



Community Living St. Marys and Area Annual Report 2018–2019

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

Welcome to our Annual General Meeting! Thank you so much for taking time to join us tonight.

It is always a pleasure to take some time to reflect on the accomplishments and events of the past year. I always feel a lot of pride and excitement when I think back, and this year is certainly no exception.

Before I reflect, however, I would like to take a moment to recognize all of the exceptional staff and volunteers for their contributions throughout the year. Your hard work and dedication does not go unnoticed and is truly valued.

Here are a few highlights that stand out from the past year:

- We continue to connect with families and young people through our youth facilitator and summer supports. I noticed a number of new and young faces at our Holiday Party in December, and it was such a pleasure to meet new families (and see familiar faces too!)
- There were a couple of people who moved into their own homes this year. It is such joy to see others achieve their goals.
- People are also working towards their employment goals with assistance from our new employment facilitator. It is also exciting to report that one person has now started a full-time job and reports that it is going very well!
- Our All Staff meetings in May were a great success with 95% of employees attending.

I would also like to draw attention to the strategic planning process. I know that many of you are aware that this process is well underway and that many of you have also been involved in providing feedback and information for this process. On behalf of the board, I would like to express how grateful we are for your honest and real insight into the day to day operation and activities of the organization. As we have said many times, we are taking all of the information very seriously and are very keen to identify meaningful priorities that will guide our work for the next few years.

I would also like to thank each of our board members for their dedication and work throughout the year. It has been a pleasure to work with each one of you and I am very proud of the work that we have done together this year.

In closing, I encourage all of you to continue to share the values, mission and principles of our organization in your work and daily life. I believe that our united voices will be more important than ever in the coming months and years.

Thank you,

Emma Blackler, Chair of the Board

Current Board of Directors

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



Barbara Taylor...



Nominations to the Board

The following people are being presented for election to the Board for 2019–2020:

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



Who we are...

- 56 people, age 8 to 96, using services and their families
- Many volunteers make up our Board of Directors, organize fundraising, join committees, act as 'guides' in our community
- 103 employees, 50 full-time, 53 part-time and 6 students
- 7 Individuals or families share their home with someone supported
- Living in and around St.Marys, Stratford, London, 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
- 8 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

Emma Blackler
 Bud Carter
 Linda Clendinning
 Shawn Dillon
 Don Dingwall
 Allyson Dunseith
 Sheila Greason
 Eric Grose
 Marilyn Haywood
 Brenda Holland
 Harold Holland
 Thomas Holland
 Linda Howgego
 Cathy Hubbard
 Dwayne Hubbard
 Lydia Laine
 Barb Leavitt
 Alice Mainland
 Mary Muir
 Danny Muir
 Marilyn Murray
 Don Murray
 Tracy Rossetti
 Mirco Rossetti
 Al Slater
 Bev Slater
 Paul Williams



Special thanks to members of the **Quality Assurance Committee** - Susannah Joyce, Bud Carter, Barb Leavitt, Allan Slater, Ruth Lamond, Jennifer Leslie and Marg McLean.

Special thanks to members of the **Joint Health and Safety Committee** - chair Paul Williams, Susan Graham, 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, Mercedes Graham, Jackie Haycock, Jennifer Leslie, Carol Ackersviller, 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 2019:

5 Years

Matt Brenner
Mercedes Graham
Susan Graham
Lisa MacDonald
Stuart Taylor

10 Years

Elaine Primeau

15 Years

Maureen Flanagan

20 Years

Darren Ackersviller
Peter Morgan
Connie Seaton

25 Years

Tracy Brant

30 Years

Tamie Robertson-
Coward

35 Years

Paul Williams





Strategic Framework 2014–2018

As our Strategic planning unfolds, we will be developing the strategic directions identified during the fall and winter. A cross stakeholder Implementation Group has met once and will work with the Board to guide this process.



Innovative Supports
Wait list
Young people
Respite
Passports
Meaningful employment options

Community Engagement
Communications - clarity about what organization does and where
Continued community education
Re-branding, name change
Knowledge exchange with partner organizations

Healthy Culture
Team Building
Staff Morale
Communications
Consistency across agency
Training/professional development

Healthy Culture
Volunteers
Role of families
Workload
Roles and responsibilities
Use of technology
Exploration of shared services models



Priority # 1

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Engagement of Individuals, Families, Volunteers and Communities

Community Living on Facebook: 497 people currently like our page which means they see everything we 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. Jayden Aylward was awarded it in 2018.

Summer Support for young people: During the summer of 2018, we were connected to 16 youth under 21 years of age. The connection with many of them has carried on in some way through the year. We employed 6 summer students workers.

Create A Smile Walk: About 100 participants and \$18,521 raised in the 15th 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.

Family Series: Hosted sessions in January and February for families. Low attendance but powerful conversations.

Our Stories Project: Three history videos covering early 1960s to 1990 are complete. More than 30 people contributed to these first history videos—Employment, Creating A Home, Together Building Community. Stay tuned for a launch early fall.

Quality Assurance Committee: Good conversations but few meetings this year.

Strategic Planning: Board engaged consultant to meet with stakeholders and work with the Board to determine strategic directions. Implementation Group has been formed with preliminary actions outlined.

Priority # 2

Partnerships and Connections

Include2Improve: is a group of youth from the St. Marys/Stratford area working together to educate others in their schools and communities about issues relating to inclusion. Youth attend five different schools in Perth and Middlesex Counties and three different school boards.

The group was awarded a 'Youth in Action Grant' from the United Way. Hosted a book tour with Michael Jacques self-published author of 'Can't Read, Can't Write, Here is my Book'. A book focusing on the importance of inclusion and youth finding their own voice among other great messages. Youth members and Michael visited 5 Perth County Schools in 2 days, speaking to approximately 820 students and 45 teachers and support staff. Include2Improve social media pages on Facebook and Instagram reached over a whopping 3.1 thousand people and engaged over 500 people that week alone.

Include2Improve youth members, Eva and Cameron, are on the Re:Action4Inclusion Youth Advisory Committee and helped plan this year's 10th Anniversary conference of Re:Action4Inclusion.

10 youth, 2 Avon Maitland District School Board teachers and Youth Facilitator, Stephanie Lee attended the 10th Annual Re:Action4Inclusion Youth Conference in spring. The conference was held in Toronto and youth continued to learn new ideas and skills to help them in their advocacy journey.

Voices: This partnership with CL North Perth, Family Services Perth Huron and CL Stratford continues to be strong. Voices has made many changes to keep up with the good work of the Avon Maitland District School Board. Voices is back in St. Marys DCVI in March for the first time in years.

Gift Work: Engaged in a Building and Sustaining Gift-Centred Cultures 18 month project with our From Presence to Citizenship group and Bruce Anderson. Gift Guidance Group formed for local work.

Special Education Advisory Committee: Stephanie Lee is our representative on the Avon Maitland SEAC.

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 summer.

Community Supper: We prepared dinner for about 120 people at the United Church on December 3, 2018. These Community Suppers continue to be a great support and welcome time of fellowship.

Accessibility Committee: A youth leader from Include2Improve is a member of the St. Marys Accessibility Committee and Laura Cannon is on the Perth Accessibility Committee.

St. Marys Youth Advisory Board: Stephanie Lee is a member.

Heart and Stroke Big Bike: Held a fundraising Chili lunch and served about 50 people plus CLSMA's Board of Directors! On May 14th our Community Living team had fun riding the Big Bike and raised over \$1,800 for the Heart and Stroke! Thanks Linda Pickering for your leadership!

St. Marys Mobility Services: We enjoy a strong connection with Mobility Services. Employee Don Dingwall sits on the Board as a CL representative.

Meals on Wheels: Deliver meals for the month of November. Thanks Gerry and all for volunteering!

Ties to Health funded services: Agreements with One Care and Paramed. As well, member of the Connecting the Dots for Caregivers project.

St. Marys Community Committee of United Way: Two projects were developed to address priorities in St. Marys - (1) community connector to reduce social isolation and (2) Access Market to support low income and attainable housing. The Access Market project was funded by United Way for three years with support from The Local in Stratford. CLSMA's Community Connector project will be looked at if funding available.

Welcoming Communities: St. Marys community members formed this group after meeting with Bruce Anderson in September 2018. Beginning stages of community projects.

St. Marys Networking: Meet regularly with this dynamic group for information sharing. Employee Kelly Boudreau is a regular attendee. Employee Paul Williams chairs this group in his volunteer time.

From Presence to Citizenship: The group of ten agencies in Ontario led by CL Atikokan continue to work for citizenship for all and the development and sharing of best practices. Hosted a third provincial summit held in February with 300 participants. This is an important group leading change in our province.

Collaboration of Agencies: We continue to build our collaboration and shared agency operations with the Alice Saddy Association and Ingersoll Support Services. Activities include: annual joint board meeting, shared training with Conflict Management, Accountability Based Management, Conscious Care and Support. Reciprocal sharing of human resources and some service planning and delivery.

Conscious Care and Support with Peter Marks and CL Windsor: We continue to support this important work and many people supported have benefited from involvement with CCS. Ten people, including two family members, participated in 5 days of training when the course was hosted by CL Stratford.

Perth Respite: Chaired a committee looking at respite for adults in Perth County. There are over 100 people in Perth looking for some form of respite. Proposal developed after extensive consultation with families across the county. Ministry supports the proposal and implementation will follow once government budgets arrive and commitments can be made.



Priority # 3 People Power

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Mentoring Program: Continue to build on the Mentorship program and have successfully mentored five new employees. The Mentoring relationships have had a very positive impact on both mentors and mentees.

All Staff Meeting: Excellent turnout for All Staff meetings (3 sessions) held in May. Good mix of information, fun and learning. Mindful Mike at each session. Plan for November session underway.

Social Role Valorization: Several employees have had SRV training. The challenge is always to implement the SRV principles in our day-to-day work. SRV and other value-based training is valued by this agency.

Conversations that Matter: Online resource available to all employees and Board members. The videos and conversation guides have been used at team meetings, Board meetings, and more.

Human Resources: HR Admin has taken lead in staff recruitment and retention. Participate in job fairs, social media campaigns, and attended a number of school job fairs to help promote DSW work to students heading to post secondary studies.

Central Admin: Developed an electronic timesheet that is being test run before launching it with all employees. Moving into a new web-based database, AIMS. Lots of training and launch in fall.

Technology Committee: Began in June 2018 looking at (1) how technology can enhance lives of people supported, and (2) technology, training, resources needed to move agency services into a more tech savvy system. Now two committees with plans to implement change.

Employment Facilitator: Continues to build relationships to assist the people we support with skills development. Completed the Ontario Disability Employment Network 3 day training; Employment Opportunities for People with Disabilities. Coordinate volunteer opportunities in both St. Marys & Stratford. Completed Communication Disability Access Canada Training; Communication Assistance. 3 people employed from our talent pool in full and part time jobs. Well underway with the Summer Employment; 3 employers providing 5 job opportunities. Beginning stages of setting up literacy for 2 people. Attend community events to market our talent; BA5, Networking Meetings; local and regional, and Job Fairs. Collaborate with Conestoga Career Centre; Employment Preparation programs.

FOCUS Accreditation: A Quality Improvement Plan approved by FOCUS.

MCSS Compliance Review: Two day November on-site visit from MCSS Compliance Officer. Areas of non-compliance related to new funding code were resolved within a week for compliance to be granted.

Gift Work: Hosted Belonging workshops and Core Gift Master Facilitation training in September 2018. Gift work with one team.

Controlled Acts Training: Nurse contracted to provide controlled acts training as needed.

Legislative changes for Employment: Much work done on Bill 148 only to have some of this undone by new provincial government. It's a challenge to stay current with all

Policy Work: Ongoing work to improve and stay current.

Did you know?

We provided 115,300 hours of direct support in 2018/19

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



LEARNING EXCHANGE 2018



Priority # 3 People Power

Continuous Learning: Two employees are enrolled in the Developmental Service Worker certificate or diploma program. One employee is taking HR courses. One employee attending Ryerson's Disability Studies program. One employee attended leadership program. Four employees are enrolled in a Regional Support Associates program.

Priority # 4 Advocacy

People First St. Marys/Stratford: This group met a couple times and had some support from Facile to discuss purpose and goals of the group. They continue to look for advisor support, someone with a social justice perspective.

Facile: Funding for this independent facilitation service has ended other than some small amount to keep 'the doors open'. Over 100 families affected. Many have met with local MPP and taken concerns to Queens Park. Small delegation from CLSMA met with MPP Pettapiece to voice concern for this much needed support to individuals and families in Perth.

MPP Randy Pettapiece: Participated in a Round Table on Autism with many local families. 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, we are preparing for another fall regional family forum.

Microboards Ontario: Launched a website and provides excellent information for individuals and families interested in exploring Microboards. CLSMA Board member Alice Mainland is a founding member.

Priority # 5 Housing

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.

Link with William Hanly Apartments, Inc.: Continue to separate the operations of WHA and CLSMA. Bylaws and articles are under review. 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 has plans for a new build in downtown core. One person supported has moved into a new building in St. Marys after lengthy conversations and accommodations made. Unit in same building secured for neighbourly supports.

Excellent Partnerships!

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

Huron Perth Developmental Services Provider Group
Huron Perth Enhanced Community Response Network
Perth Respite 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
Microboards Ontario



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
	<u>4,556,282</u>	<u>-</u>	<u>4,556,282</u>	<u>4,304,140</u>
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
	<u>4,552,549</u>	<u>32,085</u>	<u>4,584,634</u>	<u>4,216,704</u>
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 2018 - March 2019

Ministry of Community & Social Services Grant Money 4,038,624
 Money Received from Other Agencies in Partnership 812,239
 Used to Support People and the Daily Operations of Community Living St. Marys and Area

Community Living St. Marys and Area Efforts

Money In \$4,850,863		Money Out \$4,850,863	
Projects, Partnerships & Tax Rebates	341	Facile Commitment	6,906
Summer Student Federal Grant	18,984	Projects	-
Intensive Support Residences	355,218	Repairs, Maintenance & Overhead	309,639
Supported Independent Living	3,051,809	Person Centred	337,663
Community Participation Support	1,304,004	Travel & Training	159,980
Children's In Home Support	79,507	Salaries & Benefits	4,036,675
Neighbourly Support	41,000		
Money In \$71,585		Money Out \$39,877	
Investment Change	34,386	Board & Committee	293
Community & Advocacy		Rents, Repairs, Furnishings, Other	1,562
Memberships	155	Community & Advocacy	7,417
Interest Earned, Rentals, Other		Donations, Membership	221
Walk A Thon	18,521	Fundraising	952
Donations	18,523	Depreciation	29,433

Total Money In \$4,922,448

Total Money Out \$4,890,740

Money in was \$31,708 more than the money out.

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 18, 2018

The meeting was called to order by Vice President Allyson Dunseith at 5:03pm.

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 Linda Howgego, seconded by Marilyn Haywood and carried. Strategic Plan added under Other Business.

Minutes of the June 19, 2017 meeting were accepted as circulated in a motion made by Al Slater, seconded by Paul Williams and carried.

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 Brenda Holland, seconded by Paul Williams and carried.

The auditors were reappointed in a motion made by Alice Mainland, seconded by Al Slater and carried. BDO Dunwoody was appointed as our auditors for the 2018 – 2019 fiscal year.

Reports were accepted as circulated: moved by Linda Howgego, seconded by Paul Williams and carried.

The nominating committee presented Emma Blackler, Nanette Bowen-Smith, Allyson Dunseith, Sheila Greason, Brenda Holland, Linda Howgego, Dwayne Hubbard, Barb leavitt, Alice Mainland, and Allan Slater for directorships.

Nominations from floor: None

Election of Directors: It was moved by Alice Mainland and seconded by Brenda Holland that the slate of directors be accepted as presented. The motion was carried.

The Nominating Committee was not formed.

Other Business: Strategic Plan - CLSMA will develop a new strategic plan to guide our work. This process started with our week with John O'Brien and his report. Sheila Simpson provided a brief overview of her role with the strategic plan development and invited participation from people supported, families, volunteers and employees to inform the process and consider joining a new Strategic Plan committee. Please call Marg McLean if you are interested.

Adjournment: It was moved by Alice Mainland. Time was 5:30pm.

Note: The AGM was attended by 36 people. It was followed by a social time and dinner with 78 people in attendance. Becky Huffman and Laura Cannon presented Years of Service and Core Competency awards. Marilyn Haywood, lead for "Our Stories" project and Simon Brothers of Powerline Films introduced the first Association history film. This film focused on employment. We hope to have another two or three history films produced. It was really good and well received by all!

