

Community Living St. Marys and Area Annual Report 2019–2020

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 and our first virtual AGM! Thanks for joining us virtually and for being so willing to jump on board with this new way of meeting! I'm looking forward to the time when we can meet again in person.

When I look back on the past year, I notice that there is a big theme of change. The organization has been actively involved in a number of initiatives to improve, change and update our policies, systems and dynamic as an organization. I am already very pleased with the outcomes from these changes, and am eager to continue to see them roll out.

I would also like to acknowledge the resiliency of Community Living St. Marys and Area during the covid-19 pandemic. The concerns about covid-19 have prompted a number of changes to how support is provided to people. I know that the health and safety of everyone is always and has continued to be a huge priority. It is important to continue to care for one another during this time of uncertainty.

Next, I would 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	Alice Mainland
Executive Director	Marg McLean
Directors	Nanette Bowen-Smith
	Sheila Greason
	Linda Howgego
	Barb Leavitt
	Allan Slater



Nominations to the Board

The following people are being presented for election to the Board for 2020–2021:

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



Who we are...

- 61 people, age 9 to 84, using services and their families
- 101 employees, 58 full-time, 43 part-time and 5 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
- 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



Bylaw changes...

The Association is incorporated in Ontario and must adhere to new requirements of The Ontario Not For Profit Corporations Act (ONCA). ONCA was originally introduced in 2010 as “a modern legal framework to enhance corporate governance and accountability.” After many years, it is scheduled to come into force in early 2020.

Our CLSMA Board heard about the incoming changes with ONCA and invited legal expertise to assist them in reviewing and revising the CLSMA By-laws.

A Special Meeting of the Members was held on Monday October 28, 2019 with the purpose of the meeting to review proposed changes to the Association’s By-laws. Revised CLSMA Bylaws were passed.

Key changes for membership:

ONCA requires all Members to have voting privileges. *CLSMA Membership* structure has one class of membership with members serving as the Association’s Directors

To ensure the voice of others who believe in the Association and want to support, participate and engage to further the work of the Association, *Friends of Community Living St.Marys and Area* has been formed.

Let us know if you would like a copy of the CLSMA Bylaws, October 2019.

Consider joining Friends of...

As a Friend of Community Living St.Marys and Area:

I may be invited to serve on CLSMA committees, engage in planning, fundraising and other Board sanctioned activities

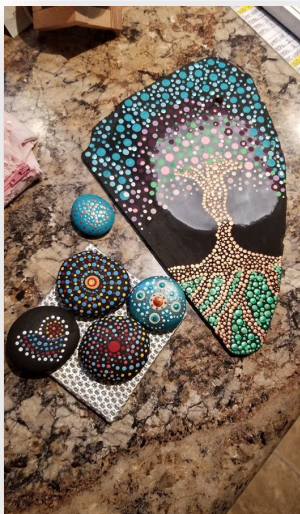
I am free to forward questions or resolutions to the membership/Board of CLSMA and ask that items be included on their meeting agenda. I may be asked to speak on said items

I will be invited to CLSMA’s Annual Meeting and will be encouraged to learn about the Association’s activities. This will be an open meeting with opportunity to comment on the actions of the Board and other items of interest

As a Friend of CLSMA, I do not have voting rights



Bev Slater,
our long time
friend and
supporter



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.

Employee Management Relations Committee - chair Kim Monden, Tamie Robertson-Coward, Susan Graham, Jackie Haycock, Jenn Costello, Edna Willow, Jen McCauley, Becky Huffman and Marg McLean.

Diversity, Inclusion and Wellness Committee - Laura Cannon, Kim Melville, Malibe Campantero, Don Dingwall, Sherri McDonald, Jodi McLean

Quality Assurance Committee - Susannah Joyce, Bud Carter, Barb Leavitt, Allan Slater, Ruth Lamond, Jennifer Leslie and Marg McLean.



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 2020:

5 Years

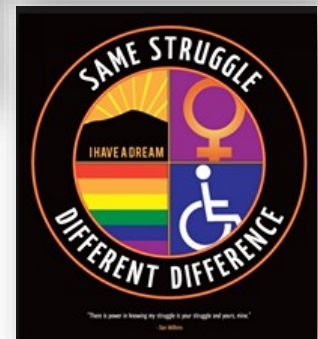
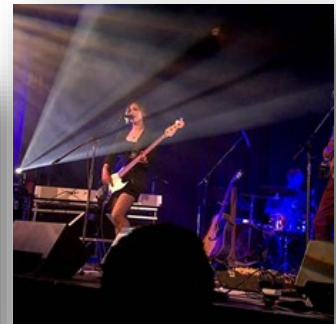
Allyson Brookshaw
Melanie Thomson
Kim Boyer

10 Years

Don Dingwall
Jackie Haycock

15 Years

Jennifer Costello
Donna Mitchell

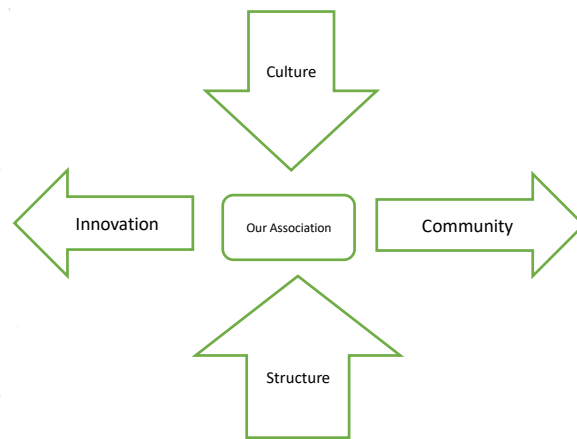


Thanks Don Dingwall for organizing our Personal Protection Equipment (PPE)!

Diversity, Inclusion & Wellness (or DIW) Committee

In order to carry out Community Living St.Marys & Area's core values, the Diversity, Inclusion & Wellness Committee will foster a shared culture at CLSMA that promotes the goals of accepting, respecting and valuing differences that include attributes such as age, race, gender, ethnicity, religion, sexual orientation, gender expression, sexual identity, ability, language, family circumstances and cultural backgrounds.

St. Marys Strategic Directions – November 2018



**November 2018–November 2020:
Focus on Healthy Culture
Continue good work on Innovative Supports
And Community Engagement**

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

With the pandemic, we can't have face-to-face meetings so we're meeting via video conferencing. **Since March 15, 2020**, we have had

240 video conferences = 48,361 minutes with 1,069 people!





Our Improvement Initiative: Keeping Our Promise

St Marys is committed to each and every person we assist in a way that leads to a better life and a more engaged community

St Marys has a long history of continually improving what we do, i.e. being even better than we are today

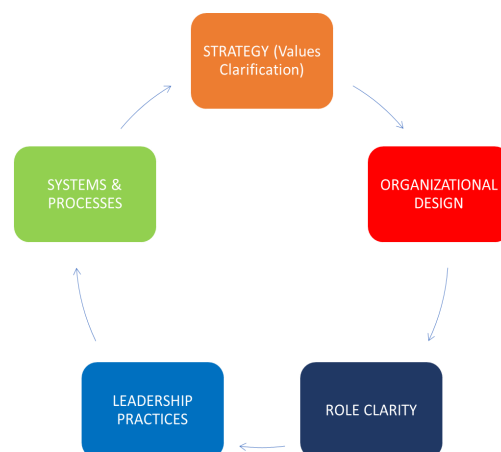
Within the developmental service system there are financial constraints and greater demands for compliance and by our funders that is challenging our Mission and Vision

Families are coming to our door who have very little or no government support but we still want to assist these families and their son or daughter

In this organization all work and every role is important and valued

Improvements made in 2019/20

- Written value statements to help orient all staff, especially new staff, with understanding the purpose of their work
- Regular conversations facilitated by managers at staff team meetings about these value statements
- Staff training sessions for all staff to deepen understanding of the purpose of our work
- Team Leaders and Team Members report directly to Managers
- Two (2) manager positions in Support Services who report to the Executive Director and who are accountable for Team Leaders and Team Members
- Team Leaders assist the Manager with team effectiveness and with development of an even better plan for people being supported
- Installing and providing training for data input and support systems such as AIMS and Inclusion Systems
- Reviewing and revising our planning process with the people we support



Community Living on Facebook: 601 people currently like our page which means they see everything we post.

Community Living Scholarship: Given each year to a local student entering into a relevant post-secondary program. Mackenzie McIntosh was awarded it in 2019.

Create A Smile Walk: About 100 participants and \$22,612 raised in the 16th annual fundraiser. Extraordinary generosity!

Our Stories Project: We are still planning a celebration and showing of our three history videos.

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.



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.

Literacy: We worked with a retired elementary school teacher, Pam Ford who created a literacy program; literacy levels that were not available in our Adult Education programs or at the local Library; Pam's team of volunteers were assisting in preparing people for future employment.

Community Supper: We prepared dinner for about 124 people at the United Church on December 4, 2019. These Community Suppers continue to be a great support and welcome time of fellowship.

Heart and Stroke Big Bike: Cancelled due to COVID-19

Giving Tuesday: People supported and employees submitted stories and some pictures of how they contributed to their community.

Salvation Army Kettle: Many folks participated with organization from Candace O'Hearn.

St. Marys Mobility Services: Employee Don Dingwall sits on the Board as a CL representative.

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

St. Marys Community Committee of United Way: Participate on the St. Marys Committee and are active with Nourish: Equal Access Market. Working with the St. Marys United Church on a shared project.

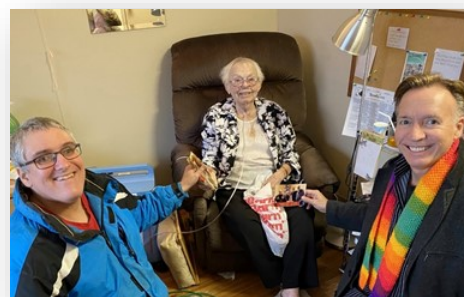


Welcoming Communities: St. Marys community members continue to meet and host events including a wonderful 'getting to know you' evening at the pottery store downtown.

St. Marys Networking: This dynamic group is on hold due to COVID -19. A couple employees attend for information sharing. Employee Paul Williams chairs this group in his volunteer time.

Housing Links: Agreement with Stratford & Perth Housing, representative on Housing First Committee, work with local landlords and developers.

Link with William Hanly Apartments, Inc.: Separate the operations of WHA and CLSMA. Bylaws and articles under review.



Health and CLSMA: A shared service agreement provides more consistent support for people with Health funded services. CLSMA has agreements with One Care and Paramed to provide this needed support.

From Presence to Citizenship: The group of ten agencies in Ontario continue to work for citizenship for all, innovation and transformation in our system. Hosted a fourth provincial summit held in March 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 Saday Association and Ingersoll Support Services. South East Grey Support Services and Quad County Support Services have joined the collaboration which recently incorporated federally. The name is now Southwest Collaborative Communities. You will be hearing more in future years about this important partnership.

Perth Respite Network: Good news for adults living in Perth County! After two years of regular meetings, Perth Respite Network is now working with individuals and families to support respite planning and creative development of respite options for adults. We continue to chair the Perth Respite Network and appreciate government support for this initiative

Licensed Residential Services: Some children and youth have to leave our community because there is not a licensed agency that will provide the support they need outside of their family's home. Stephanie Lee has been busy completing an application on behalf of CLSMA so that kids can stay in our community.

Facile: We continue to support the good work of Facile Perth. It has been very difficult to continue this independent planning service without ongoing funding.

Microboards Ontario: Continue to support this new entity. CLSMA Board member Alice Mainland is a founding member of this excellent resource.

Learning and Training: Enhancing Belonging Workshop in Dec 2019 - partnership with Facile and Ingersoll. Courses through Credence & Co Conflict Management and Mediation Certificate program at Conrad Grebel University College. The pandemic did stop our group training but now we have a plan to continue with on-line sessions. Facilitation Leadership Training for team leaders, managers - also had to shift into more on-line sessions.

Social Work Placements through Kings College: 2 placements - one from Jan to April 2020 and the second a virtual placement from April 2020 to June 2020. They have worked with DIW committee and produced resources on wellness and grief and loss.

Summer Support for young people: During the summer of 2019, 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. Two family BBQ's in 2019, one at the beginning and one at the end. In August there were 7 families represented and over 20 people

Circles of Support - Work with two people to expand their natural network. One was already established but needed some facilitation to organize people again and the other is a new group to support a young person and his family.

Voices: Working with the school boards to be included in new inclusive curriculum. Stephanie Lee invited to sit on transition planning committees

All Staff Meeting: Excellent turnout for All Staff meetings held in November with Marg Van Herk on Conflict and three full one-day sessions with Doug Cartan on the Purpose of our Work in January 2020.

Human Resources: Continue to 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.

Technology Committee: Continue to research and secure new technology to enhance lives of people supported, and (2) technology, training, resources needed to move agency services into a more tech savvy system. The pandemic has moved us along now with the use of BlueJeans and other meeting platforms.



Innovative Supports

Employment: - In first year of employment support (Sept 2019) - connection with 23 people, 8 found employment and 2 volunteer roles. Had our first Employer Appreciation night on Oct 9 2019. In first summer support - 4 young people had part-time jobs and 1 volunteered. Working closely with ODEN to refine our employment services. COVID has had a huge impact on employment services but Kelly has continued to reach out and connect to her network of employers and offer pre-employment support to people supported.

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.

FOCUS Accreditation: Use our approved Quality Improvement Plan.

MCSS Compliance Review: Most recent compliance review was in early March. Areas of non-compliance were resolved within a week for compliance to be granted. Thank you!

Policy Work: Ongoing work to improve and stay current.

Did you know?

We provided over 117,000 hours of direct support in 2019/20

Excellent Partnerships!

External committees: St. Marys Mobility Bus, Rights Committee at Crest Support Services, Quality Improvement committee at Participation House, Housing First in Perth, Southwest Employment Network, St. Marys Welcoming group, Special Education Advisory Committees for both school boards, Perth Accessibility Committee, Voices Advisory, 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
From Presence to Citizenship
Ontario Independent Facilitation Network
Ontario Community Services Coalition
OASIS
Ontario Independent Funding Coalition
Microboards Ontario



Did you know...

Re Employment: Presently there are **14 active candidates**; **9** employed full time/part time or casual, receiving continual coaching and support, **2** working in volunteer roles to develop skills for paid employment, **1** working on returning to full time post-secondary education in the fall of 2020 and **2** actively looking for paid employment.

Due to COVID19, we have some candidates who have chosen to put job search on hold.

Community Living St. Marys and Area Statement of Operations

For the year ended March 31	Operating Fund	Capital Asset Fund	Total 2020	Total 2019
Revenue				
Ministry of Children, Community and Social Services grants	\$ 4,223,233	\$ -	\$ 4,223,233	\$ 4,269,340
Passport funding	412,567	-	412,567	414,405
Donations, campaign and membership fees	32,625	-	32,625	37,199
Investment income	8,830	-	8,830	43,566
Secondment and other agencies	192,558	-	192,558	147,793
Other revenue	20,389	-	20,389	19,325
Change in unrealized investment gains	(66,356)	-	(66,356)	(9,180)
	4,823,846	-	4,823,846	4,922,448
Expenses				
Salaries, wages and benefits	4,166,426	-	4,166,426	4,036,676
Training and travel	143,485	-	143,485	150,272
Person-centred expenses	273,756	-	273,756	288,238
Legal, audit, consulting	48,582	-	48,582	74,950
Supplies	7,857	-	7,857	8,058
Communication	62,965	-	62,965	57,868
Utilities	4,906	-	4,906	10,188
Advertising and promotion	905	-	905	1,642
Repairs and maintenance	76,893	-	76,893	155,046
Rentals and leases	4,926	-	4,926	4,895
Insurance and taxes	26,170	-	26,170	23,968
Vehicle operation	16,500	-	16,500	24,208
Miscellaneous	14,885	-	14,885	18,171
Memberships	2,451	-	2,451	221
Facile commitment	6,906	-	6,906	6,906
Amortization	-	36,135	36,135	29,433
	4,857,613	36,135	4,893,748	4,890,740
Net revenue (expenses)	\$ (33,767)	\$ (36,135)	\$ (69,902)	\$ 31,708

Community Living St. Marys and Area
Fiscal Year: April 2019 - March 2020

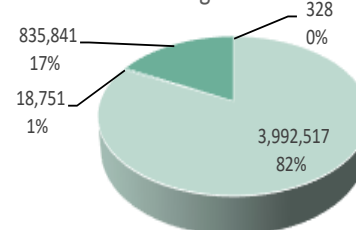
Total Money Received April 2019 to March 2020 4,823,846

Total Money Spent April 2019 to March 2020 4,893,748

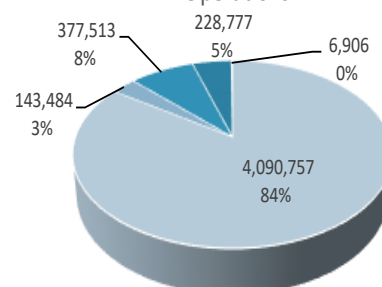
Net Deficit (69,902)

Money Received from Government & Other Agencies	Amount
Ministry of Community & Social Services Grants	3,992,517
Service Canada Grant - Summer Students	18,751
Partnerships & Other Agencies	835,841
Tax Rebates	328
Total Money Received for Daily Operations & to Support People	4,847,437
How the Government & Other Agency Money was Spent	Amount
Salaries & Benefits	4,090,757
Travel & Training	143,484
Person Centred	377,513
Repairs, Maintenance & Overhead	228,777
Facile Commitment	6,906
Total Money Spent to Support People & for Daily Operations	4,847,437
Money Received from Community Living St. Marys Efforts	Amount
Walk A Thon	22,612
Donations Received	9,933
Memberships Received	80
Interest & Building Rentals	10,139
Loss on Investments	(66,356)
Total Money from Community Living Efforts	(23,591)
Depreciation	36,135
Fundraising	1,437
Donations, Membership	2,451
Rents, Repairs, Furnishings, Other	6,288
Total Spent on Community Living St. Marys Effort	46,311

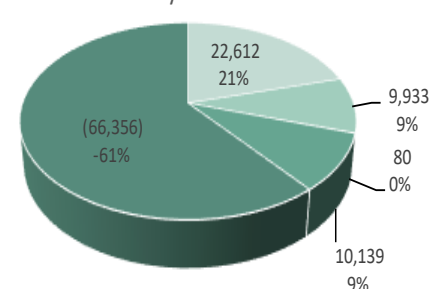
Received from Government & Other Agencies



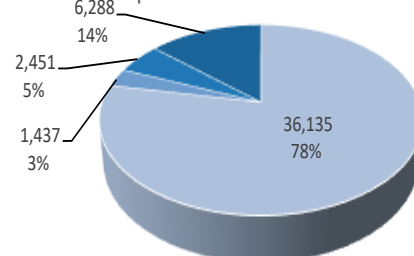
Money Spent to Support People & for Daily Operations



Received by CLSMA Efforts



Spent on CLSMA Efforts



Community Living St. Marys and Area Minutes of the Annual General Meeting June 17, 2019

The meeting was called to order by President Emma Blackler at 5:07pm.

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 Al Slater, seconded by Paul Williams and carried.

Minutes of the June 18, 2018 meeting were accepted as circulated in a motion made by Brenda Holland, seconded by Linda Howgego 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 Al Slater, seconded by Paul Williams and carried.

The auditors were reappointed in a motion made by Brenda Holland, seconded by Paul Williams and carried. BDO Dunwoody was appointed as our auditors for the 2019 – 2020 fiscal year.

Reports were accepted as circulated: moved by barb leavitt, seconded by Paul Williams and carried. Marg McLean gave an overview of CLSMA activities in the past year.

The nominating committee presented Emma Blackler, Nanette Bowen-Smith, Allyson Dunseith, Sheila Greason, Brenda Holland, Linda Howgego, 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 Linda Howgego that the slate of directors be accepted as presented. The motion was carried.

The Nominating Committee was not formed.

Other Business: Strategic Plan – Marg McLean gave a brief update on CLSMA's strategic planning process. An implementation group of people supported, families, volunteers and employees was formed and met once. Due to some operational work identified, the group will meet again in August after some of this work is underway.

Adjournment: It was moved by Al Slater. Time was 5:47pm.

Note: The AGM was attended by 60 people. It was followed by a social time and dinner with 85 people in attendance. Kim Monden presented Years of Service awards. Local Youth2Include members gave an excellent presentation of their activities. These young people are making a difference in their schools and communities! Michael Jacques, author of Can't Read. Can't Write. Here's My Book told his story of writing his book with the use of technology. As well, Michael shared many of the amazing opportunities and experiences he's had since he self-published and promoted his book!

