

ANNUAL REPORT

2016-2017





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Message from the Executive Director



"If you believe you can, you're halfway there."

–Theodore Roosevelt

As I reflect on the past year I am reminded how quickly things can change. The beginning of the year saw our infamous October hurricane and while we were fortunate that the water damage was only minimal, the loss of power for three days could have been catastrophic had it not been for the many employees who pulled together by donating their time, their generators and even their homes to make sure contracts were met and products were saved. I can not express how proud I am to be working with such a dedicated workforce.

Over the past year we played an active role in the Scaling Up project, an initiative of the Department of Community Services and Directions Council of Nova Scotia. As part of our involvement, seven staff from the Centre participated in key areas of product/service development such as Food Services, Thrift Stores, Online Auctions, Packaging, and Services to Seniors. Each sector area is looking at ways to work together to achieve optimum success. The project is ongoing. We were also successful

is securing a job coach this year to increase employment capacity which has had a significant effect on client planning and inclusion. Forty-six clients participated in over 12,000 hours of community-based employment opportunities this year. We continue to evaluate the effectiveness of our programs through client satisfaction surveys, goal attainment, employment and community-based outcomes.

We are thankful for all those who lend their support to this organization each year. From families to service partners to funders, employers and customers, we could not do this job without you. To the staff and board your dedication and commitment to the goals and mandate of this agency is paramount to our success. And finally, to the clients, don't ever stop dreaming and believing in yourselves and what you can achieve on your journey to independence and inclusion.

Carol Pendergast

Message from the Board Chair

"We believe that people with disabilities have the right to live, love, work, play and pursue their life aspirations in their community. Community is where a person feels safe, valued for their contributions and able to pursue the life they choose."

-- *A Vision for the Future of DSP – Oct, 2016*



The Horizon Achievement Centre proudly incorporates these beliefs quoted above in all of their planning, programs and decisions and has used these values as the foundation for the new building design. We have incorporated more social enterprises and training labs, expanded programs and resources for learning, created specialized services and are working to increase community partnerships to support individuals as they pursue the life they choose. We are especially grateful to ACOA this year for investing in our new building project and our data management services. We are also grateful for the continued support of our families, customers, service partners and funders.

Much of the Board's time this year was spent providing guidance, offering suggestions and attending various information sessions relating to the building project which took on a greater urgency after the elevator and sprinkler required major repairs resulting in significant disruptions to programs and costs to the organization. We also recognized the need to review our emergency management plan in light of last year's storm.

We welcomed new board members: Robert Anthony from Grant Thornton who has been appointed Treasurer for the Board and the Building Committee, and Clayton Bartlett, whose expertise in the field of construction will be invaluable to us as we move forward with the project. I would also like to acknowledge with sadness and respect the passing of two past members, Alice Richards and Dorothy MacDonald, who served on our Board as members and Honorary Members for many, many years. Their contributions to our organization will always be remembered.

In closing, a special note of appreciation to all Board Members for your support and commitment this past year. To staff, your energy, enthusiasm and dedication are qualities that are hard to find in any workforce. Thank you for your patience in what can only be described as a very trying year. To the clients, your never-ending pursuit of learning, your appreciation of all things, and your desire to be the best that you can be are qualities I truly admire and make me proud to be Chair of this Society.

Jim Davis

Our Staff

Administration

Carol Pendergast
Amanda Burt
Katie McKenna

Life Enhancement

Cheryl Donovan
Doug Ivany
Juanita McKenzie
Joan Roberts
George Farrell
Heather Parsons
Dave Clemens
Tracy Pertus

General Contracts

Joe MacDougall
Tim Reiley
Sheldon MacDonald
Vernon MacLellan
Carrie Axworthy
Debbie MacDougall

Food Services

Lisa Reiley
Richard Ouellette
Robert Grossett
Donna Blewer
Kenny Murphy
Karen Ayre
Dave Chauder
Nancy Grosset
Lisa Falconer
Colleen Parsons
Dana Farrell

Program Staff

Heather MacDonald
Megan Holloway

Employment Development Centre

Kevin Poirier
Robert Coleman
Nicole Hill
Michele Piovesan
Kevin Heffernan
Michael Muise
John Collings
Michelle Trenholm
Jessie Planetta
Darryl AuCoin

Contract/Volunteer

Roy O'Handley
Diane Sajatovich
Shelly Allan
Leah Noble
Theresa O'Brien
Stephen Tobin
Jordan Nearing
Donelda MacPherson
Kaley Ivany

Our Board

Jim Davis

Board Chair

John Coleman

Vice-Chair

Irene Carroll

Secretary

Robert Anthony

Treasurer

Carl Stapleton

Wayne Weatherbee

Lisa Johnston

Mike Bartlett

Chuck Champion

Brian P. Dwyer

Marcie Stanley

Gary Grant

Darlene Aucoin

Mike Campbell

Clayton Bartlett

Mission

Who We Are and What We Do

The Organization

Horizon Achievement Centre is a non-profit organization registered under the Society Act, Province of Nova Scotia. It is also a registered Charity under the Canada Income Tax Act. The operation is governed by a community based Board of Directors made up of 13 volunteers each bringing their own personal experience to the organization. The Department of Community Services provides funding that supports a portion of the cost of services. The remaining costs are generated through the sale of products and services and fundraising activities. Employment

Nova Scotia also provides core funding to our Employment Development Program.

The Mandate

The mandate of the society is to promote and enhance the independence, choice, integration and full community inclusion of adults with mental/intellectual disabilities or those facing multiple barriers to employment through individualized training, instruction and employment opportunities.

The Goals

- To provide an adult learning environment that recognizes and builds on individual skills, strengths and needs.
- To provide practical work activities that enhances learned skills, foster appropriate work habits and assists in identifying or validating career choices
- To provide educational, life and personal skill development training to enhance individual achievement in life or work
- To provide community based experiences that reinforce learned skills and establishes a mechanism for participants to showcase these skills
- To address individual needs through case planning and in partnership with other support services.

Financial Report

Financial Coordinator: Amanda Burt

To view particulars you can visit the Revenue Canada Registered Charity site. The T3010 Charity Information Return is available there for your perusal. (<http://www.cra-arc.gc.ca/chrts-gvng/menu-eng.html>).

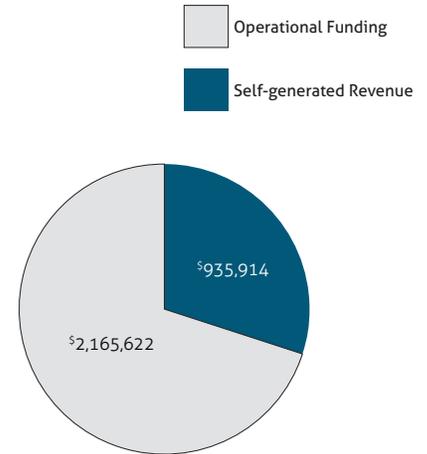
Revenue from all sources for the year totaled \$3,101,536.

Within this total, departments generated sales of \$935,914 producing a profit increase of 7% over last year. Department Revenue profits offset the Revenue not received through external funding and keep the organization from running into a deficit.

Our assets total \$1,939,471, with liabilities of \$1,542,947.

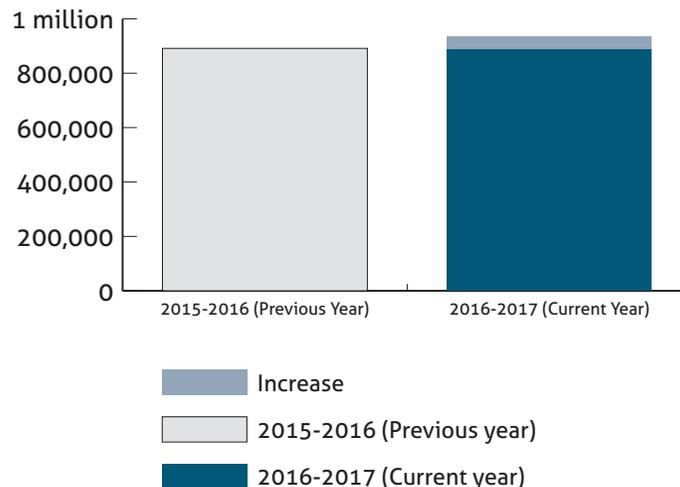
Donations continue to play an important role in our organization and people are continuing to earmark them for the new building campaign, Beyond the Horizon. You can read more about the campaign on page 31.

We are always looking forward to new projects and grants scheduled for the year to come.



Operational Funding and Revenue of Horizon Achievement Centre, 2016-2017

Self-Generated Revenue: Comparison between 2015-16 and 2016-17



Social Enterprises & Training

A social enterprise is a business or organization operated for the purpose of addressing social, cultural or environmental challenges. The majority of profits and surpluses are reinvested to support community needs.

Food Services



Learning landscaping skills can benefit employment or independent living goals

Food Services is one of two social enterprise programs operated by the Centre and is comprised of Baking, Catering, three off-site canteens and a maintenance and janitorial department. Each operation provides job-

specific training, counseling and interpersonal skill development for individuals who are interested in pursuing a career in the food, hospitality, retail or custodial industry.

Understanding the importance of productivity, deadlines and quality control is paramount to securing employment opportunities.



Engaging in community events like McHappy Day provides an opportunity to network with potential employers and customers.



Working together to ensure customer satisfaction.



Accessing community resources provides opportunities for inclusion and independence.

General Contracts



Being able to independently use a power tool is a skill beneficial to employment or personal goals.

The General Contracts Department is the second of two social enterprises operated by the centre. The department teaches job specific skills to individuals interested in pursuing a career in customer service, office and manufacturing.

We take into consideration the ability and personal goals of each individual and work together to achieve success. This is accomplished by producing quality work for customers, counseling, training and community networking.



Hundreds of pieces of mail go through this department monthly with accuracy and on deadline.



Participating in community based learning opportunities enhances community connections.



Accommodation tools are used to provide clients opportunity to participate in contracts.

Retirement day!
All the best to
Paula McDonald.



Life Enhancement Services



Life Enhancement Services provides a broad range of programs and services, which reflect the diverse needs of clients through on- and off-site activities. These activities promote inclusion, independence, and choice.

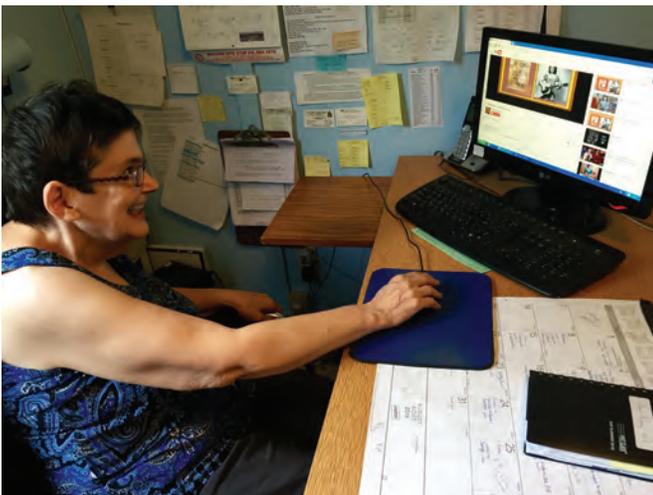


Community

Recreation and Leisure activities are an important part of everyone's day. From playing basketball, to walking the track at the Open Hearth we strive to promote a healthy life style in all that we do. And it's fun too!!

Integral to Horizon

Teaching independent living skills is another aspect of our service, like weekly trips to the grocery store to shop for supplies for the Hot Dog Sale.



Training

Computer usage and training broadens so many options for education and leisure. From learning to turn the computer on to independently finding a favorite country singer on Google, computer learning challenges our mind and expands our knowledge. This is one of the most favorite activities of the client's day.



Inclusion

Being an active part of and belonging to our Community is important to everyone, like attending the Grand Opening of the Membertou Sport and Wellness Centre. In the cooler months our walking group takes advantage of this beautiful facility, making community friends and connections each day.

Community Employment



Community Employment provides career counseling and assessments, group and marketable skills training, community based volunteer and work experience placements, paid

employment and accommodation to help each person achieve success in the workplace. Overall Community Employment hours increased by 2,007 over the past year.

“Your smile is your logo, your personality is your business card, how you leave others feeling after an experience with you becomes your trademark.”

PRE-EMPLOYMENT TRAINING:

Pre-employment provides small group training to individuals who want to enhance their skills and prepare for community employment opportunities. This year 32 clients participated in an array of pre-employment training activities such as: Work Ethic and Responsibilities, Community Networking and Resources, Job Development training and Job Search strategies. Pre-employment Training also provides tours of local businesses.



VOLUNTEERING:

When clients volunteer, they share their skills and time with people and organizations in the community. Volunteering gives individuals a chance to build their experience, skills, and confidence, demonstrate employability; increase their community network all while giving back to the community. This year 19 clients contributed 1685 volunteer hours at various events and with organizations such as: Cape Breton Regional Hospital, Cape Breton YMCA, Golden K Kiwanis Club, Relay for Life (pictured above), McHappy Days, Loaves and Fishes, MacGillvrary Guest Home, New Dawn Guest Home and the SPCA.

Community Employment, continued



WORK EXPERIENCE

Clients learn the essential skills required for employment through individualize one-on-one training and hands on interactive learning to ensure successful integration into the workplace. Each placement consists of 160 working hours, this helps clients identify their own talents and perhaps even highlight new skill sets. This year clients logged 3672 work experience hours.



PAID EMPLOYMENT:

Employment is the definitive target for community employment clients. This final step is a fundamental part of adult life. It offers a sense of purpose, and shapes who we are and how we will fit into our community. This year clients attained employment in an array of service industries such as ground maintenance, retail, housekeeping and food services. This year clients logged 7,533 Paid Employment hours.

Ability is what you're capable of doing. **Motivation** determines what you do. **Attitude** determines how well you do it.

Employment Development Centre



The mandate of the Employment Development Centre is to assist employment-disadvantaged individuals to overcome attitudinal, social and educational barriers to employment by providing individualized skills and employment services, thereby enhancing and increasing their employment potential within the community.

In partnership with provincial agencies and local organizations the Employment Development Program has provided a variety of skills and training opportunities to over 80 individuals during the past year.

MARKETABLE SKILLS:

The Marketable Skills component of the program, which includes Food Services, Basic Office, Maintenance and Retail, where individuals were taught skills that could be transferable to the workforce or their home environment.

"This program has made me more employable because it made me think that I can do things that I can and want to do with my life."

- Quinton B.



LIFESKILLS, ACADEMIC UPGRADING, EMPLOYABILITY, WORKFORCE TECHNOLOGY:

Individuals also participated in our specialized programs, which include Life Skills, Academic Upgrading, Employability and Workforce Technology throughout the program. Participants are offered a variety of workshops designed to enhance or improve skills required for work and every day life. To date 16 participants have taken further training to build upon their individual skill sets since leaving Employment Development Centre.

"Knowledge obtained while in Employability made me more aware of my own personal habits and how they could affect the outcome of being employable."

- Joseph A.

WORK EXPERIENCE:

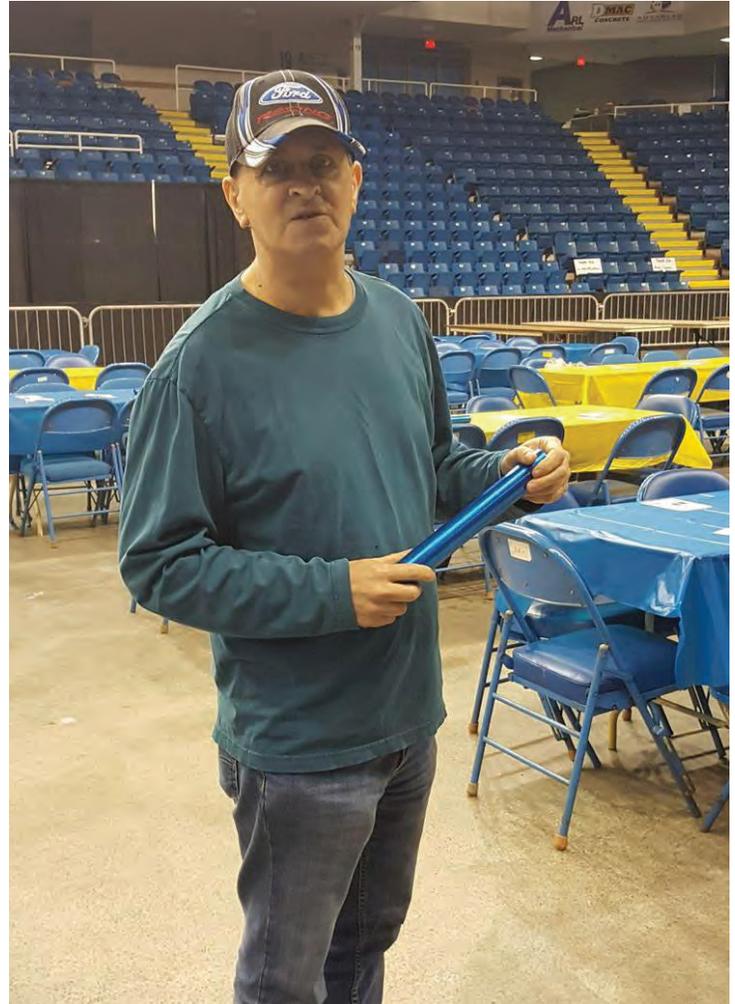
Those participants preparing to complete the program are engaged in a minimum four week community based placement with 25 local employers this past year to showcase the skills they have attained through participation in the program.

As a result of our participants' hard work we have seen an increase in those employed by our various employer sponsors. Over the past year we have surpassed our employment outcomes by almost 40%.



RELAY FOR LIFE

Clients from Horizon volunteered their time to help out with setting up at the Relay For Life in Sydney event in support of The Canadian Cancer Society. More photos of the Relay for Life volunteers can be found in the Community Employment section, page 17.



SPCA VOLUNTEERING

Groups from Horizon Achievement Centre have been volunteering at the Nova Scotia SPCA Cape Breton Branch, giving care and attention to the pets that haven't yet found "Forever" homes.



SCREAMING EAGLES ANTHEM

The Horizon Singers opened a game for the Screaming Eagles by singing Canada's National Anthem on February 24th, 2017. It was a proud moment for all!



Awards and Celebrations

Having fun and honouring one another.

ANNUAL MEETING 2016

The Annual Meeting is a chance to reflect on the year that passed, and celebrate achievements and successes. Featured here are the winners of the various honours of last year's meeting.



Guest Speaker: **Nancy Hadley**



Vocational Client of the Year: **Jeremy Gallant**



LES Client of the Year:
Kevin Vickers



Winner of the Margie Dargel Award: **Catlin Cox**



Winner of the Cyrilla Campbell Award: **Abbey Stapleton**



Winner of the Business Partnership Award: **101.9 The Giant**



Winner of the Community Partnership Award: **Pam & David Newton**

Awards and Celebrations

Having fun and honouring one another.

ANNUAL MEETING CONTINUED...



Winner of the Marion Matheson Award: **Amanda Burt**



Winner of the Employer Partnership Award: **New Dawn**



Special Appreciation Award: **Ashby Legion (Chase The Ace)**



Giving Back: **SPCA**

Awards and Celebrations

Having fun and honouring one another.

CLIENT APPRECIATION DAY

Client Appreciation Day acknowledges the dedication of all those who attend the Horizon Achievement Centre. Certificates of appreciation are presented to all participants, followed by a fun afternoon. This year we welcomed two local painters and had a “Paint Night” themed-event, and then played washer toss outdoors.



Awards and Celebrations

Having fun and honouring one another.

HALLOWEEN

We always have fun on Halloween! We dress up and get ghoulish. Awards are given for best pumpkin and best costume, and it's a nice break from training and work.



Awards and Celebrations

Having fun and honouring one another.

CHRISTMAS

At Christmas we enjoy a Holiday dinner with our family and friends, which gives us a chance to appreciate what we have.



Awards and Celebrations

Having fun and honouring one another.

STAFF APPRECIATION DAY

Our staff spent a wonderful day travelling to Ingonish Beach, and enjoyed a picnic lunch, strolling the beach, team-building, playing washer toss, and even swimming - a few brave souls!



A workplace filled with and driven by employees with positive attitudes - vibrates continually to the tune of service excellence and passionate team success.

- Ty Howard



Beyond the Horizon

Our Building Campaign



CAMPAIGN UPDATE

After last year's Chase the Ace success, it was decided to revisit and update the original building plans to meet today's needs and cost. This has consumed much of our time over the past year and we'd like to offer a sincere thank you to CBCL, Trifos Design Consultants, Nova Scotia Lands, VMP Group, Ian McNeil Real Media and NovaStream for their expertise, insight and input. We also offer our thanks to our building committee, who have met numerous times throughout the year to ensure the project is on track.

Stay tuned – we will be revealing the new building plans and campaign soon!



Our fundraising progress as of September 1, 2017.

FUNDRAISING PROGRESS

The Beyond the Horizon Building Campaign continues to grow, thanks to the generosity of family and friends, community groups, businesses and the general public:

IMO/IHO/monthly donors	\$7,664.45
Community events	\$7,329.55
Internal	\$4,701.88

Professional Development

Lifelong learning



STAFF TRAINING

Staff are provided with opportunities for professional development throughout the year to enhance their skills. Conferences and courses give us the chance to network in the sector, learn the newest practices, and keep our knowledge up to date.

THE COURSES AND CONFERENCES WE ATTENDED THIS YEAR:

- Crisis Prevention Intervention
- First Aid
- Food Handlers
- Community Innovation & Social Enterprise
- Career Development Conference
- Safety First Symposium
- Supervisory/Management Training
- Suicide Intervention Training
- Scaling Up - Social Enterprises



Thank you!

We couldn't do this without you.

Thank you

As we move forward into another exciting year we must acknowledge those who have made 2016-2017 such a success.

To the businesses and individuals who have supported us by utilizing our services, we thank you. We look forward to your continued patronage in helping us to achieve another successful year.

We would also like to take this opportunity to thank our key funding agencies, the Department of Community Services and Employment Nova Scotia, for their continued guidance and support.

To those who have volunteered their resources and time in support of Beyond the Horizon Building Campaign, thank you. We are very proud of this year's progress and we look forward to what opportunities will present themselves in this coming year. We hope you will continue to support our endeavors and together we will move closer to reaching our goal of a new facility within the Harbourside Industrial Park.

To the Board of Directors, Staff and Clients, thank you for your continued support and dedication. Because of you the Horizon Achievement Centre is recognized as a prominent leader of services and products in our community!



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