



Community Living St. Marys and Area Annual Report 2017–2018

Our Vision: A community where everyone belongs.

Our Mission: To nurture the ability and willingness in our community to welcome and support all people as valued and contributing citizens.



Message from our President

Thank you so much for joining us at our Annual General Meeting. It is hard to believe that another year has come and gone, but here we are!

As I reflect on the accomplishments of Community Living St. Marys and Area in the past year, I feel extremely proud of the work and dedication that the staff and volunteers contribute on a regular and ongoing basis. Your commitment and passion continues to drive the organization forward in pursuit of our mission to nurture the ability and willingness in our community to welcome and support all people as valued and contributing citizens. There are a number of accomplishments both large and small that are worth celebrating tonight.

One of the major accomplishments that stands out for me is achieving accreditation status from FOCUS. The process of working towards this status has taken over three years and there are a number of people that contributed to this achievement. We know that Community Living St. Marys & Area strives to continually monitor and evaluate the quality service it provides and the process of working towards accreditation really highlighted this. FOCUS provided some excellent feedback that will inform decisions and processes as we continue to innovate, plan and evolve.

As we continue to look to the future, we will soon begin our strategic planning to identify priorities for the next five years. Another highlight of the past year was a visit from John O'Brien. John facilitated an excellent discussion around our principles and encouraged us to look deeper at how we carry out our mission and vision. There were a number of people who participated in this process as well and your input is much appreciated. We value your comments and suggestions and encourage you to continue to share these with us as we move forward.

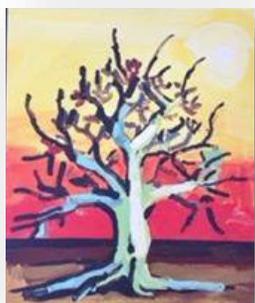
I am reminded that there is such power in connecting with like-minded and dedicated partners. I encourage you to continue to share the values of social inclusion, community participation and human rights. The board is always eager to meet with community members who may be interested in sharing their knowledge and experience in the role of a Director. Please consider joining us if this idea resonates with you!

Emma Blackler, Board President



Current Board of Directors

President	Emma Blackler
Vice President	Allyson Dunseith
2nd Vice President	Linda Howgego
Treasurer	Dwayne Hubbard
Executive Director	Marg McLean
Directors	Nanette Bowen-Smith
	Sheila Greason
	Brenda Holland
	Barb Leavitt
	Alice Mainland
	Allan Slater
	Barbara Taylor



Nominations to the Board

The following people are being presented for election to the Board for 2018–2019:

Emma Blackler
 Nanette Bowen-Smith
 Allyson Dunseith
 Sheila Greason
 Brenda Holland
 Linda Howgego
 Dwayne Hubbard
 Barb Leavitt
 Alice Mainland
 Allan Slater



Barbara Taylor...how can we thank you for more than 40 years of dedication and commitment to our Association?

Impossible!



Who we are...

- 56 people, age 8 to 95, using services and their families
- Many volunteers make up our Board of Directors, organize fundraising, join committees, act as 'guides' in our community
- 96 employees, 53 full-time, 43 part-time and 6 students
- 7 Individuals or families share their home with someone supported
- Living in and around St.Marys, Stratford, London, Exeter, Strathroy and Petrolia

What does support look like?

- Supports are designed for the person so it looks different for each person
- 53 people use planning and facilitation supports
- 7 young people use planning only for summer supports
- Most people have some one-to-one paid support, ranging from a couple hours per month to many hours daily
- 3 people live full time or visit regularly with a family or a friend enjoying a 'share your home' lifestyle
- 10 people have connected with a neighbour for some measure of care
- 6 people have hired their own in-home overnight support
- 2 families manage their family member's support



Current Members

Marg Angus
 Emma Blackler
 Linda Clendinning
 Shawn Dillon
 Don Dingwall
 Allyson Dunseith
 Elia Forte
 Nick Forte
 Sheila Greason
 Eric Grose
 Marilyn Haywood
 Brenda Holland
 Harold Holland
 Thomas Holland
 Linda Howgego
 Cathy Hubbard
 Dwayne Hubbard
 Lydia Laine
 Barb Langdon
 Barb Leavitt
 Alice Mainland
 Marg McLean

Mary Muir
 Danny Muir
 Carrie Anne Muir
 Kelly Muir
 Janelle Philips
 Wes Philips
 Rachel Reilly
 Tracy Rossetti
 Mirco Rossetti
 Al Slater
 Bev Slater
 Paul Williams



Our strength is in our membership. Please become a member. You will receive a newsletter four times annually and more.



Special thanks to members of the [Quality Assurance Committee](#) - Susannah Joyce, Bud Carter, Barb Leavitt, Barb Taylor, Allan Slater, Ruth Lamond, Jennifer Leslie and Marg McLean.

Special thanks to members of the [Joint Health and Safety Committee](#) - chair Paul Williams, Carol Ackersviller, Kim Monden, Linda Pickering, Jackie Haycock, Don Dingwall and Marg McLean.

Special thanks to members of the [Employee Management Relations Committee](#) - chair Kim Monden, Tamie Robertson-Coward, Jennifer Leslie, Shay Gavin, Carol Ackersviller, Nichole Everitt, Vanessa Martin, Jen McCauley, Becky Huffman and Marg McLean.

EMPLOYEE RECOGNITION

Thank you! It's not said often enough, nor do we celebrate the endless contributions made by employees day in and day out. Today, let's recognize and celebrate the positive impact that CLSMA staff have on the lives of people we support, their families and on our communities.

Service Milestones

Congratulations to the following employees: observing service milestones during 2018:



5 Years

*Claire Milton
Jodi McLean*

10 Years

Linda McKay

15 Years

Kelly Armstrong

20 Years

Marion Fox

25 Years

Vickie Logan

30 Years

Michele Rourke



Congratulations!
We did it!





John O'Brien's visit in April marked the beginning of our new strategic planning process. Find his report on our website. Stay tuned for how you can be involved in determining our Association's path for the next five years.

Strategic Framework 2014–2018



Our Vision

“A community where everyone belongs”

Our Mission

To nurture the ability and willingness in our community to welcome and support all people as valued and contributing citizens.

Our Principles

- # 1 We believe everything starts with the person.
- # 2 We believe we are accountable to the person first while honouring relationships in the person's life.
- # 3 We believe that a range of relationships are valuable and important to everyone.
- # 4 We believe everybody has the right to self-determination.
- # 5 We believe that inclusive communities are created and strengthened by recognizing and acting on the belief that each person has unique gifts that are necessary contributions.
- # 6 We believe in our commitment to people with developmental disabilities from St. Marys and Area.
- # 7 We believe that being involved in your community leads to full citizenship.
- # 8 We believe we have a role in grassroots community development.
- # 9 We believe it's important to plan for future needs of people living in our community.
- # 10 We believe in an organizational culture that encourages learning, risking, evolving and innovating.
- # 11 We believe in the honourable role that staff play in people's lives.
- # 12 We believe in planning that is separate and local and also, we believe there is a role for independent, unencumbered planning in Ontario's developmental service system.
- # 13 We believe that our organization is healthier when there is an active quality assurance process in place in every area of the organization.

Priority # 1 Engagement of Individuals, Families, Volunteers and Communities

Community Living on Facebook: 381 people from Canada and 5 other countries currently like our page which means they see everything we post. The top few posts include the chili fundraiser post, student job opportunity post, and a generic 'we're hiring' post. We have a separate walkathon page, and our business page has been verified by Facebook, which essentially gives the public notice that we say who we are.

Community Living Scholarship: Given each year to a local student entering into a relevant post-secondary program. Jennifer Jones was awarded it in 2017.

Summer Support for young people: During the summer of 2017, we were connected to 17 people under 20 years of age. Of the 17, 13 young people received some summer support. The connection with many of them has carried on in some way through the year.

Create A Smile Walk: About 100 participants and \$16,925 raised in the 14th annual fundraiser. Extraordinary generosity!

Family Engagement Project: This one-year project with Community Living Ontario ended in March 2018. Activities included a BBQ for young families (27 people), individual interviews, evening with a panel of families held in November (7 participants), ongoing commitment to collaborate in local and provincial family engagement activities.

Our Stories Project: 100 people celebrate the launch of nine video stories. These short videos have been shared widely and are linked to agency website and Community Living's YouTube channel. Work on agency history videos took off with over 30 people contributing.

Quality Assurance Committee: Met a number of times to discuss start of new strategic planning cycle, Focus Accreditation, and other interesting topics.

Strategic Planning: To begin the process, John O'Brien came in March. 90 people participated in small group discussion. John delivered a verbal report and followed up with a written report in April. Plan for determining strategic priorities and implementation being developed and includes committee to guide work.

Priority # 2 Partnerships and Connections

DCVI Community Change Project - Re:Action4Inclusion: April 2017 assembly at St. Marys DCVI for Change Project. Two students and Stephanie Lee, Youth Facilitator attend Toronto conference to wrap up project at DCVI. Stephanie presents at CLO conference in September 2017. Eight young people attend Re:Action4Inclusion conference in October. Three of the young women won a photo contest winning a Pizza party for each of their schools. There are 10 young people involved in *Include2Improve Youth Group* in our community. 2 of them sit on Provincial committee for CLO ReAction4Inclusion. They partnered with the St. Marys Youth Centre to hold an Easter egg hunt. Five students and Stephanie attended the Global Student Leadership Summit held in London in April 2018.

Voices: This partnership with CL North Perth, Family Services Perth Huron and CL Stratford continues to be strong. Voices hosted workshops on Relationships, Sexual Health and Disability with the SHORE Centre.



Beautiful! It truly is a winning picture!





Priority # 2 Partnerships and Connections

Special Education Advisory Committee: Stephanie Lee (and alternative Jenn Costello) represent us on the Avon Maitland SEAC. The Board's commitment to inclusion is strong even with some opposing views from parts of the district.

Summer Support Providers: Work with Kids Klub, the City of Stratford and Family Services Perth Huron to facilitate opportunities for children with disabilities to access regular camps in March Break and during the summer.

Community Supper: We prepared dinner for about 120 people at the United Church on December 4, 2017.

St. Marys Accessibility Committee: One person supported by CL St. Marys is a member of the committee. Employee Nichole Everitt also sits on as chair.

Heart and Stroke Big Bike: Held a fundraising Chili lunch and served 73 people! On May 4th Community Living Crusaders had fun riding the Big Bike and raised some cash.

St. Marys Mobility Services: We enjoy a strong connection with Mobility Services. Employee Don Dingwall sits on the Board as a CL representative. To support a leave we have taken on a book-keeping role with them.

Meals on Wheels: Deliver meals for the month of November.

Ties to Health funded services: Agreements with One Care and Paramed. As well, member of the Connecting the Dots for Caregivers project. Invited family caregivers to meet with research team in September. Participated in monthly meetings.

St. Marys Community Committee of United Way: Participate on this newly formed group. Community process identified priorities for St. Marys - social isolation and attainable housing. Small group developed proposal to reduce social isolation and CLSMA agreed to host if successful.

St. Marys Networking: Meet regularly with this dynamic group for information sharing. Employee Paul Williams chairs this group in his volunteer time.

Presence to Citizenship: We continue our work with Community Living Atikokan and nine other agencies across the province on development of best practices. Helped organize a provincial summit held in February with 250 participants. We have hosted a number of agency groups interested in learning from each other.

Individually Funded Support project: Participated in the evaluation of this project led Dr. Barry Issacs and Frances McNeil. Attended the wrap up session in Waterloo.

Collaboration of Agencies: Joint meetings with the Alice Saddy Association and Ingersoll Support Services to explore agency operations and specific collaborations. Joint board meeting in May and shared leadership training with Brenda Kinnear in October. Reciprocal sharing of human resources.

Conscious Care and Support with Peter Marks and CL Windsor: Work with 5 teams came to end with last meetings for Phase 1 in February. They are hopeful for funding for Phase 2 which might address training for sustainability. We wrote a letter to support their application. One team found a local professional to support this work.

Community Living is a member of many local and regional bodies including:

Perth Huron Facilitator Network
Huron Perth Developmental Services Provider Group
Huron Perth Enhanced Community Response Network
Ontario Residential Agency Network
And many more...

Community Living is a member of many provincial bodies including:

Community Living Ontario
Ontario Independent Facilitation Network
Ontario Community Services Coalition
OASIS
Ontario Independent Funding Coalition



Priority # 3 People Power

Mentoring Program: With guidelines documented and training complete, a test run of Mentorship program began in October with two pairs (one experienced support worker matched with a less experienced support worker). This six-month pilot wrapped up with an evaluation and plan for implementation.

Social Role Valorization: Two employees attended PASSING workshop in May 2017. Co-sponsored a PASSING session in the fall of 2017 and continue to support employees to implement SRV and other value-based training.

Conversations that Matter: In February, we hosted two half-day sessions with Norm Kunc at the PRC. About 50 people, employees and community members, learned more about the impact of trauma and ways to stretch the way we think about support.

Human Resources: HR Admin has taken lead in staff recruitment, core competency awards and more. Recruitment is a challenge. Month long campaign using Developmental Services Huron Resource media materials on social media. Participate in job fairs locally and at Fanshawe College (April). All parts of the hiring process are now documented and tracked for analysis. HR Admin has taken lead with Mentorship program and a Diversity and Inclusion survey of employees.

Central Admin: Finance Manager create new budget file that will flow better with the Ministry requirements. Continue to improve and enhance existing office systems. Technology plan followed with some hardware replacements in January.

Employment: In September, Joe Dale from Ontario Disability Employment Network gave an excellent presentation to a room full of educators, agency staff, volunteers and employers. People see a need for increased employment supports and jobs. Led to commitment to hire an employment facilitator. 16 people supported are actively looking for part-time paid employment.

FOCUS Accreditation: Documentation package was sent to FOCUS and readiness assessment completed. First FOCUS accreditation onsite happened November 2017. We were granted a four-year accreditation status on December 14. A Quality Improvement Plan was developed and approved by FOCUS.

MCSS Compliance Review: Two day January on-site visit from MCSS Compliance Officer resulted in three non-compliance issues which were resolved within a week for compliance to be granted. This is a marked improvement in meeting our Quality Assurance Measures and Ministry Compliance requirements.

Mandatory Training: Annual training for people using services was revamped and is now being used successfully.

Gift Work: Core Gift training for internal interviewers in September 2017. Additional training for wide group of participants in October. One team is working on more focused exploration of gifts for the person they support. Two other teams plan to do the same. Discussion with Bruce Anderson to hold Core Gift Master Facilitation training and more in St. Marys in September 2018.

Controlled Acts Training: A nurse has been contracted to provide controlled acts training to 4 teams and forms, procedure and agreement is developed. Training complete and observational checks done in January 2018.

Bill 148: Leadership team attend information sessions on Bill 148 and possible implications. Situations involving self-employed workers are reviewed and in two situations the workers become employees to mitigate risk. General Staff meeting held in January to share information on Bill 148 as well as staff benefits and Employee Assistance Program.

Did you know?

We provided 105,603 hours of direct support in 2017/18

Affordable and accessible housing continues to be a need for people in



"...he took root.."



"I think this is what being a supportive neighbour is all about!"

Priority # 3 People Power

Continuous Learning: Two employees are enrolled in the Developmental Service Worker certificate or diploma program. Support for books and tuition from Association make it easier. One employee is taking HR courses including one on Social Media resulting in Facebook page verification. One employee has taken an unpaid leave to complete a social work placement. One Fanshawe College DSW student completed her placement with us in the fall of 2017.

Priority # 4 Advocacy

People First St.Marys/Stratford: This group is re-building. A short video was produced to support their efforts. Leaders of this self-advocate movement are looking for a supporter/advisor with a social justice background. Co-hosted ARCH Respecting Rights presentation in April 2018.

Class Action Lawsuit: Many people have received settlements. One family was assisted by Marilyn Dolmage to submit a late application.

MPP Randy Pettapiece: We continue to support families to connect with their local MPP to share their stories. MPP office has connected with us and other service providers to gain information and better understand issues.

Family Forums: With OCSC, hosted regional family forums to learn more about what matters to families and to share information. Presentations on employment and Bill 148 implications were well attended.

Microboards: Support for families in London region to learn about and create Microboards, Work with other regions to develop provincial board. Four people from our area received training from Vela BC in June. Alice Mainland is a founding board member of Microboards Ontario.



Priority # 5 Housing

Housing Video: We have shared this video widely to offer alternatives to more traditional approaches to housing and link with support.

Housing First Committee: We have a rep on this committee that is working with Stratford Housing to implement the 10-year Housing and Homelessness Plan for Perth. This connection has been very helpful for community planning.

Agreement with Stratford & Perth Housing: We continue to have good support from Housing

Housing Task Force: Work of the provincial Housing Task Force wraps up in December 2017 with a tour of sites. Evaluation of HTF project is done ahead of a report. "Neighbourly Homes" project continues to be funded by MCSS.

Link with William Hanly Apartments, Inc.: Continue to separate the operations of WHA and CLSMA. Building checklists created. Plan to enhance WHA board.

Investors and Developers: We continue to have conversations with private investors and developers. One developer is interested in physical changes that facilitate accessibility, good support and neighbourliness.



Community Living St. Marys and Area Statement of Operations

For the year ended March 31	Operating Fund	Capital Asset Fund	Total 2018	Total 2017
Revenue				
Ministry of Community and Social Services grants	\$ 3,506,223	\$ -	\$ 3,506,223	\$ 3,370,471
Ministry of Children and Youth Services grants	570,934	-	570,934	392,040
Passport funding	316,966	-	316,966	230,455
Donations, campaign and membership fees	24,447	-	24,447	31,961
Investment income and building revenue	21,610	-	21,610	39,822
Secondment and other agencies	127,891	-	127,891	180,074
Other revenue	15,786	-	15,786	8,773
Change in unrealized investment gains (losses)	(27,575)	-	(27,575)	50,544
	4,556,282	-	4,556,282	4,304,140
Expenses				
Salaries, wages and benefits	3,871,379	-	3,871,379	3,529,725
Training and travel	99,878	-	99,878	93,015
Person-centred expenses	257,938	-	257,938	263,728
Legal, audit, consulting	82,428	-	82,428	84,333
Supplies	6,560	-	6,560	9,056
Communication	33,037	-	33,037	28,146
Utilities	5,853	-	5,853	12,686
Advertising and promotion	941	-	941	1,208
Repairs and maintenance	130,600	-	130,600	91,231
Rentals and leases	4,738	-	4,738	9,281
Insurance and taxes	20,844	-	20,844	20,665
Vehicle operation	14,450	-	14,450	24,022
Miscellaneous	13,751	-	13,751	12,306
Memberships	3,246	-	3,246	3,527
Facile commitment	6,906	-	6,906	6,906
Amortization	-	32,085	32,085	26,869
	4,552,549	32,085	4,584,634	4,216,704
Net revenue (expenses)	\$ 3,733	\$ (32,085)	\$ (28,352)	\$ 87,436

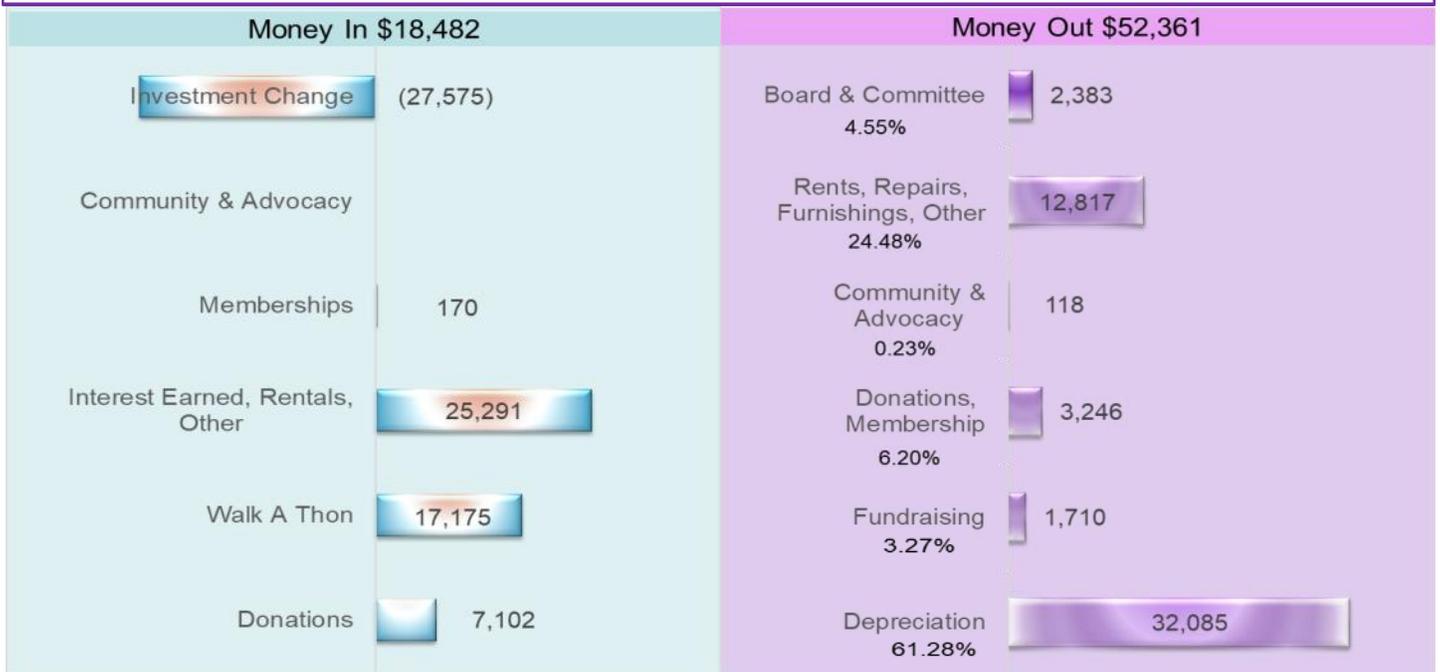
The accompanying notes are an integral part of these financial statements.

Fiscal Year: April 2017 - March 2018

Ministry of Community & Social Services Grant Money 3,506,223
 Money Received from Other Agencies in Partnership 1,031,577
 Used to Support People and the Daily Operations of Community Living St. Marys and Area



Community Living St. Marys and Area Efforts



Total Money In \$4,559,963

Total Money Out \$4,588,315

Money out was more than money in by \$28,352

Note: The audit compiles the numbers a bit differently than our process. The bottom line is the same.

Community Living St. Marys and Area Minutes of the Annual General Meeting June 19, 2017

The meeting was called to order by President Allyson Dunseith at 4:35pm.

In compliance with our bylaws, all members were **notified in writing of the AGM at least two weeks** prior to the meeting and copies of all reports were made available in advance.

The agenda was approved in a motion made by Brenda Holland, seconded by Paul Williams and carried.

Minutes of the June 20, 2016 meeting were accepted as circulated in a motion made by Lydia Laine, seconded by Paul Williams and carried.

Years of Service Awards were given after dinner

The auditor's report was reviewed by Rob Lightfoot of BDO Dunwoody. As in other years the auditor's report was discussed in detail at the May board meeting. The report was accepted in a motion made by Lydia Laine, seconded by Linda Howgego and carried.

The auditors were reappointed in a motion made by Brenda Holland, seconded by Lydia Laine and carried. BDO Dunwoody was appointed as our auditors for the 2017 – 2018 fiscal year. Lydia Laine acknowledged the wonderful job Vickie Logan does as Finance Manager.

Reports were accepted as circulated: moved by Linda Howgego, seconded by Emma Blackler and carried.

The nominating committee presented Emma Blackler, Allyson Dunseith, Sheila Greason, Brenda Holland, Linda Howgego, Dwayne Hubbard, Barb Leavitt, Alice Mainland, Allan Slater, and Barbara Taylor for directorships.

Nominations from floor: None

Election of Directors: It was moved by Bev Slater and seconded by Lydia Laine that the slate of directors be accepted as presented. The motion was carried.

The Nominating Committee was not formed due to lack of interest from meeting participants.

Other Business: None

Adjournment: It was moved by Paul Williams. Time was 4:55pm.

Note: The annual general meeting was attended by 26 people. It was followed by a social time and dinner with 65 people in attendance. Marilyn Haywood, lead for "Our Stories" project introduced the project and the short films produced. Six films were played for attendees. Kim Monden and Jennifer Leslie presented Years of Service and Core Competency awards.

