



2017/2018 ANNUAL REPORT



**AFFIRM ABILITIES
EMPOWER EMPLOYEES
AMPLIFY SUCCESS**

Beyond Boundaries



VOI

Visions
Of Independence



We envision a community where all abilities are embraced and valued

Our mission is to provide an individualized holistic approach to community living

LIVING IN THE COMMUNITY

“Every successful individual knows that his or her achievement depends on a community of persons working together” ~ Paul Ryan

We believe in the importance of community for all. VOI offers a range of choices to support people to live in the community. We currently have living options in Winnipeg, St. Claude, Portage la Prairie, and Carman, Manitoba. Options include 24-hour support, diverse independent living situations, and respite for occasional support.

“My loved one is in the community more often since she joined VOI” ~ family feedback



90% of people assist with tasks in their home

BONDING WITH FAMILY

Paul is a proud and cheerful man, who enjoys good conversation and especially loves doing jigsaw puzzles. He resides in Winnipeg with his 2 roommates and for several years was visited by his older sister who also resided in Winnipeg.

One evening in the spring of 2017, Paul was visited at his home by one of his brothers, requesting that Paul come to the hospital to see their older sister, as she had become ill and was not doing well. Paul got the chance to see her that evening and the next day she unfortunately passed.

Paul's family from Sagkeeng Nation asked that he be there to attend the funeral. Paul's presence lifted everyone's spirits; his brothers and sisters as well as many nieces and nephews all stopped by for hugs and reminiscing.

Plans were made for Paul to come and visit in Sagkeeng and for his siblings to come to Paul and visit him in his home also. In March, he was the guest of honour at a feast put on by his family that was held at an elder sister's home in Sagkeeng.

Paul kept everyone thoroughly entertained with his humour and stories of life in the city. He made everyone laugh when he called his 6 foot 4 nephew "Superman." Being with his family reaffirmed for him that he is greatly loved and appreciated and above all else, respected. He has had several visits since then, and whenever he needs it, his family is there to support him.



GROWING BEYOND BOUNDARIES

VOI would like to welcome Rainbow Residence in Carman to our VOI family. VOI will continue to provide excellent person-centered residential and SIL services for seven individuals currently living there. We are excited to have them with us on this journey.

Rainbow Residence was started by a group of individuals in Carman, MB. Initially, a property was purchased and a house was built. Later a second home was purchased to accommodate 3 more people. Many of the individuals volunteer in the community with different organizations.

Terra and her staff are joining us to make Carman a great place to live and work. VOI is grateful for the partnerships and wish to expand the services that are currently provided.

STARTING A NEW CHAPTER

In July 2017 a new house was purchased in Garden City. It was selectively chosen with two gentlemen in mind. A plan was in the works. Estimates and quotes were gathered all the while hoping someone would share the same vision as the Director of Services Winnipeg had for the two men that would begin living in the community.

In November 2017, we began the transition planning with a team of fantastic people who couldn't wait for Wayne and Francis to live in their own home. The Facility Manager of another home and I met Wayne as he was eager to find out who we were and wanted to show us all around his home. Wayne was happy to see the new people that were there just for him. When we explained we were from VOI, we were greeted with multiple handshakes, laughter and smiles.

In early December, we met Francis who showed us his great interest in music and where he lived. Francis was quite popular with the people in his life; they went on and on about how wonderful he is and what an amazing person he is to share time with.

In January 2018, the renovations began full force. Walls were being moved to make the home more accessible for everyone and flooring and wall colors were chosen. It was amazing to see it transform from the beautiful home it already was, to something that was perfect for us.

In February 2018, a team of Direct Support Professionals were hired and started training at St. Amant. There, they received the best possible guidance to create excitement and enjoyment for everyone involved.

The team and I began working side by side with both gentlemen and staff from St. Amant. In the beginning we followed routines, watched and learned how they spent time with each of the men. It wasn't long before Wayne and Francis were comfortable enough with each staff that there were no longer set routines, and days weren't planned out with specific time frames. The men were left to explore, learn and grow beyond boundaries and therefore spent their days doing things out of "the norm".

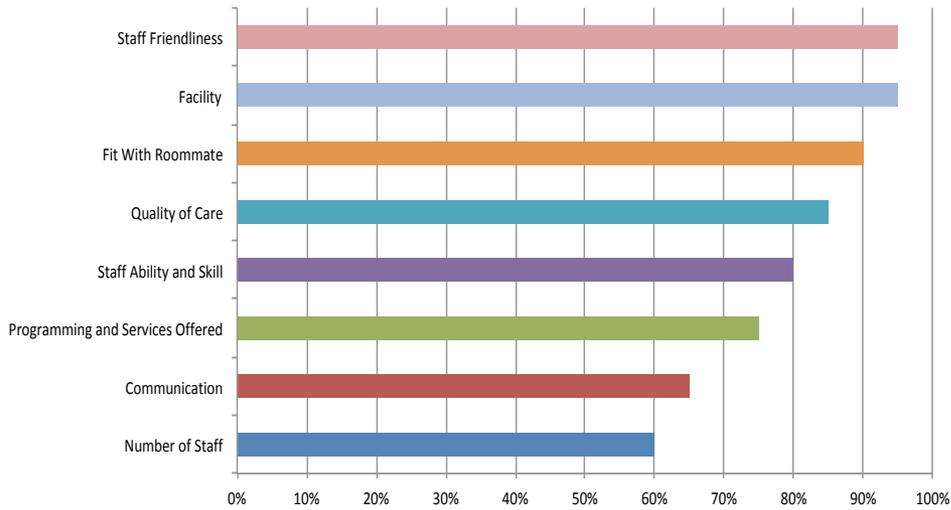
In March 2018, Wayne became used to having one on one time with VOI staff and you could almost hear his smile and sheer excitement when they arrived. He would tour the halls of St. Amant showing off his VOI staff to everyone who worked there.

Francis woke up each morning with a smile on his face and music on his brain. He spent time listening to music in the cafeteria, watching music videos on the computer and teaching the staff all about how he wanted to spend his day.

Both men looked at pictures of the house during the process of the remodel and with each stage the excitement grew. It wouldn't be long before they finally were able to settle into their new home, where they now spend their days in comfort.

IMPROVING INDEPENDENCE

We asked families and care providers how satisfied they were with the following:



Melanie has used her power wheelchair consistently for over five years. Periodically it would be taken in for repairs but was usually returned to her shortly after. On one occasion the chair's battery and charging port were irreparable. A request was filed to receive a new chair from Reliable Mobility, and over the past year Melanie used her manual chair. This required more assistance from the staff, as she was not as independent. During this time she traveled to and from fitting and equipment appointments. On the brighter side, Melanie really enjoyed testing her new chair and driving around Reliable Mobility and on the final visit to Reliable in December 2017, Melanie received her brand new custom fitted power chair.

She left Reliable feeling relieved and free from barriers, and as she arrived home she couldn't keep the smile from her face. Melanie was again able to communicate to staff where she wanted to be in the house, and what she wanted to do by independently navigating herself from room to room. By the second day Melanie had already learned how to steer herself from the house, onto the ramp and to the sidewalk. For her, the best part of the experience was traveling as fast as she could down her hallway, dodging obstacles with ease.

VALUING OUR INDEPENDENCE

Gerald, Wayne, and Michael moved into their new home in 2015. In the beginning, all three men were assisted in making choices for themselves, including caring for their home. Recently, Gerald, Michael and Wayne have increased their abilities and have discovered their own independence.

Stephen, Key Direct Support Professional, has been supporting the gentlemen since their transition into their new home. “It’s amazing to see their strengths grow over the last two years and to see them become more independent.”

When it’s dinner time, Gerald, Michael and Wayne all assist each other while enjoying a meal together. Gerald will set the table with everyone’s plates and after they are finished eating, Wayne brings the dishes to the sink. Gerald will then place the plates in the dishwasher. Michael assists by taking out the garbage.

While Gerald and Wayne are attending day program during the week, Michael explores his different talents and he enjoys assisting his roommates with laundry.



EXCEEDING EXPECTATIONS

The expectations you exceed today become the seed for new opportunities in the future.



67% of people living in the community had positive interactions with neighbours!



PARTICIPATING IN THE COMMUNITY



We volunteer year-round to deliver hot Meals on Wheels to Portage senior residents and others who require meal support. Services for Seniors Executive Director Shelly Caskey says ***“VOI volunteers’ reliability and cheerfulness has an ongoing positive impact on those receiving these meals”*** She adds that their organization is ***“proud to work with Visions to support inclusion in our Portage community. Visions and Services for Seniors is a win – win partnership!”***



Sawmill Tea & Coffee Catering Co., Whoop and Hollar and The Royal Canadian Legion partnered to create an unforgettable event. VOI’s Sawmill (social enterprise) was there serving food, handling cash, and interacting with customers who attended.

Six people supported by Visions Of independence have received large, personalized, hand-made quilts donated by the quilting club. Mrs. Maendel and her team of quilters and seamstresses delivered these beautiful works of art from the Fairholmes Hutterite colony. This wonderful opportunity was facilitated by Mary Waldner, one of our senior staff. Mrs. Maendel’s team is committed to provide personalized quilts to all persons supported by VOI in Portage la Prairie.



ENJOYING LIFE TO THE FULLEST

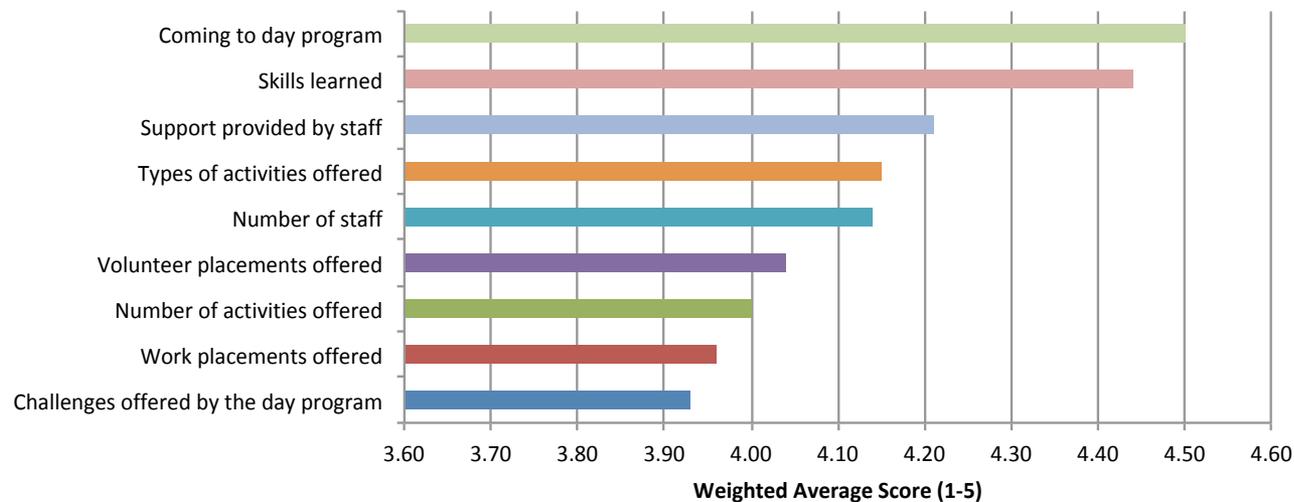


88% of people used mainstream community activities



“After almost 2 years, our son seems comfortable and looks forward to his time at day program. I feel finding a good match for a support staff has really helped him feel safe and willing to try new activities.” ~ family feedback

People were asked on a scale from 1-5 how happy they are with the following:



VOIce

Visions Of Independence in Winnipeg has opened a new consignment shop! The vendors are a mix of people we support at VOI as well as community members. Vendors set the price on a wide range of products including barn board wooden signs, bath bombs, hand crafted cards, yard decorations and a mix of wooden furniture. The products are available in the shop or can be purchased on-line and mailed to the buyer. This is a creative opportunity for the people attending our program because they gain experience in customer service, coordinating displays, shipping and receiving and the understanding of how to run a business.



VOI participants contributed 2513 volunteer hours to the community this year.

VOI participants contributed 2707 paid hours to the community this year.

68% of people working chose their work location

92% of people volunteering chose their volunteer location

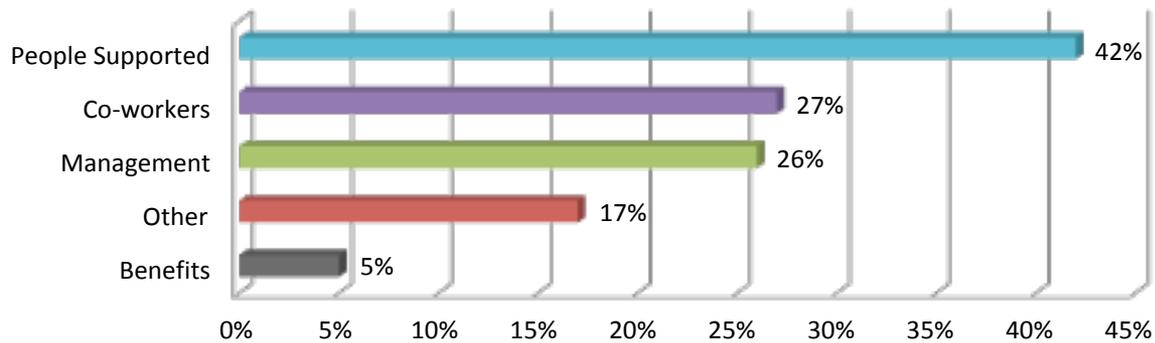
“I like that my daughter is visible in the community when she does her work experience.” ~ family feedback

OUR DEDICATED STAFF

The staff of Visions Of Independence are kind and committed. They are patient and considerate to the people who are supported, and are engaging and motivating to those around them. Their compassion shines through in all they do.



What do you like most about working for VOI?*



*multiple choices were allowed; therefore totals add up to greater than 100%





YEARS OF SERVICE AWARDS GO TO



Irene Boyse

15

Mary Waldner

10

Mary Wityshyn

10

Mary Allie

10

Andrea Anderson

10

Siyanbola Oke

5

Ganiyat Osifeso

5

Wendy Quisquirin

5

Marvin Benorilla

5

Ven Block

5

Geraldine Andrews

5

Shalynn Perry

5

Roselle Hermosura

5

John Blum

5

Nihinlola Afolabi

5

Romoke Odeleye

5

Jewly Baby

5

Wilda Elisa Cortes

5

Nicole Peters

5

Linda Boras

5

Gracielle Reyes

5

Florence Odebiyi

5



VOI

Visions Of Independence



**YOUR DEVOTION TO VOI IS TRULY VALUED,
THANK YOU!**

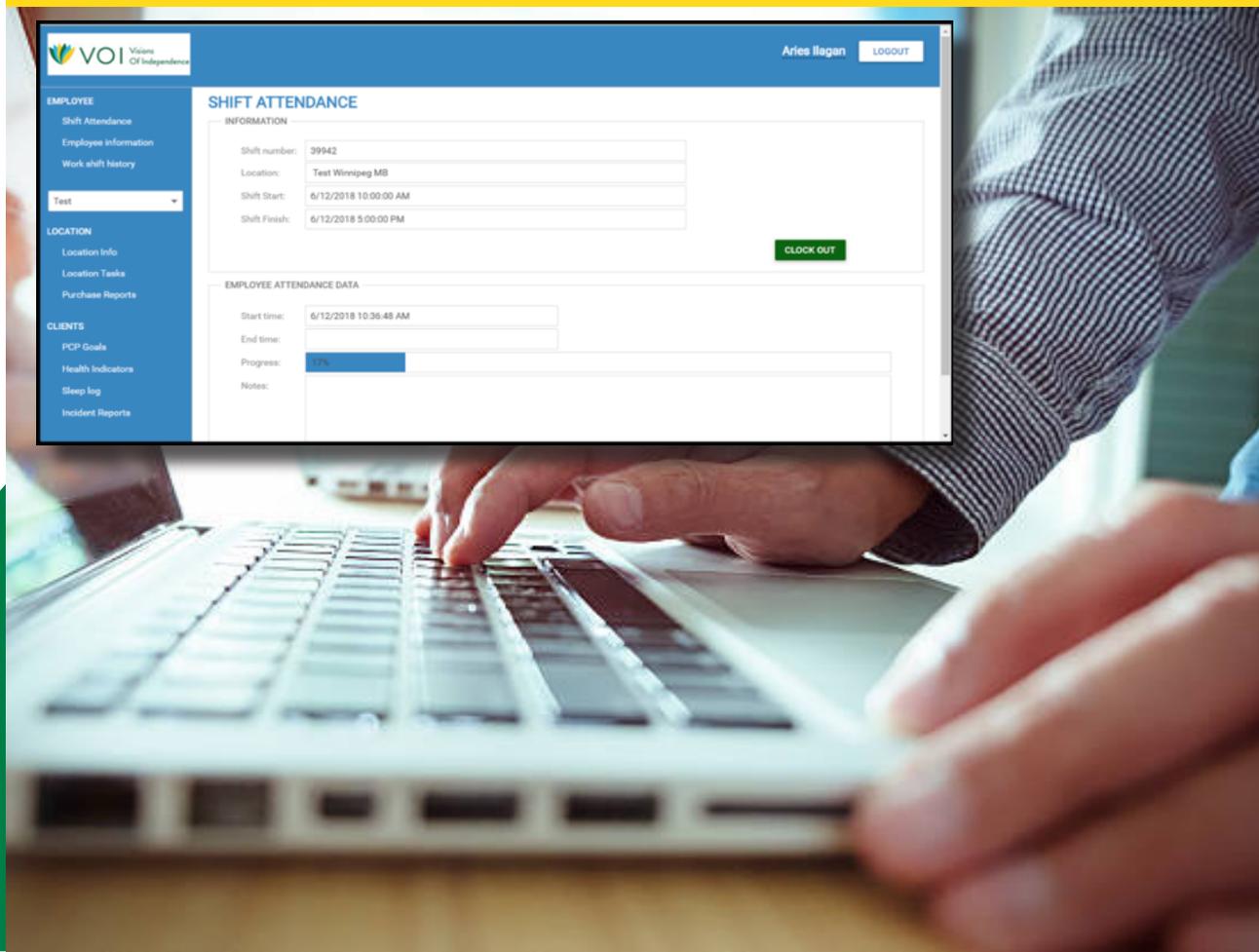
THRIVE

Much of this year's effort has been put into implementation of our customized database, Thrive. Thrive is such a vital tool for VOI and we are excited to be an industry leader in its implementation. With this technology we are able to track and manage employee files, schedules and shifts, properties, expenses, and programming information.

VOI is proud to be moving forward as a primarily paperless agency. We need information to be accessible from many different locations due to our geographic diverseness and it is completely customizable to our wants, needs and standards.

Although the capabilities and possibilities are endless, this year we focused on two areas; employee files and scheduling. With Thrive, employees are able to track their hours electronically by logging in/out on the Web App.

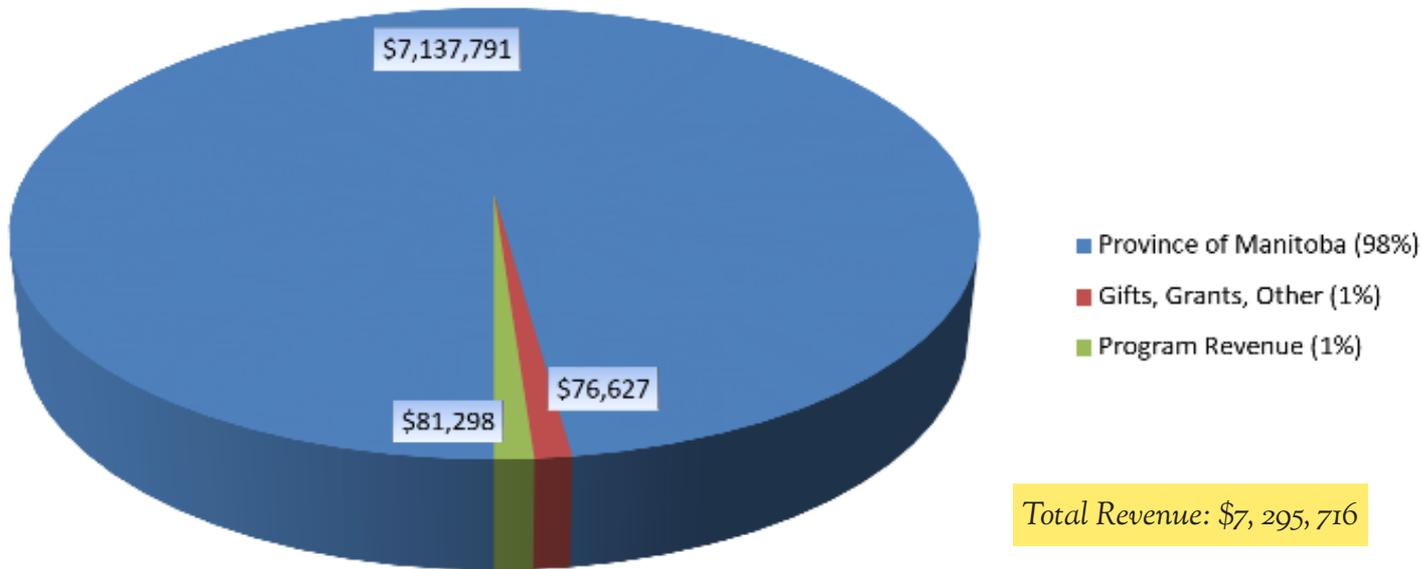
We are raising the level of IT comfort with employees.



Managers have access to schedule, modify and approve time-sheets for employees, from anywhere, to ensure accurate and smooth payroll processes.

The next phase of development and implementation will focus on report generating and financial tracking. We are very excited to be using Thrive and would like to thank Tal Vargulich and his team at iStedy for all their time and expertise in customizing this system to fit our needs.

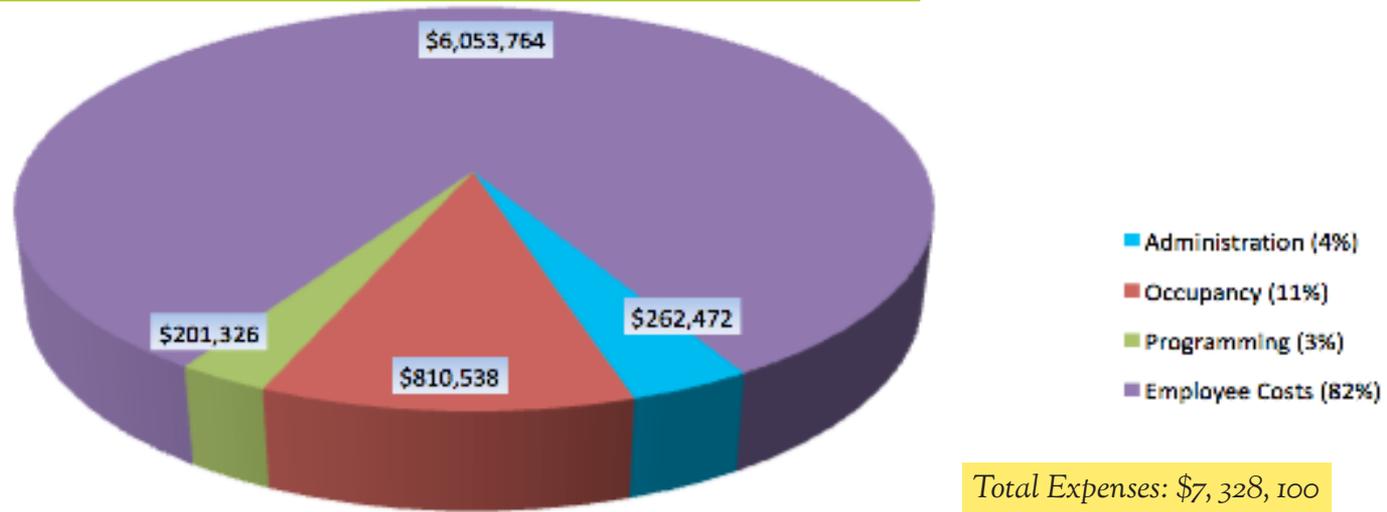
FINANCIALS



Total Revenue: \$7, 295, 716

Revenue 2017-2018

Expenses 2017-2018



Total Expenses: \$7, 328, 100

Please see Financial Report for details

LEADERSHIP MESSAGE

Beyond Boundaries.

Visions of Independence (“VOI”) continually pushes boundaries. We have learned this from the people we support. People who push boundaries every day, accomplish things others have said were not possible and achieve milestones that humble us all. We value everyone’s individuality, celebrate our different abilities and empower everyone at VOI to amplify their success.

This is a significant time for reflecting on the past several years at VOI. We have reached the end of our five year plan. On reflection, did we accomplish what we intended to? Did we push our boundaries? Resoundingly, the answer is YES.

In the last five years, one of our goals included creating manageable and sustainable growth in order to provide more people with community opportunities. We are happy to say the number of people we support increased by 130% over the five year period! We further committed to providing facilities that meet people’s needs and to deliver more individualized supports. To achieve this, we have: added fully accessible homes and fully accessible office and day spaces; increased employment and volunteer opportunities and developed social enterprise models; and supported thirteen people living in institutional settings to transition into a community of their own. Additionally, we’ve welcomed both the Carman, Quest and St. Claude agencies into our VOI family.

Our strategy to ensure all residential homes are fully accessible has been productive. We’ve increased the proportion of owned homes by 55% in this five year period. Each new home purchased was accessible or could be made fully accessible with renovations. Our strategy continues, as we work on replacing a handful of un-accessible rentals that still exist, which will take place as our budget allows.

Our objective to increase organisational capacity has certainly met some major milestones, including:

- * Embracing technology agency wide. We are proud to say our board of directors has gone almost paperless!
- * Developing Thrive, a custom database to improve all aspects of data collection and information sharing.
- * Developing a significant social media presence.
- * Developing robust risk management and emergency communications plans.
- * Creating and implementing a vigorous outcome evaluation plan.

Now we look toward the future at VOI. This planning will include all stakeholders -- meaning it will incorporate the ideas of employees, people supported, families, community members and funders! We look forward to working with everyone to affirm our abilities, empower our employees and to go beyond our boundaries.

Jennifer Hagedorn, Executive Director



Meghan Ross, President





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