



# THE BULLETIN



## Rotary Club of Etobicoke

District Governor: **Valarie Wafer**

RI President: **Ron D. Burton**

Week November 27, 2013

Board 2013-2014

*President: Michael Bell, Secretary: Ron Miller, Treasurer: Don Edwards*

**December 04, 2013 – Annual General Meeting**

*Reporting: Ron Miller Pictures: Ron Miller & Peter Dusek*

### Today's Speakers: Rotary at Work - Joe Dale and Mark Wafer



Jack Fleming introduced Mark Wafer and Joe Dale.

Joe Dale is Owner and CEO of Vision Consulting and the Executive Director of the Ontario Disability Employment Network. Joe has worked in the field of disability employment for over 35 years. He is a member of Ontario's Lieutenant Governor's Accessibility team, Founder of the Rotary at Work initiative and a consultant with all levels of government in regards to policy creation and focus on disability matters. Joe is a wine enthusiast and decorated wine maker and wine judge. Joe lives in Whitby Ontario.

Mark Wafer is the owner of seven Tim Horton's locations in Toronto. In the past 18 years Mark and his wife Valarie have hired 88 people with disabilities

and currently employ 37 individuals with disabilities in all aspects of the business from entry level to management. Mark believes that there is a compelling business case for inclusive hiring practices.

Mark is a member of the Federal Panel on Labour market opportunities, a member of the Lieutenant Governor's accessibility team and a founding member of Canada's new National strategy on disability employment. In his spare time Mark is a motorsports enthusiast and a former amateur sports car champion. He lives in Ashburn Ontario.

Both Joe and Mark are members of the Rotary Club of Whitby and received their Paul Harris Fellowships in 2009 due to their efforts with Rotary at Work and more recently they both received the Queen's Diamond Jubilee Award.

Rotary at Work is a partnership between local Ontario Rotary Clubs and Community Living Ontario. While it began in our Rotary District 7070 it has now spread into Districts 6290, 6332, 6400, 7040, 7080, and 7090, as well as Districts 5040 and 5050 in B.C.

The goal of Ontario's Rotary at Work is to help Ontarians who have disabilities find meaningful work. Hiring people who have a disability is much more than "doing the right thing". It is good for business.

16% of the population of Canada is disabled. That is about the combined populations of Alberta, Saskatchewan and Manitoba. They are the largest minority group in this country. This includes all types of disabilities (physical, intellectual, etc.). By the year 2020 this figure is expected to increase to 20% or 1 in 5 Canadians will suffer from some type of disability. 1.9 million Ontarians are disabled.

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Globally, there are more than 1.2 billion people living with disability (equal to the population of China). Disabilities have no boundaries of race, religion or social-economic stature. Anyone could be affected by a disability. Even previously healthy individuals could become disabled due to illness, accident, etc. Stats Canada indicates that 49% of disabled people in Canada are unemployed but this figure could actually be much higher. In the U.S. recent statistics show only 18% of disabled people have jobs. We currently spend \$4 billion a year on disability pensions and this is expected to rise 5 to 8% yearly. This has a big economic impact on tax payers. If you are receiving a disability pension the maximum you receive is \$12,000/year. This means you are “living in poverty”.

Businesses reported in a recent survey that a “labour shortage” will be the “number 1” economic problem in the years to come. The lack of skilled and unskilled workers will be the largest economic constraint. By hiring disabled workers you are filling some of this gap and in return you are giving these people “their lives back”. They are now contributing and are paying taxes. Including people with disabilities, their family members and close relations represent 53% of the marketplace

Mark wanted to talk about some of the “myths” associated with hiring a disabled worker. Businesses surveyed show disabled workers scored average or above in performance ratings (93%); had positive attitude (93%); were reliable (90%); dedicated (90%); had average or better attendance records (86%); were overall good employees (86%); were long term employee (79%) hence lower turnover rates – 5 times more likely to stay on the job; they became a valuable part of the team (79%) and the generally worked harder. Other benefits to hiring disabled employees include; 97% of employees who have a disability rate average or above average in terms of safety on the job; you are creating a more diverse, inclusive and accommodating workplace; and you are accessing an untapped labour pool. It has also been shown that it helps to increase productivity, staff loyalty and morale within the workplace. Non-disabled workers who have seen the work ethics of the disabled workers have also become better

employees. Disabled workers are generally very loyal, productive and reliable employees.

One other myth that Mark touched on was the cost to a business to accommodate hiring a disabled worker. In most cases the cost is less than \$500 but the benefits are greater. He noted from his experience at his Tim Horton’s. In a fast food outlet the average worker stays for 1.4 years while disabled workers average 7 years. Fast food outlets have an average turnover of 94.8%/year (the general corporate average is 82%) while in the same fast food outlets disabled worker turnover is only 33%. Mark says it cost around \$4,000 to train a new employee. With fewer turnovers you have a healthier “bottom line”.

Joe talked about one very big success story on hiring the disabled. Walgreen Drugs is one of the largest pharmacy chains in the U.S. They opened a new distribution centre in South Carolina that had 40% disabled workers in their workforce. It was such a success that in 2007 they open another much larger centre in Connecticut with an employee base of 700, of which 47% were disabled employees. As a result, the centre had the highest productivity output throughout their company; 40 % lower medical treatment costs; 63% lower absenteeism; and 78% lower overall costs. It made better business.

People with disabilities have gone through a “whole life of rejections”. They can’t do 2 or 3 things. They don’t want to go look for a job that they know they are going to be turned down for. It is just more rejection for them. The Rotary at Work program has partnered with Community Living Ontario CLO and other such agencies, help employers; locate potential candidates who have a disability; pre-screen the candidates; provide on-the-job training; assist with workplace accommodations; and provide information about government assistance and other resources that will help make recruitment and retention smooth and easy.

What can we do as Rotarians?

- Consider hiring a person who has a disability

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- Offer contact information and referrals to your corporate office if you are a franchisee or to your business colleagues who may be in the position to hire
- Host small business breakfasts or luncheons where Ontario's Rotary at Work can provide an educational opportunity about the merits of hiring people who have a disability
- Provide a testimonial of personal experiences with employees who have disabilities
- Promote Ontario's Rotary at Work as a club project for your vocational services committee.
- What can the Rotary Club do?
- Provide expertise in on how to market the concept of hiring people who have a disability to local businesses
- Create a recognition and rewards program for businessmen that have shown leadership in hiring people who have a disability
- Sponsor or host forums that promote the concept of hiring people who have a disability in your community.

President Michael thanked Mark and Joe for speaking to us today about this important program they are working hard on. Michael also noted that our Club is currently in the planning stages for an evening event, likely sometime in February, where we will invite business leaders from the area to hear about the Rotary at Work program and the hiring of disabled employees from Mark and Joe. We are also trying to arrange to have Ontario Lieutenant Governor David Onley, who is a "champion" of the program, attend.

## Salvation Army Toy Distribution:

Gill Dugas has advised that the Salvation Army Etobicoke Temple is looking for volunteers for their Toy Distribution;

- December 10 to December 20 (weekdays – not Saturday or Sunday)

- 2 shifts per day (9 a.m. to noon & 1 p.m. to 4:30)
- Duties: Greet and accompany parents through the toy room as they chose the allocated number of toys per child. Show them the choices available. Place their choices in a bag. Unpack toys and restock tables as required.

Gill also advises that "we are trying to find 10 to 12 people for the Monday, December 9 to assist in the unpacking and setting up of the toys. We have 5 or 6 already. We should get through the task quickly with many hands".

Interested members should contact Gill to let her know "the day and time they wish to do and she will pass the information on and Kathryn Trim will follow up"

## Cheque Presentation – St Margaret's "Out of the Cold" and St Mathew's "Out of the Cold":



President Michael was pleased to present cheques from the Club for \$1,000 each to Cara Wigle from the St. Margaret's "Out in the Cold" Program and to Doug Hartry representing the St. Mathew's "Out in the Cold" program.

Doug thanked the Club for our donation to the St. Mathew's "Out of the Cold" program and wanted to remind everyone that they can always volunteer for the 2 a.m. and 6 a.m. shifts at the church.

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## Birthdays This Week



*Cecilia Luu - November 25th*

*Maati Lahroussi - November 26th*

*Joe Bulger - November 27th*

*Happy Birthday to on your happy day... ..*

## Secretary's Announcements



**Wednesday, December 4th - Annual General Meeting - 12:15 PM - The Old Mill**

**Saturday, December 7th - Lakeshore Santa Claus Parade - Lynda needs 4 people to carry banner however all members are still welcome to participate - 10 AM - Dwight Ave.**

**Wednesday, December 11th - Christmas Party - Lambton G&CC - \$60 - Contact Lynda Ryder or Ron Miller if you are planning to attend.**

## Visitors & Guests



### Visiting Rotarian

- **Mark Wafer** - Speaker Rotary Club of Whitby
- **Joe Dale** - Speaker Rotary Club of Whitby

### Guests

- **Rhena Fleming** - Guest of Jack Fleming
- **Joan Turner** - CEO of Canadian Business Sensibility
- **Meg Houghton** - Director of Student Access, Wellness and Development - Humber College
- **Nora Simpson** - Associate Director of Accessible Learning Services - Humber College
- **Angella Nunes** - Career Advisor - Career Centre - Humber College
- **Rosanna To** - Program Coordinator - Humber College
- **Katherine Beckwith** - Eastern Commerce CI
- **George Lillio** - Central Etobicoke High School
- **Keith Dee** - Community Living Ontario
- **Mike Adair** - Community Living Ontario
- **Cara Wigle** - St. Margaret's "Out of the Cold"
- **Irene Chen** - Potential new member
- **Barb Kozakewich** - Guest of Michael Bell - potential new member
- **Spencer Van** - Guest of Michael Bell - potential new member
- **Mark Thomas** - Guest of Michael Bell - potential new member

### Attendance:

Members -23  
Guests -17  
Total - 40

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## HAPPY BUCKS

**Ron Miller** – Ron was happy to say that the work had finally started to repair their retaining wall that fell down during the July 8th storm. They began on Monday and finally all the debris has been cleaned up and they have started putting in the new wall. He is unhappy however that the insurance companies are not covering anything and the repairs are going to be very expensive (but are being shared 50/50 with his neighbour). Even so, Ron says he is now going to be “poor for awhile”.

**Ralph Chiodo** – Ralph was happy to say that that last evening he hosted a fundraiser at the Active Green+Ross Head Office in support of the University of Toronto, Department of Otolaryngology – Head and Neck Surgery (the field of medicine that deals with ear, nose and throat) and raised \$50,000. Ralph said he wanted to thank President Michael for his personal donation. He added that this came to his attention through his friend and our member Joe Falcone whose daughter Laura lost her hearing when she was only in her early 20's. She was being treated by Dr. Albino Chiodo (who is also an Assistant Professor and Director of Postgraduate Education at the U of T in the Otolaryngology Department. Joe asked Ralph if he knew the doctor or if they were related. Ralph contacted him and found out they came from the same part of Italy, but were not related. However, Ralph was able to expedite Laura's treatment and Dr. Chiodo helped diagnose her problem. Laura received a cochlear implant and now hears 100%. Ralph added that if anyone wants to donate to this cause to contact him. Ralph also had some “not happy” news. Our member Carlo Petosa's father passed away on Monday.

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## Dates to Remember

**Club Annual General Meeting – December 04, 2013**  
– 12.15 p.m. Venue: Old Mill Inn & Spa. Contact Ron Miller.

**Annual Christmas Party – November 11, 2013. 7.00 P.M. Venue: Lambton Golf & Country Club. Cost \$60.00.** Contact Ron Miller or Lynda Ryder.

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## In Memorium

Francesco Petosa – Father of Carlos Petosa

Kenneth MacGray – Husband of Past Rotarian  
Martha MacGray

May their Souls Rest In Peace

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