

Plainfield
COMMUNITY HOMES
Supporting Community Living

ANNUAL REPORT
2010-2011



CELEBRATING 60 YEARS OF
Inspiring Possibilities

1951-2011

A Non-Profit, Charitable Organization

91 Millennium Parkway, Belleville, Ontario K8N 4Z5 Telephone 613.969.7407 Fax 613.969.7775





TABLE OF CONTENTS

1. HIGHLIGHTS OF 2010-2011	3
2. OUR MISSION, OUR VISION AND KEYS TO OUR VISION	4
3. 2010-2011 BOARD OF GOVERNORS AND ADMINISTRATION OFFICE.....	5
4. REPORT FROM THE EXECUTIVE DIRECTOR AND PRESIDENT OF THE BOARD	6
5. REPORT FROM THE DIRECTOR OF SERVICES.....	8
6. REPORT FROM THE DIRECTOR OF HUMAN RESOURCES	9
7. REPORT FROM THE DIRECTOR OF QUALITY, PLANNING AND DEVELOPMENT.....	10
8. REPORT FROM THE MANAGER, BUILDINGS & PROPERTY.....	11
9. REPORT FROM THE EXECUTIVE ASSISTANT	12
10. REPORT FROM THE DIRECTOR OF FINANCE	14
11. DONORS AND FUNDING ACKNOWLEDGEMENTS	15
12. HOW YOU CAN MAKE A DIFFERENCE.....	Back Cover



HIGHLIGHTS OF 2010-2011

Established an Outcomes Support Fund

Board motion to incorporate a new corporation known as Community Living Belleville and Area

Supported 79 people with full-time residential opportunities

Supported 33 children and their families through the Families First program

Supported 11 children and their families through the Out-of-Home Respite program

Sponsored an Inclusive Post Secondary Education Mentorship event

Developed Employee Recognition, Mentorship and Management Training programs

Received a NEER rebate from the WSIB

Hired 12 new direct support staff

Posted 19 positions internally

Developed a New Employee Orientation Handbook

Prepared for Accreditation review of our Responsive Services and Community Life

Demonstrated to CQL that we continue to maintain our Basic Assurances at Accreditation level

Worked collaboratively with a local network for a province-wide Rotary at Work initiative

Added sun-powered hydro-electrical installations through the Renewable Energy Initiative

Purchased a new mini bus, equipped for nine passengers including five in wheelchairs

Purchased a new passenger van

Performed renovations, repairs and upgrades on properties

Winner of the Community Living Ontario overall newsletter award for PlainTalk

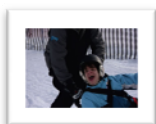
Co-hosted a celebratory event to mark the closure of institutions in Ontario

Continued to make improvements to our website and our corporate intranet

Hosted a successful 27th Annual Mayors' Challenge Golf Tournament

Ran a successful United Way campaign

Balanced our budget



Our front cover features a photograph of Sherry Lynn having a marvellous time at the Batawa Ski Hill, as part of the Health, Energy, Learning, Motivation thru Sports (HELMS) program.

OUR MISSION

Plainfield Community Homes exists to provide quality supports to people with intellectual disabilities and to facilitate their full inclusion in community life. Plainfield Community Homes is also mandated to educate the larger community and to advocate wherever necessary on behalf of people with intellectual disabilities and their families.

OUR VISION

Plainfield Community Homes envisions a community where everyone belongs and all people are valued and respected as participating and contributing members.

KEYS TO OUR VISION

We Believe ...

- All people have unique gifts, talents and capabilities, and opportunities to share these with other people.
- All people have dreams and hopes and the freedom to pursue them.
- All people are empowered to have control over their own lives and need information, knowledge, experience and opportunities to make informed decisions and to decide when and where to share their personal information.
- All people have the right to live life the way they choose, with reasonable risk, and to experience ownership, self worth, value, dignity and privacy.
- All people with disabilities will know and be known by their neighbours, fellow students and co-workers. They will make friends and share intimacy. Everyone deserves to love and to be loved.
- All people deserve the best possible health and opportunities to access supports and services in the community of their choice.





2010-2011 Board of Governors

Tom Raycroft, President

Paul Richardson, Vice-President

Harold Brennan, Secretary/Treasurer

Martha Carr, Past President

Floyd Clapp (resigned)

Janice Daley

April Nelles

Janice Quade

Martin Smit



Administration Office

John B. Klassen

Executive Director

Jim Burgess

Manager - Buildings & Property

Janet Chouinard

Associate Family Program

Sandra Coates

Manager of Quality Enhancement

Patti Gillman

Executive Assistant

Barb Golden

Office Assistant/Receptionist

Joan Greenwood

Director of Human Resources

Janice Lynch

Finance-HR Assistant

Stephen Ollerenshaw

Director of Finance

Justina Rigsby

Finance Officer

Christine Semark

Director of Services

Hilary Tugwood

Director of Quality, Planning and Development

Sharon Wright

*Manager of Community Development and
Volunteer Services*



REPORT FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

It is always good to report on a positive and successful year. The year has not been without its challenges but we stay the course and keep our focus on our mandate, Mission and Vision.

In early April the government announced a two year budgetary freeze which had serious implications for our 2010/2011 budget projections. This shortfall in funding forced us to examine any and all cost containment options in light of a projected \$600,000 deficit.

This was a most difficult task since more than 80% of our operating expenses are in salaries and benefits and over the years we have been operating efficiently with low administrative overhead. We met with the union and outlined for them the ramifications of this funding shortfall. They readily agreed to work with us and offered concessions that would reduce our costs (a testament to a positive and cooperative relationship with our staff and union). We also examined all of our services and came to the conclusion that one of the homes would have to close. The 3 people residing there were able to move to other homes and this was seen to be the least disruptive and have the least detrimental effect on our services and people we support.

We also introduced a number of other actions that were less easily quantifiable in actual cost savings. This included the purchasing of office and other supplies through the Province of Ontario "Vendor of Record" services. This has resulted in considerable discounts on our regular purchased supplies.

We are pleased to report that we ended the year with a balanced budget however we know there are no more rabbits left to pull out of the proverbial hat. The closure of a home does have the effect of reducing our overall capacity as an organization since we have lost a few existing vacancies and have less capacity to provide respite services at a time when the wait list and demand for services is increasing.

The Strengthening Relationships with the Larger Community Working group chaired by Board member Martin Smit has now concluded its work. The Working Group was mandated to review existing and potential partnerships and then to make recommendations on how to build upon and strengthen these partnerships. The Working Group identified a number of partnerships that we would consider exemplary. They are considered exemplary because of the authentic and meaningful relationships between the people we support and people who are members of the partner organization or members of the public. A tip sheet with ideas on how to strengthen partnerships was developed along with prompts to stimulate thinking on ways in which our partnerships can be strengthened. It is, after all, this engagement with the larger community and partner agencies that will advance social inclusion for all.

The Branding and Name Change Working Group chaired by Board member Harold Brennan has also completed its mandate which was to determine the need for and merits of changing our corporate name and to develop a strategy to generate greater community awareness and understanding of the organization. Early this year, after much deliberation and solicitation of input, the Working Group recommended to the Board of Governors that the organization's name be changed to Community Living Belleville and Area with the tagline "inspiring possibilities". This new name better reflects what we do, what we believe in and what we value.

We thank Martin Smit, Harold Brennan and their Working Groups for addressing these important strategic priorities.

The Board has subsequently passed a motion to incorporate a new corporation known as Community Living Belleville and Area and we have now received Letters Patent for a new Corporation.



We are very pleased to report that the Board of Governors has established an Outcomes Support Fund. It is well known that people who receive ODSP payments are approximately 40% below the national poverty line and therefore oftentimes do not have sufficient funds to afford purchases that would add to their overall quality of life. This Outcomes Support Fund has been established to provide people with financial assistance so that they can achieve their personal outcomes and realize their dreams and aspirations. Harold Brennan will chair a committee that will review applications in June, September, December and March of each year.

The Ministry of Community and Social Services recently announced the proclamation of some sections of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008. This new legislation generally referred to as the Social Inclusion Act, will replace the 36 year old Developmental Services Act on July 1st, 2011 and provides the framework for developmental services transformation. The Ministry has stated that this transformation will introduce greater fairness, equity and sustainability in the developmental services system.

We would all agree that the old Developmental Services Act was long overdue for repeal and replacement. This new legislation with language of inclusion, self-determination, accessibility, portability and direct funding gives us hope that people with disabilities and families will be the beneficiaries of positive changes in the system.

Developmental Services Ontario organizations have been selected in each of the regions in Ontario and will have the responsibility to:

- Process applications for developmental services
- Provide information about community based services
- Determine eligibility for services
- Assist people with the application process
- Determine and re-assess the person's service and support needs
- Assist people with service navigation to help them understand how the service system works and match them to appropriate and available resources
- Maintain a waitlist and provide waitlist support
- Administer direct funding

These are functions that are currently mostly performed and coordinated by a community collaborative process in the Prince Edward and Hastings counties through what is called a Pressures and Priorities Committee. This committee has representation from all ten (10) developmental services agencies in the two counties who meet regularly and consider those people on the waiting list who require services. The committee then considers the available resources and whether these resources could appropriately meet the needs of those people on the waiting list.

The Pressures and Priorities Committee in the Hasting and Prince Edward counties has been very effective in matching available resources to people who are waiting for supports and services. Agencies come to the table prepared to offer ideas and contribute available resources so that people on the waiting list will receive the services they so desperately require.

The Ministry believes Developmental Services Ontario will make it easier for people with disabilities and families to access needed supports and services. Time will tell if this will be the case or we will simply have a costly bureaucracy eating up time, energy and resources and raising hopes for the many who are languishing on waiting lists and waiting desperately for necessary supports and services. Will developmental services agencies be as eager to bring resources to the table if they are no longer the first point of contact for people with disabilities and families? Will agencies no longer have a face to face relationship with people with disabilities and families and therefore lose the empathic appreciation for their urgent needs? Will Developmental Services Ontario agencies act in the interests of people waiting for services or be guided and driven by their mandate to ration limited Ministry funded services and supports.

We can only hope that Developmental Services Ontario agencies will endeavor to work with community collaborative access processes and continue to garner the good will and cooperation that has been built over time. Without this, they may simply become ineffective, bureaucratic and costly gatekeepers for the Ministry while the number of people waiting for services grows longer.

In closing we would like to extend our gratitude and thanks to the management and staff for your tireless dedication and commitment as you constantly strive to provide high quality supports and services.

To the many volunteers who continue to give of their talents and time, we extend our thanks.

To the Board of Governors who give of their personal time and who represent us in our community—Thank you!

And to the many corporate and individual community friends, our community partners and the regional office of the Ministry of Community and Social Services and Ministry of Children and Youth Services who support the purpose and work of Plainfield Community Homes—Thank you!

Respectfully submitted,

John B. Klassen
Executive Director

Tom Raycroft
President, Board of Governors

REPORT FROM THE DIRECTOR OF SERVICES

It is impossible to celebrate all the achievements realized this past year in one short report. We recognized the challenge, after achieving a four-year Accreditation in 2009, to keep up the energy and excitement. I am proud to say that we have. Plainfield Community Homes is a strong and vibrant organization that provides critical supports for people to reach their outcomes and live their life in the way they choose in a community of their own. Our Managers and staff teams are committed to eliminating barriers that may, in the past, have contributed to people's limited opportunities.

Plainfield Community Homes supports 79 people with full-time residential opportunities between a number of community homes and enhanced Supported Independent Living supports. An additional eight people are living with seven Associate Families and four children/youth receive respite supports from an additional six Associate Families.



Families First has been very successful in supporting families who encounter and endure a high level of stress while supporting their children to live full and inclusive lives. Thirty-three children, representing 29 families, have received supports through Families First.

The Out-of-Home Respite program supports 11 children with weekend respite, March Break programs and Summer Camp opportunities.

We recognize the importance of supporting all families to maintain strong family ties regardless of their geographical proximity to their family members. All people's homes have computers so they can communicate through e-mail, webcam or Skype.

We strive to support people in the style of home and neighborhood they prefer. We have been fortunate to have homes located in the City of Belleville as well as in the beautiful rural areas surrounding the city.

This past year we were saddened by the loss of three people who were supported by this organization. Rita G., Scott L., and Jason V. spent many years with us and we will miss them greatly. We were also saddened by the loss of one of our young children who was supported in the Out-of-Home Respite program. Anthony was such a joy to be around and his smiling face will be remembered forever.

While saying goodbye to those we know is very sad and emotional, it does provide us with the opportunity to meet and support Amarjeet, Tanya and Lizzy.

Our support teams remain strong, excited and full of energy and we look forward to another year of Inspiring Possibilities.

Chris Semark
Director of Services

REPORT FROM THE DIRECTOR OF HUMAN RESOURCES

We have focused a great deal of attention on Phase II of our Accreditation Review this year, ensuring that any areas identified for improvement have been addressed.

In response to Phase I of our Accreditation Review, Human Resources developed two significant new policies and programs: an Employee Recognition Program and our new Mentorship Program and Management Training Program including a Management Training/Development Program Guide.

The new Management Training Program will serve as our tool to ensure succession planning is in place for mid-management level positions.

Succession planning for all senior management staff members has also been a major undertaking during this year. We have reviewed several of the senior management positions, developed updated job descriptions and succession plans for these roles. We anticipate the completion of this project during this fiscal year.

Due to our concerted, ongoing efforts to maintain a safe and healthy workplace, Plainfield Community Homes was awarded another NEER rebate from the WSIB of approximately \$14,000 and a performance index of 0.08. These funds enabled us to put in place a number of required physical plant improvements that were brought forward during the workplace violence assessments such as exterior lighting, panic alarms etc. Once again, our dedicated staff, managers and all senior management have gone the extra mile to ensure a healthy and safe work environment.

We hired 12 new direct support staff. There were 20 terminations during this fiscal year. The total staffing complement at fiscal year end March 31, 2011 stood at 210.

During this fiscal year, 19 positions were posted internally.

Legislation with respect to human resources and occupational health and safety is changing constantly. These changes and new legislative demands have necessitated us addressing many new pieces of legislation and developing appropriate policies to respond to them as well as to develop training programs that ensure our compliance. Some of this legislation has included: Workplace Violence Prevention Program, Accessibility for Ontarians with Disabilities Act, the development of a Respiratory Protection Program and fit testing tools.

A "New Employee Orientation Handbook" was also completed and has been implemented for all new hires, giving each new staff member an overview of all the functional areas and departments of the organization.

Joan Greenwood
Director of Human Resources

REPORT FROM THE DIRECTOR OF QUALITY, PLANNING AND DEVELOPMENT

This past year has seen the reorganization of the Continuous Quality Improvement Committee and a focused effort on preparations for the review of our Responsive Services and Community Life from the Council on Quality and Leadership (CQL). The second part of our Accreditation Review will take place in mid-April 2011. We are looking forward to this review and the opportunity to celebrate and say thank you to the people behind the community connection and partnerships that we have. We are also looking forward to being able to demonstrate that Plainfield Community Homes is a responsive organization to the people we support, their families, to staff and to the community.

The Continuous Quality Improvement Committee met several times over this past year to review our outcome data, our incident management data, and our complaint data. We were able to provide information to CQL to demonstrate that we continue to maintain our Basic Assurances at our Accreditation level. We are very proud of this and it is due to the hard work and dedication of all the staff and management of this organization.



Voices with Meaning is still a very strong group and meets regularly. This year, Voices with Meaning invited Peer Educators from People First of Peterborough for rights training. It was a very well attended event and the groups are looking forward to other opportunities to work together and learn from each other. I would like to give special thanks to Tracy Parsons and Sherri Wells who are very dedicated to supporting the Voices with Meaning group, and a big welcome to Kim Schamerhorn who is taking a lead role in facilitating this group.

The staff teams have been supporting people with developing Person Directed Plans. Plainfield Community Homes is participating in a local network of planning facilitators. This group hopes to share best practices amongst its members and we are very glad to be a part of this network.

Sandra Coates has been working with the managers and their staff teams to collect and compile information relating to our Guiding Principles. Thanks to everyone who contributed. We can look forward to this information being available in early April 2011.

The Rotary Club of Belleville has embraced a provincial initiative: Rotary at Work. Plainfield Community Homes, along with a number of other local organizations, is working collaboratively as a local network for the Rotary at Work initiative. We are very excited about this and the potential opportunities for people with disabilities to have competitive employment in Belleville and area.

Everyone has worked so hard to make this past year successful and we know that this next year will be one of changes, celebrations and new developments. We are so looking forward to it.

Hilary Tugwood
Director of Quality, Planning and Development

REPORT FROM THE MANAGER, BUILDINGS AND PROPERTY

Funding opportunities in the summer of 2010 brought Plainfield Community Homes into the solar age with sun-powered hydro-electrical installations at four of the 19 locations. These installations are capable of producing 3.4 kilowatts of electricity each at full sun power, all of which is sold to the Ontario Power Authority through a 20-year contract. The \$112,000.00 funding for this was a gift through a joint Federal and Provincial Government venture called the "Renewable Energy Initiative." Twenty solar panels are perched upon the roofs at each location and are expected to earn \$70,000.00-\$80,000.00 per location over the contract period.

Several renovation/repair grants were received through the Ministry of Community and Social Services "Infrastructure Survey" funding mechanism during the year. Each spring, we apply for these grants based on criteria from six different categories such as health and safety or accessibility requirements, for example. We were fortunate to receive funding to replace several

windows at one home, to dig up and repair foundation issues at another, to install a new high efficiency furnace and air conditioning system at a home and new kitchen cabinets at another.

One of the homes in which people are supported in Belleville received an upgrade to literally change occupancy classes to allow a wider range of use at the location than it was originally designed for. This home has been retrofitted with a fire safety sprinkler system along with a few other upgrades and now has a B3 classification.

In the fall of 2010, we were very excited to learn that the Parrott Foundation had approved a sizable grant for us to purchase a new mini bus. This vehicle, which is equipped to carry a maximum of nine passengers, including five people who use wheelchairs, will be ready to use in the spring of 2011. The timing is excellent, as our second oldest vehicle—which is comparable in size and capacity—is now 13 years old, with over 300,000 kilometers on it. While that vehicle is still in daily use, another vehicle was retired midyear as it was basically worn out. That was a 12 year old conversion van, designed to carry up to six passengers, including three people who use wheelchairs.

Later in the fall, we received approval from the Board of Governors to purchase a new passenger van with campaign account funding to assist with transportation requirements. That brought our total number of passenger vehicles up to fourteen, with another three vehicles dedicated to maintenance staff use.

Jim Burgess
Manager - Buildings & Property

REPORT FROM THE EXECUTIVE ASSISTANT

The 2010-2011 fiscal year was a busy and exciting one at Plainfield Community Homes! We accomplished so many good things, including:

- We co-hosted a special celebratory event to mark the closure of institutions in Ontario, along with Community Living Prince Edward, North Hastings Community Integration Association and Quinte Vocational Support Services. This celebration was attended by many of the people we support and family members, staff from the four agencies, along with Mayor Neil Ellis, MPP Leona Dombrowsky and Reverend Ed Bentley who offered an observance and reflection on the end of the institutional era in Ontario.
- We became an Affiliate Member of Community Living Ontario.
- Our PlainTalk newsletter received the 2010 Community Living Ontario Newsletter "Overall" Award.
- We surveyed our newsletter readers, to learn what people wanted to see in the newsletter so as to better meet their needs. The results of the survey will be published in the Fall 2011 edition.
- I became a member of the Community Living Ontario Media Relations Working Group, attended the CLO Communications Workshop.
- I continue to be part of our internal Communications Steering Committee, which is developing promising plans for a celebration of our 60th Anniversary and corporate name change in 2011, along with a redesign and launch of our corporate newsletter, website, intranet and other corporate collateral.
- We developed a video about Plainfield Community Homes for placement on the City of Belleville website.



- We continued to make improvements to our corporate website and made great use of our corporate intranet site, adding announcements and other information on a timely basis to ensure that our staff and the people we support were kept apprised of corporate and related news and events.
- We held a successful 27th Annual Mayors' Challenge Golf Tournament.
- We shared our space at 91 Millennium Parkway with various groups and organizations.
- We hosted a special meeting for the Hastings and Prince Edward Developmental Service Providers Focus Group with local MPPs.
- We hosted a Registered Disability Savings Plan (RDSP) Information Session.
- We ran a successful United Way campaign.
- We submitted a final report to the Ontario Trillium Foundation regarding the collaborative Plainfield Community Homes/Hastings Children's Aid Society Families First pilot project.

We got by with a little help from our friends again this year! Thanks to a generous donation from Union Gas-A Spectra Energy Company, we donated and installed a Dogi-Pot Pet Station to the Quinte Dog Park. Another generous donation from UA Local 463 Plumbers, Steamfitters and Welders allowed us to purchase a portable mechanical ramp. And last but not least, thanks to a generous donation from The John M. Parrott Foundation, we were able to purchase a new wheelchair accessible vehicle.

Our friends at OT Group adopted an acre of conservation land in our honour in the Quinte Conservation Watersheds.

Students from the Loyalist College Public Relations Program organized a Springtime Basket Raffle and raised \$300 on our behalf.

We joined with 22 other local organizations to support the "Fill That Bus for Gleaners" food drive, also organized by students from the Loyalist College Public Relations Program. The drive was so successful that it may become an annual event, and we hope to participate again.

Looking forward, I am truly excited about what lies ahead for us as Community Living Belleville and Area. I am so proud to be part of this organization, with its 60 years of vibrant history and a future that is full of inspiring possibilities!

Patti Gillman
Executive Assistant

REPORT FROM THE DIRECTOR OF FINANCE

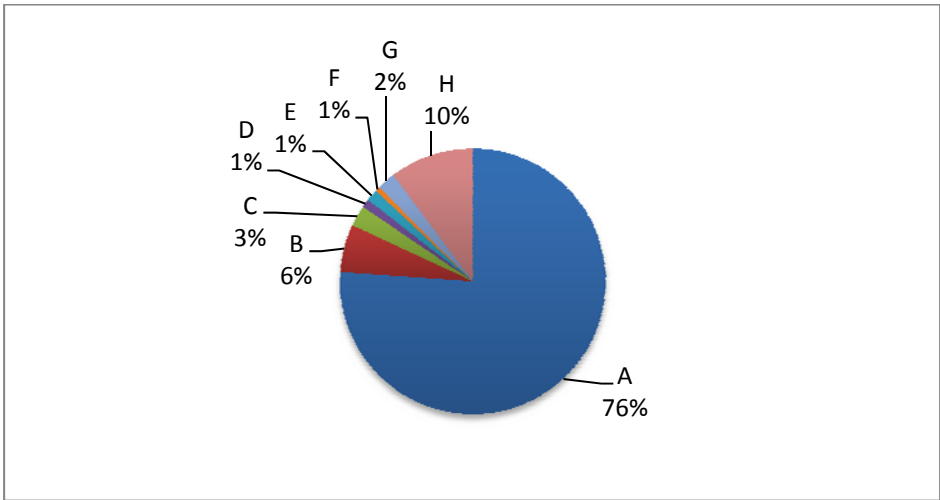
Revenue

	<u>2010-2011</u>	<u>2009-2010</u>
<i>Government Subsidies</i>	<i>\$10,739,918</i>	<i>\$10,631,875</i>
<i>Fees and Recoveries</i>	<i>\$ 1,186,216</i>	<i>\$ 905,067</i>
<i>Total Revenues</i>	<i>\$11,926,134</i>	<i>\$11,536,942</i>

Expenditures

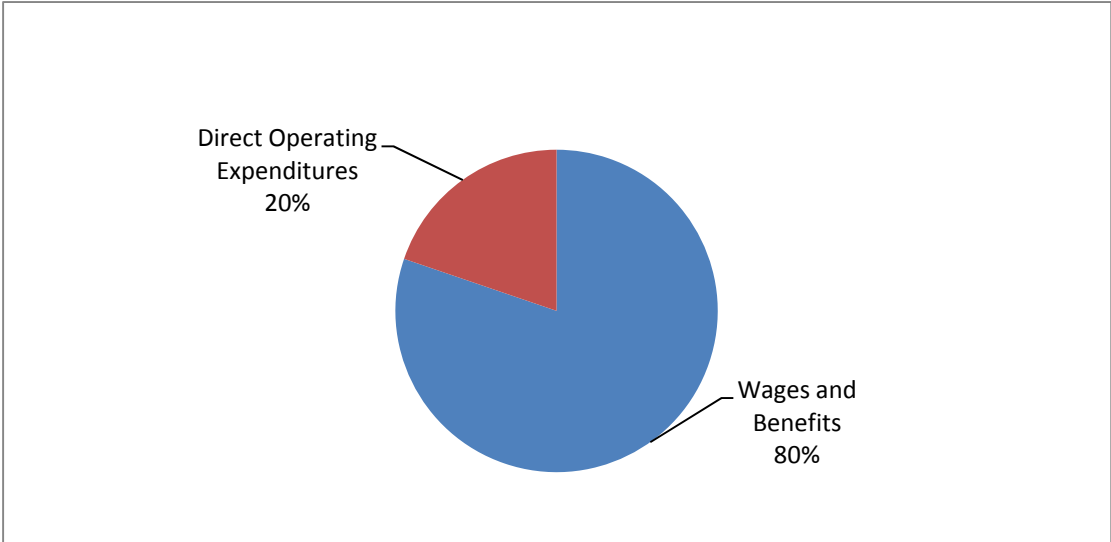
<i>Salaries and Benefits</i>	<i>\$ 9,516,679</i>	<i>\$ 9,696,760</i>
<i>Direct Operating Expenditures</i>	<i>\$ 2,343,700</i>	<i>\$ 1,903,050</i>
<i>Total Expenditures</i>	<i>\$11,860,379</i>	<i>\$11,599,809</i>
<i>Surplus (Deficit)</i>	<i>\$ 65,755</i>	<i>\$ (62,867)</i>

Where the Money was Spent



- A - Residential
- B - Associate Family Homes
- C - Community Participation Supports
- D - Family Home Supports
- E - Respite
- F - Training
- G - Property & Transportation
- H - Administration & Board of Governors

How the Money was Spent



Stephen Ollerenshaw
Director of Finance



DONORS AND FUNDING

We would like to thank the following individual and corporate donors for their generosity and continued support of Plainfield Community Homes.

Individual

Ms. Mieke (Maria) Allan
 Mrs. Suzanne Anderson-Day
 Mrs. Sandra Boulter
 Mrs. Sara Boyd
 Ms. April Brant
 Mr. Harold Brennan
 Ms. Janet Chouinard
 Mrs. Sandra Coates
 Mr. Rob Cowell
 Mr. Thomas DeHaan
 Mr. David Deyman
 Mr. Kevin Dowling
 Ms. Deanna Dulmage
 Mr. Jim Dunlop
 Mrs. Mary Ellen Edwards
 Ms. Concetta Falcone
 Mr. Ken Fuller
 Ms. Patti Gillman
 Ms. Joan Greenwood
 Mr. and Mrs. Denis & Marie Grenier
 Mr. Tony Guerrera
 Mrs. Claire Helson
 Mr. & Mrs. Mark & Marilyn Hiseler
 Mr. Daniel Hornik
 Mrs. Wilma Houston
 Mrs. Linda Howe
 Mr. Jodie Jenkins
 Mr. John B. Klassen
 Mrs. Mary Ellen Kleinsteuber
 Mr. Brian Knudsen
 Mr. Brad Kowacz
 Ms. Eileen Lambert
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 Ms. Deanne C. Leuty
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 Mrs. Michele Macfarlane
 Ms. Ann Mark
 Mr. Jason Marr
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 Mrs. Pamela McCauley
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 Mr. Deryk McGrath
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 Mrs. Kim Mumby
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 Ms. Florence Robson
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 Mr. George Ross
 Mr. & Mrs. Wayne & Karen Rush
 Mr. Silvio Saravo
 Mr. Thomas Scott
 Mrs. Stephanie Seabrook
 Mrs. Christine Semark
 Mr. Richard Shannon
 Mr. & Mrs. Steve & Jayne Siba
 Ms. Elizabeth Sills
 Mr. Stewart Smith
 Mr. Lyndon Smith
 Mr. Jody Smith
 Mrs. Faye Thurston
 Mr. Tony Tocco
 Mr. & Mrs. Dennis & Linda Tripp
 Dr. Tony Truman
 Mrs. Carol Truman
 Dr. Greg Tucker
 Ms. Karen Van Norman
 Mr. Paul VandeGraaf
 Mr. & Mrs. Peter & Lucy Vander Kooi
 Mr. & Mrs. Cedric & Anne Wang
 Mrs. Ethel White
 Mrs. Sharon Wright
 Ms. Marjorie Young
 Mr. George Zegouras

Corporate

Alarm Systems
 Amer Sports Canada Inc.
 Beauty Works Day Spa
 Belleville Cemetery Co.
 BMO Nesbitt Burns
 Can Care Health Care Services Inc.
 CIBC
 City of Belleville
 City of Quinte West
 Corporation of the County of Prince Edward
 DCB Business Systems Group Inc.
 Essroc Canada Inc.
 Exxon Mobile Canada Ltd.
 Hastings County
 John M & Bernice Parrott Foundation
 L'Elle Couture Designs
 Lexassist Management Inc.
 LifeLabs
 Loyalist College Public Relations Program
 Loyalist Protection Services
 Manulife Financial
 McDougall Insurance Brokers Ltd.
 Medigas – A Praxair Company
 Mental Health Services
 Mercer Health and Benefits
 Paul Kelly (1993) Limited
 Peter Smith Chevrolet Cadillac Ltd.
 Plainfield Employees Association
 Procter & Gamble Inc.
 Quinte Floortrends Ltd.
 Quinte Trading Company Limited
 Raycroft Insurance Brokers Ltd.
 Royal Host Limited Partnership
 Shurtleff Interiors & Building Services
 Smylie's - Your Independent Grocer
 Stevenson & Hunt
 T.A.S. Communications
 TAB Staff Centre Staff
 U.A. Local 463 Benefit Plans Trust
 Vancouver Foundation
 Veridian Connections
 Wells Ford Sales Ltd.
 Wilkinson & Company LLP
 Williams Hotels (2004) Limited

We are funded by the Ontario Ministry of Community and Social Services; Ontario Ministry of Children and Youth Services; Ontario Ministry of Health and Long-Term Care.

**The 2010-11 Annual Report lists all donors who made gifts between April 1, 2010 and March 31, 2011. If you discover an error or omission, please accept our sincere apologies and contact us so that we may change our records.*



HOW YOU CAN MAKE A DIFFERENCE

Reward Yourself ... Volunteer Today!

"A volunteer is a person who believes that people can make a difference and is willing to prove it"—Anonymous

Plainfield Community Homes has a Volunteer Program that matches people from our community with the people we support. These intentional matches may eventually lead to more opportunities for informal relationships and thereby contribute to an improved quality of life for people with disabilities. The Volunteer Program also offers opportunities in many other areas within the agency. These experiences directly and indirectly enhance the lives of the people we support. Volunteering time is a gift worth celebrating. Whether you can provide friendship, have a coffee, read a book or assist in the areas of entertainment, fundraising activities, administration or Board membership, we welcome your interest in volunteerism! To learn more about volunteering at Plainfield Community Homes, please contact:

Sharon Wright, Manager of Community Development and Outreach - 613.969.7407, Ext. 22 .

Donate!

"What a privilege to be here on the planet to contribute your unique donation to humankind"—Morris Dees

Your gift to Plainfield Community Homes can make a real difference in the lives of people we support. We rely on the generous donations of individuals, families and corporate friends. Each gift is important and makes a difference to our success. We encourage you to contribute to Plainfield Community Homes in any way and in any amount you choose. There are many ways to donate to Plainfield Community Homes, including an In Memoriam donation, a donation in honour of a special occasion or through planned giving. Plainfield Community Homes is a registered charity. All donors receive a charitable tax receipt for income tax purposes. To learn more about donating to Plainfield Community Homes, please contact:

Stephen Ollerenshaw, Director of Finance - 613.969.7407, Ext. 24.

Become a Member!

"Be the change you want to see in the world"—Mahatma Gandhi

Plainfield Community Homes is looking for community members who support the organization's mission. If you would like to become a member of Plainfield Community Homes, please contact:

Patti Gillman, Executive Assistant - 613.969.7407, Ext. 30.