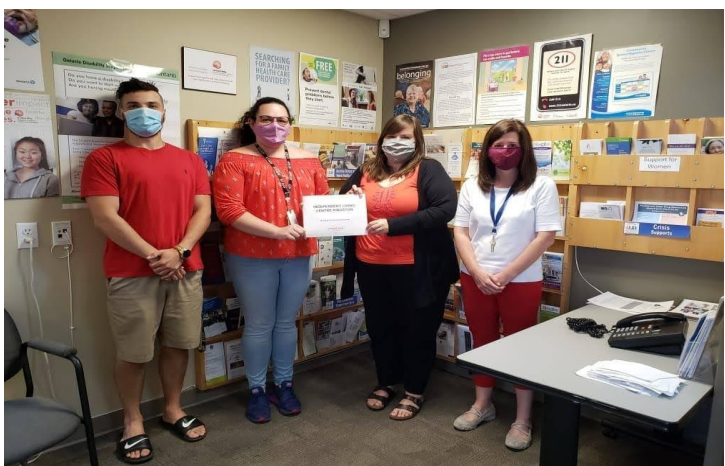




ANNUAL REPORT

2020—2021





“ILCK has given me confidence, a voice, and helped remind me of my skills and strengths. ”

TABLE OF CONTENTS

4	Meet the Team
5	President's Message
7	About Us
8	Covid Response
9	Community Impact
10	Independent Living Skills Development
11	Information and Referral Support
12	Research and Community Development
13	Peer Support
14	In Motion & Momentum+
15	Other Programs
16	Volunteer Appreciation
17	Funding Partners
18	Supporters

MEET THE TEAM

Board of Directors

Brian Evoy: President

Michael Inglis: Vice President

Marion Springer: Treasurer

Jonathan Matthews: Secretary

Evelyn Maizen: Past President

Jeff Ridgeway: Director

Staff

Laura Allen: Executive Director

Lori White: Independent Living Skills
Facilitator

Kate Deacon: Programs & Services Manager

Marcie McCann: Program Coordinator

Neil Allen: Program Coordinator

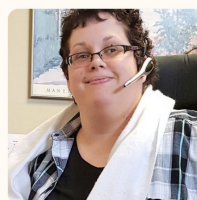
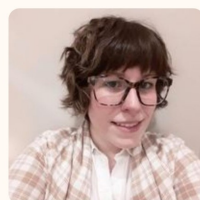
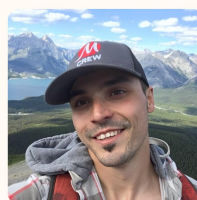
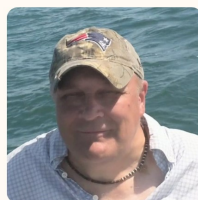
Natalie Dupuis: Administrative Support

Julie Jardine: Reception & Program Support

Paul Jacoby: Marketing Assistant

Brandon Gordon: Communications Liaison
Assistant

Annaka Merrick: Research Assistant



A MESSAGE FROM OUR PRESIDENT

I am pleased to be once again writing to the valued members, consumers, and stakeholders of Independent Living Centre Kingston (ILCK). We find ourselves still amid a global pandemic that has affected the Centre's operations and the Kingston, Frontenac, Lennox, & Addington (KFL&A) community. I would like to recognize the skilled leadership of our Executive Director, Laura Allen, and the ILCK staff for their resilience and dedication over the last year. With every challenge, our team has responded with thoughtful solutions to ensure our services can remain available to those who need them.

Our initiatives include a hybrid of virtual and in-person supports. We have resolved many inquiries ranging from COVID-19 resources, access to housing, Ontario Disability Support Program (ODSP), food security, counselling, disability tax credit, and employment assistance. Our team continues to advocate for people with disabilities to ensure they are represented in public policy decisions at the federal, provincial, and local levels. Finally, we have adapted our fundraising initiatives to meet current pandemic guidelines. I invite you to review this annual report and reflect on our team's hard work and accomplishments over the last year.

The Board would like to give a special thanks to our Vice President, Michael Inglis, who will be leaving us at the upcoming annual general meeting. Michael has dedicated many years to serving on our Board and volunteering his time at the Centre. Anyone who has had the pleasure of working with Michael will tell you that he has a special calling for public service.

Over the coming year, the Board will begin work on a five-year Strategic Plan featuring a revised mission and vision statement that reflects the post-pandemic needs of our consumers. We will also be reviewing bylaws and operations to modernize the structure and efficiency of the Board. Services-wise, our team is working to introduce new programs that will increase our consumer engagement and enhance our collaboration with other agencies in the KFL&A region.

Our successes are made possible thanks to the financial support of our countless donors and funders. We would like to recognize the United Way KFL&A for their commitment to our mission. With the help of our supporters, our team is able to positively impact the lives of our consumers every day.

The Board of Directors is always looking for new members who share ILCK's values and vision for the future. Together, we can provide resources that support independence, choice, and control for people with disabilities in our community.

I encourage you to reach out today and apply to be part of this dynamic and progressive organization!

Sincerely on behalf of the Board of Directors,

Brian Evoy
President



ABOUT US

Since opening our doors in 1988, ILCK has remained committed to helping those with disabilities live self-sufficient and independent lives. As a regional non-profit and a member of Independent Living Canada, we envision a KFL&A where people with all disabilities can fully participate in every aspect of their communities. No matter the barriers an individual faces, our team will meet consumers where they are and support them as they work towards their goals.

Four guiding principles shape our programs and services:

BE CONSUMER CONTROLLED

More than half of the people directly involved in the organization's management and decision-making are people with disabilities.

SERVE CROSS- DISABILITIES

We offer programs and services to all people with all types of disabilities.

BE COMMUNITY BASED & NON-PROFIT

People with disabilities can identify issues in their communities and how it affects their lives.

PROMOTE FULL PARTICIPATION & INTEGRATION

Support people with disabilities and encourage individuals to participate in all aspects of economic, cultural , and social life in Canada.

COVID-19 RESPONSE

The pandemic has had a disproportionate impact on people with disabilities. Our consumers have experienced many adverse effects, including new or worsening anxiety, mental health issues, and uncertainty about the future. Over the last year, ILCK demonstrated leadership and resilience to ensure our programs and services remained available to our consumers. We adapted to the rapidly evolving crisis while responding to an unprecedented number of requests by individuals. Recognizing that the pandemic has impacted each of our consumers differently, our team worked with every person to identify their needs and provide the appropriate support. **Our initiatives included:**

- The Seniors Support Program offered one-to-one support for seniors with disabilities who experienced social isolation. Our staff helped participants address fears and overcome anxiety, loneliness, and mental health issues.
- Independent Living support services connected individuals with resources such as medical help, social opportunities, poverty relief and critical life necessities.
- Information and Referral services were expanded to include up-to-date information on Covid-19 resources such as testing centres, PPE guidance and shelter availability.
- Staff adjusted to remote work to protect consumers and colleagues.
- Programs and services were offered through virtual alternatives where possible. Staff helped individuals who did not have access to technology or had limited digital literacy.
- Staff and volunteers began porch drop-offs of critical resources for those who could not leave their homes.
- ILCK received emergency funding to cover Covid-19 related expenses and help us meet consumer needs.





**“Thank you for
seeing me first and
not my disability”**

**“I feel safe here
because no one
judges me and I can
be myself”**



**“ILCK gave me the
language and
confidence I need to
talk about my
disability”**



INDEPENDENT LIVING SKILLS DEVELOPMENT

Independent Living is the philosophy that people with disabilities have the right to control their lives and choose how they participate in their communities. Through IL skills, we empower consumers to reach their goals by helping them strengthen their self-advocacy and life management abilities. IL skills encourage self-direction in consumers so they can choose which services and supports their needs.

Provided 639 Independent Living Skills Opportunities

Access to Independence

Access to Independence helps individuals apply to Ontario Disability Support Program, Canadian Pension Plan, Old Age Benefits, Drug Benefits Program, Assistance for Children with Severe Disabilities and Registered Disability Savings Plan. With our assistance, individuals work towards financial stability while gaining access to disability supports and wraparound services. One of the program's main benefits is that individuals work with their counsellors to develop critical skills such as communication and self-advocacy. For example, many participants learn how to discuss their disability with a medical professional. Staff also provide support by helping consumers stay on top of deadlines and follow-ups to ensure a smooth application process. Many consumers use the program as an opportunity to discuss employment readiness and may seek further assistance on their path to finding a job.



Provided 1489 Access to Independence Opportunities

INFORMATION AND REFERRAL SUPPORT

Information and Referral Support connects people with disabilities to services within the community. By working one-on-one with individuals, we help identify their needs and the appropriate service providers. Information and Referral Support helps to fill the gap in the service-provider continuum by providing “one-stop shopping.” Using our expansive network of community contacts, we help consumers access a wide variety of resources without the difficulty of navigating multiple agencies.



4482 Information and Referral Requests

Attendant Services

Assistive Devices

Food & Shelter

Poverty Relief

Income Supports

Counselling

Volunteer & Employment Opportunities

RESEARCH AND COMMUNITY DEVELOPMENT

Research and Community Development responds to the unmet needs in services identified by people with disabilities. ILCK is a consumer-driven organization, meaning our programs reflect the diversity of our clients and community. We improve our services using the lived experiences of the individuals we work with everyday.

Self-Managed Attendant Services (Direct Funding)

Direct Funding is an innovative program that gives people with disabilities greater control over their attendant services. Available province-wide, the Direct Funding Program enables adults with physical disabilities to receive monthly funds for attendants of their choosing, to schedule as they please - whether their needs are at home, at work, or in the community. With Direct Funding, adults with physical disabilities become employers of personal care attendants. Individuals gain assistance with daily activities. As employers, individuals take on the responsibilities of hiring and managing their attendants within their individualized budgets. Consumers develop the tools to self-manage their lives, making their own choices with greater flexibility and control.



Volunteer Skill Building Program



Volunteering with ILCK gives individuals the opportunity to learn new skills, meet new people, and get involved in their community. Our volunteers are a valuable part of our organization and contribute through various roles, including reception, fundraising, monthly bingo, special events, and the board of directors. For our consumers seeking employment, volunteering with ILCK is an excellent way to build experience.

PEER SUPPORT

Peer Support gives people with disabilities the opportunity to interact with others and share their lived experiences. Whether through one's counsellor or peers, individuals can overcome their isolation, build relationships, improve their leadership skills, exercise their rights and responsibilities and learn to problem solve.

Drop-In Peer Group

Participants come together to play board games, go on outings, and have discussions. The group is open to people with all disabilities and promotes an inclusive environment. Peer support has been essential over the last year, especially for our consumers who have limited social interaction due to the pandemic. Beginning in March 2020, our Peer Group switched to virtual programming. Participants came together to support one another by offering advice on disability management, coping mechanisms and reassurance. Group sessions also helped provide a sense of normalcy by encouraging individuals to have casual conversations and share stories that took people's minds off the pandemic. Our consumers report that tuning into Peer Groups regularly helped them improve their mood and feel less anxious because they regained a sense of community.

Diners' Club

The Diners' Club Peer Group meets every month at local accessible restaurants for dinner. This club gives people with disabilities a chance to share life experiences and enjoy various cuisines. ILCK was able to host several Diners' Clubs over the last year once Covid-19 guidelines allowed in-door dining. These outings provided a great opportunity for individuals to come together as a group and interact in person.



458 Peer Support Requests

IN MOTION & MOMENTUM+

People with disabilities face disproportionate levels of both unemployment and underemployment. We have partnered with the Canadian Career Development Foundation to deliver a program that addresses the lack of positive experiences in many consumers' lives, draws on their strengths and accomplishments, actively builds sustainable networks, builds foundational skills, and creates evidence that consumers can participate meaningfully in their communities.

In Motion and *Momentum+* is a workshop series of three developmental modules that uses an experiential learning approach to intrapersonal skill development. It is a strengths-based approach that allows participants to experience success, pride, respect, connection, hope and achievement. IM&M+ uses an action-based learning methodology in a group delivery format.

Independent Living Centre Kingston delivered In Motion & Momentum+ virtually in 2021 with significant positive results for participants. Consumers improved their intrapersonal skills while meeting goals like volunteering, working, and going back to school. **Here is what participants had to say about the experience:**

“I learned I need to start communicating my needs more and stop putting myself second. I need to consider if I am doing things just for others or for myself too. Hearing other people’s different opinions and seeing the way other people do things has been good, and I am going to miss being part of the group.”



“I learned how to make a Facebook page and have gained confidence in sharing my artwork. I have also started doing digital artwork again because of a project I had for the community project.”

Disability Tax Credit Assistance

Staff are available to help individuals complete the Federal Disability Tax Credit application. Successful applicants receive a non-refundable tax credit. This helps people with disabilities and their families access an income tax rebate and qualify for other disability benefits. Staff responded to 172 requests for assistance.



Free Internet Access

Free internet promotes accessibility and helps our consumers stay engaged with programming. Our computer lab is open Monday to Friday from 9:30 am to 4 pm. Computers are equipped with a variety of accessibility features. Consumers can request staff assistance to build digital literacy skills.



VOLUNTEERS

ILCK would like to thank our team of volunteers for their enduring support and dedication. Volunteers bring many years of experience with disability-related issues to our organization. With your help and expertise, ILCK will continue to advocate for those with disabilities and strive towards a more accessible future.

Mandy McEwen

Dinah Cotter

Paul Johnston

Elizabeth Johnston

Brian Lawrence

Jacques Quesnel

Nathan Elmer

Kate Hilraven



FUNDING PARTNERS

Thank you for your support...



Charitable Gaming
benefits this organization
and your community!



United Way
Kingston, Frontenac,
Lennox and Addington



Canadian
Career Development
Foundation



TO OUR SUPPORTERS...

thank you!



PRIVATE WEALTH
MANAGEMENT

CIBC WOOD GUNDY

TO OUR SUPPORTERS...

thank you!

The Catherine and Maxwell
MEIGHEN FOUNDATION

DAFT
brewing



Bourassa Savaria
FOUNDATION





540 MONTREAL STREET, KINGSTON, ON, K&K 3J2

PHONE: (613) 542-8353

FAX: (613) 542-4783

EMAIL: INFO@ILCKINGSTON.COM

WEBSITE: [HTTP://ILCKINGSTON.COM](http://ILCKINGSTON.COM)

LET'S CONNECT



www.facebook.com/ILCKingston



[@ILKingston](https://twitter.com/ILKingston)



[@ILKingston](https://www.instagram.com/ILKingston)