral candidate at the University of Toronto-OISE in the department of Humanities, Social Sciences, and Social Justice Education, formerly Sociology and Equity Studies. Her doctoral research is in interpretive sociology with a focus on disability and social inclusion. She holds a master's degree in Critical Disability Studies from York University (Toronto). The focus of her master's research was disability and beauty (body image). Samantha completed her undergraduate degree in Sociology at the University of Guelph. She is passionate about inclusion and access for all.

Sandra Carpenter is currently the Executive Director of the Centre for Independent Living in Toronto (CILT), former Board Member of Spinal Cord Injury Ontario (SCIO), former Board Member of the Ethno-racial Coalition of People with Disabilities in Ontario and former Member of the Disability Issues Committee recently renamed Disability Access & Inclusion Advisory Committee. As a person with a physical disability from birth she knows first hand how community supports have grown in Ontario.

Sandra graduated from Ryerson in 1978 with a degree in Social Work and took several courses toward

a master's degree in the Critical Disability Studies Program at York University from 2006 to 2008.

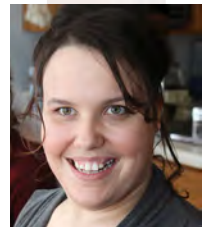
Her first job was with the Ministry of Community and Social Services as a Family Benefits Worker. She is considered a founder of the Centre for Independent Living in Toronto and was its first Executive Director when CILT gained independence from COTA in 1986. By 1989 she decided to go back to the Ontario government, this time for the Ministry of Labour as the manager of the Centre for Disability and Work. After a brief leave of absence, during which she worked as the Research Director for the Canadian Association of Independent Living Centres in Ottawa, she returned to government as senior policy analyst, disability issues and eventually as the senior manager, disability issues at the Ministry of Citizenship, Culture and Recreation.

She left the Ontario government in 1999, then worked for the Foundation on Independent Living, but returned to CILT in November 2000.

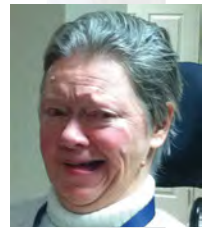
Zdravka Gueorguieva As Program Assistant since 2010, my role is to keep the ASAC database updated according to the applications and requests received. Responding to program inquiries, I support applicants getting ready for assessment to receive supportive housing, outreach and transitional program services. In my spare time, I promote awareness of independent living ideas throughout friends in social networks, trying to change their views and responses to disability.



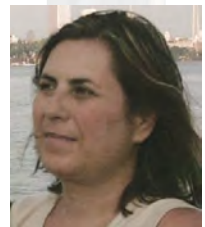
Rolita Siu
Manager
Attendant Service
Application Centre



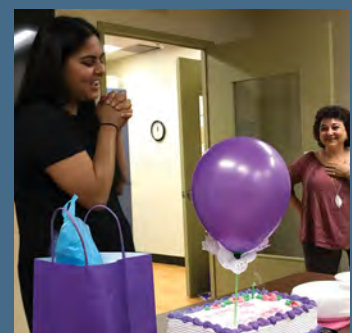
Samantha Walsh
Intake and Resource
Facilitator, DF Program



Sandra Carpenter
Executive Director



Zdravka Gueorguieva
Program Assistant
Attendant Service
Application Centre



CENTRE FOR INDEPENDENT
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