



VOI

Visions
Of Independence

ANNUAL REPORT 2019-2020



A JOURNEY
THROUGH TIME

CELEBRATING 20 YEARS





Leadership Message

OUR YEAR IN REVIEW

This year we focus on VOI's journey through time. Twenty years of service is an impressive milestone. Looking back on the growth, change, and progress VOI has made, we are both so proud to be a part of this agency. The board of directors and management have worked hard together to achieve "Communities where all abilities are embraced and valued." We have never been satisfied with the status quo, continually setting newer and higher goals to achieve. We have reached new communities, met many new and exciting people, tried new ventures, and had a lot of fun along the way.

We could not have gotten here without the dedication and effort of VOI's staff. The commitment by Direct Support Workers, the determination by Facility Managers, and the amazing skills of our administrative and executive team are the keys to VOI's success. A special thank you to all of you. We also want to thank all the people that choose VOI for services. Thank you for sharing your journey with us, for allowing us to walk with you, and for sharing your wisdom with us.

In the last decade, VOI has always had a solid plan, we knew where we were heading and we knew the goals we were trying to reach. This fiscal year turned out a little different. We could not have predicted the way 2019/2020 would end.



Each year in March and April, we send out surveys, conduct interviews, and collect data on the progress made toward our strategic goals. We listen, we learn, and we set new goals for the year to come.

However, this year in mid-March, we shuttered our day services, reduced our presence in communities, and implemented personal protective equipment (PPE) for all employees in services that were still operating. The pandemic had reached Manitoba. We had to learn a whole new way of providing services, and we had to do it very quickly. We have adapted, and we are prepared for the year to come, although it will look a little different. No matter what the future holds, VOI will continue to be strong; we can't wait to see what the next twenty years look like!!



Jennifer Hagedorn,
Executive Director



Georgia Couturier,
President



Our Vision

Communities where all abilities are embraced and valued



Mission

VOI provides personalized opportunities for people with diverse abilities to thrive

- We are open and respectful
 - We are transparent
- We value people's strengths, abilities, and knowledge
 - We think outside the box
- We value people's experiences and perspective



303
Employees

WHO SUPPORT

86
Individuals

LOCATED IN

FOUR
Communities

IN

20
Homes

AND

THREE
Day Programs

Services we provide:

Day & Employment Services,
Residential Services,
Supported Independent
Living (SIL) & Respite Services

Winnipeg (9 homes and 1 Day Program)

Portage la Prairie (8 homes and 1 Day Program)

St. Claude (1 home)

Carman (2 homes and 1 Day Program)



VOI

AROUND THE

WORLD

In 2019/2020 we collected the demographic information of the staff at VOI. Our employees come from 16 different countries of origin. This is the amazing global workforce that comes together 24/7/365!

| | |
|--------------------|-----|
| Canada..... | 116 |
| Philippines..... | 61 |
| Nigeria..... | 49 |
| India..... | 32 |
| Sierra Leone..... | 3 |
| Kenya..... | 3 |
| United States..... | 2 |

| | |
|---------------------|---|
| Singapore..... | 1 |
| Iran..... | 1 |
| Ethiopia..... | 1 |
| Congo..... | 1 |
| United Kingdom..... | 1 |
| China..... | 1 |
| Netherlands..... | 1 |



THE HISTORY OF VOI



VOI

2000

The Pelican Lake Transition Center closed and 5 people supported by VOI moved into the community! VOI rented 4 homes.

2003



VOI acquired their first home in Portage la Prairie! 5 more people joined VOI.

2004

VOI supported 13 people and had 6 homes in Winnipeg and Portage la Prairie.



2002

3 new people moved in - VOI supported a total of 8 people.

2005

VOI acquired 2 new homes in Winnipeg in 2005 and 3 new people joined us!

2007

2007 was a big year for VOI! Portage la Prairie Day Program opened their doors. VOI opened 3 new homes and 5 new people joined VOI!

2006

In 2006, 2 new people moved in and VOI acquired their 2nd home in Portage la Prairie. VOI supported 16 people in 8 homes.

2008

Another Winnipeg home was acquired in 2008 and 2 new people joined VOI.

VOI supported 22 people.

2009

In 2009, VOI started SIL Programming and acquired another home in Winnipeg. VOI supported 21 people in Day Program, residential homes, and SIL.



2010

VOI celebrated their 10 year anniversary in 2010, and it was a busy year!

VOI moved their head office location, acquired another home in Winnipeg, 2 homes were vacated, and 3 new people joined VOI!

2012

In 2012, VOI welcomed 7 new people!

Our 12th home was acquired.

Head Office moved locations and Winnipeg Day Program began!



2011

In 2011, 3 new people joined VOI, putting the total number of people supported at 26!

VOI acquired a new home in the St Vital area, however an existing home was vacated, keeping our number of homes at 11.

Our Executive Director, Jennifer, joined VOI.



2013

Winnipeg Day Program begins offering Summer Programming.

In 2013, VOI employed a total of 182 people between Winnipeg and Portage la Prairie.



2015

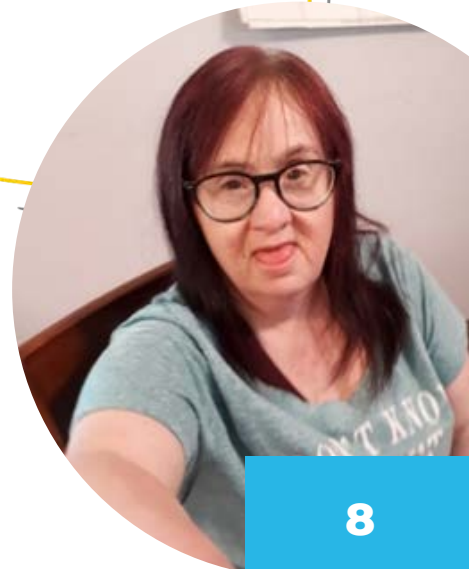
2015 was a busy year; VOI welcomed 10 new people and opened a total of 4 new homes; 2 in Winnipeg; and 2 in Portage.

VOI now supported 47 people in 15 homes in 2 different communities!

2016

VOI continued to grow in 2016, as we moved into our 3rd community, St. Claude!

VOI welcomed 14 new people and acquired new homes in Portage and St. Claude. VOI now supported 60 people in 17 homes.



2017

In 2017, VOI acquired 2 homes in a new community, Carman!

14 people joined VOI. We now supported 74 people, in 19 homes located in 4 different communities!

In 2017, VOI's workforce continues to grow as we employed 311 people!



2019

In 2019, Carman Day Program began, 2 new homes were acquired, and 10 new people joined VOI.

VOI supported 90 people, in 21 homes and 3 Day Programs in 4 different communities!

2018

7 people joined VOI and another home in Winnipeg was acquired.



2020

VOI celebrated their 20 year anniversary!

We look forward to continuing to provide support to the communities we work in!

"The greatest thing in this world is not so much where we stand but in what direction we are **MOVING**." -Unknown



THE ORIGINAL 5 OF VOI



Twenty years ago, the Pelican Transition Center closed their doors, which initiated the move of 5 into the community and the start of Visions of Independence.



GERALD

Gerald has held some interesting jobs over the years; jobs that hold fond memories for him. At the St. Andrews Airport, he did custodial work in exchange for monthly flights over rural Manitoba. This aligned well with a couple of Gerald's passions: airplanes and flying. He could even co-pilot the plane! At Jumbo Video, he was responsible for putting movies back on the shelves and sweeping the floors among other general store duties. One work perk that Gerald enjoyed was being able to rent any movies he liked! He is especially fond of scary movies. Gerald also worked at ImagineAbility for quite a few years. He is now semi-retired. Gerald's other passions include boxing and wrestling. He is an avid fan and has taken years of boxing lessons at a downtown gym. Gerald has a sister and brother-in-law who live in Oshawa. Yearly visits are not as easy as they used to be as they are both getting older, however, they do their best to stay in touch regularly with him.

Joanne is a lover of all things beautiful; wedding shows such as "Say Yes to the Dress" and cooking shows, just to name a couple. In her working years as well as in retirement, she takes pride in her home and appearance. She does not consider herself ready for the day until her jewelry is on and her hair is done!

The love of Joanne's life was Jim from Emerald Grove, who sadly passed away just after Christmas in 2009. She grieved very deeply for him, as they shared a special bond.

Joanne's brother and niece live in British Columbia and they keep in touch regularly. She looks forward to their yearly visits, especially when her niece is able to come.



JOANNE

LESLIE



Leslie had to overcome some initial challenges in her transition to community living. Imagine how different everything would have been for her if she didn't make that transition!

Leslie loves music. She is often found in her easy chair listening and singing to many different types of music. She especially loves old gospel songs as they bring nostalgic memories of attending childhood church services.

Though she doesn't play as often now, one of Leslie's cherished possessions is her piano, which has recently been moved from her bedroom to the sitting room. Leslie enjoys hopping in the car and picking up a coffee and snack at the drive-thru. She takes pleasure in her favorite peaceful spots, often taking a moment to sit or walk in the parks. Her favorite is the duck pond at St. Vital Park.

Shirley and her siblings have close knit relationships, so much so that she has moved a couple times in the hopes of being reunited with her two brothers whom, at the time, were living at MDC in Portage.

She and her older brother, Terry, lived together for about a year before he sadly passed away. Her other brother, Donald, passed away before he could move into the community. Nowadays, Shirley and her sister, Treva, keep in touch through regularly exchanging cards and letters.

Shirley enjoys socializing at her favorite places in the Portage area, one of her favorites being the McDonald's in town. A few of her other past-times include music and watching game and "oldies" shows on TV.



SHIRLEY

Shirley turns 80 this coming October! Her celebration plans? A big party with music and friends of course!



LINDA

IN LOVING MEMORY

Linda first moved into her home on Red Oak with Shirley and her favorite room was the kitchen. She was insistent on making sure everything was in its own spot and if something didn't belong, you'd probably find it in the garbage!

Linda was a very caring lady with a wonderful sense of humour. You'd often find her listening or singing along to music. She loved going for drives and sightseeing.

Linda inspired many around her with her strength and courage during her battle with cancer, and touched many people during her lengthy illness.

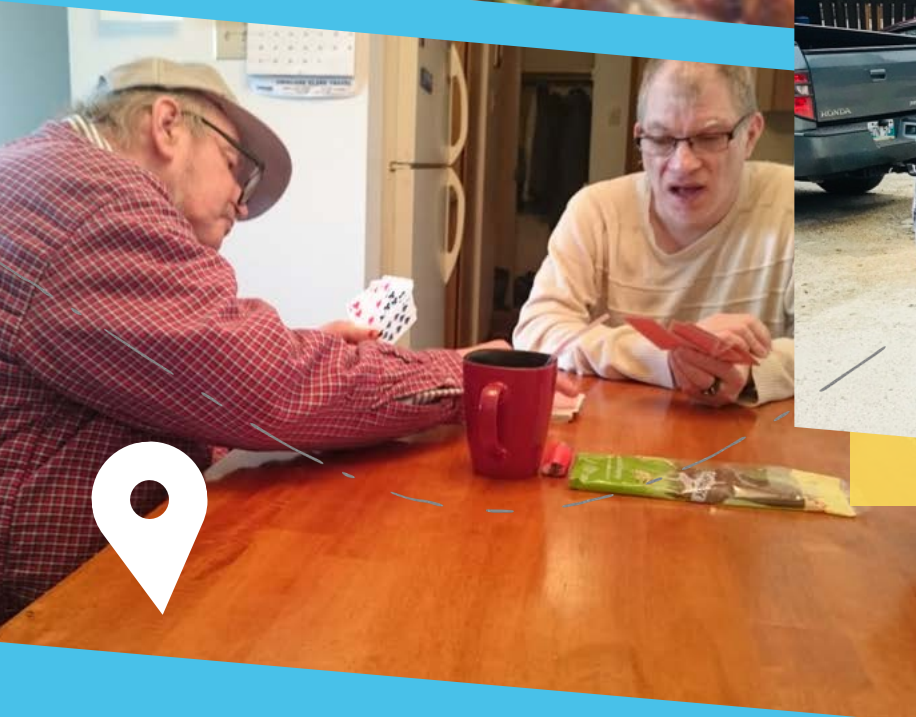


OH, THE PLACES YOU'LL GO!

- DR. SEUSS



Arlene eating dinner while enjoying her **stay-cation** at the Clarion in Winnipeg. She spent time at the spa, ate fancy food, and had an amazing time being pampered!



Nick and Corey playing cards together while visiting. They lived at MDC together and enjoy getting together to **reminisce**.



Nick and Corey **exploring** Brandon, Manitoba.

EXPLORE THE MINDS OF VOI



Throughout training in 2019/2020, front-line staff were asked to explain, in their own words, what they believe they are hired to do as a Direct Support Professional and what their job means to them.



"My job is to assist the people I support in living their lives to the fullest as much as possible. This is rewarding as a relationship because a friendship is formed with the people I support. I have become both a friend and like family for them."

"The relationships that I build with the people we support is the biggest thing for me. Helping instill personal achievement, watching them succeed, overall helping them in whatever shape or form it takes to help them live their best life."



"To assist the people I support in their daily living activities and making sure they are always safe. I really love my job and being a Direct Support Professional is my first job here in Canada. I can say that I have found a family here through my coworkers and the people that I support."



"Being an advocate for the people I support is the number one thing. Doing things with them rather than for them helps them become a welcome part of their community. We can learn from the people we support as they learn from us and as days go by, we continue to learn in every experience we have together."

"To word it simply, I believe Direct Support Professionals are hired to ensure people with disabilities have the highest quality of life!"



"To help assist the people I support in living a full, happy life. Not to do everything for them, but to encourage them to do things for themselves, only assisting when needed."

"When I go to work, I don't think of it as an 8 hour shift. It feels like I am at home with family and I take care of the people I support how I would take care of my own family."





YEARS OF SERVICE

VOI AWARDS

5 years



Dorcas Agbaje
Ella Aquino
Rupinderjit Kaur
Odessa Montoya
Katherine Dysico
Deborah Brown
Martha Labossiere
Kristie Budd
Kathleen Van Aert
Jacklin Jackson
Amanda Saunders
Stephen Olanrewaju
Jossy Joby
Blessing Ehiremen
Regina Robinson
Maria Osimen
Verna Hallman
Linto Cherian
Paul Martins
Chelsea Yellowquill
Ufuoma Linda Adeyanju
Mary-Alice Taylor



10 years



Khamhom (Diana) Sayyachak
Ogechukwu Ezekwem
Hendrick Jongbloed

15 years



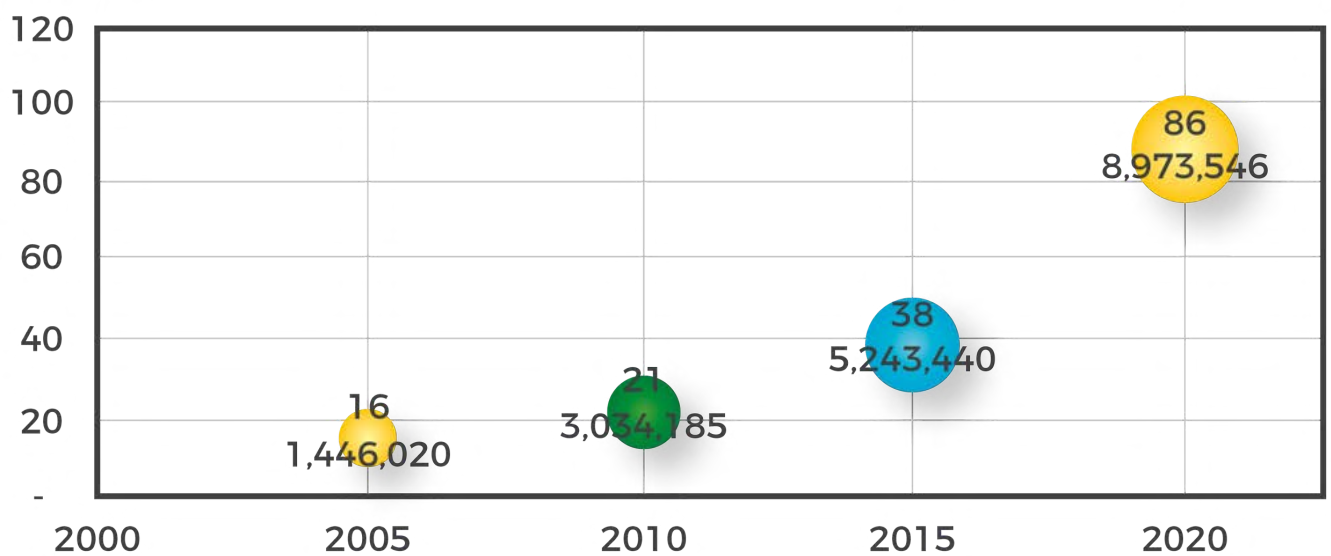
Jennifer Buckingham

FINANCIAL JOURNEY THROUGH TIME AT VOI



What do financial numbers tell us every year?
In many ways, they mirror the other numbers.
Consider these pictures.

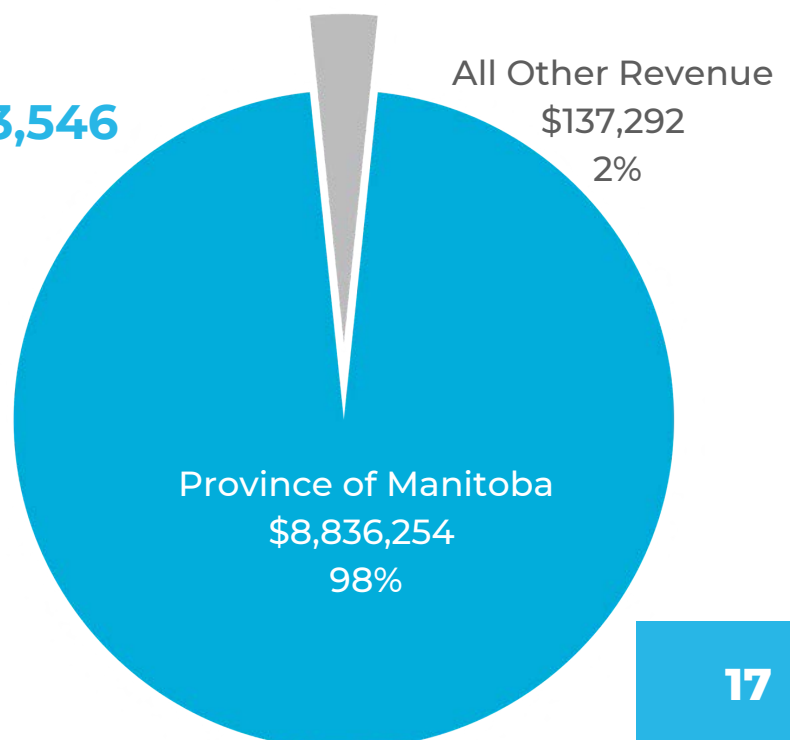
GROWTH OVER 20 YEARS:



The size of the bubble is our revenue, and the growth matches the change in numbers of people that we journey with. Whether you look at the people, or the dollars, it looks like a snowball rolling, getting bigger and bigger with each roll!

REVENUE THIS YEAR, TOTAL \$8,973,546

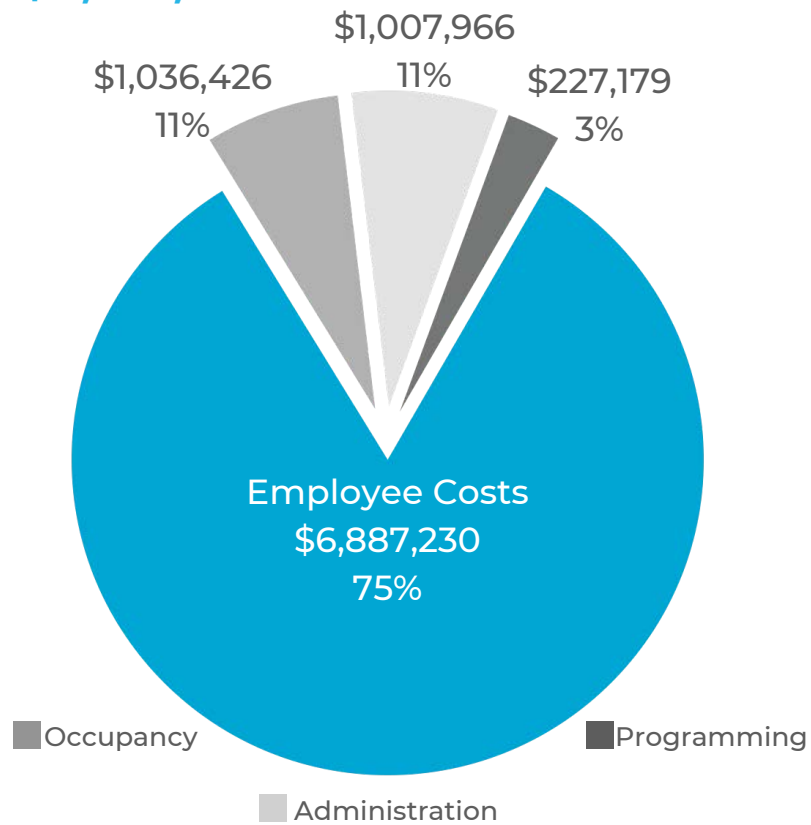
98% of VOI's revenue in 2020 was funding from our partners, the Province of Manitoba! We are very appreciative of their support and partnership. They have consistently been our primary source of revenue.



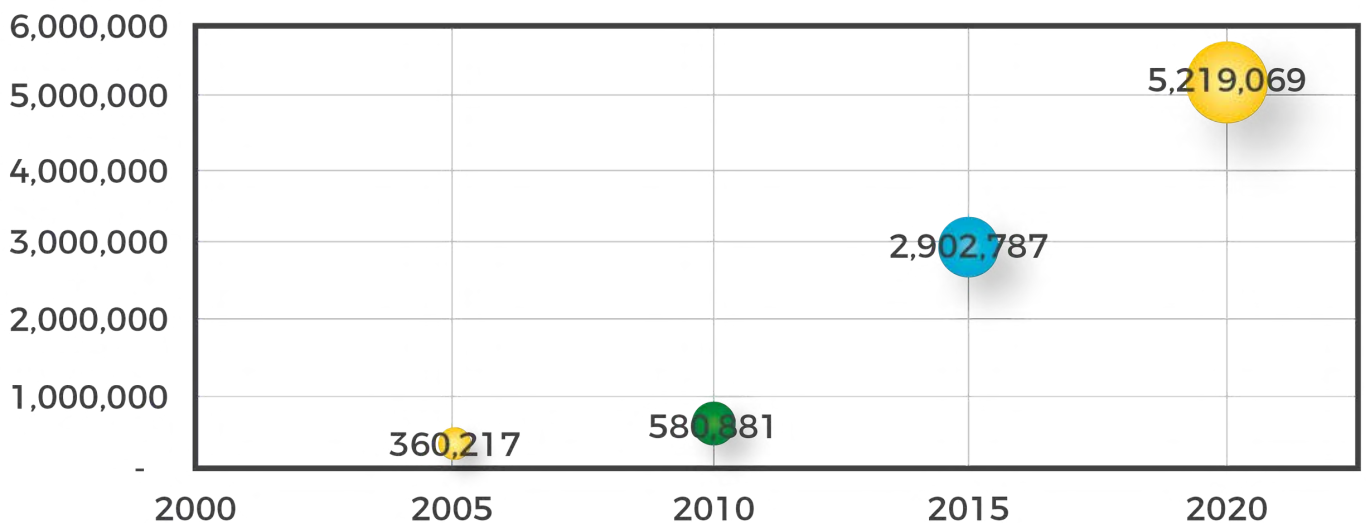
EXPENDITURES

THIS YEAR,
TOTAL **\$9,158,801**

75% of our expenses are wages for our front line employees and managers. They are by far our most valuable resource. As VOI grows, so does our community of Direct Support Professionals! Our administration team also grows in proportion to the size of our community, allowing us to add some new and exciting roles that our increased size demands.



EQUITY AND CAPITAL ASSETS:



Equity is the resources left when debt is subtracted from what you own, and in the picture is the size of the bubble. The capital assets are long term items owned such as houses and vehicles. When we look at our journey, it took a little while, but VOI learned how to have a financial position that matches our growth, and where we can feel well positioned to be able to continue to support our community. **We are confident in our financial position as we move forward into the next 20 years!!**



- Ven Block- Director of Operations



VOI

Visions Of Independence

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