

Bellwoods' Client Engagement Survey was sent out in the Spring 2016 and completed in the Summer 2016. 94 of our 175 (53.71%) Bellwoods clients participated in the Survey. The results have been subsequently analyzed and we are happy to share a summary of the results with you in this edition of the Newsletter. (Please note: Results below are based on client responses to survey questions)

## A 3D white figure holding a megaphone, surrounded by various 'Hello' greetings in different colors and fonts. The greetings include: 'n', 'goddag', 'Hello' (large pink), 'Bonjour' (green), 'GutenTag' (grey), 'Salam' (purple), 'HOLA' (blue), 'ALOHA' (grey), 'SALUT' (green), 'JAMBO' (blue), 'NI HAO' (yellow), 'Ciao' (grey), '你好' (orange), 'もしもし' (pink), and 'ALOHA' (grey).

speaking English fluently

speaks French fluently

identified having alternative written communication needs



77.66%

strongly agree or agree  
that they are satisfied  
with communication  
with their support  
service worker(s)  
overall, in meeting  
service/program needs

88.17%

88.04%

strongly agree or agree that Bellwoods staff are well informed about their relevant health condition(s) and service/program needs



## A man and a woman are sitting in a red motorized wheelchair outdoors. The man, on the left, is wearing a grey and black plaid shirt and dark trousers. The woman, on the right, is wearing a white dress with large red and pink floral patterns, a brown straw hat, and glasses. She is holding a small white object in her left hand. Both are smiling and waving at the camera. The background shows a white table with a white tablecloth and some potted plants.

57.78%

feel that having social recreational activities organized by Bellwoods would be a positive addition to their life

74.73%

strongly agree or agree that they are satisfied with the services/programs they receive from Bellwoods overall

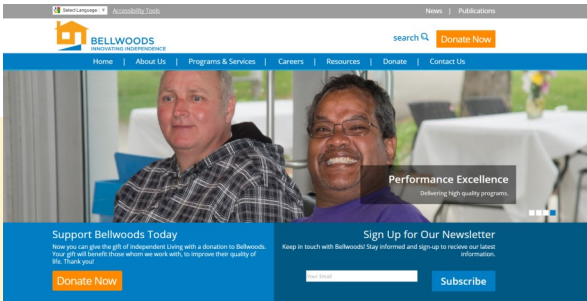
**Thank you for everyone's participation in Bellwoods' 2016 Client Engagement Survey.** We will continue to maintain our positive working relationships with you in order to support your independence, and health and well-being.

# Bellwoodscentres.org Redesign: It's a Whole New Website!

As part of our new strategic plan, Bellwoods has updated the branding of our organization this year. We have also created a new website to reflect these changes and to provide an up-to-date way to communicate our programs and services to our clients and the public. Our goal is to ensure that the website is easy to access and provides what matters most to our users, including access to information and functionality the moment you want it, wherever you are. Whether you are finding methods to donate, apply for services, or to obtain more information regarding our programs and services at Bellwoods, you will find this on our website. Features you will find when you visit our new website include:

- Accessible website layout design
- Accessibility Tools: Text and images are large and/or enlargeable, ability to turn colour contrast on/off
- Links are underlined/differentiated/coloured to ensure that users will be able to notice them
- Pages are coded so that users can navigate by a keyboard alone
- Language translation tool

We hope users find this update an easy way to navigate our website, obtain information and communicate with us in an accessible way.



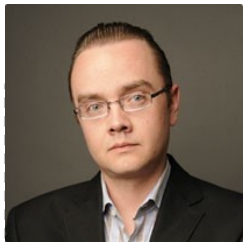
## New Board Members—Fall, 2016



### Sarah Broad, Director

**Sarah Broad** is a Portfolio Manager, Mortgage Investments with Alberta Investment Management Corporation (AIMCo). She is responsible for originating, underwriting and funding commercial mortgage investments on behalf of AIMCo’s pension fund, endowment fund and government fund clients.

Throughout her career, Sarah has been involved in financing all asset classes of commercial real estate throughout Canada, the United States and United Kingdom, including over \$500 million of CMHC-insured financing of seniors’ and non-profit housing throughout Canada. Sarah holds a Bachelor of Commerce degree from University of British Columbia and is a registered mortgage broker in the Province of Ontario. Sarah has two young children and enjoys spending time outdoors with her family.



### Allan Rewak, Director

**Allan Rewak** takes great pride in working closely with our clients, finding the key decision makers who have a vested interest in their issue, and working systematically through the process of relationship building to achieve positive results.

When not offering his time for progressive causes, Allan is a visible and active feature at Queen's Park, Parliament Hill and the Alberta Legislature. Over his 12 year career as a government relations practitioner, Allan has had the privilege of working on issues that have resulted in over \$300 million in direct government investment for the clients he has had the pleasure of representing.

### Board Meetings

To attend the public portion of Board meetings, please contact Bellwoods at (416) 696-9663 Ext. 206 to confirm the meeting date, location and your intention to attend.

### Future Board Meeting Dates

Monday January 30, 2017  
at 5:30 pm held at 789  
Don Mills Road, Suite 701,  
Toronto, ON.

Monday March 27, 2017  
at 5:30 pm held at 789  
Don Mills Road, Suite 701,  
Toronto, ON.

Monday May, 29, 2017  
at 5:30 pm held at 789  
Don Mills Road, Suite 701,  
Toronto, ON.

Monday June, 19, 2017  
at 5:30 pm held at 789  
Don Mills Road, Suite 701,  
Toronto, ON.

Monday September 25,  
2017 at 5:30 pm, location  
TBD.

This newsletter is produced by **Bellwoods**, a not-for-profit, charitable, accredited organization committed to transforming lives through excellence and innovation in Independent Living. Bellwoods has a vibrant almost 60 year history of offering client-directed personal support services, transitional living and education programs, outreach services, Housing Hubs and accessible affordable housing.

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[www.bellwoodscentres.org](http://www.bellwoodscentres.org)