

Community Living St. Marys and Area Annual Report 2020–2021

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

This year has certainly been unique! I did not imagine that the Annual General Meeting would be virtual again this year, but either way it is always a pleasure to gather and reflect on the past year.

I want to acknowledge my fellow board members for another year of meaningful discussion, decision making and productive work together. I am proud to work with each and every one of you. In the past year, the board participated in a self evaluation, and we plan to continue with this process in the future in order to ensure that we are functioning effectively as individuals on the board and as the board as a whole.

I would also like to touch on another highlight from the past year. Community Living St. Marys and Area participated in creating Southwest Collaborative Communities, and joined with 4 other like-minded organizations. Southwest Collaborative Communities will allow for partnership and collaboration between these 5 organizations, and it has already proved to be meaningful and worthwhile. The Board of Directors for Southwest Collaborative Communities is made up of representatives from each organization, and we are grateful to be represented by Barb Leavitt and Linda Howgego.

In my report last year, I wrote about the resiliency of Community Living St. Marys and Area and each person's willingness to prioritize the well being of one another. I want to acknowledge this again, and recognize the continued flexibility and adaptability of everyone that is connected with the organization. I hope that we are nearing the end of the pandemic, and I know that we will all continue to support one another in the same way through this transition.

On a more personal note, I am very appreciative of my role as Chair of the Board and am humbled to work with such a great group of people. I am also privileged to get to work with Marg McLean, and to witness and learn from her leadership. I am very grateful to all of you.

Thank you,
Emma Blackler



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
	Dwayne Hubbard
	Barb Leavitt
	Allan Slater

Nominations to the Board

The following people are being presented for election to the Board for 2021–2022:

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

Thank you Nanette!

*We appreciate your
commitment to
Community Living and
we will miss you on
the Board!*



Who we are...

- supports 63 people, age 9 to 84, using services and their families
- 102 employees, full-time, part-time relief and 7 summer workers
- 2 Individuals or families share their home with someone supported
- Living in and around St.Marys, Stratford, London, and Petrolia



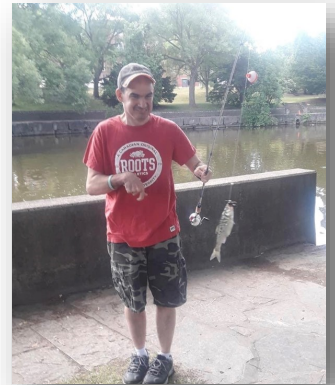
What does support look like?

- 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
- 2 people live full time or visit regularly with a family or friend enjoying a 'share your home' lifestyle
- 13 people have connected with a neighbour for some measure of care

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



Diversity, Inclusion and Wellness Committee Report

The CLSMA Diversity, Inclusion and Wellness (DIW) Committee has had a busy 2020-2021. Considerations around employee wellness throughout COVID, as well as some much needed international attention to matters of racism this past year have kept the committee thinking, striving, and working to achieve employee wellness and inclusion for all. Some highlights of what we have accomplished this year include:

- Adding to the existing DIW google drive of staff resources
- Anti-racism training session for all staff
- Wellness gift bags (decorate, assemble, deliver)
- Staff email giveaways, and delivery of prizes
- Committee members attending various training/educational sessions about diversity and inclusion (University of BC, Perth County, Immploy employment...)
- 'Lockdown challenge' scavenger hunts and prize giveaways
- Examination of CLSMA policies and job posting templates through a DIW lens
- Consideration of how to make our physical office building the most inclusive as possible
- Spring Flower draw give away
- Review of Mindful Mike resources



The committee looks forward to building on this work, as we believe that all feel well when we all feel included!

Current Committee Members: Laura Cannon, Don Dingwall, Sheri McDonald Jodi McLean, Kim Melville



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



Service Milestones

Congratulations to the following employees: observing service milestones during 2021:

5 Years

Beverley Blair
Malibe Campantero
Ruth Glendon
Roz Gunn
Shay Marrinan
Ellyse Moyer
Rebecca Tannahill

10 Years

Becky Huffman
Candace O'Hearn
Ellisa Kok
Stephanie Lee

15 Years

Dustie Allen
Jane Bean
Shannon Moir -
Montgomery
Linda Pickering

20 Years

Laura Cannon
Marg McLean
Kim Monden
Jan Schonfeldt

30 Years

Carol Ackersviller
Rene Tigani-Beardon

35 Years

Jennifer Leslie

From Support Services...

We are so incredibly fortunate to be connected to such an amazing group of people working together throughout this organization! Over the course of an extremely difficult year, we have been able to unite amongst our teams, the people we support, and their families to ensure that everyone not only feels supported and connected, but most importantly, stays safe.

While it has been a challenging year for us all, we would like to take this opportunity to highlight how truly grateful we are to have such an amazing team of support workers and team leaders who have taken this past year in stride and have continued to provide outstanding support despite the many challenges and barriers that they have faced. Over the last year, our agency introduced two new database systems that teams were required to learn remotely, we have implemented endless new COVID safety protocols and documentation tracking, we have moved all meetings to virtual platforms, and most importantly, we have watched closely as staff have gone above and beyond to ensure that the lives of the people we support have continued with as much normalcy as possible. This is an incredible feat, and there are no words to convey how proud we are to be a part of this outstanding team!

"Coming together is a beginning; keeping together is progress; working together is success."

Henry Ford

Thank you everyone for all your hard work and dedication.

Becky Huffman, Kim Monden





Over this past year we have continued to host all meetings through a virtual platform. Team meetings have continued to be successful as everyone has adjusted to this way of coming together. People supported have enjoyed participating in many online events, whether it is meetings, family celebrations or connecting with friends.

Using Technology... Staying Safe and Connected...

Over the past year, CLSMA has implemented two new electronic systems:

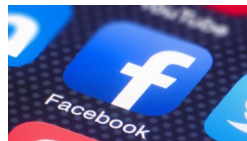
AIMS—This new system was implemented in the summer of 2020. AIMS is an electronic system that houses all information relating to people supported.

Inclusion System—This new system has been implemented since October 2020. Inclusion System provides scheduling, shift bidding, time tracking, payroll, HR tools and reporting. It has been well received by employees, although there continue to be challenges in Central Admin.



Did you know?

CLSMA's facebook page has been active since 2013



As of June 2021, we have 700 followers

Our facebook followers live in all areas of Ontario and across Canada, the USA, The Netherlands, Lithuania, India, Australia, Bangladesh, Belgium, Croatia, New Zealand, Libya, Sweden, Uganda, Vietnam, and Romania

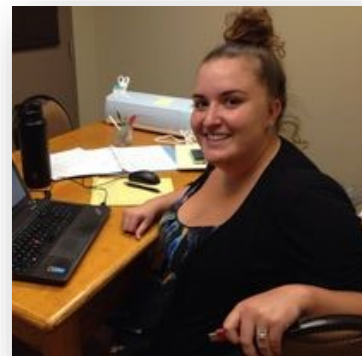
81% of our followers identify as women, and 17% as men

Our facebook followers speak the following languages: English-US, English-UK, French, Romanian, Lithuanian, Italian, German and Filipino

Our facebook page features a wide variety of posts to include local/ community information and links, Ministry announcements/updates, Health Unit information, feel good stories, agency videos, and lots more.

If you don't follow already, **check us out!**

Awake Labs is a one year project with 5 people supported. It uses a smartwatch and mobile device and is designed to measure, alert and collect data where people may experience anxiety or other related mood elevations. This is one example of how technology can be used to assist people in their day to day lives.



Serving Youth and Families...through planning, resource sharing and a continued commitment that all youth are valued and always belong in our community

Community Living St.Marys continued to provide summer support in 2020 to local youth in the St.Marys and area. CLMSA was a successful recipient of a Canada Summer Jobs grant. This allowed us to employ six summer youth workers. They supported 10 youth in the St.Marys community. Amidst a pandemic youth were supported to have paid employment, volunteer, enjoy safe community spaces and get creative at home.



Voices Perth is a joint initiative between service agencies in Perth County to encourage youth with disabilities to gain self-advocacy skills. The leadership and coordination of this project is led by the Youth Facilitator at CLMSA. Online workshops were offered and well attended for youth ages 15-25 in the fall, winter and spring.

The Youth Facilitator continues to represent CLMSA as a voting member of the Huron Perth District Catholic School Board, Special Education Advisory Committee and as the Chair of the Avon Maitland District School Boards Special Education Committee.



Community Living St.Marys and Area continues to support youth with and without disabilities to develop their leadership skills. In the past year local youth have participated in a variety of online workshops and projects. Local youth partnered with a young woman in Stratford to secure a Youth Enabling Accessibility Grant of \$10,000 from the federal government to purchase light filters for local schools. Youth also conducted a community change project called 'The Pen Pal Project' that encouraged youth from across Canada to write a letter about themselves to start off the process of authentic communication and engagement. This project was supported by Community Living St.Marys and Area in collaboration with Community Living Ontario and Heritage Canada.

Community Living St.Marys and Area was the receipt of two Emergency Community Support Funds that were made available by the provincial government. These funds were used to support youth who could not attend school during the pandemic for various reasons. The support youth and families were provided included; coaching and resources about COVID safety, participating in the community and also attending to youth mental health during a time of uncertainty.



Support for Employment

A LOOK OVER THE YEAR DURING COVID:

During the past 15 months; March 2020 - June 2021 while working with 12 active people either working, looking for work or in education and training;

- 10 were impacted by COVID - 8 required to leave FT, PT, casual or volunteer positions and no job coaching supports in place
- 2 required to leave education - FT post secondary school, literacy/skills development
- 2 impacted by job search activity due to stay at home / lockdown emergency order

Presently Employed:

- 1 employed in seasonal self employment
- 1 employed in full time contract employment
- 2 employed in casual employment
- 1 postponed casual employment due to COVID requirements

EMPLOYERS: Active ongoing relationships with 6 Employers including monthly check in with active employers in St. Marys and Stratford, offered encouragement, moral support and government resources to assist with financial loss. Often providing a listening ear.



COVID COMEBACK CONNECTION UPDATE:

From the onset of the pandemic, Kelly Boudreau created the Covid Comeback Connect group, meeting monthly. Discussion include: the climate of employment, supporting our job seekers and employers, best practices; what stays the same, what changes must we adapt to, how to job develop during the pandemic (or not), mental health check ins; how to balance work requirements and self care.

We have a consistent attendance of between 6&9 Employment Specialists from Perth County, Toronto and Essex / Windsor regions. All have provided feedback that this group has been timely to provide support during the pandemic.

LIGHT IT UP
October 22 with ODEN!
#LightItUp1022 #EngageTalent

*Thank you Town of St. Marys
for proclaiming the month of
October as National Disability
Employment Awareness Month!*

CLSMA's many partners!

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

The Impact of Covid: We continue to work through the pandemic restrictions while working hard to support people to stay connected to the community as well as with family/friends in creative and safe ways wherever possible.

People supported have been accessing resources through the St Marys Library, Pyramid Rec Centre, YouTube workout videos, Knight and Clay (Stratford), as well as the Mindful Mike resources provided to CLSMA to keep busy, stay connected and stay healthy both physically and mentally.

Many people have continued to stay connected to family, friends and their community by participating in porch drop offs, card making and delivery, virtual events ie. family celebrations, food drop offs, drive by celebrations and other creative activities.

Many teams were streamlined and the number of support workers per team were reduced. This provided a more consistent approach for people supported and reduced the number of people present in someone's home.

Due to the restrictions of secondary employment there have been a number of employees who have not been able to work with CLSMA during this time. It is our hope that those employees who are currently under this restriction will soon return to work with our agency.

Hiring has been a struggle during this time, despite our creative and broad advertising means. There has been a drastic decrease in the number of applicants across our sector and in the general society.

This has been a challenging year for everyone! Where people could participate and contribute to community safely...they did! Even during Stay-At-Home orders, people found ways to connect online and to help each other!

The following are a few activities in addition to those highlighted in this report:

Community Engagement:



Community Living Scholarship: Given each year to a local student entering into a relevant post-secondary program. Jared Medd was awarded it in 2020.

Create A Smile 'Virtual' Walk: For 2020, we held a virtual walk for Create A Smile and we invited participants to wear their pandemic masks and join with their 'bubble' to walk, bid online for donated items and send us photos! It wasn't the same as meeting in the park and being together but we sure had fun! Over \$13,000 was raised in the 17th annual fundraiser. Extraordinary generosity!

Our Stories Project: Our History Films are done and we can feel very proud of the stories gathered. More than 100 people participated in the filming! There are three short films and one longer one. We are so excited to share one of the short films at the annual meeting. A celebration and presentation of all the films will be held on November 6th in St.Marys. Please save the date! Thank you to Project Coordinator Marilyn Haywood and Powerline Films!

Giving Tuesday: It looked a bit different this year but many people welcomed the opportunity to give back to our community. People supported and employees shared their photos of kind deeds.

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

St. Marys Community Committee of United Way: The work of this group adapted and carried on. Participate on the St.Marys Committee, are active with Nourish: Equal Access Market and support the Town's new Support and Community Development worker.

Housing Links: Agreement with Stratford & Perth Housing, work with local landlords and developers. Financial support for one new accessible unit and one new barrier free unit in St.Marys.

Link with William Hanly Apartments, Inc.: Continue to separate the operations of WHA and CLSMA. Strategic planning process for WHA over a number of months. New strategic plan for the fall of 2021. Work on bylaws and articles continue.

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. We hosted a webinar with over 150 participants.

Did you know...

We continue to build our collaboration and shared agency operations with the Alice Saddy Association, Ingersoll Support Services, Quad County Support Services, and South East Grey Support Services. SCC is incorporated and its board of directors consists of two members from each participating agency board.



Perth Respite Network: The pandemic has presented many challenges for families needing short breaks. The new Perth Respite Network and Family Services Perth Huron have worked to provide flexible and responsive respite to adults with developmental disabilities in Perth County.

Licensed Residential Services: We're in the last stages before this application goes into the Ministry. Policies were written, budgets developed, letter of support gathered, consultations, and more. CLSMA is committed to providing support to young people in our community.

Facile: We support the good work of Facile Perth. Facile has offered many online opportunities to families in our area. We're very happy to work with them.

Microboards Ontario: They have offered many online training opportunities this year. CLSMA Board member Alice Mainland is a founding member of this excellent resource.

Learning and Training: Many opportunities for learning this year...all online of course. The variety and quality of training has been excellent.

All Staff Meeting: We have held virtual All Staff meetings this year with presentations from Mindful Mike, our own Diversity, Inclusion and Wellness Committee, and others.

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.

Gift Work: The Building and Sustaining Gift-Centred Cultures 18 month project with our From Presence to Citizenship group and Bruce Anderson ended formally. However, we continue to meet virtually every 6-8 weeks to share. CLSMA Gift Guidance Group continues with local work.

FOCUS Accreditation: We have been preparing for an upcoming full accreditation review by Focus. We continue to use our approved Quality Improvement Plan and appreciate the commitment of people supported, families, volunteers and staff.

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: Loads of policy work this year to improve and stay current and due to the pandemic and our pursuit of licensing for childrens services.

Did you know?

We provided over 117,000 hours of direct support in 2020/21

COVID/wage enhancement payments to staff & independent contractors \$351,455.

Over \$10,000 in Covid supplies

of staff paid on average 75 in 20/21



Community Living St. Marys and Area Statement of Operations

For the year ended March 31	Operating Fund	Capital Asset Fund	Total 2021	Total 2020
Revenue				
Ministry of Children, Community and Social Services grants	\$ 4,361,063	\$ -	\$ 4,361,063	\$ 4,223,233
Passport funding	414,483	-	414,483	412,567
Donations, campaign and membership fees	23,300	-	23,300	32,625
Investment income	7,351	-	7,351	8,830
Secondment and other agencies	275,796	-	275,796	192,558
Other revenue	19,903	-	19,903	20,389
Change in unrealized investment gains	155,459	-	155,459	(66,356)
	<u>5,257,355</u>	<u>-</u>	<u>5,257,355</u>	<u>4,823,846</u>
Expenses				
Salaries, wages and benefits	4,434,033	-	4,434,033	4,166,428
Training and travel	86,421	-	86,421	143,484
Person-centred expenses	264,397	-	264,397	273,756
Legal, audit, consulting	71,948	-	71,948	48,581
Supplies	12,793	-	12,793	7,858
Communication	38,719	-	38,719	62,966
Utilities	4,230	-	4,230	4,906
Advertising and promotion	741	-	741	905
Repairs and maintenance	91,687	-	91,687	76,893
Rentals and leases	4,275	-	4,275	4,926
Insurance and taxes	29,670	-	29,670	26,170
Vehicle operation	12,678	-	12,678	16,500
Miscellaneous	15,039	-	15,039	14,883
Memberships	2,946	-	2,946	2,451
Facile commitment	6,906	-	6,906	6,906
Amortization	-	28,400	28,400	36,135
	<u>5,076,483</u>	<u>28,400</u>	<u>5,104,883</u>	<u>4,893,748</u>
Net revenue (expenses)	\$ 180,872	\$ (28,400)	\$ 152,472	\$ (69,902)

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

Community Living St. Marys and Area
Fiscal Year: April 2020 - March 2021

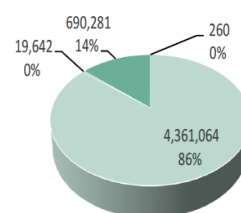
Total Money Received April 2020 to March 2021	5,257,356
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Total Money Spent April 2020 to March 2021	5,104,883
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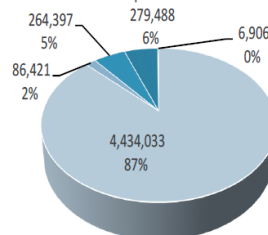
Net Surplus (Rounded)	152,473
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Money Received from Government & Other Agencies	Amount
Ministry of Community & Social Services Grants	4,361,064
Service Canada Grant - Summer Students	19,642
Partnerships & Other Agencies	690,281
Tax Rebates	260
Total Money Received for Daily Operations & to Support People	5,071,247
How the Government & Other Agency Money was Spent	Amount
Salaries & Benefits	4,434,033
Travel & Training	86,421
Person Centred	264,397
Repairs, Maintenance & Overhead	279,488
Facile Commitment	6,906
Total Money Spent to Support People & for Daily Operations	5,071,245
Money Received from Community Living St. Marys Efforts	Amount
Walk A Thon	12,979
Donations Received	10,321
Memberships Received	-
Interest & Building Rentals	7,351
Loss on Investments	155,459
Total Money from Community Living Efforts	186,110
Depreciation	28,400
Fundraising	1,127
Donations, Membership	1,596
Community	2,515
Total Spent on Community Living St. Marys Effort	33,638

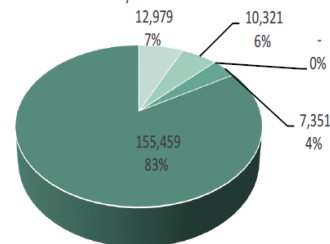
Received from Government & Other Agencies



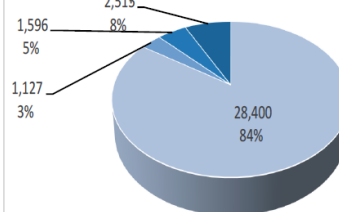
Money Spent to Support People & for Daily Operations



Received by CLSMA Efforts



Spent on CLSMA Efforts



Community Living St. Marys and Area Minutes of the Annual General Meeting June 15, 2020

The meeting was called to order by President Emma Blackler at 6:04pm.

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 Alice Mainland and carried.

Minutes of the June 17, 2019 meeting were accepted as circulated in a motion made by Allyson Dunseith, seconded by Brenda Holland and carried.

The auditor's report was reviewed. 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 Linda Howgego and carried.

The auditors were reappointed in a motion made by Linda Howgego, seconded by Alice Mainland and carried. BDO Dunwoody was appointed as our auditors for the 2020 – 2021 fiscal year.

Reports were accepted as circulated: moved by Alice Mainland, seconded by Allan Slater 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, Dwayne Hubbard, barb leavitt, Alice Mainland, and Allan Slater for directorships.

Nominations from floor: None

Election of Directors: It was moved by barb leavitt and seconded by Allyson Dunseith that the slate of directors be accepted as presented. The motion was carried.

The Nominating Committee was not formed.

Other Business: CLSMA Board will meet on Monday June 21, 2020. The agenda will include draft policy for working remotely and pandemic pay.

Adjournment: It was moved by Alice Mainland. Time was 6:35pm.

Note: This is the first year with new CLSMA Bylaws. Due to the pandemic, no social gathering was organized.

