

SUPPORT CARE KNOWLEDGE



ANNUAL REPORT  
2017 - 2018

# OUR MISSION

We are a vibrant and welcoming non-profit society whose purpose is to strengthen clients', families' and communities' ability to manage the physical, psychological and social effects of Parkinson's and epilepsy.

*A few highlights from the past year...*



Paint Night



Maureen, Ron & Emma



I am so pleased to have joined such an amazing group of people, including their families and friends as well as the professionals in the Parkinson's community. You are such a welcoming group! These last few months I have spent time with some remarkable and resilient individuals who have shared with me their personal life experiences with Parkinson's disease. I look forward to connecting with you all in the future.

~ Madelaine Ross  
Parkinson's Client & Family Care  
Manager

The Parkinson's and Epilepsy communities are very dear to my heart. Last year, I had the privilege of attending several wonderful educational workshops such as Dr. Sare Akdag's Learning and Cognition for Children with Epilepsy, and Maureen Matthew's workshop on Depression and Anxiety. These workshops have benefited my personal growth and my ability to empathize and help the clients that I have come to care so much about.

~ Ilyanna Weeks  
Outreach Worker

I am honoured and excited to join this organization in Epilepsy Services. This year we reached out to many current and former clients and asked how we could best serve our community. Our programming has changed, and will continue to change, as a result of our clients sharing their opinions, stories, and obstacles with us. I look forward to building programs together that excite and inspire our clients.

~ Deirdre Syms  
Epilepsy Services

## EPILEPSY FACTS

1 in 100 people have epilepsy.

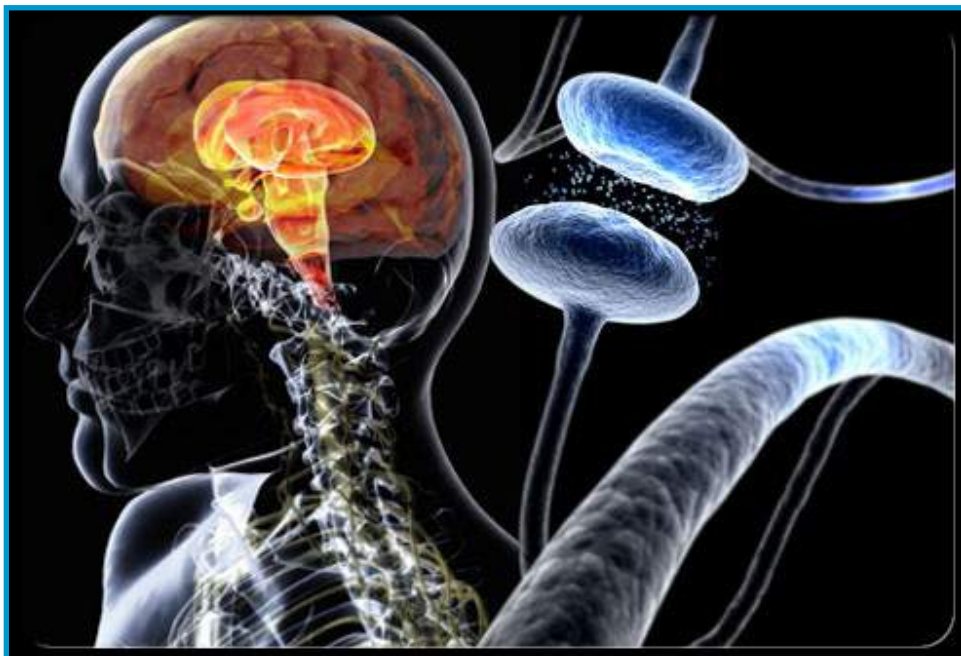


The word “epilepsy” is a general term for more than 20 different types of seizure disorders. Seizures occur as a result of brief changes in the normal activity of brain cells. The extent of these changes, and their effect on the individual, can vary greatly. Epilepsy affects approximately 1 in every 100 Canadians, and begins most often in childhood or the senior years.

Parkinson’s is a progressive neurological disorder resulting from the loss of dopamine production in a part of the brain called the substantia nigra. Dopamine acts as a chemical messenger, allowing nerve impulses to travel smoothly from one nerve cell to another. This enables the transmission of messages to muscles of the body to begin voluntary movement.

As dopamine production decreases, muscle movements become slower and more

rigid, tremors can develop and reflexes become more impaired, contributing to a loss of balance. Although most commonly diagnosed in seniors, Parkinson’s can occur in early to mid-adulthood as well and is known as early onset Parkinson’s.



# MESSAGE FROM THE BOARD PRESIDENT

## President's Report



I want to welcome you all to the 2018. Annual General Meeting. Our Executive Director, Mira Laurence left us in the fall to follow a career in Radio Broadcasting. We were able to find a replacement in Zuzanna Szkudlarek, who worked on the staff at UVIC for a number of years. She is doing a great job for Headway.

We are continuing to make progress while facing a number of changes to our organization. We have had six of our board members leave due to personal reasons, moving and changing positions. They will be greatly missed. We have three to four new Board Members in place and they are a great asset to our meetings.

We decided to examine our whole staffing seeing that Maureen was leaving at the end of June 2018, after 28 years of excellent service. Many of you were sad to see her go.

The HR committee interviewed our staff, our clients and outside agencies to see what our needs were and how we could better serve our members. We decided to have someone available as often as possible. New clients want information right away and not have to wait until an appointment can be made next week or later. As a result we have contracted Deirdre Syms for our epilepsy services and Madelaine Ross as our Parkinson's Client & Family Care Manager. In the short time since June, they both have increased the number of clients seen and our membership has increased.

I believe in communication! It is a way of letting people know who we are. So tell us your story. We are in the process of letting our community know who we are and how we can help. Tell us your story as you are a main part of our organization and in this way we are sharing how we are helping you. You can also let us know how we can help you further. Give us your ideas as to how we can improve our services.

While our services are improving and our membership is increasing, we are in need of a higher income. We have not decreased our deficit therefore rely more on donations and sponsors.

You can help by telling your family doctor about us and our services. Ask them to let anyone they diagnose with either Parkinson's or epilepsy to know about our services. We can help them fill the gap between the diagnosis and seeing a neurologist.

I want to thank our board for the support they have given us and help when needed. We are developing into a great board with better things coming.

I want to thank everyone who volunteers for us and those who help us through donations. You are all essential to our growth and success.

Ross Young

# MESSAGE FROM THE EXECUTIVE DIRECTOR

## Executive Director Message



At HeadWay our mission is to strengthen clients' and families' ability to manage the physical, psychological and social effects of Parkinson's and epilepsy. In the 2018 fiscal year, our team realigned, regrouped and refocused on doing exactly that. First, I need to acknowledge the incredible work of my predecessor Mira Laurence. She accomplished so much including hosting HeadWay's, massively successful, 25th Charity Golf Classic, an integral event to increasing our programming for the year.

Second we saw great changes in leadership. We saw six board members step down to make room for new leadership. I'm truly thankful to Jennifer Peaker, Zen Tharani, Andy Robinson, Michael Shepherd and Tessa Hawkins for joining the Board. It was an incredible year working with this Board and I'm truly thankful for their guidance and willingness to share their expertise as we made several transitions through governance, operations and new funding realities.

One of the greatest changes for HeadWay was Maureen Matthew's retirement after 28 years of service to our community. Maureen personified positivity, dedication and hard work. Her retirement party drew a great crowd as we all wished her well with very mixed emotions.

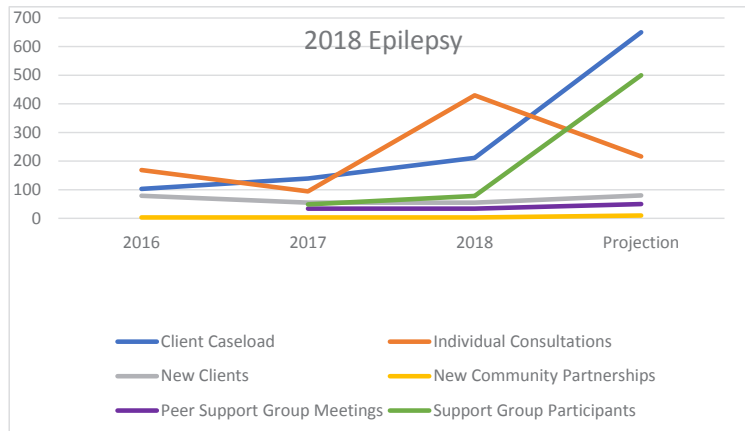
As a new ED to HeadWay I spent much of my time connecting with our people, community partners, sponsors, donors and mostly the staff and board to expand the direction for HeadWay, while acknowledging and respecting 32 years of service to our community. It looks like a great year ahead. Our priorities are ensuring HeadWay's resilience and strength, reaching new heights, and internal growth working with our clients. We are committed to having the deepest and most meaningful impact.

We rely on the generosity of donors and forethought of sponsors and volunteers to fund all our program cost, operating expenses, and extra services. Because of this intricate web of support, we are able to provide such services as 90 minute personalized consults, free to the clients, 100% donor funded. We are grateful to all donations big and small and want to give special mentioning to our major funding partners, without which visioning a future for HeadWay would not be possible. Island Health, Peninsula Co-op, Vanderkerhove Family Foundation, Telus and Charlton L. Smith have all been great supporters and provide HeadWay stability.

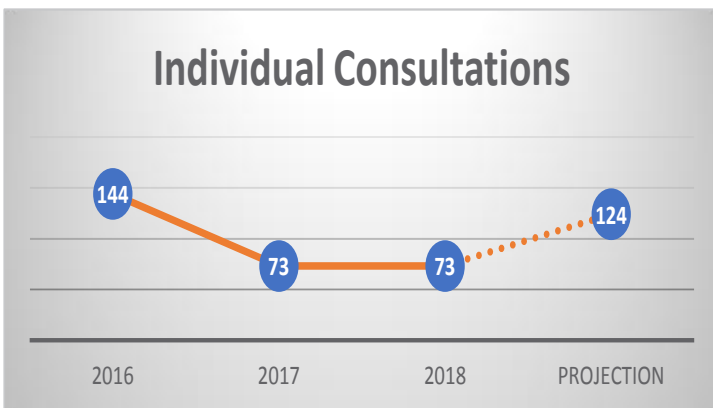
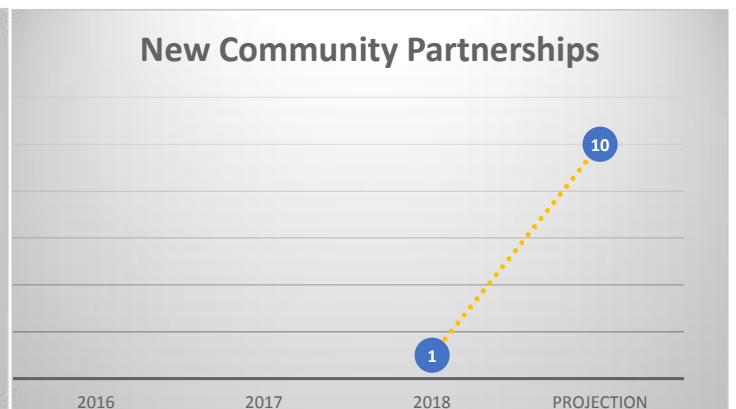
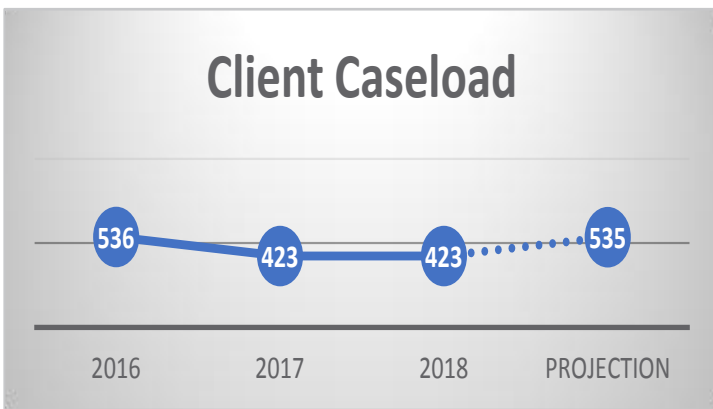
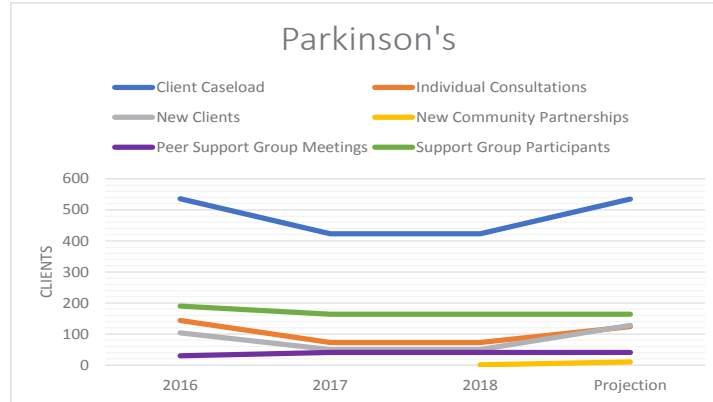
We are proud to offer high quality services to people, at no cost, with no wait times. Our work isn't done after someone comes in for a one-on-one consult after a recent diagnosis – we are here for the entire journey, through all the transitions and for your entire network of support.

Thank you for a great year, and looking forward to another one!

# EPILEPSY



# PARKINSON'S



# TREASURER'S REPORT

## **Headway AGM September 13, 2018 Treasurer's Report**

### **Preamble**

This report provides insights and explains the performance of the previous fiscal year end (i.e., April 2017 through March 2018) to provide the membership an understanding of the financial impact of organizational events that occurred during the year on the results. The attached year-end statements were prepared and reviewed by Dickson, Dusanj & Wirk under the Canadian GAAP standards and is a limited assurance requirement.

### **2018 Priorities and Financial Results**

The 2018 Board budget process, undertaken in the last quarter of 2017, included undertaking revenue generating activities e.g., donor campaigns, etc. to reach a goal of \$1.25 for every \$1 in expenses in addition to delivering a number of proposed community building events, activities, as well as developing and implementing some new service-based programs. The 2018 resulted in a \$133,390 deficit, which followed other deficits of \$661 in 2017 and \$117,490 in 2016.

There were a number of reasons for the result: the goals and activities were impacted by the change in Executive Director (ED) leadership, which is not a negative comment on the individuals concerned, but rather the organizational learning required for any new employee, let alone a new ED. Other than the change in leadership, the depressed revenue also had lower than usual contributions from grant revenues by 40 percent from the previous year (i.e., \$106,057), which reinforced the trend from the last two year's results. Also, bequest contributions were lower in 2018 than 2017. Lastly, the further changes in both the Board and staffing due to retirements, etc. also impacted the result through delays in developing and enacting new programs. As a positive aside, Headway has a new team developing and implementing new programs and Zuzanna, in her report, can speak more to the promising results achieved to date.

On the expense side, the 2018 budget forecasted to hold a \$34,000 monthly average for the year with minor jumps in predicted expenses such as regular annual audits or planned donation campaign costs. However, during the year there were additional "one-time" expenses were incurred such as staffing changes, a change in setting up a new bookkeeping process as well as the one-time direct golf tournament related expense.

In 2018 fiscal, the capital reserves moved from \$515,251 to 388,001, for the specific purpose of injecting working capital to cover projected monthly expenses shortfalls, as well as money directed in the development of marketing collateral for both large donor or sponsor recruitment. The management on the restricted funds is continually being reviewed to balance the return over the risk reflected in the investment mix (i.e., fixed income products vs. equity, etc.). During 2018 and into 2019, working capital continues to be a major concern, and new efforts linking programming results to fundraising campaigns and sponsorship will look to bring in additional funds.



## TREASURER'S REPORT

In summary, the 2018 year fell short of expectations as explained for the reasons mentioned above; however, the Board monitors activities against the 2019 budget on a monthly basis and guides operations accordingly. From my perspective, there is some well-justified optimism in the new service programming to clientele by a dedicated team whose results will provide donors even more reasons to align with Headway going forward, as well as increase their donation amounts.

## NOTES

# DONORS

Thank you to our financial donors as listed here for their generous and thoughtful contributions. Most donors continue to support us year after year. As well, thank you to the many anonymous donors that prefer not to have their name listed.

## Over \$20,000

Estate of Joyce Rebecca Kirby  
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## Over \$10,000

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Alf & Patty Todd

# STAFF

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Tania Fritz

**Parkinson's Client & Family Care Manager**

Maureen Matthew / Madelaine Ross

**Epilepsy Services**

Lindsay Beal/Deirdre Syms

**Community Outreach and Communications Coordinator**

Shannon Oatway

**Outreach Assistant**

Ilyanna Weeks



A classic Maureen Matthew's pose

# BOARD MEMBERS

**President:** Ross Young  
**Vice President:** Andy Robinson  
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**Secretary:** Michael Shepherd  
Dr. Alex Henri-Bhargava  
Jennifer Peaker  
Zen Tharani  
Tessa Hawkins

## 2017-2018 HEADWAY COMMITTEE

### Executive Committee

Ross Young – President  
Andy Robinson – Vice President  
Reg Beniac – Treasurer  
Michael Shepherd – Secretary  
Zuzanna Szkudlarek – Executive Director

### Nominating Committee

Tessa Hawkins  
Zen Tharani

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Ross Young

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