

COMMUNITY LIVING

Ajax-Pickering and Whitby



Inspiring Possibilities

Annual Report 2021-2022



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Mission

Community Living Ajax-Pickering & Whitby is dedicated to supporting people with developmental disabilities so they can live full lives and be effectively, safely and inclusively supported in their own communities.

We serve that mission by offering a broad range of personalized supports and services, closely aligned with their individual goals and choice of where they want to live, learn, work and enjoy their leisure time.



Vision

Inspiring Dreams, Possibilities and Inclusion

Community Living Ajax-Pickering & Whitby envisions a society where everyone belongs, living in a state of dignity, sharing meaningfully and safely in all elements of community life and having opportunities to participate effectively.

In our future vision, there is inclusion for all.

Values

We believe in choice and make critical decisions based on the organizations core commitments to:

- A mission defined by a person-centered focus and culture of respect
- Purposeful pursuit of meaningful inclusion for those we support
- Always acting with honesty, integrity, transparency and accountability



Board Chair and Executive Director's Report

Adaptability is being able to adjust to any situation at any given time
John Wooden

We are pleased to present the Community Living Ajax Pickering and Whitby 2021/22 Annual Report summarizing the accomplishments of the past year

It was another challenging but rewarding year for CLAPW. We continue to navigate the constant changing environment we find ourselves in because of the pandemic. Finding that balance between protecting the health of the people we support while at the same time ensuring people's rights are not trampled on continues to be a focus. With restrictions lifting it was good to see the resumption of day supports and community outings.

We had two MCCSS compliance reviews this past fiscal year with both focussing primarily on infection prevention and control, and health and safety. The agency did well on both inspections. Our agency advocated for Covid rapid testing for the developmental services sector and led the way and helped to train staff at other agencies as the testing process became more widely used and was eventually mandated by the province. Our early adoption of Covid Rapid Testing protected the people we support and our staff members.

We were pleased to successfully submit a grant application to the Ontario Trillium Foundation through the Building Resiliency granting opportunity and were able to purchase a large accessible van. We also received a grant from the Durham Community Foundation which enabled us to expand our virtual programming opportunities which now include evening and weekend programming. This was a deliverable of our Strategic Plan.

The volunteer program which is funded by the Ontario Trillium Foundation continues to be successful reaching all key milestones. The year end surveys were positive and highlight the many ways this initiative is making a difference for everyone involved.

We kept a focus on our strategic plan which we created in June of 2021 and have been making solid progress despite the pressures brought about as a result of dealing with staffing issues, program closures and enhanced precautions as we navigate wave after wave of Covid.

Along with other Durham Region agencies we participated in Town Hall meetings with staff members and representatives from CUPE. These meetings allowed us to work together to think about the best ways to proceed in the face of the constant changes and uncertainty brought about by the pandemic. The spirit of cooperation from the CLAPW representatives was very evident.

We had three board members move on during the past fiscal year. David Sudbury who served as our Vice Chair and was on the board for five years, moved on in March. David had extensive governance experience and a key contributor as the CLAPW board worked to rebuild itself. Moses Oke left the board in February. Moses was on the board for six years and was a skilled board member. He was intuitive and thoughtful and played a role in rebuilding the team of leadership volunteers.

Deborah Hastings served on the board for just over a year prior to moving out of Durham Region. She played a role in the creation of the current Strategic Plan and brought her extensive years experience as a local lawyer and non-profit leader to the table. We thank David, Moses and Deborah for their contributions.

The Board has established highly active Finance and Governance Committees. Both committees have been meeting monthly. The Finance Committee has played an active role in the review of monthly financials and the Treasurer, Robert Palmer, has created an excellent summary tool that is reviewed by the full board each month. The Governance Committee has been continually active with the recruitment of new board members. They also completed a review of the governance policies and procedures and worked on the bylaws in anticipation of the Ontario Non-Profits Corporation Act which has now, after ten long years, been passed.

We were immensely proud to receive a Prism Award through the Toronto Chapter of the International Coaching Federation for the work our leadership team did around coaching and team development.

Throughout the year we continued to focus on upgrades and maintenance to the homes we operate, our day program location on Dowty Road and our Head Office. All our facilities are in excellent condition. The electrical system, security system and fire protection system at Dowty Road have all been upgraded through a Facility Renewal Grant from the province.

Like many sectors we have struggled to hire staff over the past year. This is not a unique challenge to our organization, our sector, our province or our country. We thank our Managers, Schedulers and Direct Support Staff who worked together to ensure that we continue to provide high quality supports. Our sector is often overlooked. We hear about the exhaustion of health care professionals, and we see it in our staff members as well. The developmental services sector was experiencing staffing shortages before the pandemic, and the pandemic has made the problem worse. We have partnered with the colleges in an innovative work/placement format which has helped us to add to our staffing numbers.

It has been another good year of growth, flexibility and adaptability for Community Living Ajax Pickering and Whitby. We thank all that have helped us to have such a successful year and look forward to the resumption of more in person gatherings and celebrations.



Joseph Visconti
Board President



Lisa McNee-Baker
Executive Director

By the Numbers



42

Supported
Employment
Program
Participants

24

Students

11

Summer
Students

33

Volunteers

32

Residential
Services
Individuals

6

Treatment
Home
Participants

65

Community
Participation
Program
Participants

5

Intensive
Supports
Individuals

3

Host
Families

27

Supported
Independent
Living
Individuals

Strategic Plan Update

Our Mission

Community Living Ajax-Pickering and Whitby is dedicated to supporting people with developmental disabilities so they can live full lives and be effectively, safely and inclusively supported in their own communities. We serve that mission by offering a broad range of personalized supports and services, closely aligned with their individual goals and choice of where they want to live, learn, work and enjoy their leisure time.



Strategic Priority 1 Create an Individualized Support Strategy

- added nine new community placements for CPP participants
- presented to six community groups which resulted in the creation of two new community partnerships
- total of 81 people have been matched with a 1:1 volunteer
- CEP staff have begun attending Board of Trade and Chamber of Commerce events to promote Supported Employment
- 77% of respondents to a family survey say they are satisfied with Programs at Dowty and 89% say the timing of programs work well for them
- Evening and weekend virtual programs are added

Strategic Priority 2 Develop a Proactive Staffing Strategy

- added a Senior Manager of Operations to leadership team
- regularly used social media platforms for staff recruitment
- Successfully advocated for a permanent Wage Enhancement for Direct Support Professionals
- Diversity, Equity, Inclusion committee created, and a survey sent to all staff members
- Partnership developed with local colleges that offer the DSP program resulting in an innovative placement/work initiative





Strategic Priority 3 Create a Continuous Learning Plan for Staff

- training hours and content increased for all newly hired staff
- mentoring program created for newly hired staff
- DSP's given the opportunity to take on temporary management positions during critical time frames
- 2 trainings specific to the Treatment Home were offered
- Wellness Committee established -Resources related to Health and Wellness made available to all staff members
- Managers completed key training modules on the Open Future Learning Program
- Staff have begun participating in training modules that relate to sector reform

Strategic Priority 4 Enhance Family Supports and Strengthen Their Voices

- Newsletters contain information on resources that are available for families including - DSO, Pooran Law
- Exploring different family group structures to inform the establishment of such a group at CLAPW
- Ensure family members are always represented on the Board of Directors



Strategic Priority 5 Create Innovative Living Arrangements

- managers have participated in Bricks and Mortar presentation by DSO
- attended a disability forum with candidates for the provincial election
- Reimagining Residential Supports Committee established by the Durham Systems Management Committee and is chaired by CLAPW ED



Strategic Priority 6 Create a Resource Development Strategy

- new financial platform implemented -annual report and financials posted to website
- obtained Ontario Trillium Grant, Durham Community Grant, CIBC Grant
- benefited from third party fundraising events including a golf tournament and a yard sale



Community Participation Program

Community Participation Program

Over the last year, the Community Participation Program has continued to change, shift, and adapt to 'the new normal' that we are all living in. We were able to run consistently throughout the summer and fall months, offering a variety of both in person and virtual activities. A few weeks before Christmas we were seeing quite a spike in COVID cases across the province and in an abundance of caution we made the difficult decision to close our in person activities a little earlier than we had originally planned. This shut down lasted approximately 8 weeks, putting us into mid February before we could reopen our doors to participants again.

We used this shut down as an opportunity to further develop our 'person centred' approach to providing supports and what that would look like moving forward. We also used this time to enhance our online activities, clean, sort, paint and repair some aspects of the building and complete some additional staff training. There were a few staff that helped in the residential locations, which we were very grateful for! When it was time to reopen we did so in stages, beginning with the two groups that attend Windreach Farm, then adding in a few groups at a time and slowly increasing to where we were at the end of March.

We have continued to follow all COVID protocols in our building, including pre-screening sheets, temperature taking, enhanced cleaning, small groups and wearing PPE. Working in smaller groups has really provided the opportunity for people to get to know each other better, explore interests and have meaningful conversations. We look forward to a bright future at CPP, full of opportunity!

Thank you to our amazing staff for their unwavering support and dedication to CLAPW and most importantly to the people they support.

Supported Employment Program

The Supported Employment Program has been back in full swing for the majority of the year. People have happily gotten back to work and in some cases a few people have gained new employment opportunities. When the staff were not out with job seekers, they were busy developing a new workshop series. The series is divided into 10 sessions, complete with a power point presentation for each one, which can be used in person or on the virtual platform. This is specifically designed to be tailored to each person's skill set, to be used while they are seeking employment or during their employment as a refresher. Some of the topics include how to claim your employment with ODSP, riding the city bus, the importance of punctuality etc.

The supported employment staff are looking forward to getting back into the community, networking and being a presence at the Chamber of Commerce events in the coming year.

Kelly Poulin
Community Supports Manager



Volunteer Services

"I have made a great connection with the person I am volunteering with and look forward to our time spent together. I love learning new things together, even random things that come up in our conversations that we would both love to learn more about. It's such a positive thing, and I am extremely happy with every aspect of volunteering with CLAPW"

"Whether it was a quick question or just an update, the staff were always quick to respond and support me"

Quotes

"Both of us get along very well and we get more comfortable with each other after each meeting"

"Great program! Great to have 1:1 to allow for one's personal goals and interests to be realized. Opens the door to new experiences that may not be available to a person otherwise"

"CLAPW helped me by letting me know ahead of time what the person I was matched with enjoyed. They also provided me with examples of what we could do during our sessions"

"I have benefited immensely from being involved in this program. My meetings with the person I support is something that I enjoy greatly. My biggest passion is to give back to my community and volunteering in this program to help limit social isolation and be an engaging part of someone's day is more than I could ask for.

Through this experience I have gained self-confidence, felt like I have made a difference in someone's life, have a bigger role in my community and have fun"

The second year of the Trillium Grant was equally as successful as the first.

The Trillium Grant is designed to reduce social isolation through a 1:1 Volunteer Match, which involves connecting people who have developmental disabilities to get engaged in the community.

Due to COVID 19, the connections were mainly virtual. We did have 8 matches that were comfortable with meeting up in-person over the second year. The matches decide on the activities they want to do together and the volunteers facilitate them either in-person or over Zoom.

After the second year, the participants reported through a survey by CMCS Consulting, that they felt more connected to their community. They also reported that their volunteer provided meaningful activities and that the activities were of their choice. Both the participants and volunteers reported that they were well-supported by CLAPW in the beginning and throughout the year. The matches benefited the volunteers and their families and they gave some feedback on some things we might change to improve our services.

Twenty people were matched with volunteers the first year and we were able to match twenty-five more people in this second year. We plan to match another 25 in the third year of the Trillium Grant.

If you are interested in more information or want to get involved, please contact Sharon Burgess at sharon.burgess@clapw.org.



**Submitted by
Sharon Burgess**

Residential Supports



People are feeling happy to have been enjoying community activities once again as restrictions brought about from the pandemic are eased. We have had people curling, hiking, bowling, going to the movies, out to dinner and enjoying trips to the mall. People have also enjoyed trips to the zoo, aquarium and overnight stays in hotels and cottages. A major highlight for many this past year, was enjoying the opportunity to be together for special occasions such as birthdays, Christmas and other special events with their families and friends.

Many people were able to purchase items for themselves with the new admissible Passport spending funds. These purchases allowed the individuals to stay at home as much as possible and practice physical distancing during periods of isolation required by the pandemic. Some people purchased sensory items such as light therapy items for their rooms, while others purchased technology products that allowed them to stay connected to friends and family and be involved in community programs virtually.

The residential support staff have continued to demonstrate great flexibility and resourcefulness as we have endured the pandemic. Everyone has done such a wonderful job and keeping each other safe.

This past year we had two new individuals join us at CLAPW. Two people moved into our Kirby location and have settled in nicely to their new home. Two residents transitioned out of the Treatment home to new living arrangements. One gentleman successfully transitioned to one of the homes in Whitby. It is a testament to the dedication and skill of the team at the Treatment Home and our community partners when we are able to see people complete their treatment and successfully transition to new living arrangements.

In early January we had a person we had supported since the mid 1980's pass away at the age of 75. She is truly missed by her housemates and her support team. We also lost a gentleman involved in our Supported Independent Living Program after a long battle with cancer. We are thankful for the dedicated teams that supported these two people as their health failed.

We welcomed two new individuals into our SIL Program. People involved in the Supported Independent Living Program have done very well throughout the pandemic, it hasn't been easy, but they have demonstrated great resiliency. The staff continue to do a great job supporting people to live fulfilling and independent lives in their communities.

We have numerous upgrades to all our locations, including painting, windows, decks, fencing and various upgrades. Each of the CLAPW residential locations are well maintained, comfortable and inviting.

**Submitted by
Residential Managers**

Ruth Alambo, Jennine Jarvis, Julie Sidler, and Janice Rainey-Turpin

HEROES Self Advocates Group

Over the past year our Self Advocates involved in the HEROES group have continued to meet once a month via Zoom. Over the past three months we have met in person for a lunch social to talk about issues that may be of concern.

We donated gifts at Christmas to residents in a seniors home who were without family to buy them gifts.

We participated in a webinar with Community Living Ontario where we discussed and brought forward issues that needed to be taken to parliament. Some things that we talked about included affordable housing, poverty, and accessibility. These issues were brought forward directly to MPP Merille Fullerton, the Minister of Children Community and Social Services

We participated in a conference that was international in scope which was hosted by an advocates group in Ireland. This conference was hosted over Zoom. We did an amazing video about CLAPW and The HEROES Group. We talked about the many accomplishment the heroes have achieved and some fun facts about Canada.

**HEROES Self
Advocates Group**




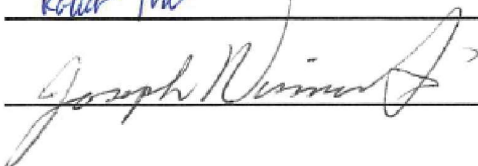
Financial Report

Community Living Ajax-Pickering and Whitby Statement of Financial Position

March 31	2022	2021
Assets		
Current assets		
Cash	\$ 942,941	\$ 999,514
Accounts receivable	234,932	123,951
Prepaid expenses	108	108
	<u>1,177,981</u>	<u>1,123,573</u>
Capital assets (Note 2)	<u>2,173,407</u>	<u>2,161,512</u>
	<u>\$ 3,351,388</u>	<u>\$ 3,285,085</u>
Liabilities and Net Assets		
Current liabilities		
Accounts payable and accrued liabilities	\$ 660,707	\$ 669,594
Deferred contributions related to operational programs	36,597	15,654
	<u>697,304</u>	<u>685,248</u>
Deferred contributions related to capital assets (Note 3)	<u>1,062,578</u>	<u>1,032,373</u>
	<u>1,759,882</u>	<u>1,717,621</u>
Net assets		
Invested in capital assets	1,110,829	1,129,139
Operating	480,677	438,325
	<u>1,591,506</u>	<u>1,567,464</u>
	<u>\$ 3,351,388</u>	<u>\$ 3,285,085</u>

On behalf of the Board:


 _____ Director


 _____ Director

Community Living Ajax-Pickering and Whitby Statement of Operations

For the year ended March 31	2022	2021
Revenue		
Ministry - Provincial subsidy	\$ 8,955,988	\$ 8,716,136
Donations	12,800	12,361
Interest income	823	1,715
Memberships	550	360
Rental recovery	432,639	409,712
Passport funding	502,995	313,972
Other revenue	410,403	302,418
Amortization of deferred capital contributions	81,903	75,885
	10,398,101	9,832,559
Expenses		
Salaries and benefits	7,700,786	7,210,043
Staff training	36,855	26,975
Bad debts	100	26,415
Individualized funding	715,285	800,156
Passport expenses	497,041	307,045
Staff travel	17,845	20,074
Vehicle operation and travel	59,217	48,600
Other client expenses	189,705	174,736
Utilities	85,318	74,263
Insurance	80,456	71,424
Repairs and maintenance	228,917	165,702
Telephone	49,341	44,674
Fees	68,650	47,716
Other purchased services	252,330	221,849
General administration expense	245,171	321,814
Miscellaneous	24,279	41,498
Summer respite expense	14,299	13,546
Amortization	108,464	104,307
	10,374,059	9,720,837
Excess of revenue over expenses	\$ 24,042	\$ 111,722

Amanda Ficca
Shannon Shepherd
Roy Francis
Ismaily Rehber
Lindsey Marshall
Christopher Lindsay
Juan Carlos Mosquera
Eva Davis
Kamala Dyce
Shawna Elvin
Bennett Ukaegbu
Jaimon George
Althea Telemaque
Adwale Adeloye
Ashley Pappin
Rachael Adegunloye

5 Years

Rhiannon Smith

10 Years

Maureen Welds
Terri Curtis
Nick Persaud
Susana Sarkodie

15 Years

Staff Service Awards



Gail Riley
Jose Lemus
Marlene Jackson
Kelly Poulin
Skye Hutchison
Deborah Joseph

20 Years

Olive Rashid

25 Years

Ann Middlebrook
Eric Smigielski

30 Years

Cindy St. James

35 Years