

61<sup>st</sup> Annual General Meeting Tuesday, June 7, 2016

The Possibilities Are Endless

#### The Mission of Community Living Burlington is to enrich the quality of life and to promote full and meaningful inclusion in our community of individuals who have a developmental disability.

#### **Our Guiding Principles**

That all persons live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively.

#### **Our Values**

#### Dignity

We value each person as unique, to be respected and empowered.

#### **Accountability**

We hold everyone at Community Living Burlington responsible for the safety, security and well-being of the people entrusted to our care.

#### **Human Resources & Leadership**

We value the human resources that enable the organization to achieve the highest quality of service to the people we support.

#### **Advocacy & Inclusiveness**

We value, promote and protect the right to full access to services within our community for those we support.

#### Service

We are committed to an "exceptional quality service approach" based on the uniqueness of each person we support.

#### **Partnerships**

We value and promote collaboration with our community partners and stakeholders.

#### 2015-2016 Board of Directors

Board ChairAnne Herbert-Grouchy2nd term, June 2014 – June 20171st ViceCathy Thomson2nd term, June 2015 – June 20182nd ViceJane Bullbrook1st term, June 2014 – June 2016TreasurerLinda Charlebois2nd term, June 2014 – June 2017

#### **Directors at Large**

Scott Black 1st term, June 2015 - June 2016 2<sup>nd</sup> term, June 2014 - June 2017 Harold Hay Cam Jackson 2<sup>nd</sup> term, June 2014 – June 2017 Dianne Kerkhof 1st term, June 2013 – June 2016 Joe Nemet 1st term, September 2015 – June 2018 Jennifer Nolan 2<sup>nd</sup> term, June 2015 – June 2018 Chris Roszell 1st term, June 2015 – June 2018 2<sup>nd</sup> term, June 2013 – June 2016 Ellen Simpson

#### Committees of the Board

Executive Committee
Finance Committee
Risk Committee
Fundraising Committee

HR Strategy and Nominations Committee

**Ethics Committee** 

# CLB celebrates the many contributions of our Staff and thanks them for their dedication!

#### Retired

Dayna Muckenheim Karen Fakli (in memoriam) Roger Jolicoeur

# 25 + Years

Sue Aubert
Donna Clausnitzer
Marisa Colucci
Pam Fevens
Fiona Gardiner

Miranda Heersink
Jackie Jarmain
Debbie Neill
Anita Stevenson

## 20-25 Nears

Martina Boyd Cheryl Kielt Jenn Minstrell Susan McGarry Lisa Morikawa Michele Pacheco Nicole Sauer Chrystlyn Thompson Bonnie Wallingford

#### 30 + Nears

Debbie Hixson Joyce Jagt Alan Martin

## 15-20 Years

Rosalie Adams
Melanie Bonnes
Tracy Boudreau
Jennifer Chesterton
Marilyn Desjardins
Mandy Guibao
Chris Hobbins
Traci Hurley
Eunice Janzen
Joanne Karaiskakis

Lise LaPointe
Laura Maillet
Cathy Makin
Lola McGregor
Deb Noonan
Shelly Pavan
Debbie Turner
Meghan Tyrrell
Jennifer Wilson
Tanya Wilson
Grace Zelazny

#### 10-15 Nears

Nicole Algar Kelly Andrews Chrissy Armstrong Lara Arnold Maria Aguilar Jenn Barry Nicole Brainard Katy Brewer Tisha Bryan Lindsey Blumenauer Lisa Callen Danuta Cieklinska Sigrid Collas Krystal-Lea Conway Ann-Marie Cook Joan Creed

Bonnie Clay Beverley Coleman Nicole Dorsman Colleen Duke Sharon Earle Alysha Evans-Demarco Tina Fernandes Patricia Ferrie Laura Filipuzzi Lorie Fletcher Diane Frankenne Brenda Gerometta Alicia Gerrard Charmaine Hanson Jennifer Harley Janel Harris

Alison Hird Abigail Izirien Amy Jancar Kerri Kalliokoski Theresa Kiehn Steve LaBorde Genoveva Lam Janet Lawson Kim LeVie Azzure-Lea Lickman Marilou Licup Caroline Martin Tracey McCarthy Marsha McLean Rosanne McNeal Candace Miller

Ghazala Mirza Lisa Morton Renee Myers Isha Persaud Tammy Penk Keverne Postma Judy Pryde Gema Rondon Penny Scott Judy Shaw Leanne Sheehan Cassandra Small Kim Southe Mandy Taylor Nadina Toric Lorie White

### **Human Resources**

#### Partnership in Halton

Approximately a year and a half ago we were fortunate to receive a grant from the Ministry of Community and Social Services to hire a Regional Recruiter. The Regional Recruiter was to support the recruitment efforts for Community Living Burlington (CLB), Community Living Oakville, Community Living North Halton and Bob Rumball Associations for the Deaf.

The role has supported the four organizations with recruiting for positions in various departments through participation in events, marketing, screening of resumes and candidate interviews. Support has been provided in screening various candidates; Managers, Developmental Support Workers, Child and Youth Workers, Early Childhood Educators, Behavioural Therapists, Administrative Support as well as summer opportunities.

Since this position has been implemented we have been able to increase our staffing complement of front line staff. Out of the numerous candidates that were screened and interviewed, we are pleased to report a total of 100 applicants were hired and 64 staff continue to be actively employed by CLB.

# Number of Staff by Division 2% Residential Services Day Services Administration Children's Services

#### **Investing in Learning**

Over this past year, in addition to our regular mandatory training such as Non Violent Crisis Intervention and First Aid/CPR. implemented new training opportunities for a number of our employees to participate in. We were fortunate to be able to provide 3 sessions of Conscious Care & Support training provided by Peter Marks. This course has been developed specifically for caregivers and staff who care for individuals with Autism and/or a Developmental Disability. learnings focused on the balancing of the body, brain and overall being of a person. The course was very well received by all who attended. We will be offering another session in the Fall of 2016.

CLB was also able to provide the Ryerson team training through the Common Thread Initiative. The training was organized by the Networks of Specialized Care and was developed as an engaging interactive supportive model for individuals with complex needs. The feedback was very positive and the Ryerson Manager was chosen to be part of the Central training team for this initiative.

Finally, we further invested in developing our management team. Our management team along with Community Living North Halton's management team participated in four workshops focusing on the development of leadership skills and critical thinking.

We hope to continue to take advantage of future training opportunities for our employees.

"Human Resources isn't a thing we do, it is the thing that runs our business"

# **Board President's Report**

The mission of Community Living Burlington (CLB) is to enrich the quality of life and to promote community integration and inclusion of individuals who have a developmental disability.

At the Board's Strategic Planning session in the September, we discussed the Strengths, Weaknesses, Opportunities and Threats to the Agency. This was used as the basis for the developing the Operational Business plan for this year. Our plan has since shifted to address the Ministry announcement of the closing of the sheltered workshops, which has an impact on ARC Industries and individuals who work there.

The strategies for the past year continued to focus on the following three areas:

Service Enhancement: Over the past year, our staff has worked hard to create and develop alternative services to meet the needs of the people we support. The announcement that sheltered workshops would be closing, provided an opportunity for CLB to encourage individuals to participate in different activities, such as yoga, a walking club to a reading book club.

Human Resources: Our staff has focused on training opportunities throughout this year in areas such as change management, Quality Assurance Measures and Leadership for personal growth. The team at CLB has done great work to enrich the quality of life for individuals we support and I would like to thank them for their dedication and hard work.

Marketing & Communication: This past year CLB has expanded into social media to tell our stories. CLB has a new website, a Facebook page and Twitter account. As we continue to use social media as a primary means of communication with our members, I encourage members to sign up for email communication and check our Facebook page & Twitter account for updates on all CLB news and activities.

Fundraising continues to be an important part of the Agency. This year we were able to purchase a new van with funds raised as well as continue to offer a variety of programs and activities outside of the ministry funded programs. We have also begun a Gift & Estate Planning program, which is another way you can continue to make a difference in the lives of the people we support.

I encourage all of our volunteers, staff and family members to look at their personal and business networks. Do you know someone who could provide an employment opportunity to an individual we support? Alternatively, act as a potential volunteer? Or provide a leisure/recreation opportunity for individuals we support? I encourage you to reach out to our CLB staff teams and get involved as this could make a difference in the life of someone.

I want to thank each Board member for their dedication, time commitment and ongoing contributions and support of the important work the staff at CLB are doing. Each Board member provides unique and important insight to the Agency and this will continue to help the Agency grow.

I would like to provide a special thank you to Ellen Simpson. Ellen has been with CLB's Board for the past six years and has contributed significantly to the Agency. We are truly grateful for the time, effort and contributions you have provided. Thank you Ellen.

Finally in closing, I want to thank all involved with CLB. My role as Chair has been rewarding and fulfilling. I am proud to be connected and contributing to Community Living Burlington and look forward to serving another year on the Board.

# **Executive Director's Report**

We have a lot to celebrate at Community Living Burlington (CLB) as we move forward as an Agency. The Open House at Paletta in October gave our employees, volunteers and the people we support an opportunity to showcase the growth, successes and creativity of this Agency over the years. We have come a long way in 60 years. I want to publicly thank everyone who was involved in making that day a huge success.

As you will read further on in the Annual General Report, our employees continue to raise the bar and provide new ways to reach out and connect so that the people we support can be included in their community.

We are encountering an ever changing world in the Developmental Services field. The front page news of course is the Government of Ontario's announcement that there will no longer be any further admittance to Sheltered Workshops and that the organizations across Ontario must provide a plan on how to move forward with the eventual closure of this service.

The message from Minister Jaczek stated that closing the Workshops is not about taking away supports, and that no program will be phased out without appropriate alternatives in place. Instead, Agencies will work closely with individuals and families to offer inclusive supports that best meet their needs and preferences.

Unfortunately, there have been no messages of financial assistance from the Ministry to assist the Agencies with this "transformation". At CLB, we have taken the initiative and submitted grant proposals for funding. Fortunately, we were successful and have received a one year grant from Trillium. A consulting firm has been hired and we are underway with planning; all in collaboration with the people we support, their families and the employees of CLB.

The announcement of the Sheltered Workshops, although it is a major priority, has not been the

only activity of the Agency the last year. Our partnership with the other Community Livings in Halton around housing has been quite successful. H.A.N.D, led by Amber Armstrong, continues to grow in membership, with families across the Region, taking their family member's fate in their own hands and planning outside of the regular funding parameters.

After the shocking death of Guy Mitchell; a person supported in Hamilton through the Family Home program, a task force was developed. Throughout the year, there was a focus on creating new developing training for the Providers and staff in the program, as well as ensuring there are Assurance Measures for Quality people supported in this program. CLB was part of this task force and continues to be involved to ensure that our organization provides great support to those living in family situations. In fact, our Family Home program grew by 2 new people this year and we hope to continue with this growth.

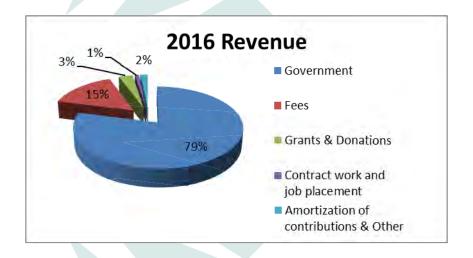
As mentioned in the Human Resources report, we have focussed on employee development, Assurance offering Quality training, management training and Conscious Care training for over 80 of our staff. The Conscious Care training not only benefits the people we support but also the employees themselves. We are fortunate to have a large group of dedicated and long standing employees at CLB who work hard to ensure that they are providing the best support possible for everyone. Their and enthusiasm is greatly commitment appreciated.

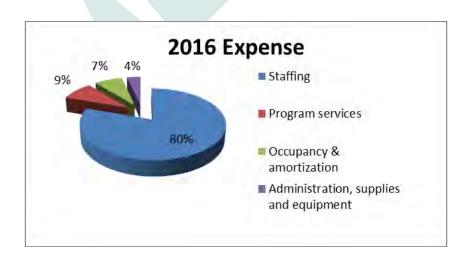
The Board of Directors who volunteer their time for this Agency need to be thanked publicly for their dedication. As our Agency grows, so does their responsibility and the need for good governance. From the staff at CLB, we appreciate the personal time that they sacrifice for this Agency and for the professionalism that they exude.

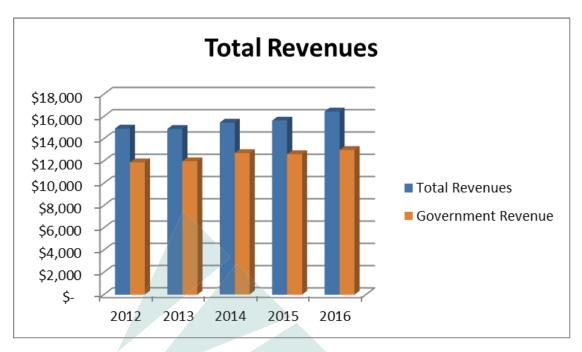
Financial highlights for the year ended March 31, 2016

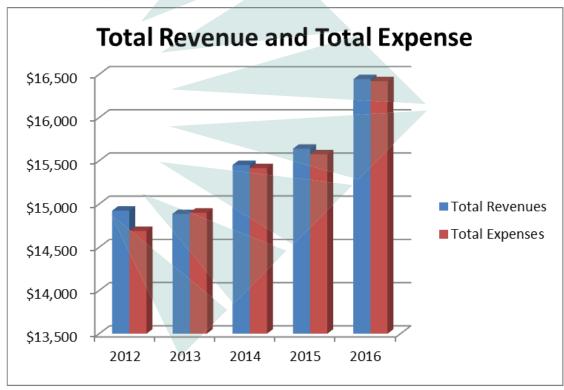
in '000s

_	2016	2015
Total Assets	\$8,062	\$8,600
Invested in Land and Building at Amortized Cost	6,749	7,002
Total Liabilities	4,842	5,413
Total Endowments	168	159
Total Revenues	16,447	15,640
Total Expenses	16,423	15,575









For full audited financial statements please visit www.clburlington.ca

# **CLB Celebrated 60 Years of Service**





# ARC Industries - "Change brings opportunity"

Respectfully Submitted by Alyssa Lippold

It is with great pleasure and excitement to share with everyone, the new opportunities we have been offering the individuals who attend ARC.

With the Ministry announcement around Sheltered Workshops, our team has had to look at the "work aspect" of ARC Industries but also plan and develop options other then packaging and collating for those we support.

Although the amount of contracts we worked on this year decreased, this allowed the ARC Staff to add in Pre-Employment opportunities outside of the workshop. The change was a bit daunting but the people we support and the staff team have realized that new challenges are required because the work in ARC Industries will be faded out sooner than later.

Through opening up our Cantina, work skills workshops, gardening, morning mindfulness practice and so much more, we are all learning together how truly important it is to be educated and learn about other Day Support opportunities. Our careful planning has led us to many successful projects that we are happy to share within this report.

ARC Cantina - When the Cantina started, we served coffee and snacks to our peers while learning lots of other employable skills such as handling money, kitchen safety, cooking and baking. Everyone that wanted to try working in the Cantina had this opportunity for an 8 week session. Each person was evaluated on their serving skills while also learning the importance of customer service.

The Cantina is moving into "Phase 2" where the individuals are now preparing soup and sandwiches once a week for anyone at CLB. This will expand hopefully into a daily menu item. The Cantina staff will work closely with the Employment team at CLB and with good training and experience, we hope that the hospitality skills developed will help lead to community employment. The Cafeteria is a great place to meet and enjoy a beverage and snack. The ARC Cantina welcomes all CLB Stakeholders to visit and see the great work everyone is doing.

Work Skills Workshop - There have been four different groups throughout the year that participated in work skills development classes. The classes focussed on such things as appropriate social skills in a work setting, helping people find where their vocational passion may be as well as some real work experience. The groups learned how to paint, sand and garden. This year, the work experiences will be in the community such as garden centers, humane societies and art museums. With these work experiences, it is hoped that skills will be developed and the participants can make an informed decision about community employment.

Gardening – In the summer of 2015, we built accessible vegetable gardens in the back at Mainway. Our first year was a learning experience but our goal this summer is to make this a learning/training option for people in ARC who like gardening. We will teach lots of new skills such as care for gardens, insect identification, watering, picking at the right time and usage and enjoyment from "start to ripe". We will plan on integrating our crops into our Cantina menu as well, for a full interdisciplinary learning experience.

Mindfulness Practice - There is extensive research on the benefits of mindfulness and stretching. We have adopted a morning mindfulness practice every morning at the Mainway building. This daily session is led by two staff that have passion for wellness and exercise. At 9:15 a.m. our space turns into a soft lighted, quiet and soothing session of light stretches and movement. It is a truly amazing experience; everyone participates to the best of their ability and interpretation. We make a point to let people know that they can do whatever it is they are comfortable within their own space, anywhere in the room.

The changes in ARC will continue and with the assistance from our employees, friends and families, the transformation will be successful.

# College Life





Having a successful college experience is about more than just academics; it is about discovery and learning about your adult self. It is about meeting new people, building relationships with peers and opening you up to new cultures and different ideas. Most importantly is that your college experience should be enjoyable so you can look back many years from now and consider it one of the best times of your life.

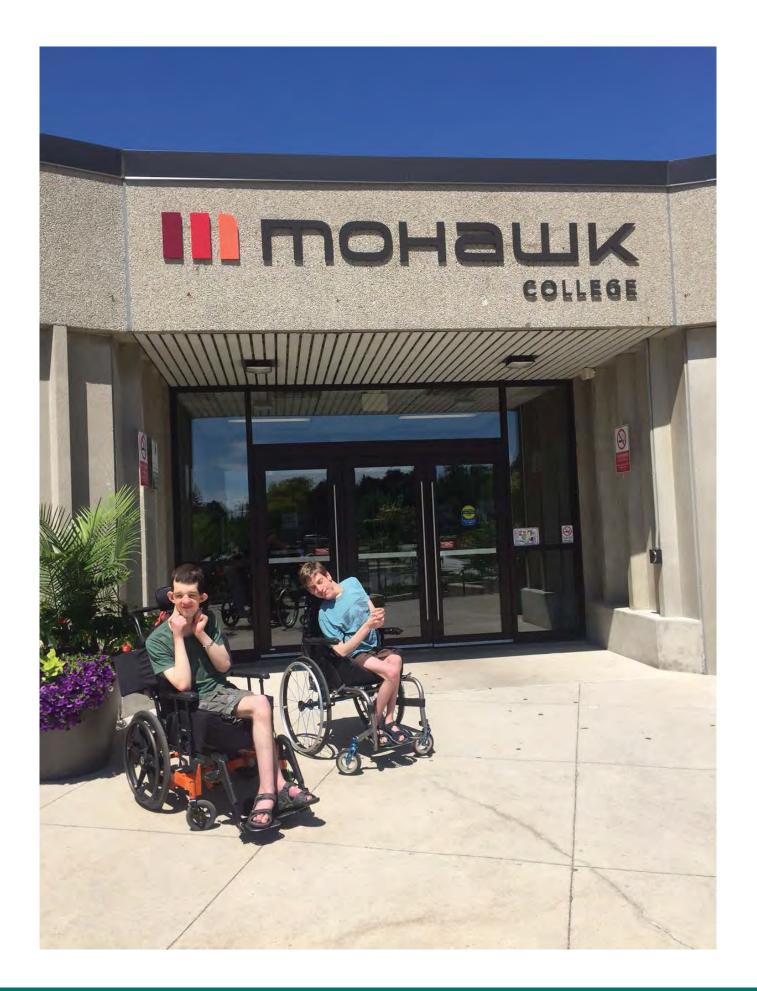
This is what we get to experience every week at Mohawk College. We attend college as a group. Not as a group of roommates, but as a group of friends from different homes. We are forming relationships with people we don't get to see as often as our housemates but are of similar age and interests. Once we arrive at Mohawk we are greeted by friendly faces of students, professors and all sorts of wonderfully kind people. We are not shy, we get to say hello to everyone, and people don't hesitate to help or to stop and chat about events around campus.

We then make our way to the sensory lab; imagine this... a place that has the unbelievable ability to calm or soothe someone who is typically over stimulated and very excitable but also is able to provoke and excite people who are typically unenthusiastic, seemingly uninterested in activities. It is a place where we are in control of what we want, we get to make choices and physically see, hear, touch, or smell the outcomes of our decisions. This is a "Snoezelen" experience. It is not a therapy, it is not prescribed to us, it is just an awesome place that we can go with our friends to relax and be free to do what we want, when we want it.

We are not limited to sitting in wheelchairs; we have the freedom to sprawl out onto rocking chairs, foam mats and bean bag chairs. Laying on the bean bag listening to music brings it to a whole new level; we not only hear the songs but feel the beat over our entire body while it vibrates beneath us, releasing all the tension from our contracted joints and limbs. Each time we enter that room and take off our shoes it is a new experience based on our individual sensory preferences.

Our day does not end when the lights come back on in the sensory lab. We don't get back into our vans and rush back home. We have access to a community room to carry on with our sensory experience or if we want to just hang outside with people, we can. We eat our lunch with the other students and faculty in the cafeteria. If there are events happening around the college we make the effort to check it out and join in. We don't have to colour, craft or do puzzles, if we want to just hang out in the hallways to laugh, talk, check out girls, we can. We are not told "no", or "can't", it is a whole day of choices made by us, a group of college friends.

When we graduate from high school at 21 years of age there is a lot of talk about day programming, and vocational options, college seemed like a far-fetched idea, maybe even impossible. Like Walt Disney said, "It is kind of fun to do the impossible."



# New Home, New Year

Hi my name is Jeff. I moved into my first home in the beginning of 2015. I have 2 roommates and we share the home. We immediately developed a very good relationship which has broadened and strengthened into a valuable friendship. I used to live at home with my parents and now I moved into the Supported Independent Living program at Community Living Burlington.

I love living in my new home. I have learned a lot since moving there. I have developed many skills needed to live independently. I enjoy having my own space and love to invite my friends over to my home for dinner or just hang out.

I enjoy keeping busy and love to try many new opportunities in my community. I am able to get to these activities on my own. I enjoy walking and using public transit to get myself around. I know I have done really well in the year that I have been living in my home. I know that living independently has enhanced my desire to be an active member of my community.



# **Location Location**

Respectfully Submitted by Luc & Traci Hurley

Hi I'm Luc. I moved from my mom's home into my new home in May 2015. I have 2 roommates who I share the home with and we all like to do different things. The best part of living on my own is I am close to everything important to me especially McDonald's and Tim Hortons.

I love trains! I love anything and everything about trains and even chose the location of my bedroom because it faces the tracks so I can hear them or see them at certain times of the year.

My support worker assists me with learning new skills that help me to live independently. We regularly enjoy going to a local park to catch a glimpse of a freight train. I also really like to visit Mainway to use the fitness room, outdoor trampoline and the greenspace.

With assistance from ODSP Employment Supports, I am now employed at Toys "R" Us. I really enjoy working, learning new skills and being part of the team.





# Looking back on Lending a H.A.N.D

Respectfully Submitted by Amber Armstrong

Since the creation of H.A.N.D (Housing Alternatives Network Directive) back in June of 2014, I have learned more about alternative housing then I could ever have imagined. I learned that "housing" is far more complicated than requiring actual physical space and land, and that the term 'Affordable Housing' has become an oxymoron. I know for certain that the relationship between our communities at large and the compatibility of the people we support living together must be the one foundation on which we build these new models of affordable and inclusive housing. We must get back to more of a grass roots approach, a village mentality, in looking to each other for supports that may already be in place, fostering new and building on old relationships, sharing resources and the great successes that have come with some trial and error. We know the need for supportive housing is ever growing, but there are unique housing models across the province that we can learn from and replicate. Such as the Snow Goose from innovators Elmira District Community Living, who have maximized the student share model to provide 'soft supports' in a semi-independent intentional community. They showed us all how it can be done, and H.A.N.D continues to work very hard to bring this model to the Halton Region through a partnership with Mohawk College hopefully other local colleges.

H.A.N.D has also created a pilot project called "Live and Learn", a fee for service program where young adults take turns to share a condo with an experienced provider and learn skills such as cooking, grocery shopping and general home maintenance. This opportunity addresses the gap in service for Life Skills training and helps young adults by providing mentorship and independence, as well as respite for parents. We also hope to replicate our Freeman home model for four families with the help of a generous annual donation from a parent in H.A.N.D through their business foundation.

H.A.N.D has engaged over 200 families in the Halton Region; through social media and by word of mouth many have come forward to offer their expertise and services. With the help of engaged and committed members such as parent Fran Stewart through her Special Olympics and Compass Point Church communities, we have been able to reach a wider field of families in need. Fran helps to keep the momentum moving forward while I focus on building business partnerships and fostering family relationships.

The long term goal for H.A.N.D is to collaborate with Habitat for Humanity to create a viable business plan in which the Agencies and families can work together and build a multigenerational, multi ability and intentional housing community; "Encompassed Living" as we refer to it. Recent new government recommendations are encouraging such as the mandatory inclusionary zoning developers and funding for home owners who wish to create secondary units. continue the dialogue with different levels of government (MPP McMahon, MP Gould), City Hall (Mayor Goldring, Councillor Craven) and the Region to keep them informed of our needs and to gain their support.

Looking back now I am pleased to know that H.A.N.D has given hope to families when they hear what could be available to them with a bit of creativity and faith in finding compatible housemates and likeminded families and that the creation of (non-ministry) long term supportive housing for their loved ones is indeed possible.

A special thanks to everyone in the Halton community for their ongoing support and efforts.



# Your Fundraising Dollars Hard At Work!

Respectfully Submitted by Emily Huang

In 2015, Community Living Burlington (CLB) held three successful fundraising events: Our Easter Eggstravaganza, 35<sup>th</sup> Annual Walk'n Roll, and the 11<sup>th</sup> Annual Charity Golf Tournament. We had generous support from our sponsors, excellent attendance from our community, and incredible assistance from our dedicated volunteers. It is with sincere thanks to our loyal supporters that CLB was able to raise over \$80,000 in net proceeds.

We are excited to announce that we have allocated the funds raised from our 2015 events to two amazing programs. Firstly, the fundraising dollars were allotted to purchase a new mode of transportation for Pinecove House. For almost 2 years, Pinecove House has not had a vehicle available to their program. Without access to transportation, the program struggled with daily activities such as driving to medical appointments, grocery shopping, and even a trip to the local park was an activity that had to be planned in advance. The staff at the house had to organize transportation schedules with other residential programs or relied on traveling in taxis and Handi-Van. When it came down to the reliability of it. transportation was always a worry and impromptu trips were few and far between.

With our 2015 fundraising dollars, CLB purchased a fully equipped Wheelchair Accessible Hightop Van that gave people the freedom to plan activities, and fully participate in our community. The team has already made exciting summer plans: a trip to Toronto Zoo, African Lion Safari, a fun day in Port Dover and most importantly, two trips up north to see their families!

Angela, Jeff, Kelly, and Ryan are so excited to be able to utilize this vehicle in their daily lives. We are sure that this new addition will continue to promote full and meaningful inclusion in our community for all.

In addition to the vehicle, the fundraising dollars have been used to purchase a 4 piece "Beats in Motion" ensemble that includes: tuned drums, bass metallophone, fibreglass xylophone, and an aluminum note xylophone. These outdoor musical instruments will be located at the back of our Mainway gardens, and will help add an element of interest and sensory enrichment for the people we support. This will also provide music therapy that will positively encourage imagination and teach life skills through the creation of music. We hope that this will bring enjoyment to everyone we support and help them express themselves in unique and creative ways!

A special thanks to our sponsors, event attendees, donors, volunteers, and staff for making our events a success and helping us continue to enrich the quality of life of people who have a developmental disability.

Together, the possibilities are endless!





# Thank You for Your Support!

Ministry Of Community and Social Service

**Halton Region** 

**United Way Burlington and Greater Hamilton** 

Halton Community Investment Fund

Membership

**Donations** 

























# Thank You for Your Support!

Aroma Espresso Bar
Boston Pizza South Burlington
Burlington Mortgage Centre
CarStar Burlington – Mainway
Crosswinds Golf & Country
Club
Dymonds
Glenn Richardson Plumbing
Holland Park
Jerry Pieters – Right at Home

Leschuk-Weisz Madill Pharmacy RBC Royal Bank, 3535 New St SB Partners Tod Wright Brechin & Huffman
Burlington Toyota/Nissan
Civitan Club
Debbie Watson, REMAX
Dynamic Funds
Greg Alderson

Better Bitters

Long & McQuade Mountainside Tech Russel Metals Sutton Group - Mike Wells Turn 8 Partners

Integra Capital Limited

Kiehl's

Bloomtools
Bronte Creek Provincial Park
Care Source
Cribwolf Services
Dunlop & Associates

Eastern Outdoor Sales
Herbert-Grouchy Family
Jane Bullbrook: Barrister & Solicitor
Lakeshore Paramedical Hearing
Services
Mackenzie Invesments

OLG Mohawk/Flamboro RWAM The Shalalas



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