

Annual General Meeting



***SFA Annual Report
2024-2025***

Annual General Meeting



AGENDA

Annual General Meeting - Agenda

Date: September 24, 2025, at 5:00 pm

Location: Arkona Main Office / Microsoft Teams Online Meeting

1. Welcome and opening remarks – Jean Paul Caza, Executive Director
2. Adoption of the 2025 Annual General Meeting Agenda
3. Conflict of Interest Declaration
4. Approval of minutes from the 2024 Annual General Meeting
5. Financial reports and financial statements:
 - I. Balance Sheet as of March 31st, 2025
 - II. Statement of Operating Fund Revenue and Expenses as of March 31st, 2025
6. Financial Statements as of March 31st, 2025 – Annette Little, CPAs on George LLP
7. Update from the Board of Directors President – Tom Pearson
8. Update from the Executive Director – Jean Paul Caza
9. Update from the department heads and review of AGM report:
 - I. Support Operations - Andrea Raaymaker
 - II. Human Resources and Organizational Development - Becca Veenstra
10. Motion to approve reports
11. Presentation of Board of Directors for the 2025 – 2026 term
12. Motion to approve appointment of auditors for 2025 – 2026 term
13. 2024/2025 Year in Review Slide Show
14. Motion to adjourn meeting



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A message from the Board of Directors President – Tom Pearson

As the interim President of the Board of Directors for SFA, and on behalf of the members, I would like to take this opportunity to thank all employees of SFA for their hard work, dedication and commitment to our mission and vision in support of the community of people supported. The professionalism, caring nature and work ethics provided by all employees shine through in all aspects of our business and it is greatly appreciated.

The management team and employees have once again shown that their willingness to fulfill their compliance obligations as recognized by the ministry and the public they serve, and with the many challenges and difficulties overcome while remaining compassionate and respectful in that delivery.

A big thank you, to Jean Paul and the management team, for making the Board of Directors task of providing governance, as well as caring and compassionate oversight of this very important process an easy one.



Board of Directors President
Tom Pearson



Board of Directors Member
Derek Jane



Board of Directors Member
Celia Bell



Board of Directors Member
Nathan Russell



Board of Directors Member
Janice McFadden

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A message from the Executive Director – Jean Paul Caza



It is with deep gratitude and appreciation that I acknowledge all SFA employees—both seasoned members and those new to our team. The skill, dedication, and compassion each of you brings to your work is what truly sets SFA apart. Your commitment to following regulations, policies, practices, and guidelines has directly contributed to the continued success of our Compliance Reviews. Your dedication forms the foundation for the high-quality support services we provide day in and day out.

To all our locations and programs—thank you for your daily diligence in keeping everything running smoothly. Your attention to site needs, vehicle maintenance, and grounds upkeep does not go unnoticed. Timely repair requests, service appointments, and overall attentiveness to your work environment ensure that SFA assets remain in excellent condition over time.

A special commendation goes to our Social Committee for their continued efforts in organizing events and activities throughout the year. Whether it's a dinner show, a picnic, or another special gathering, each event is thoughtfully planned and executed seamlessly. Thank you for the joy and connection you bring to our community.



I would also like to extend heartfelt condolences to the teams, families, and friends of those we have lost over this past year. One of the things that makes me most proud to be part of SFA is the way we honor individuals through personalized memorial services and celebrating their lives. These tributes beautifully reflect each person's passions, personality, and legacy, ensuring their memory lives on with those who knew and loved them.

A warm welcome to all the new individuals who have joined the SFA family this year, including their families and friends. Supporting and getting to know each of you has been, and will continue to be, an incredible journey as we work together to help you live your best lives. Welcome aboard!

This year, we also saw changes within our Board of Directors. We extend our heartfelt thanks to Pat Sloan and Jamie Sloan, who stepped down after years of dedicated service. We are pleased to welcome new board members Janice McFadden and Nathan Russell. As a nonprofit organization, SFA depends on the commitment of its Board of Directors to continue operating and for that, we are truly grateful.



In closing, I want to express my sincere thanks to every member of the SFA team, the individuals we support, their families, and all the stakeholders we work with each day. We are privileged to assist such amazing individuals in living their best lives. Here's to another year of progress, learning, and making a meaningful difference.

Thank you all for your continued dedication.

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A message from the Temporary Director, Support Operations – Andrea Raaymaker



**Andrea Raaymaker –
Temporary Director,
Support Operations**

**“Caring is the bridge
that connects us”**

– Thich Nhat Hanh



**Robbie Ross –
Coordinator, Support
Operations**

Well, another year has come and gone with so many memories, highs and lows, experiences, and FUN! Through these times, each moment has contributed to the growth and resilience within our supports of the people we love and care for. Our Support Operations department provides dedicated time and support to ensure the smooth operation of our SFA teams and programs, from front-line to management.

Since our last Annual General Meeting we have had many different experiences and opportunities within Support Operations. This last year, as always, has had its emotional challenges for many of our teams and people supported. We sadly said goodbye to Carole (Tilbury), David (Belle River), Ian (Thedford), Eddie (Port Franks), and Jeff (SST/TPA). We take peace in knowing they had so many people that loved them and will continue to share great memories of their life and time with SFA. With losing the ones we love, we also then get to meet new people. David has moved into our Tilbury location and is doing great! It had been exciting for that team to again welcome a new face to their Tilbury family. Our homes will be ever changing, and it is with great pride that we know they will be accepting of new people to teach, support, and make new memories along the way.

All of our homes and programs this year have had exiting new opportunities and are always so happy to share those times with us. We continue to update our Facebook page with all the fun things they are doing out in their communities. Encouraging community participation is important to those we support. It allows for opportunities to volunteer, work towards personal goals, connect with others, grow, and contribute. These times are all very visible in the pictures we share and stories we tell.

We of course want to share all the great things we see happening within our homes and programs but cannot forget what's happening “behind the scenes”. With the help of Robbie Ross, our support operations coordinator, we remain in compliance, and on top of our documentation and data collection through our AIMS program. Robbie is a constant and consistent support for our locations, always ensuring he is there to help assist and guide all employees and their roles. We are continuously learning new things we can do within our systems and being able to focus on making things easier for those on the front lines when it comes to documentation. Always appreciative of his willingness to be available to our ongoing needs within all aspects of his role.

Being in a director role has made me realize the importance of being face forward in our supports. Showing up, being transparent, looking at things from many different perspectives, and having our teams and people we support see me and our support department visible within all of our SFA programs is important. Working alongside other directors, managers, supervisors, and all of our front-line employees has given me a great sense of teamwork and family. Family, which is one of SFA's most famous words. Describing how we offer support, how we bring people and teams together. The relationships we build, challenges we overcome, and goals we pursue for people supported, all stand as a testament to the hard work and commitment invested in each of us within our SFA family throughout the years.

Our journey this past year has helped us all build and commit to our skills not just in knowledge, but in patience, empathy, and perseverance. We appreciate each and every one of you! Our front line, location supervisors, regional managers, upper management, and our Board of Directors, thank you all for the care and acceptance you show daily to those we support.

Thanks to you all for another great year!

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A message from the Director, Human Resources and Organizational Development – Becca Veenstra



**Becca Veenstra –
Director, Human Resources
& Org. Development**

“Employees don’t just work here—they bring hope, dignity, and opportunity to life every day.” – Unknown

I would once again like to express my sincere gratitude to all our incredible employees. Each member of the SFA team has worked with dedication and compassion to ensure the people we support continue to live safe, happy, and meaningful lives. The pride you take in your work truly embodies our mission, and the management team cannot thank you enough for your continued commitment to keeping our environments positive, supportive, and safe for everyone.

This past year, much of the Human Resources Department focus has been on strengthening the foundation of our work. Behind the scenes, we updated numerous policies, forms, filing structures, and internal processes, with more policy updates still to be rolled out in the coming months. These improvements will help us remain efficient, consistent, and well-prepared as our agency continues to grow. We also attended multiple community events and job fairs at local colleges, connecting with future employees and strengthening our presence in the community.

Recruitment and succession planning have continued to be major areas of focus. Over the past year, we welcomed many new employees and a couple of new Location Supervisors, while also celebrating the retirement of long-standing employees. We wish our retirees a joyful next chapter and thank them for their years of service, while also celebrating the fresh ideas and energy our new team members bring to SFA.

Employee development and training have also been a priority. We introduced in-person training days this past year and look forward to expanding these opportunities even further for both frontline and management staff. Continued growth in this area will help us support employees at every stage of their career with SFA.

The SFA Social Committee has done a fantastic job of bringing our teams and families together. CAMP Day at Brander Park was a highlight at a brand-new location, and upcoming events include a Halloween Dance, our annual Holiday Celebration, and a Valentine’s Day Dance in February. These events have all been well attended and enjoyed by everyone and we can’t wait to see you all at the upcoming celebrations. A big thank-you goes to the Social Committee members and event volunteers for their dedication. A friendly reminder—please continue to share and save your photos from these events in the SharePoint pictures folder, so we can keep capturing these special memories.

Looking forward, HR will be focusing on system upgrades in the areas of scheduling and HR data management, while also continuing to grow and strengthen our department’s processes. A recent noteworthy milestone would be the addition and welcoming of Kait Smalls, Coordinator, Human Resources, to our team. Kait has already been a great addition, and we are excited to continue developing the HR department together in support of the entire agency and for her to be introduced to all our wonderful teams.

On behalf of the HR department and management team, thank you once again for your commitment, resilience, and care. Your contributions make SFA not only a workplace, but a community where both employees and the people we support can thrive.



**Kait Smalls –
Coordinator, Human
Resources**

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Mission

SFA is dedicated to making a positive difference in the lives of people with developmental disabilities by providing a safe, caring, and inclusive environment to empower choice, independence, and life fulfillment.

Vision

To provide individualized support built on personal choice and community connections.

Motto

We put people first because we care.

Support Programs and Services:

- **13 Residential Locations in Sarnia/Lambton, Chatham-Kent, and Windsor/Essex**
- **Supported Independent Living (SIL)**
- **Stepping Stones**
- **Transfer Payment Services**

Administrative Team:

Jean Paul Caza, *Executive Director*

Jessica Fournier, *Director, Support Operations*

Andrea Raaymaker, *Temporary Director Support Operations*

Karen Roles, *Regional Manager*

Liane Snobelen, *Regional Manager*

Charlene Wilcox, *Regional Manager*

Robbie Ross, *Coordinator, Support Operations*

Becca Veenstra, *Director, Human Resources and Organizational Development*

Kait Smalls, *Coordinator, Human Resources*

Susan Moore, *Director, Finance*

Karen Hemming, *Coordinator, Finance*

We may be small, but full of heart.



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A message from the Stepping Stones Coordinators - Anna Sioson and Julie Vanderkant



Our Stepping Stones program continues to assist participants from the age of 18 years to 26 years old to set goals and develop Person-Directed Plans. Stepping Stones strives to facilitate individualized options and focus our work in assisting young adults to build lives that center around their own strengths and interests. Many of our participants set their goals highly on building friendships and exploring recreation options this year. These are the core values of the young adults we meet. Other goals we're centered around are exercise, volunteering and learning employment skills, budgeting and money skills and learning public transportation. Highlights include a young lady who had no interests for after high school who is volunteering at the Humane Society and loving every minute and a young man who is learning so much through drumming lessons. Another young man has tried a couple of self-employed options in snow shoveling and yard maintenance. A couple participants are using support to learn more about using their personal devices to build independence and connect with friends. Young adults are learning new things at our local libraries continuing to learn about cooking and kitchen skills.

Exiting participants and onboarding new participants through DSO referrals has continued to be a considerable portion of our work this year and will continue as the transitional nature of Stepping Stones is key to the effectiveness of the initiative

We were able to connect as a group many times this past year hosting movie nights in Sarnia, delivering a craft class at a local church, partnering with our SIL activities bowling and Stokes Inland pool nights. We attended the Stars 21 show in Sarnia and coordinated a bus trip to Lion King in Toronto. These group activities give us great opportunities to introduce people and assist people to develop friendships.

This past year we very sadly loss a strong young woman to heart disease, Sydney who had clearly been a shooting star in Sarnia Lambton and what we called "a Stepping Stones Rockstar." Sydney volunteered at St. Vincent de Paul, Lambton Literacy, Sarnia Blessings, at several long-term care facilities serving coffee. She was a driving force behind Snacks for Summer Program. She had been working at many different employment opportunities, growing her skills. She was fundamental part of so many Special Olympics sports and activities. Her family and her were huge part of Sarnia Down Syndrome Association and she was a performer at Stars 21. Her love of her friends was so important she planned parties and get -togethers. She was learning home and cooking skills. She spent every minute of her day growing and learning and participating in new experiences. She exemplified what Stepping Stones services and supports can look like and we were so blessed and fortunate to get to be a small part of Sydney's full life. Many of our present participants still mourn the loss of this amazing young lady.

Anna and Julie are members of FASD Awareness Sarnia Lambton Committee, Jumpstart Teen Transition Committee Lambton Kent and Community Integration Co-Operative Education Group (CICE PAC) at Lambton College we continue to partner with developmental services and programs as well as build relationships with private service providers to build relationships that enrich all of our participants lives and act as resource to families present and past to navigate their individual communities and supports.



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A message from the Support Independent Living Coordinator – Kristin White

The SIL program had a vibrant and engaging year. Craft class remained a popular and well-loved activity among participants.

Geoff continues to stay active by cutting grass and volunteering at ReStore. He enjoys participating in SIL activities, especially the social aspect, and is looking forward to the return of Saturday bowling.

Jake has been busy with school, volunteering, and work. He successfully settled into his new apartment and welcomed a new cat named Mindful.

Stewart can often be seen cruising around Petrolia—either in his car with his signature “Aruuugha” horn or on his scooter keeping tabs on local happenings. He’s been enjoying activities and Friday day trips. A highlight of his year has been trying 14 new SIL restaurants, with favorites including Albert’s in Point Edward and Arby’s.

Overall, it’s been a year filled with growth, exploration, and connection for everyone in the SIL program.



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Residential Locations:

- Arkona
- Belle River
- Charing Cross
- Dresden
- Forest
- Harrow
- Petrolia House
- Petrolia Farm
- Port Franks
- Thedford
- Tilbury
- Windsor
- Woodslee

A message from Temporary Location Supervisor, Arkona – Kim Davis

Arkona's year has been filled with exciting experiences and meaningful connections, setting the stage for continued growth and community building. Frank's week-long adventure in Florida was a highlight, with visits to Disney's Magic Kingdom, Universal Studios, Downtown Disney, and Gatorland, as well as plenty of time to relax in the sun and enjoy the pool. Scott thrives on quality time with his loved ones; whether that's over coffee with his mom and sisters or sharing laughs over lunch. He is also passionate about exploring his community, cheering on local hockey and baseball teams, and scouting out the perfect new addition to his wardrobe. Shannon finds joy in exploring greenhouses, discovering vibrant flowers and nurturing her own purchases. She also enjoys shopping and lunch dates, embracing life's simple pleasures.

Arkona has achieved a remarkable year of success and well-being, thanks to outstanding efforts of our team, who have been a pleasure to work with.

A message from Location Supervisor, Port Franks – Paulina Poland

The 2024–2025 year was full of memorable experiences for Arthur, Eddie, Debbie, and Stephen. From a relaxing cottage getaway up north to a sunny vacation in Florida, the group enjoyed a wide range of adventures. They attended numerous Sarnia Sting games at the arena and even made a couple of trips to Toronto to catch the Blue Jays in action. The year also included outings to plays and concerts, with a special highlight being a performance by their favorite band, The Mudmen. None of these experiences would have been possible without the incredible support of the dedicated Port Franks team.

A message from Location Supervisor, Thedford – Felicia Sitzes

At the Thedford Home, we continue to adapt to the changing needs of the individuals we support, creating opportunities for joy, growth, and connection. This year, two individuals enjoyed the trip of a lifetime on a cruise, filled with sunshine, laughter, and unforgettable memories.

Closer to home, we've stayed active with mall walks, van rides, picnics, and visits to places like Colasanti's and African Lion Safari. We've also enjoyed seasonal fairs, gardening, and quality time with family and friends. Moments that truly enrich our community.

I want to thank the entire Thedford team for their dedication, compassion, and hard work. Because of you, this past year has been both successful and meaningful. Thedford remains strong, supportive, and a joyful home. We look forward to another year of making memories together.



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A message from Location Supervisor, Forest – Lisa Vaughan

Forest has been active this year with lots of planning and enjoyable activities. Mike had fun hiking and exploring interactive trails, putt putt golfing at Blue Mountain and continues his weekly cleaning at the main office and Midlam. Adam enjoys cooking classes and values visiting his family. Amy had a great overnight stay at the Lamplighter Inn. Forest has taken many day trips and continues to plan more adventures.

A message from Co-Location Supervisors, Petrolia House – Cheryl Vandenburg and Sara Butterfield

It's been a fun and active year at Petrolia House, filled with a wide range of outings and experiences. Residents enjoyed regular trips to the Friendship Group in Sarnia, karaoke and jamborees at local Legions, live music shows, and performances at the VPP. Dave L. took part in line dancing, and we even welcomed a new pet fish! Highlights included visits to Clovermead Bee Farm, the St. Thomas Train Museum, Korny Korner's, and the Alhambra Fun and Duc Cruise. Summer was packed with beach days, picnics, and a memorable trip to Grand Bend, where the group enjoyed the beach, walked the strip, and had lunch at Gators. Majda enjoyed many personalized outings through Passport funding, and Dave B. was excited to purchase a new bedroom set. It's been a joyful and enriching year for everyone at Petrolia House!

A message from Location Supervisor, Petrolia Farm – Natasha VanDamme

The Petrolia Farm has remained a lively and supportive environment, with everyone actively participating in daily programs. This year brought some health challenges, with a few individuals requiring hospital care, but the team came together stepping up to cover extra shifts and ensuring that each person continued to receive the highest quality support. A recent bathroom renovation has greatly improved accessibility, making it easier for everyone to navigate mobility changes. Residents have been out and about as much as possible, enjoying a beach day and picnic at Canatara Park, celebrating Canada Day in Petrolia, attending an NHL game between Vancouver and Toronto, and even seeing Jelly Roll live in London, among many other day-to-day adventures. The team at The Farm continues to collaborate, advocate, and plan for meaningful experiences, including future vacations, all with the goal of providing the best possible care. We look forward to another year filled with growth, laughter, and unforgettable memories!



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A message from Location Supervisor, Dresden – Jessica Chapple

Dresden has had a busy and exciting season, with everyone making the most of the warm weather and community programs like VIBE and CK Rec. David enjoyed his annual overnight trip to a Blue Jays game in Toronto and is looking forward to celebrating his birthday with a casino night. Dennis marked his 75th birthday with a memorable train trip to the Toronto Aquarium and is excited for an upcoming spa day. Jasmine took a spring trip to Frankenmuth and her annual getaway to Port Elgin, while staying active through horseback riding and local programs. Sarah also visited the aquarium and Port Elgin and is eager to try a new skill this year. A heartfelt thank you to the Dresden team for their continued dedication and support through recent changes—your commitment to providing quality care and building a positive, team-driven environment is deeply appreciated.

A message from Location Supervisor, Charing Cross – Rex Graham

Mike recently had his living area completely painted and redecorated, giving his space a fresh new look. He continues to attend the CLCK day program and has enjoyed many day trips over the past while. He's especially looking forward to an upcoming trip to Canada's Wonderland with Derek and support staff on September 14th. Derek has also been enjoying regular outings with peers and support staff. Like Mike, he's excited about the planned trip to Canada's Wonderland and will be attending alongside Mike and the team. Doug has taken part in many enjoyable day trips as well and has been reconnecting with old friends, something he continues to find meaningful. He still delights in his favorite meal—hamburger, Coke with no ice, and a side of fries with ketchup. Keri has been attending Vibe, where she's made connections with both new and familiar faces. She's also been to music concerts and always cherishes time spent with her family.

Overall, everyone is doing relatively well and staying healthy, even as we all grow a little older.

A message from Location Supervisor, Tilbury – Melissa Edwards

Over the past year, Mike has been settling in well and enjoying new experiences, including a trip to Pelee Island and attending events like Medieval Times. David has adjusted well since his move in June 2025. Bev had a successful visit to Maine with her sister, thanks to support from Sherry Broadbent. Richard remains a great help at home through his "Helping Hands" goal and also enjoyed the Pelee Island trip with Mike.

The community was saddened by the passing of Carole in January. She is fondly remembered for her bright smile, contagious laughter, and beautiful spirit. A lovely service was held in her honor at the Blenheim Community Funeral Home, followed by interment at Pardo Cemetery.

Residents continue to enjoy a variety of activities such as fishing derbies, Friendship Club, concerts at Two Creeks, bowling, and walks in the park. Monthly meetups with nearby homes have helped foster new connections and friendships.

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A message from Location Supervisor, Woodslee – Andrew Johnson

It is with great pleasure that I share an update on the exciting and rewarding year that the Woodslee team has experienced since our last report. We are fortunate to report that there has been no need for new hires in recent months, allowing us to maintain a consistent and stable environment for the four residents here at Woodslee. This stability has been key to fostering a thriving atmosphere for Paul, Mike, Ricky, and Scooter (Constantin), who have enjoyed a variety of enriching activities, events, and holidays throughout the year. Woodslee has had a memorable year filled with special outings and ongoing community engagement. Paul celebrated his birthday with a trip to Port Elgin, while Mike enjoyed an overnight stay at an Alpaca/Llama farm near Grand Bend. Ricky spent quality time with his sister and visited local parks, and Scooter regularly visited his brother's home and took part in multiple trips and weekly stays. The group also enjoyed day trips to Greenview Aviaries and continued to participate in regular activities like movies, concerts, and BBQs at staff campgrounds. Staying connected with family remains a meaningful and valued part of life at Woodslee.

A message from Location Supervisor, Belle River – Jeremy Vleeming

Belle River had a fantastic year filled with a wide variety of activities. The Belle River house hosted a couple of themed parties for the southern region, including a Halloween celebration and a chili cook-off. The chili cook-off was such a success that we would like to make it an annual event. Throughout the year, the men enjoyed several exciting outings, including Comic Con in Toronto, visits to the aquarium and a special exhibit in Michigan, the annual trip to Grand Bend and Goderich, and numerous visits to Point Pelee National Park. Some of the favorite pastimes at the house include fishing by the Detroit River and going out for lunch. Everyone is in good health and high spirits. We're all looking forward to another exciting year ahead and the many events it will bring.

A message from Location Supervisor, Harrow – Nicole Hatfield

Harrow House is always on the go with Dave in many baseball tournaments and bowling tournaments he is very busy. Dave also runs in the Amherstburg Santa parade and is training hard this year. Alfred was able to head to the casino to catch a few shows. He said his favorite was Jeff Dunham. Kyle has been keeping busy with his day supports and spending time with his friends and family. Paul has been feeling better and is working his way back into community events. Paul enjoyed going to the blues music festival with his house mates. Paul enjoys getting out for a coffee at Tim Hortons and a drive by the water.

A message from Location Supervisor, Windsor – Leslie Twees

We've had a busy year enjoying the many nearby activities city living offers, from concerts at the Casino (Smokey Robinson and Pat Benatar) and live theatre productions to Windsor's beautiful riverfront, unique parks, fairs, festivals, movie theatres, and indoor arenas. We regularly spend time with friends from other southern homes, hosting parties, BBQs, a chili cookoff, and an ice cream social, and we're looking forward to apple and pumpkin picking events. We've taken overnight trips to London and Port Stanley, and two of the men have an upcoming cottage trip to Parry Sound to relax up north. Mario celebrated his 75th birthday with family and friends, and Ed welcomed a sweet long-haired guinea pig.