



# MARY CENTRE

## ANNUAL GENERAL MEETING

**June 21, 2022**



## **Annual General Meeting**

**June 21, 2022**

### **Index**

Annual Report- President and Executive Director	Page 1-3
Toronto Report – Program Director	Page 4 - 6
Peel Report – Program Director	Page 7 – 8
Years of Employment Recognition – All	Page 9 - 14



# ANNUAL REPORT

## ANNUAL GENERAL MEETING JUNE 21, 2022

Thank you for joining us at the members in-person 2022 AGM or by reading our 2022 Annual Report.

In preparing for this year's Annual Report last year's Report was reviewed and it is apparent that many of the areas pertaining to our services and Covid-19 covered last year remained very similar.

As we all recall the Pandemic was declared in March 2020 and how we proceeded to support people and provide services was very different and continues today. For this past year it has remained necessary to suspend most of our community-based supports and congregate day services. Over this past year we have connected with people virtually. This approach has provided people with some supports but cannot take the place of in-person contact, which for many people remains very important. We look forward to the very near future when we can offer that in-person opportunity again.

As we are aware last year the Province of Ontario declared a State of Emergency and provided Order's in Council that restricted people from working with different employers in our sector and they were required to declare a single Employer where they were only going to work. As a result, Mary Centre had people decide to remain with us and other people elected to leave and work with another employer. During this year the State of Emergency and Order's in Council were removed, and we slowly are moving towards a new state of normal, which will include the continuation of virtual supports where desired.

Our working agreements with several staffing agencies to provide us with employees who would only work with Mary Centre continued. In Toronto a partnership was created amongst additional service provided and the Ministry of Children, Community and Social Services that during a particular difficult period of Covid-19 provided the partners with secured staffing supports, which was greatly appreciated. With their commitment along with the remaining employees we stabilized our staffing, and we continued to provide the people we support with services and supports. The people we support are slowly being re-introduced to their favorite community events or programs and that is terrific.

Also, during this time the ability of families and friends to visit the people we support has been through a full range of options. We have experienced complete restrictions to non-essential visiting, virtual visits, outdoor visits, no overnight away visits and/or isolation periods of time if essential visit occurred and regular visits with monitoring. It is recognized that this has been unique for everyone and we thank all families and friends for their patience and understanding.



During this past year, the Ministry of Children, Community and Social Services (MCCSS) and the Government supported our agency in several ways. MCCSS, in Toronto and Peel have continued to provide us with our full funding envelope, which has been greatly appreciated. We continued to be provided with several guidelines and directions that were implemented and assisted us in our primary focus of keeping the people and employees who were in our congregate setting safe and healthy. For example, Mary Centre, along with all MCCSS funded congregate settings, have been directed to implement Rapid Antigen Testing, initially twice per week, but more recently three (3) times per week. This test will provide a response within fifteen (15) minutes as to whether an asymptomatic person is negative or positive of Covid-19. This is another resource in everyone's best efforts to ensure people and employees are kept as safe and healthy as possible. We appreciate the co-operation of the employees who submit their test results.

MCCSS's set-up of a PPE supply chain, which ensured we always had an inventory of supplies when needed is terrific resource and very appreciated. The Government of Ontario continued to recognize the importance of the work that our direct support employees were providing in the congregate setting and elsewhere and made the \$3.00 per hour top up to people's hourly rates, for those who qualified, a permanent increase.

Despite the many restrictions and difficult times, the fund-raising ability of Share Life was extremely successful. It is with those funds that Catholic Charities can fund the many agencies under their portfolio. Mary Centre initially did receive a small reduction in our on-going funding, but upon request the full amount was re-instated this year. We extend our appreciation to both Share Life and Catholic Charities for their continued support during this past year.

This year we did encounter some positive tests results for Covid-19 for both the people we support and employees. We are pleased that everyone recovered with minimal complications. It is a testament to the dedication of the people we support their families and friends and all employees that continued to follow all the necessary guidelines and directives to keep everyone as healthy as possible. Everyone's efforts were and are greatly appreciated.

Within these unique times Mary Centre continues to explore opportunities for growth and we hope to have a couple of announcements in the near future.

We have started a Strategic Planning process and are confident that at its conclusion it will assist us in setting a future direction for Mary Centre that will compliment the people we support, respect our funders directions for services and provide guidance for all our employees and members of the Board of Directors.

In both, Toronto and Peel our usual involvement with other Service Providers has continued to be primarily teleconference or videoconference. We remain very active in several committees

842 Wilson Avenue, 2<sup>nd</sup> Floor, Toronto, Ontario M3K 1E5 | T: 416-630-5533 | F: 416 630-5702 | E: [info@marycentre.com](mailto:info@marycentre.com) | [MaryCentre.com](http://MaryCentre.com)



and working groups that have arose over the past period with a focus on the Pandemic and will likely continue for the fore seeable future.

The Board of Director's continued meeting this past year via Zoom and ensured the Governance of the agency continued. The Board of Director's was provided with regular updates on the health of everyone and as last year continued to offer their assistance as was possible, which was appreciated.

Our Board of Directors would like to announce that both John Palumbo and myself, Frank Pegolo have completed their six (6) year Term with the Board of Directors and, as per the Agency By-laws, will step away from the Board of Directors.

On behalf of the people we support, our employees and fellow members of the Board of Directors I, Don Walker, certainly express our appreciation to John and Frank and their respective families for the commitment and many contributions to the Agency that they each made. During the six (6) years John was on the Board of Directors he fulfilled the roles of Vice-President and being on the Finance Committee. Frank served as the President and dedicated many hours to supporting the agency. John and Franks support and guidance was something I deeply respected and appreciated. We wish them every success for their future.

We would like to express our well wishes and appreciation to the many individuals and families that continue to enable us, at Mary Centre, to have the privilege of being a part of your lives. In addition, we would like to acknowledge and "thank" all the dedicated employees, friends, our volunteer members of our Board of Directors that provide the stable foundation within Mary Centre.

As everyone else we look forward to a healthy and more open to activities summer and encourage everyone to continue to follow all recommended health precautions.

We would also like to recognize each of the Directors, Denise Tremblett and Marianne Vico and their contributions to this Annual Report that follow.

*Frank Pegolo*  
President- Board of Directors

*Don Walker*  
Executive Director



## **Annual General Meeting Report 2022 Toronto Program**

### **Congregate Living Programs**

Over the past year the people supported in the three (3) Residential Homes in Toronto have been keeping busy, even though restrictions were in place at times due to the pandemic. Many people continued with their virtual programs, however when the opportunities were presented, people went out into the community and participated in social and recreational programs and their faith communities. The government funded Passport Program provided people with the opportunities to be creative in their purchases to help them continue to be engaged socially and mentally. A few people were able to spend time with family at the cottage and travel to both the west and east coasts of Canada.

Last summer we were able to successfully admit a new person into the vacancy at Whitecap. The transition was seamless, and the person has settled in well.

A long-term friend who helped support people to attend their faith community passed away in June 2022. She will be missed by the people at Whitecap. The St. Mike's Mamas will be returning this year to help with the gardens at the homes. They always do a fantastic job ensuring the homes look as beautiful on the outside as they do on the inside.

The Stouffville home successfully opened in September 2021. We are now supporting four (4) young adults in the program and are planning to be at full capacity very soon. All four (4) people transitioned into the home extremely well and have become well connected to the community. Two (2) people remain in High School for another couple of years. The people supported at Stouffville have a great deal of energy and want to be active all day. They thoroughly enjoy the outdoors and take advantage of the beautiful hiking trails and parks in the local area. They have enjoyed going to the Toronto Zoo, Sky Zone Trampoline Park and a Butterflies and Bloom Conservatory run by Monks. This month the people supported have started a vegetable garden in the backyard and are eager to see the results of their arduous work.

Mary Centre is fortunate to have several employees in our congregate living settings celebrating milestones in years of service. One (1) employee celebrated thirty (30) years, four (4) employees celebrated twenty-five (25) years, two (2) employees celebrated twenty (20) years and two (2) employees celebrated fifteen (15) years. These are great achievements.

### **Supported Independent Living Programs (SIL)**

The nine (9) people supported at Our Lady of Victory Place have recently started to participate in person at both work and community programs. An employee is working with Project Works to

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help some people supported gain meaningful employment. Daily the employees are assisting supported people to develop money management skills, home maintenance skills, food preparation, personal care, and healthy living skills. The employees continue to empower the people supported to give them a sense of confidence and purpose in life.

The three (3) gentlemen supported at this program are doing well. They have been attending their programs in the community. The family is completing some upgrades to the home; however, maintaining the home is becoming more challenging. Mary Centre has requested a three (3) bedroom unit in a new complex which is being built in Victoria Park Ave and Danforth area which would be an ideal area to support the gentlemen.

At our Monte Kwinter location, we were able to obtain funding to support another person in their own apartment. There are now three (3) people supported by a Community Support Worker. All three (3) people are doing well and are working on upgrading their education so that they can obtain jobs in their career of choice.

### **Integrated Seniors Program**

Direct face to face support to community people has been paused, however telephone and virtual calls have taken place over the past year to ensure everyone is doing well and staying safe.

### **St. Bernard's Respite Program**

Three (3) people have been supported over the past year at St. Bernard's. The program remained closed to community people during the year. One (1) person has been put forward for a vacancy with another Developmental Service Agency. Over the past few month employees have been working with one (1) person to develop independent skills to move into their own apartment. Everyone continued to participate in their virtual programs and the virtual program offered by Mary Centre.

### **St. Bernard's Day Program**

Over the past year we continue to offer virtual programs to six (6) to eight (8) people with a struggle at times to get full participation due to the challenge of keeping everyone engaged and focused virtually.

### **One to One Respite Family Relief Providers Program**

This program was paused during the pandemic.

### **Intervenor Program**

The person supported in the Intervenor Program was able to maintain and attend all their programs over the past year. The person went on a couple of trips to Niagara Falls and Lake



Joseph. Both times Mary Centre was able to provide staffing supports for the trips. The person supported is enjoying a full and busy life.

### **Faith Outreach Program**

During the past year, this program has operated on a virtual platform. People supported attended their faith community virtually and now are attending in person. We were always on standby to participate in any ShareLife presentations.

Last fall there was a Catholic Identity Workshop organized by the Catholic Charities called “Restorative Practice: Finding restorative ways to move forward.” All Senior Management at Mary Centre attended this workshop. It was also well attended by other agencies that are part of Catholic Charities.

### **Agency Intake**

From July 1, 2021, to June 6, 2022, the Intake Coordinator received a total of ninety (95) inquiries about Mary Centre Services. The breakdown of inquiries was:

Day Programs Peel: (In person and Virtual)	Ten (10) inquiries
In Home Respite Peel:	Four (4) inquiries
Supported Independent Living Toronto	Three (3) inquiries
Day Program Toronto:	Ten (10) inquiries
Out of Home Respite (St. Bernard’s):	Fifty-two (52) inquiries
Residential Group Living	Two (2) inquiries
Supported Independent Living Peel	Two (2) inquiries
Other:	Twelve (12) inquiries

We were able to provide Supported Independent Living supports to one (1) person in Toronto and two (2) people in Peel.

*Denise Tremblett*

Denise Tremblett

Director of Services- Toronto



## Peel Annual Report

### Congregate Living Sites

The Direct Support Professionals and people we support continue to remain diligent with all COVID-19 protocols over the past year. With the easing of community restrictions, everyone in all three (3) homes have had the opportunity to rejoin their respective in person day programs and community activities such as lawn bowling, baseball, and attending church.

#### **Aberdeen**

Aberdeen was fortunate enough to have their main bathroom renovated to include safety features such as grab bars. Important foundational repairs have also been made to the home to remedy water leaks in the basement during storms. The basement den has been set up with various activities such as a television and video gaming system, exercise equipment and a karaoke machine. The people we support have remained engaged in a variety of programs at home, including cooking, art, dancing and exercising, and building life skills such as money management. One (1) person has had the opportunity to spend time with their family to celebrate holidays and birthdays. One (1) person attends church on a regular basis with her friend.

#### **Greenbriar**

Two (2) supported people remain connected to Mary Centre's virtual day program and have recently rejoined lawn bowling and baseball. Everyone remains connected to their family members and friends and have had the opportunity to visit them. Three (3) people with Passport Funding have utilized their funds to purchase art supplies, exercise equipment, and technology. One (1) person had a challenging year managing significant health concerns, but has made a full recovery, and continues to improve each day. Greenbriar has been approved by the Ministry of Children, Community and Social Services to renovate the kitchen, repave the driveway, extend the wheelchair accessible ramp to the curb, and rebuild the deck. Everyone at Greenbriar is looking forward to the completion of these projects.

#### **Parkside**

The supported people at Parkside remain engaged in various activities at home, including art, cooking, and dancing. Two (2) people have resumed attending their day program in person and are very happy to be back. All four (4) people remain connected to their family through telephone and zoom calls, and regular visits. An activity room has been set up in the basement which includes a skee-ball game, air hockey table, and various games and puzzles, and everyone greatly enjoys utilizing the space. A vegetable garden has been planted in the backyard and everyone is eager to enjoy what grows.

### Supported Independent Living

Direct Support Professionals have been busy assisting supported people with grocery shopping, meal planning, medical appointments, and budgeting. Two (2) people have resumed their volunteer jobs, and three (3) people have continued to work at their part-time jobs. Everyone has

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continued to remain active in their community, attending the gym, community walks, and spending time with their friends and family.

Our Bramalea Supported Independent Living program began supporting two (2) people last summer. Both people have settled into their new apartment and are focused on obtaining a post-secondary education, job searching, and budgeting. With the support of her Direct Support Professional, one (1) person has been able to have regular visits with her young son. Planning continues for one (1) person to move into the vacant apartment at St. Peter's.

### **Community Support (Virtual)**

The Community Support Program continues to operate virtually. Direct Support Professionals meet with supported people individually or in a small group. Supported people continue to work on their goals such as numeracy skills, reading, and money management. One (1) small group session has focused on learning about various cultures around the world. The group enjoys having the opportunity to “travel around the world” from the comfort of their home.

### **Respite Support (Virtual)**

The Respite Support Program continues to operate virtually. Direct Support Professionals connect with supported people individually or in a small group session. The goals of people include literacy and numeracy skills, money management, and improving communication skills. One (1) person is studying for his G1 driver's licence. Direct Support Professionals also facilitate art sessions, lead discussions about current events and people's interests.

### **Day Program (Virtual)**

The Day Program is facilitated virtually Monday through Friday, with a different theme each day. Supported people enjoy talking about sports, learning cooking skills, doing art, and participating in mindfulness activities. Everyone is eager to have the opportunity to come together in person.

### **Transition and Long-Term Care**

The Transition and Long-Term Care program has not operated in person since the start of the COVID-19 pandemic. The model of this program is currently being reformatted, and Mary Centre looks forward to being able to provide transitional support to people moving into Long-Term Care in the future.

### **Integrated Seniors (Virtual)**

One (1) person has remained connected virtually to the Integrated Seniors Program. This person participates in guided exercises, puzzles and games, and discussions about current events.

*Marianne Vico*

Marianne Vico  
Director of Services - Peel



**Annual General Meeting June 2022  
Staff Recognition**

**30 Years of Service**

**Sharon Waterman**

Sharon started her career with Mary Centre on October 23, 1991 as a full-time Direct Support Professional at Whitecap. Over the thirty (30) years Sharon has worked at Mary Centre, she has been part of many changes and growth. She has worked in two (2) locations in Scarborough and found her way back to Whitecap. Sharon is a very conscientious person who endeavours to ensure that everything is organized. She temporarily took on the role as Team Lead at Whitecap and was able to develop her leadership skills. Sharon demonstrates tremendous initiative and takes on extra responsibilities to get things done. Sharon is very compassionate toward the people she supports and helps them to enhance their lives in meaningful ways. Sharon is very committed to her faith community and is very active in her church. In her free time, Sharon writes poetry and loves to spend time with her family.

**25 Years of Service**

**Angela MacNeil**

Angela started with Mary Centre in 1997 doing her field placement for the Developmental Services Worker Program at one of our Peel congregate living sites. Angela was hired as a part-time direct support professional while she continued to pursue a Bachelor of Arts in Psychology for Rehabilitation Services. Angela worked as a direct support professional for many years before becoming the Toronto Integrated Seniors Coordinator in 2003. During her time as a coordinator, Angela supported many people, facilitated a weekly group, and supervised the Community Support and East York Supported Independent Living Program. In 2020 Angela made the decision to return to a direct support role at our Parkside home in Brampton, following the adoption of her son Jacob. During her tenure at Mary Centre, Angela has consistently gone above and beyond to ensure the people she supports and has proven to be a valuable asset to the Mary Centre team. During her days off, Angela enjoys spending time with her husband and son, and volunteering for the Hope Box program for people who have experienced pregnancy and infant loss.

**Beverley Elliott**

Beverley started her career with Mary Centre on October 18, 1996 as a part time Direct Support Professional. A couple of years later Beverly was successful in obtaining a full-time position at Leyton. Beverly is a very dedicated employee. She is respectful of the people supported and has helped them to be engaged in their neighbourhood. She has been with the people supported through their life changes and she has always been encouraging and uplifting in her discussion

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with them. She is organized, dependable and a team player. Beverly likes to read, dance and swim, and she is an excellent cook.

### **Paulette Richards**

Paulette began her career at Mary Centre on October 4, 1996 as a part time Direct Support Professional at Leyton. In October of 2020 Paulette applied for a full time opening and was successful in getting the position. Paulette is a trained Registered Practical Nurse and is very knowledgeable about health issues regarding the people supported. While in a part time position, Paulette worked at other programs in the organization. Paulette is a party planner and has always looked for opportunities for people to be engaged in social events. She always cooks delicious food for events. Paulette has a heart of gold and is always giving to her community. Paulette is reliable, loyal, compassionate, and outgoing.

### **Susan Knights**

Susan began her career on November 18, 1996 as a part time Direct Support Professional. Susan has worked at all locations in Scarborough over her twenty-five (25) years at Mary Centre. In October 2020 Susan became a full time Direct Support Professional at Redcastle, and in April 2022 she took on the role as Team Lead at Leyton. Susan has a strong work ethic, personal integrity, and a commitment to excellence. She is very detailed and is well organized and brings these skills to her new leadership role. She takes great pleasure in working with the people supported at Mary Centre. Susan is a very active person and enjoys the outdoors, hiking parks and climbing mountains all over Ontario.

### **William Stanislaus**

William began his career at Mary Centre as a part time Direct Support Professional on March 3, 1997 and then went on to become the full time Overnight Awake on November 25, 2001. Wow, over twenty (20) years of doing overnights. William is a strong mentor to the people supported at Redcastle. He is always smiling and willing to do whatever it takes to help make Redcastle a better place to live and a better place to work. His work ethic is remarkable, and his energy, selflessness and integrity are many of the reasons he is an excellent employee. William is a person that you can count on. William is well educated in the sciences and is always looking for opportunities to upgrade his education.



## 20 Years of Service

### **Virona Russell**

Virona began her career at Mary Centre on January 16, 2002 and worked for eighteen (18) years as a part time Direct Support Professional. In October 2020 Virona obtained a full-time position. Virona is always looking for opportunities to help the people we support to be part of their community. She has no trouble finding exciting things to do in the community. She has planned many day trips and never shy's away from difficult planning. Virona is an employee who will take on extra duties. She was an active member of the Health and Safety Committee for a period. She is flexible to work any shift and is very dependable when there are last minute staffing needs.

### **Michelle Rodney**

Michelle has worked at Mary Centre since January 21, 2002 as a part time Direct Support Professional. Michelle began working with Mary Centre after she graduated with her Developmental Services Worker Diploma. Michelle works full time as an Educational Assistant with a local school board. Michelle has always been a reliable back up employee when shifts need to be filled. If a night shift needs to be filled, Michelle is a person to call.

## 15 Years of Service

### **Christina Doucette**

Christina began her career with Mary Centre August 14, 2006. She has worked in the East York Supported Independent Program for the past fifteen (15) years. Prior to working with Mary Centre, Christina has had a wide variety of work experience in the Social Services field. Christina's easy-going personality, her sense of humour and willingness to dig in and get the job done are only a few of the qualities that make her a valuable employee. Christina shows and embodies qualities and strengths that are invaluable towards teaching the people she supports the independence they need and showing them ways they can be part of their communities. She is described by the people she supports as a good teacher, good listener, compassionate, caring, committed to their well being in all areas with great conviction and advocacy, understanding and empathy. She invested in their happiness, physical and emotional wellbeing, and really wants them to live a good life. Christina working with us is "A calling, not a job," and she feels the same way.



### **Faith Manyange**

Faith began working at Mary Centre April 4, 2007 as a part time Direct Support Professional. She later was successful in obtaining a full time Direct Support Professional position. Mary Centre has enjoyed many successes and growth over the years, and we recognize that our accomplishments depend largely on our employees. Faith has played an important role in helping the team to achieve their successes. Her dedication and loyalty to Mary Centre has been outstanding. Her persistence, positive attitude, flexibility, reliability, and hard work makes her an excellent advocate for people with developmental disabilities. The little things she does every day adds to the high-quality care she provides.

### **Reejay Rosales**

Reejay began working at Mary Centre in December 2006 as a part time Direct Support Professional at Greenbriar. In 2008, Reejay became a full time Direct Support Professional at Aberdeen, and when the Team Lead position became available, Reejay was the successful candidate. Reejay is a strong advocate for the people he supports at Aberdeen, and consistently ensures their needs are being met. Reejay brings humour to the house, and greatly enjoys planning outings for the people he supports, including visits to the Zoo, Provincial Parks, and the Aquarium. As a team lead, Reejay consistently takes the initiative to ensure tasks are completed. Reejay's coworkers at Aberdeen value his opinion and trust him to collaborate with them to bring their ideas to life. In his spare time, Reejay enjoys fishing, camping, and spending time with his family and three (3) children.

### **Janet Muritala**

Janet started with Mary Centre in 2012 as a Direct Support Professional at both Greenbriar and Aberdeen. In 2015 Janet attained the newly created position of Team Lead at Greenbriar. During her time as a team lead, she continuously advocated for the people she supported, and guided the team in providing quality supports. In September 2020 Janet requested a transfer to the full-time Overnight Awake position at Greenbriar to begin full-time studies in nursing. Janet has remained flexible and committed to her role with Mary Centre throughout this time. She has been able to bring her new knowledge to Greenbriar which has benefited the people she supports as well as the whole team. Thank you Janet, for your dedication to enhancing the lives of the people we support at Mary Centre.



## 5 Years of Service

### **Callene Nelson**

Callene began working with Mary Centre in February of 2017 as a part time Direct Support Professional at Whitecap. Approximately a year later the overnight awake on the weekend became available at Leyton and Callene was transferred to Leyton. Callene is a graduate of Centennial College. Callene's connection to Mary Centre came through a replacement agency. Shortly after leaving the replacement agency, Callene came to work at Mary Centre. In January 2020 Callene obtained the full time overnight awake position at Leyton. Callene has many years of experience working with seniors. She is patient and caring and well liked by the people she supports. She is flexible and able to pick up extra shifts when needed.

### **Kanwal Arif**

Kanwal began working at Mary Centre January 19, 2017 as a part time Direct Support Professional. In September of 2021 Kanwal obtained a full-time position. Kanwal has worked in the Developmental Services field for over twenty (20) years with another organization. Kanwal is an excellent addition to the great team at Redcastle. Kanwal is always willing to lend a hand. She flexible, respectful and a great team player. Kanwal has always been willing to take on extra responsibilities whole heartedly. She is a breath of fresh air.

### **Eunice Waihumbu**

Eunice began her career at Mary Centre on February 6, 2017 as a part time Direct Support Professional. When we opened a new program in Stouffville, Eunice was successful in obtaining a full-time position. Eunice has grown professionally in this position. Her kindness and compassion can only be outshone by her determination to not just facilitate the needs of the people she supports but to exceed all expectations and all parameters. Eunice continually strives to entertain and provide unique life experiences for the people she supports. Eunice is also an excellent team and well respected. She is encouraging, disciplined, loving, kind and caring and shows excellent leadership potential.

### **Uttam Athwal**

Uttam began his career at Mary Centre in 2017, joining the Peel Respite Program as a part time Direct support Professional. Over the past few years, Uttam has supported several people, both in person and virtually. Uttam remains committed to his work and has developed strong relationships with the people he supports and their families. Uttam consistently goes above and beyond and finds creative ways to engage the people he is supporting. When a person he was



supporting fell ill and was hospitalized for two (2) months, he remained in contact with them and regularly checked in on them. Most recently, Uttam has successfully found a way for a supported person be physically active by dancing to Indian music with her. Uttam is blessed with a beautiful family and is proud father of two (2) kids that keep him very busy!

### **Olabisi Kolawole**

Olabisi began working at Mary Centre in 2017 at Redcastle as a part time Direct Support Professional. When the opportunity for a full-time Overnight Awake position became available at Parkside, Olabisi was the successful incumbent. Over the past few years at Parkside, Olabisi has been a valuable member of the team, working diligently to ensure all of her duties are completed in a timely manner. The people she supports at Parkside look forward to seeing her, and she is an integral part of the team. Olabisi is a strong advocate for the people she supports, and consistently ensures their needs are being met. Thank you Olabisi for your hard work over the past five (5) years.