The past year has really demonstrated the value in networking at a provincial level in terms of respite and direct support services. The 2017-18 fiscal year brought us a great deal of change and shared challenges for our programs and agencies. Together we have explored the layers of impact that Bill 148 brought to the people we support, their families and to our own internal processes. By collaborating, we educated and equipped ourselves with the tools and knowledge we needed to provide our services and support across Ontario.

Furthermore, this year has also been a year of reflection and examination of how we can best benefit from our network. We reviewed our strategic plan; set priorities and a new direction to ensure that all stakeholders would benefit from common goals, shared values and a structure that can be responsive to the rapid changes we experience in this field. Our self-reflection brought forward two main priorities where the network would like to invest their energies. First, members value the collaboration, shared learning and community of practice focused on the tool, supportyourway.ca/respiteservices.com. Secondly, members confirmed that there is significant value in meeting to discuss broader provincial matters specifically focused on respite and direct supports. Recognizing that both priorities deserve substantial attention and may draw engagement from members with different levels of responsibility, it was decided to branch into two separate networks with a shared seat at both tables. As a result, the line of communication and collaboration will remain fluid between the two groups.

As we move ahead with a refreshed strategic plan, the Leadership team is committed to ensuring a smooth transition into our new structure. We are eager to further expand our provincial collaborations, share best practices and build new partnerships for the benefit of all stakeholders.

Thank you to all our dedicated members for working together towards a shared vision of having a province where people find the supports they need.

Carolyn Harris
Respite Coordinator
Simcoe Community Services

Stephanie Gilchrist
Director of Client Services
Children’s Community Network
## DATABASE INFO

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communities</strong></td>
<td></td>
</tr>
<tr>
<td>Family/individual Registration</td>
<td>24</td>
</tr>
<tr>
<td>Worker Registration</td>
<td>25</td>
</tr>
<tr>
<td><strong>Profiles Sent</strong></td>
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<td>Family/individual</td>
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<tr>
<td>Worker</td>
<td>608</td>
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<td><strong>Recorded ‘Hirings’</strong></td>
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<tr>
<td>Worker</td>
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<td><strong>Profiles Created</strong></td>
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<tr>
<td>Worker</td>
<td>1,514</td>
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<tr>
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<tr>
<td>Family/individual Registration</td>
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<tr>
<td>Worker Registration</td>
<td>25</td>
</tr>
<tr>
<td><strong>Profiles Sent Overall</strong></td>
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<tr>
<td>Worker</td>
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<td><strong>Recorded ‘Hirings’ Overall</strong></td>
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<tr>
<td>Worker</td>
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</tr>
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</table>

*January 1 2018 - November 1 2018 unless stated overall*
Responsive.com is extremely helpful. Finding out your child has autism is scary enough then there’s all these papers and people and everything gets confusing and difficult really fast... they help you from being buried and make things make sense. I was set up with an amazing respite worker who is now like family. This is the first place I recommend to newly discovered parents of autism.
WEBSITE VISITORS

Pageviews 332,994  Users 48,991
Sessions 92,388  New Users 77.6%

Top Referral
children.gov.on.ca (13.56%)

supportyourway.ca pageviews 1,980 (4,766 overall)

Overall Pageviews 5,492,208
Overall Sessions 1,370,105
Overall Users 673,158

Acquisition Channels

Sessions by device

Users by time of day

*January 1 2018 - November 1 2018 unless stated overall
One of the greatest membership benefits is the shared learning opportunities we have experienced over the years. Changes in legislation affect our service delivery which directly impacts all those we support. Individualized consultations and trainings can be costly. Through your membership fees, donations by members and collaborations, we have all benefitted from shared learning.

In 2017 we welcomed: Cheryl Wiles Pooran of PooranLaw Firm – to discuss Bill 148, the Fair Workplaces, Better Jobs Act and the responsibilities of families who engage support providers. Cheryl outlined:

• The importance of properly characterizing the relationship between families and support providers
• Changes to the Employment Standards Act
• Mitigating risk for service deliverers

Cheryl was also retained by the membership to review many of the shared documents we use to deliver supportyourway.ca/respiteservices.com.
I just started working as a respite care provider and find it extremely rewarding. I feel this service is such a benefit to every community. I look forward in continuing helping in our community.
PROUDLY SUPPORTED BY

Access Beter Living Inc.
Autism Nova Scotia
Canadian Mental Health Association Waterloo Wellington
Catulpa Community Support Services
Child Development Resource Connection Peel
Children’s Community Network
Community Living Algoma
Community Living Elgin
Community Living Kingston
Community Living North Bay
Community Living North Grenville
Community Living Parry Sound
Community Living Sarnia/Lambton
Community Living South Muskoka
Counselling Services of Belleville & District
Dufferin Child and Family Services
Durham Association for Family Resources and Support
Family Respite Services Windsor-Essex
Family Services Perth Huron
Geneva Centre for Autism
Halton Support Services
Lanark Community Programs
Northumberland Family Respite Services
Oxford & Elgin Child & Youth Centre
Rygiel Supports for Community Living
Service Coordination for People with Developmental Disabilities
Simcoe Community Services
Sunbeam Centre
THRIVE Child Development Centre
VON London Middlesex
Wesway
York Support Services Network

Thank you.