



Causeway Foundation 2004-2005 Annual Report



What is Causeway?

Causeway Work Centre is a charitable organization that has been assisting people with chronic mental illness and other disabilities for more than 25 years. It is a not-for-profit agency with a staff of some 30 full and part-time employees. Causeway offers a number of important services to the community. These include a Pre-employment and Skills Development program; an Outreach program serving persons who are mentally ill and those with a concurrent disorder; various Supported Employment programs; a Wellness program; a Computer Training program; and an entrepreneurial enterprise, Krackers Katering, run by and employing Causeway clients. Details of all these programs are provided below.

Causeway programs and services

Skills Development Program for clients not ready for immediate entry into the workforce, there are opportunities available in the administration and food service areas of the Work Centre.

Solutions for Youth is a pre-employment program that is designed to assist youth in preparing for paid employment.

Employment Resource Centre provides assistance in resume and cover letter preparation and the development of interview skills. Employment resources/listings are available and there is access to computers, telephones and fax.

Casual Jobs offer temporary community work mainly of a seasonal nature performing odd jobs for the City of Ottawa, seniors' organizations and the general public.

Group Employment provides paid work with staff support at various locations throughout the city.

Transitional Employment offers part-time employment opportunities to clients, normally six months in duration.

Individualized Supported Employment offers participants an opportunity to find their own job by providing interventions in job placements, job coaching and ongoing support.

Employment Support Program (ESP) helps people with mental or developmental disabilities prepare for, obtain and retain paid employment.

Job Assist is designed to help clients utilizing food banks to access employment services.

Job Quest a program that works with other agencies to service the economically disadvantaged, specifically the homeless and those at risk. Job Quest offers rapid employment placement in full and part time jobs with minimal on-going support.

Krackers Katering is an agency-sponsored entrepreneurial catering enterprise that provides Causeway clients with practical on-the-job experience.

Wellness Program includes structured exercise in the fitness centre at Causeway, nutrition counselling, seminars on healthy lifestyle choices and access to local YMCA facilities and the services of a professional trainer.

Community Kitchen assists Wellness Program participants by advocating nutritious meal and menu planning; the preparation of economical yet nutritious meals with a facilitator; along with a structured program to improve the cooking skills of participants.

Mobile Outreach works in partnership with other agencies to help those with severe and persistent mental illness, concurrent disorders and the homeless, to access all the programs and services offered by Causeway.

Service Purchasing Portal is designed to stimulate a growing supply and demand for the purchase of goods and services that offer a return on investment and by securing hiring agreements that provide increased employment opportunities for “hard to employ” people.

What is Causeway Foundation?

The Causeway Foundation was established in 1998 as a fund-raising arm to pursue revenue for the Work Centre from non-government sources and from the public at large. The Causeway Foundation’s mission is:

To raise and distribute funds to support Causeway Work Centre programs and services to further the well-being of persons with mental illness and other disabilities.

The Foundation also owns the Causeway building at 22 O’Meara Street and is responsible for its management, maintenance and improvement.

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Report of the President



Dianne Breton

Causeway Foundation has seen growth, accomplishment and challenge in 2004-2005. I am pleased to be able to report on what continues to be an exciting year.

An eight-member, volunteer Board of Directors manages Causeway Foundation. Board members serve for renewable, two-year terms and meet bimonthly to execute their duties. The Board has two mandates: as owner of the Causeway building at 22 O'Meara Street, it is responsible for the management, maintenance and improvement of the property; the Board is also responsible for raising and distributing funds in support of Causeway Work Centre programs and services.

This past year, new Board policies related to Foundation bylaws were developed by Eleanor Meier and Jill Mutzeneek. These policies describe the actual operations of the Board; the relationship between the Work Centre and the Foundation; and the disbursement of fund-raised and donated moneys. As well, job descriptions and Committee Terms of Reference were generated and implemented. Our Treasurer, John McNeice prepared actual and proposed Annual Budgets. The aforementioned policies, terms of reference and budgets were all approved by the Foundation Board.

A full-time employee, Amie Taylor, was hired this year to further develop our

fundraising initiatives; administer the Foundation finances; coordinate Foundation operations and keep our website current. Amie has given the Foundation a recognizable and positive voice and brought cohesion to our work. This past year, with funding from HRSDC, we were also able to hire a summer student to assist with operations.

Various property issues related to the Foundation-owned building at 22 O'Meara Street faced us during the year. Since moving to O'Meara Street, the Regional Municipality of Ottawa-Carleton has levied property taxes on the Causeway building. The Foundation retained the services of local barrister Francis K. Peddle, to appeal these taxes. After lengthy litigation, the appeal was successful and Causeway has gained the proper charitable exemption from municipal taxation.

Various improvements were made to the building throughout the year including the installation of exterior security lights and the re-balancing of the heating and air conditioning systems. Peter Woollings working with Don Palmer and a staff building committee, continue to monitor the safety and maintenance needs of the Causeway building. Finally, the Foundation Board approved a new lease with the Work Centre that has been revised to reflect the Work Centre's present budget and one that is in-line with current rental practice.

An eight-member volunteer Fundraising Committee worked on several fundraising initiatives this year. In September 2004, Causeway partnered with Ottawa Salus and the Anxiety Disorders Association of Ontario to host *Spirit 2004*, an all-day competitive tournament for Ultimate teams. The fourth annual Holiday Card Campaign, led by Judy MacLean, was our most successful to date.

We were thrilled to be invited by CBC Radio-One to participate in their pre-Christmas charity drive, "Share Central". Not only was the day outstanding from a fund-raising standpoint, but Causeway gained important media exposure as well. The Committee has also developed a 2005-2006 calendar of events, with specific financial targets. It is important to emphasize that all money fund-raised by the Foundation goes directly to support identified needs within Causeway Work Centre's programs.

The Public Relations Committee, chaired by Bruce Hiney is responsible for Causeway newsletters, websites, literature and assists in the staging of special events. *Causeway Connection*, published quarterly, continued to bring readers news of both Foundation and Work Centre activities. Newsletter recipients were invited to join the inaugural 'Friends of Causeway' Campaign in 2004. This was a first step in developing an annual donor program that financially supports Causeway's community services. The committee was also involved in organizing the third annual Open House held in early October. The 2004 event successfully featured Krackers Katering, Causeway's entrepreneurial enterprise.

The stigma of mental illness remains a very real barrier to face, every day. The funding required for Causeway's specialized employment-related programs and services is difficult to secure. Often funding only covers part of what the actual needs are, or for only part of the time needed to make a real difference. Over the past 25 years, Causeway has carved a special niche in the community - an important and vital resource that deserves continued support.

While we recognize the many and myriad challenges that lie ahead, there is also increased public recognition of the genuine need for the kind of specialized, but practical programs and services that Causeway provides.

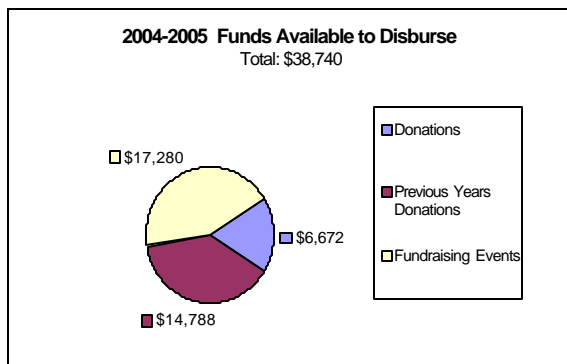
It is my belief that the Foundation will continue to grow and provide ever-increasing support for Causeway Work Centre. With the commitment and hard work of Board members and the energy and enthusiasm of our volunteers and friends, the Foundation can be assured of a worthwhile role in our community's future.

Dianne Breton
President

The year in review

For Causeway Foundation, the period under review, April 1, 2004 through March 31, 2005, has been marked by increased activity and considerable progress. During the year, space became available in the Causeway building and this enabled Foundation staff to move into a larger office. A second computer terminal was purchased so the new office could accommodate full-time staff member Amie Taylor, as well as the summer student that worked with the Foundation last year. Various 2004-2005 highlights are described below.

Fundraising initiatives



Friends of Causeway

2004 marked the launching of the “Friends of Causeway” donor campaign. For this initial funding drive, the mailing list for the *Causeway Connection* was used to solicit pledges. A total of \$6,672 was collected – an encouraging first effort. The Friends of Causeway will become an annual event and plans are underway to expand the campaign in 2005 and the years ahead. Last year, teaming up with Canada Helps, the Foundation was able to offer people the simplicity and convenience of online donations (www.causewayfoundation.org).

Canada Helps is a facility that was set up to accept totally safe and secure Internet donations for various charitable organizations.

2004 Walk of Hope

The 2004 Walk of Hope was held on May 30th with walkers leaving Parliament Hill and following a three-kilometer route through the Byward Market and back to Parliament Hill. Sponsored by the Schizophrenia Society of Ottawa, the walk involves various local mental health agencies including Causeway. Causeway members raised an impressive \$1,836, all from pledges solicited from family, friends and the community at large.

National Capital Marathon



Don Palmer, Cathy Viner, Nicholas Galambos

The National Capital Marathon also took place on Sunday, May 30. Three Causeway staff members competed in the event: Cathy Viner, from the Wellness Program; Executive Co-Director Don Palmer and Nicholas Galambos, a member of Causeway’s administration staff. The three runners realized a total of \$748.05 in pledges.

Spirit 2004



Ultimate action on the field at Gloucester Hornet's Nest

The second annual Ultimate Charity Tournament was held on Saturday, September 18. A total of 38 teams took part with proceeds to benefit three area mental health agencies: Anxiety Disorders Association of Ontario, Ottawa Salus and Causeway Work Centre. Regrettably pledges did not meet expectations and the 2004 tournament did not prove to be lucrative despite all the efforts made by Foundation staff, directors and volunteers. Causeway will not be involved in future Spirit events.

Holiday Greeting Cards



For the fourth consecutive year, Holiday cards were used by the Foundation as an effective fund-raising tool. Campaign results in 2004 year were impressive – the very best year yet. These cards featured four original art works and, for the first time,

custom printing of a personal message or business logo was available.

The Fundraising Committee assisted by 20 Ottawa retailers, sold 660 card packages and raised a total of \$6,660.

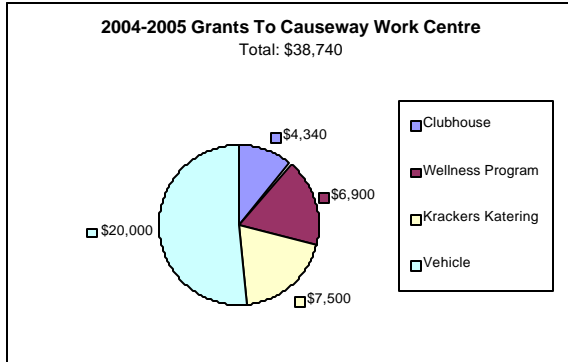
CBC's Share Central



Staff and volunteers were on hand at Share Central to talk to visitors about Causeway

CBC Radio welcomed the public to its new studios at 181 Queen Street in downtown Ottawa on Friday December 10th. "Share Central" allowed visitors to watch live radio in progress and donate to four local charities including Causeway Foundation, which was invited to participate for the first time. CBC listeners, Julia and Greg Cottingham, on hearing that Causeway was raising funds to purchase a vehicle; donated their well-maintained van, a 1993 Dodge Caravan-LE. In addition to the Cottingham van, Causeway collected a total of \$4,550 at the event.

Disbursement of funds



Primary funding for Causeway Work Centre comes from the three levels of government. But this is not always enough. To make programs function properly; Causeway has requirements that government grants do not always cover. Causeway Foundation and private fundraising efforts have supplied items such as computers, printers, stoves, telephones, fitness equipment and vehicles. Without these program-related necessities, Causeway would be unable to service its clients effectively.

During the fiscal year, ending March 31, 2005 Causeway Foundation raised a total of \$38,741. All these fund-raised and donated moneys have been paid or pledged to various Work Centre programs and services as described in the following reports.



The 2004 Causeway Christmas Dinner & Party attracted 150 clients and friends

Consumer-raised funds - \$1,837

Causeway members and staff took part in the 2004 Walk of Hope and raised a total of \$1,836 in pledges. Because members participated in raising the money, they were involved in how it should be spent. The funds were used to offset travel expenses for the five Causeway people (three members and two staff) who attended the Oak Centre Conference in Niagara Falls, a symposium sponsored by the Ontario Coalition of Clubhouses.

Work Centre, Client Recognition Events - \$2,503

These funds have been set aside to subsidize food costs, purchase gifts and certificates for three events:

- ◆ Annual Christmas Party
- ◆ Wellness-agency picnic
- ◆ Client-employer recognition dinner
- ◆ Digital Camera equipment

Wellness Program - \$6,900



Wellness member working out in Causeway's gym facility.

Causeway Work Centre introduced the Wellness Program to address issues of physical well being among those suffering mental illness and other disabilities. The

program includes a structured exercise regimen and counselling that includes nutrition, healthy food choices and meal planning. The Foundation donation of \$6,900 was used to purchase exercise equipment and supplies that were installed in the lower level of the Causeway building in an area set up as a mini-gym.

Krackers Katering - \$7,500



Food preparation in Krackers kitchen.

Krackers is an agency-sponsored entrepreneurial business that operates under the auspices of Causeway Work Centre. It began in 1999 and provides training opportunities, as well as full-time, part-time, and casual paid employment to individuals with a mental illness or other disability. The current payroll includes 25 individuals. Krackers offers a full catering service - luncheons, dinners and can handle meetings, presentations, parties, weddings and funerals.

The Foundation offered \$2,500 to pay for annual "Yellow Pages" advertising in the telephone directory. As well, the Foundation provided \$5,000 as a matching grant to that received from the Maycourt Club of Ottawa. The combined amount of \$10,000 was used to purchase a commercial gas-fired range for the Krackers kitchen, which is located in the lower level of the Causeway building.

Casual Jobs Program - \$20,000



2002 GMC Sierra Truck

This program has provided part-time employment opportunities to Causeway clients since 2000. It consists of seasonal work: snow shovelling contracts in winter; contracts for picking up dirty syringes and condoms in various Ottawa neighbourhoods during the summer. As well, Causeway clients are matched up with seniors to do maintenance, house cleaning, yard-work and garbage removal. The program currently employs more than 40 clients and averages 60 jobs per month. A \$20,000 grant from Causeway Foundation was used to purchase a 2002 GMC Sierra Crew Cab pickup truck for use by Causeway clients as they undertake these seasonal contracts.

(Note: The 2002 GMC Sierra Crew Cab pictured above was actually purchased in June, 2005)

Communications

Four issues of *Causeway Connection* were produced and distributed during 2004. The newsletter mailing list received careful scrutiny and updating using new database software. To ensure it remains current and up to date, the list is also reviewed prior to the mailing of each new issue. Last year, the newsletter was also made available in e-mail form, and every issue was posted on the Causeway Foundation website. In the past, Foundation and Work Centre staff using in-house equipment have handled all the production. Cost increases led to a re-examination and it was discovered that substantial savings were possible using an outside supplier with state-of-the-art equipment. Future issues of *Causeway Connection* will be produced using the new iGen3 Digital Production Press, which provides quality colour, quick turnaround and economy.

Last year, the Foundation website was redesigned and the text updated with current information. The site has also been carefully maintained throughout the year. Various publications and donor materials were produced, as well. These included a descriptive brochure on the Foundation, as well as donor and "In-Memorial" cards. A three-panel tabletop display was developed and used at various functions during the year. Causeway lapel pins were also produced last year, to recognize donors who pledged during the "Friends" campaign.

Throughout the period under review, various media releases and public service announcements were produced during to alert the press and public of Causeway events, activities and program changes.

Open House



The Open House celebrity chefs, clockwise from upper left: Gay Cook and assistant; Chef David Coyne; Executive Chef Frederic Filliodeau with Krackers manager Sujin Chan; Chef Sandra Cruz of Krackers.

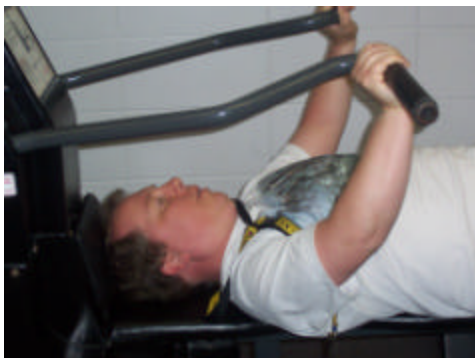
Causeway's annual Open House was held on Monday, October 4. This year, the focus was on Krackers Katering, the agency-sponsored entrepreneurial business employing persons with severe and persistent mental illness. A standing-room only crowd watched four celebrity chefs perform culinary magic in the newly renovated Krackers kitchen. Presenters were Frederic Filliodeau, Executive Chef – Signatures, Le Cordon Bleu, Paris, Ottawa; Gay Cook, Food Columnist, *The Ottawa Citizen*; David Coyne, Head Chef – Loblaws Cooking School; and Krackers Head Chef Sandra Cruz. For Open House visitors, the added bonus was sampling the work of these masters.

Other activities

Research initiative

Causeway has become an active participant in The Community Intermediaries Research Project, an undertaking to study Information Technology across Canada. Causeway was the only disability-related organization selected. The National Research Council-University of New Brunswick fact-finding team spent nearly two weeks performing focus-group sessions and interviews with Causeway staff, including Foundation staff and board members. They learned how Causeway uses IT in day-to-day dealings with consumers, staff and the community at large; attempted to identify the technology gaps, as well as exploring how Causeway could make greater and more effective use of technology. Equally important, the project is also studying the funding challenges that not-for-profit organizations, such as Causeway, face on a day-to-day basis.

Wellness - A consumer success story



This is the story of a project that has enjoyed success beyond expectation. The Wellness Program was introduced by Causeway Work Centre to address issues of physical well being among those suffering mental illness and other disabilities. Their lifestyle often does not include regular exercise and many are economically disadvantaged so they do not always eat

nutritious foods. The program encourages participants to develop healthier lifestyles including regular exercise and nutritious food choices while maintaining their present jobs or starting back to work in the future.

The Wellness Program presently operates at the Metro YWCA/YMCA in downtown Ottawa or in Causeway's lower-level mini-gym under the guidance of professional trainer James Ragsdale. The "Y" sessions go Monday through Friday, normally from 9:00 to 11:30 a.m. and participants take AquaFit classes doing water-based aerobics in the pool and/or cardio-vascular training using Nautilus equipment, elliptical machines, mechanical treadmills and computerized bikes. After workouts, Wellness members can use the whirlpool, enjoy a recreational swim, or take a sauna and shower. The sessions end with socializing over coffee in the "Y" cafeteria. The program also offers counseling with meal planning and healthy food choices, as well as operating a Community Kitchen.

So what do the participants say about the program?

Liz joined Wellness way back when it began as a walking group. Because she is partially debilitated, she wasn't fast enough to keep up ... and as she fell behind, she also felt left out. But the "Y" workouts changed all that. Liz is there Monday through Friday doing AquaFit sessions or working on Nautilus equipment. She's also involved in the Community Kitchen. For Liz, the program is "helping me a lot ... I feel better, I've learned how to prepare healthy meals and have lost weight."

For Joanne, Wellness is about companionship as much as fitness. She used to exercise at home, but now participates in the "Y" five days a week

either in Aqua-Fit classes or, on alternate days, using the Nautilus equipment. "I feel better ... so refreshed after a workout ... we all have such great fun together." Monique says she "definitely needs this program" and loves it because of the group support and that members "help one another through all the workouts". She's gained energy and shed 20 pounds. Cheryl echoes these sentiments: "I like the group, it helps me when we're together, because I'm better with other people around." Cheryl, like the others, says she will keep going, "as long as it goes for." Peggy likes everything about the program ... "I love it. It reduces the stress level for me. I'm calmer, have more energy and more ambition and it has changed my attitude."

Jennifer, on the other hand, prefers to exercise alone. She is at the "Y" real early, about 6:30, and works out by herself - "It's quiet then and I can do my own thing". Jennifer's gone by 9 am to get on with her day. She has used the Y's equipment to lose more than 30 pounds and admits the program has made "a big difference", given her "a healthy lifestyle" and lets her "get into the clothes I want."

For Doug, the "Y" is just a 10-minute walk away. He goes five days a week doing cardio-vascular exercises using the treadmill and bike. Doug admits motivation was a problem, but credits James Ragsdale and the Wellness Program, with helping him feel "more alert ... and my mood is better because I'm less depressed." John is another five-day-a-week member. He has lost 25 pounds and credits exercise along with better eating habits for making the difference. He says, "the program is perfect ... it works for me." Now Tony only goes once a week, participating in an AquaFit class "that's not as intense". Because of balance problems, the pool is a safer place

and better way for him to exercise. He says he'll keep going to increase his stamina and lose more weight. Tony, along with his wife, will also join the Community Kitchen.

For Causeway clients, the Wellness Program has provided them with a means to gain energy, lose weight, feel better and embark on healthier lifestyles. The real benefits may be less tangible but are far greater... improved motivation ... pride in accomplishment ... increased self-esteem!

Volunteers



Causeway 'Friends', left to right: Peter Woolings, Ann Braden, John and Jill Mutzenek.

The lifeblood of an organization such as Causeway is its donors and volunteers. The Foundation wanted to establish a venue that would recognize these individuals. On Thursday, April 21st, 2005 The Foundation hosted the first of what will be an annual Friends and Volunteers Reception. This event acknowledged all those who had helped the organization during 2004 and was held in the cafeteria of the Causeway building on O'Meara Street. Among the highlights were the dazzling refreshments prepared by Krackers Katering and the presentation of 'Star Awards' to six special friends.

Donor story

Fundraising Award: Judy Maclean

Judy led the 2004 Holiday Card Campaign, which raised \$6,660 - the most successful ever.

Public Relations Award: Bruce Hiney

Bruce acts as editor for the quarterly newsletter and chairs the Public Relations Committee.

Work Centre Board of Directors Award:

Ann Braden

A long-time Causeway volunteer, Ann is currently President of the Work Centre Board.

Foundation Board of Directors Award:

Eleanor Meier

Eleanor has been a dedicated Board member of the Work Centre and Foundation for 16 years.

Most Dedicated Donor Award: June and Al Coll

The Colls have provided Causeway with sustaining support and generosity for many years.

Tireless Volunteer Award: Dianne Breton

Dianne is the ultimate volunteer expending endless energy and countless hours on fundraising, information and organizational activities.



Krackers employees Pat Nichele and Joanna Davis with the 1993 Dodge Caravan donated by the Cottinghams

During the past year, the Foundation has focused much of its energy raising funds to purchase vehicles for Causeway – a van for Krackers Katering and a work truck for the Casual Jobs Program. This is the story of the Krackers van.

Causeway was one of four charitable organizations invited to participate in CBC Radio's "Share Central" event, held December 10, 2004. Listeners were encouraged to visit the CBC studios in downtown Ottawa and make a donation to one of the featured charities. During the "Morning Show" aired from 6:00 to 9:00 am, talk centered on Causeway decrepit old van on display, and the fundraising efforts under way to replace it.

CBC listeners, Julia and Greg Cottingham heard Causeway's sad van story and offered to donate their 1993 Dodge Caravan LE. The Cottingham van, a very gently used vehicle indeed, was donated to us in certified, emission-test condition. Gratefully accepted, the Caravan is being used daily by Krackers to pick up groceries and supplies, deliver food orders and service their catering clients.

Our heartfelt thanks go out to the Cottingham's for their generous donation.

Appendices

The Causeway Foundation is managed by an eight-member volunteer Board of Directors. The organization also has five active committees.

Officers & Board of Directors

President: Dianne Breton
Past-President/Nominating Committee: Jill Mutzeneek
Secretary/Policy Committee: Eleanor Meier
Treasurer: John McNeice
Public Relations: Bruce Hiney
Building: Peter Woollings
Work Centre Board of Directors' Representative: Donna Campbell
Work Centre Co-Exec. Director: Don Palmer
Ex officio: Amie Taylor, Foundation staff

Foundation staff

Permanent: Amie Taylor
2004 Summer Student: Lisa Aquilino

Fundraising Committee

Dianne Breton, Chair
Patti Anderson
Joan Blanchard
Cameron Fraser
Nicholas Galambos
Judy Maclean
Elspeth McKay
Dave McMurrin
Michele Price
Amie Taylor

Public Relations Committee

Bruce Hiney, Chair
Dianne Breton
Gilles Larabie
Elspeth McKay (to Sept 01-04)
Don Palmer
Amie Taylor
Joe Wilkinson

Policy Committee

Jill Mutzeneek
Eleanor Meier

Building Committee

Peter Woollings, Chair
Don Palmer

Nomination Committee

Jill Mutzeneek