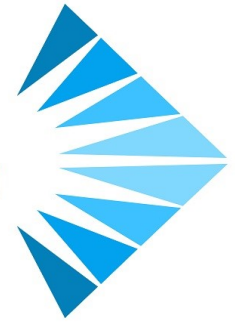


COMMUNITY LIVING BURLINGTON



68th ANNUAL GENERAL REPORT

Tuesday, June 27, 2023

“Possibilities are Endless”

OUR MISSION & VALUES

The mission of Community Living Burlington is to enrich the quality of life and to promote full and meaningful inclusion in our community of people 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: Each person is unique, to be respected and empowered.

Accountability: Everyone at Community Living Burlington is responsible for the safety, security and well-being of the people we support.

Human Resources & Leadership: We value the staff & volunteers that enable the organization to achieve the highest quality of service to the people we support.

Advocacy and Inclusiveness: We value, promote and protect the right to full participation within our community.

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

Partnerships & Outreach: We value and promote collaboration with our community.

COMMUNITY LIVING BURLINGTON BOARD MEMBERS

BOARD OF DIRECTORS 2022-2023

| | |
|--------------------|--------------------------|
| Board Chair | Jim Boland |
| 1st Vice | Jessica Stevenson |
| 2nd Vice | Joe Nemet |
| Treasurer | Mike Flintoff |
| Director | David Baines |
| Director | Graham Browne |
| Director | Sally Fazal |
| Director | Cam Jackson |
| Director | Alyson Kirkwood |
| Director | Mike Lockington |
| Director | Cathy Thomson |
| Director | Ken Wong |

COMMITTEES OF THE BOARD

| | |
|----------------------------|---------------------------------------|
| Ethics Committee | Nominations Committee |
| Executive Committee | Resource Development Committee |
| Finance Committee | Governance and Human Resources |
| Risk Committee | |

Executive Director/Board President Report

By: Judy Pryde & Jim Boland

Both Jim and I are very excited to write this report as part of the Annual General meeting; mainly because we will be in person to present it.

Our last “in person” AGM was in June 2019. Given we thought in 2020 we would be closed for only 3 weeks, I can safely say that we are thrilled to be together in person again.

This gathering holds special significance as we come together to reflect upon the achievements, challenges and progress made empowering the people we support in their lives.

Throughout your Annual General report, you will read about some of the successes the agency is highlighting but, these are just a drop in the bucket. Our programs and services have continued to evolve and expand, ensuring every individual we serve has access to the support they need to thrive. From day support options to employment services to social inclusion initiatives, we strive to create opportunities that foster independence, personal growth and a sense of belonging. Together, we have celebrated countless achievements, big and small, while the people we support discover their own unique talents.

Our employees have shown great stamina and grace throughout the Pandemic. Great ideas and suggestions about diversifying our work and providing opportunities for the people we support in a safe manner has been imperative. Although we’ve had and continue to have outbreaks of Covid-19, we now live with Covid-19 and reduced safety protocols and are attempting to have a “normal” life again.

Given we were seeing light at the end of the tunnel, the Board under the guidance of Sally Fazal, also felt it was time to dust off the previous Strategic Plan while looking to the future and creating something new.

Although the Plan is not quite complete, we are closer to creating a final product to share with the agency, stakeholders and friends of Community Living Burlington. We want to thank all the families, employees and self-advocates who took time out of their busy lives to participate in our focus groups.

At the Annual General meeting, we encourage each of you to reflect on the accomplishments we have achieved together, the lessons we have learned, and the vision we hold for the future. Our journey towards equality, empowerment and inclusiveness may be challenging at times. We have unwavering faith in our collective ability to make a profound and lasting impact on our community.

Both Jim and I want to thank the entire organization, and extend our gratitude to our dedicated employees, volunteers, supporters and especially the board members who have given up so much of their time to help steer the agency along the journey we are all on together.

“Possibilities are Endless”

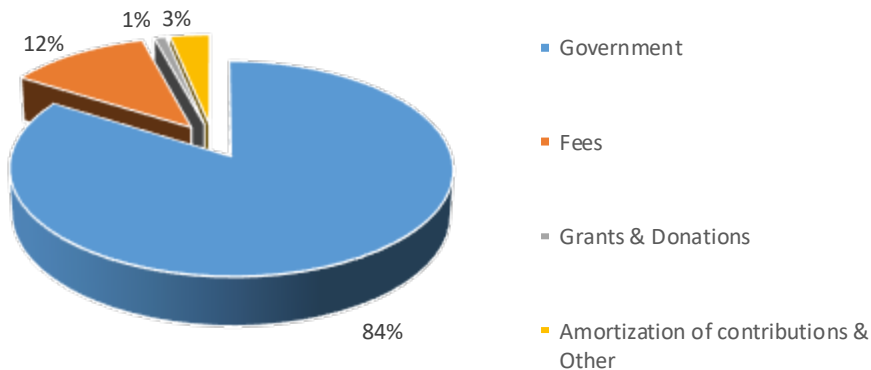
2022/2023 Financial Report

Financial highlights for the year ending March 31, 2023

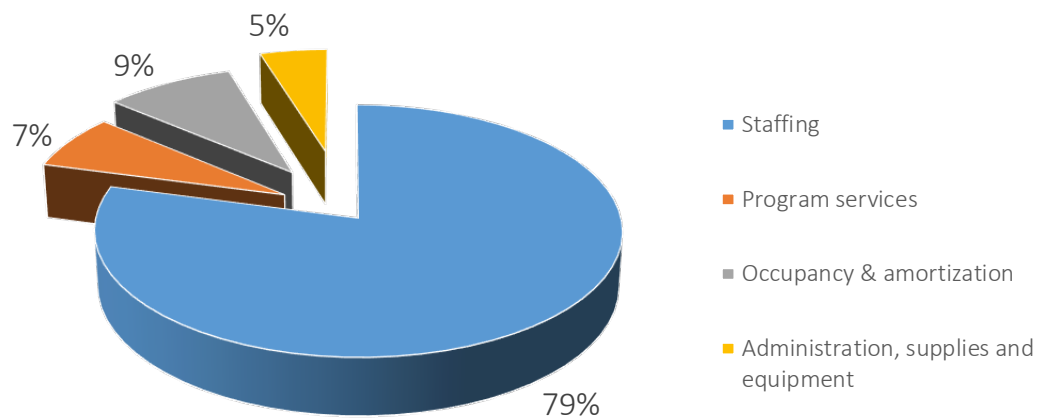
in '000s

| | 2023 | 2022 |
|---|-----------|-----------|
| Total Assets | \$ 9,149 | \$ 10,672 |
| Invested in Land and Building at Amortized Cost | 78% | 71% |
| Total Liabilities | \$ 5,275 | \$ 6,932 |
| Total Revenues | \$ 24,510 | \$ 22,031 |
| Total Expenses | \$ 24,460 | \$ 22,266 |

Total Revenue by Category FY 2022/23

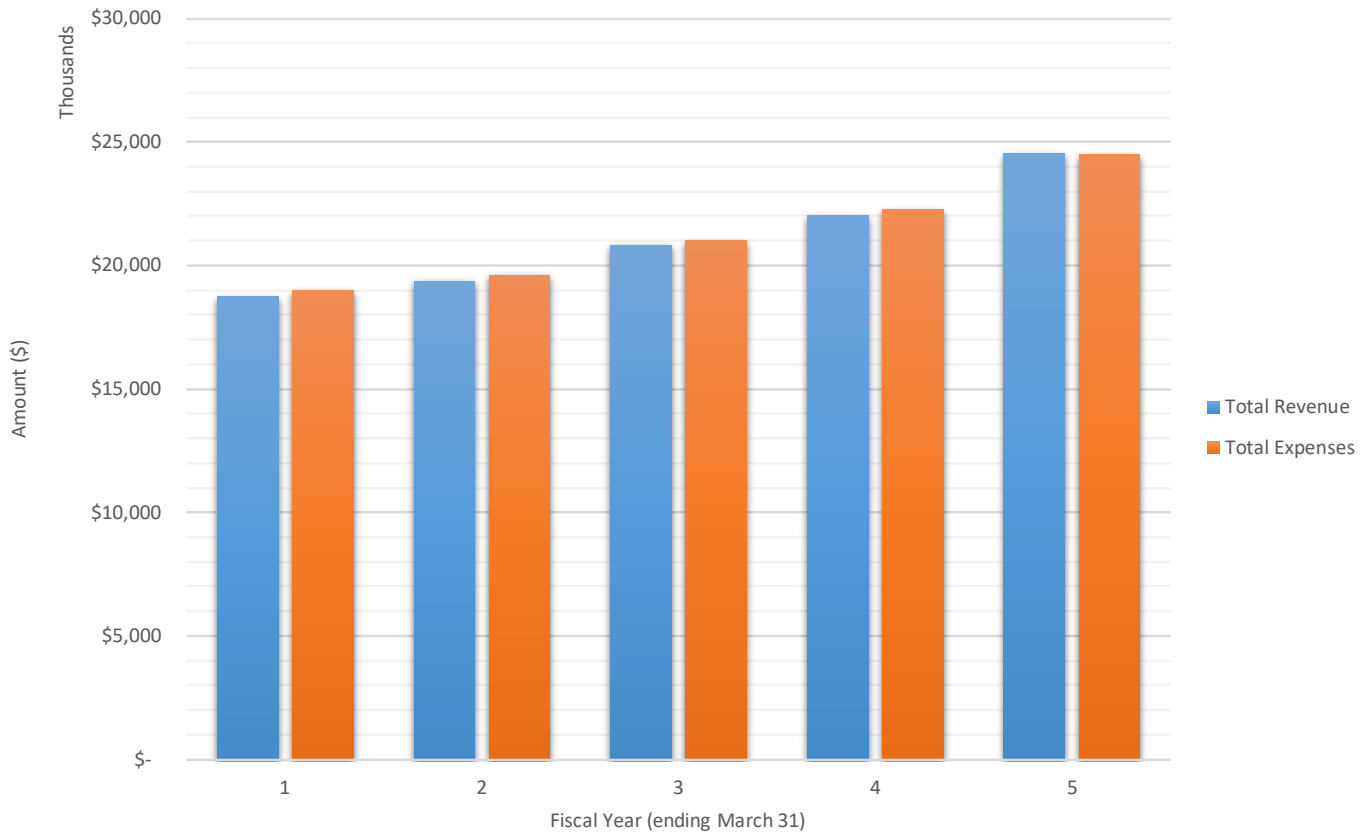


Total Expenses by Category FY 2022/23

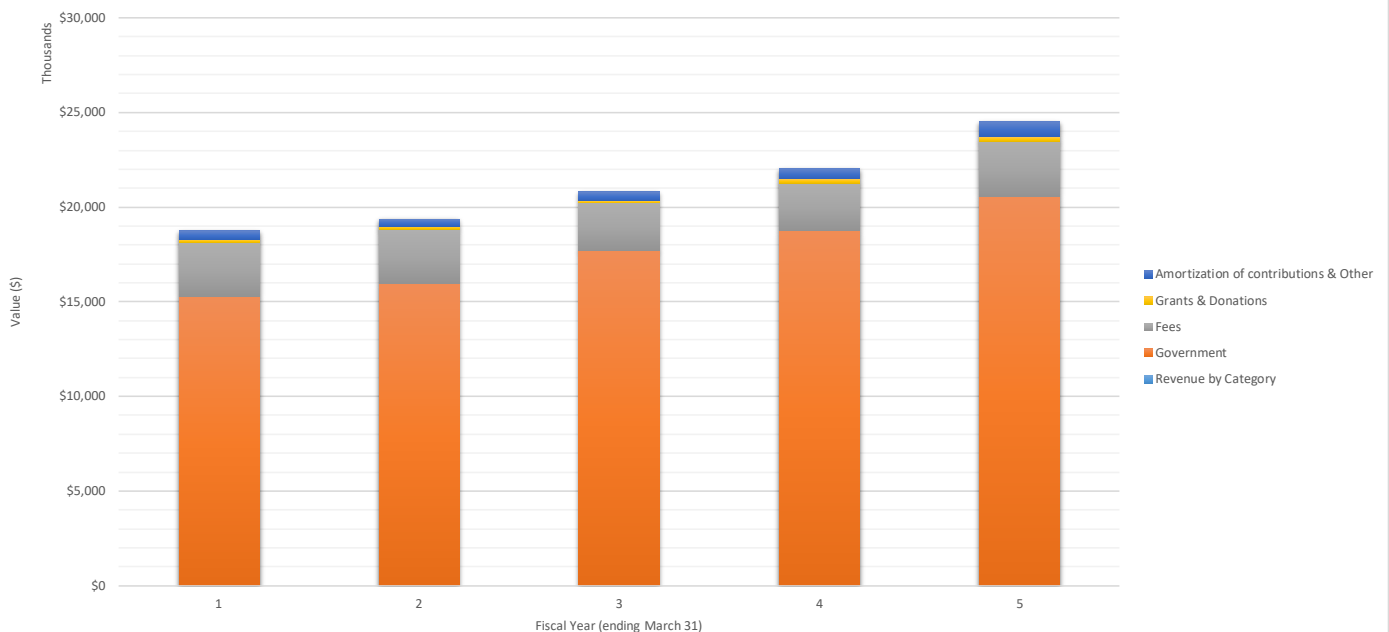


2022/2023 Financial Report

Total Revenue and Expenses 2022/23



Total Revenue by Category over previous 5 FYs



“Possibilities are Endless”

Sunnydale: A New Home For Mike, Greg & John

By: Margot Sane

Just before the world braced for the impact of Covid-19 Community Living Burlington purchased a beautiful home in the Mount Royal area of Burlington. This was made possible after the sale of our former house located on Pinecove Road. The new home was perfect and we made plans to renovate it and have 4 individuals call it their new home in a few short months. Little did we anticipate what lay ahead.



As we know the Global Pandemic halted the world in March 2020, on top of that, we had more challenges to deal with. We quickly learned our dream of a summer move-in date was going to be delayed. The pandemic and "disagreements" with the City's Building Department affected the work and the vision we had for this new home. We faced many delays, we won a few battles but most importantly, learned many lessons regarding resiliency and the need for flexibility.

Fast forward three years and three months and we are delighted to announce our newest supported living home on Sunnydale Avenue will be open by the end of June.

This home has been custom designed to meet the needs of the gentlemen moving in and they are thrilled to call it their new home. With this latest addition, CLB now proudly owns or rents 30 supported living homes.

To our neighbours on Sunnydale Avenue, we can't wait to meet you and we are so pleased to be part of this amazing community.

Congratulations to all who have been assisting and following this journey. Without your support, it would not have been possible to celebrate with you on move in day.



"Possibilities are Endless"

Nothing About Me Without Me

By: Elizabeth McGregor

We are pleased to share that Community Living Burlington is actively involved in the exciting *Nothing About Me Without Me* pilot project in Halton, which aligns with the Ministry of Children, Community & Social Services' proposed reform in Developmental Services towards person-directed approaches.

Supported by a Regional Planning Table grant and working with three other agencies in the Halton region, our primary focus is supporting individuals who do not use verbal communication. The project aims to evaluate the impact of improved communication access on a person's ability to direct their own care and measure changes in their quality of life.

We are collaborating with Speech Works Burlington, who have completed assessments and developed augmentative communication tools tailored to each participant's unique needs.

Additionally, comprehensive training has been provided to our teams to ensure effective support. Our ultimate goal is to empower individuals who have a developmental disability, enabling them to express their preferences and lead self-directed lives. Should this project validate the need for specialized communication devices for non-traditional communicators, it has the potential to serve as a catalyst for advocating changes in funding guidelines.

The Goals Initiative at Community Living Burlington aims to improve the quality of life and personal outcomes for individuals supported in CLB's supported living programs. Through SMART goal setting with individuals, increased community involvement and collaboration with our teams, this project aims to enhance the well-being of participants.



The project involved people we support, who collectively created close to 200 personalized SMART goals. More than half of these (105) are related to community or connection objectives. While each goal was unique, they highlighted trends such as; social connections, community involvement, health and wellness, hobbies and interests and education and skill-building. Relationship mapping and the values identified have given insight into what matters most to the people we support.

The importance of relationships with family members (68%), friendship (49.6%), having fun (43.2%) and kindness (32%) were the most commonly reported priorities in the lives of those we support. These insights helped shape the creation of goal plans, with the ultimate aim of enhancing social capital and overall well-being. As the initiative progresses, it strives to create a positive and supportive environment that motivates individuals to embrace community engagement.



“Possibilities are Endless”

Success: It's a Journey

By: Bonnie Aura

Nancy is a valued employee of Community Living Burlington working on our Reception Team. You may have spoken to her if you've recently called our main office. Nancy's top priorities have always been; consistent employment, living independently and recognizing the significance of family and friends.

The past few years have been challenging to get through, with people losing employment, suffering illness and having a lack of recreation/leisure activities available. Do you think this kept Nancy down? No, even after losing her retail job, she rose above it all and highlighted her leadership skills and outgoing personality by getting involved with Community Living Burlington's virtual programming. Nancy hosted her very own virtual program that many people looked forward to. She also took this time at home to improve her cooking and cleaning skills. Nancy kept her goal of living independently and when the opportunity was available exercised her right to choose whom she lived with and where she wanted to live.

On January 26, 2023, she proudly achieved her goal and moved into her own apartment. Fashion-forward Nancy did not take long to pick out all new furnishings for her new home and decorated it to her pleasing.

These days she meets many new people living in the core of downtown Burlington and gets involved with community events. She loves her freedom and is glad to not have roommates sharing her space. Nancy has proven to be a gracious hostess inviting friends over to her new home and serving them coffee and treats while they visit.

Congratulations, Nancy, on achieving your goal of independence. We are all very proud of your success!



"Possibilities are Endless"

Take Me Out To The Ball Game

By: Jennifer Honey

Just about everyone I know has had some experience watching or playing a good old game of baseball. It's one of the only sports that can continue forever, as there isn't a time limit on the game. Not like hockey, soccer or football where you have to beat the clock to get goals to win a game. It's not a physical sport where you have to take someone out to get the goal you are looking to win. But it does take a high level of skill and talent to learn the game. Much reasoning has to be put into place to achieve the win.

Thanks to the Toronto Blue Jays, Jays Care Foundation, CLB has been able to enjoy the sport of baseball. Jays Care's vision is to provide *"A level playing field for all children and youth across Canada."* (Jays Care). *"Founded in 1992, Jays Care promotes baseball as a tool to teach children essential skills such as teamwork, leadership, and resiliency."* (charityintelligence.ca) This year, they were able to add a focus on adults as part of the partnership that began with Community Living Burlington.

The Jays Care Foundation partnered with Community Living agencies in Halton and the Bob Rumball Canadian Centre of Excellence for the Deaf, which provided some great benefits. The organizations partnered to create the first-ever Halton Challenger Baseball league, working on skills and practicing baseball. This initiative was positive as it built friendships and connections for everyone involved. *"The Foundation, affiliated with the Toronto Blue Jays Baseball Club, recognizes that there is an uneven playing field for youth across Canada."* (charityintelligence.ca)

Jays Care provided team members and coaches with Toronto Blue Jays hats and t-shirts, as well as brand new accessible baseball equipment to ensure people with all abilities had an equal opportunity to play and enjoy the sport of baseball. The Teams would play one another once a week. At the end of the season, all the teams got together, played games, enjoyed lunch, and received a medal that showed they had participated. CLB won the Jays Care "All-Star Award" and received brand new winter clothes. These clothes included coats, hats, mittens, and various things for a great winter experience. With all their shown abilities, many people impressed the coaches with their skills.



CLB coaches did online training to coach the teams. Five coaches coached the team from July to September. They plan to start challenger baseball in the winter, host a spring training session early in the new year, then continue the league into the summer.

As a tribute to Jays Care, the *"Jays Care Foundation uses baseball to teach life skills and create lasting social change for youth in marginalized communities across Canada. The organization works in all ten provinces and two territories, impacting over 65,000 kids annually."* (sportsnet.ca) It should be noted that *"Jays Care also invests in the creation and refurbishment of baseball diamonds, providing youth with safe spaces to play and learn."* (Sportsnet.ca)

Ending on this note, I would like to say Congratulations to all who made it possible to have Jays Care be part of our community. A big congratulations to all of the players and coaches for their dedication to having this sport thrive in our community.

In addition, Candice Keem has noted that heading into the 2023 season, the number of registered Challenger Baseball participants from Community Living Burlington has doubled!

"Possibilities are Endless"

A Calling for Courtney

By: Jennifer Honey

This story is about the success of Courtney, one of CLB's very own, who has made a long-lasting impression with a food establishment in Burlington called The Burger's Priest.

After some research, I became acquainted with the history of the food chain and learned that it was founded by Shant Mardirosian, a former student of a Seminary school in Toronto. Rather than focus on becoming a priest, he decided to, as the food chain website states, follow a "divine inspiration in service of burger redemption."

That divine inspiration has led Courtney to great success! She is one of the crew members at the Appleby Line location. Her General Manager, Mariana Zhelavska says, *"Courtney was one of the first members who opened the BP location in October and has stuck with us until the present time."* Courtney's journey with The Burger's Priest was truly an amazing calling.

It all started with The Burger's Priest and Joyce Jagt, Courtney's support worker with Community Living Burlington discussing a partnership a month before the restaurant opened in October 2022. *"Joyce indicated that Courtney would be interested in a position as a crew member,"* said Mariana. A meeting took place, and they *"had a lovely chat about Courtney and her past experiences."* That was when Mariana decided that Courtney *"would be a great fit for our team, and lucky for us, the feeling was mutual"*.

Mariana speaks highly and positively about Courtney and feels quite happy about the hiring outcome. She has proven to be *"a valuable member of our team, and I am very grateful and lucky we have such a gem working for us,"* says Mariana.



Joyce, doing what she was good at, followed up on Courtney to ensure all was going as planned. Mariana said Joyce was *"often checking in on Courtney's progress and stopping by from time to time to see how things were going for both of us."* None of this surprises me, knowing the dedication of Joyce, who we recently said goodbye and good luck with her retirement.

So it seems The Burger's Priest has a great asset along with their great burgers; another great employee. *"The partnership overall is absolutely delightful, and we feel a lot of support coming from Community Living."* says Mariana.

Courtney, according to Mariana, had a chance to meet another support worker Amber, *"who I had a pleasure to work with....It gives me so much joy seeing how they support their members."*

So, when you've got a hunger pang or calling and the desire for a great burger, stop by The Burger's Priest and experience a divine intervention! Why not experience one of those luscious burgers, as shown on their website? They look out of this world!

The *Support for You Program* is a relatively new CLB initiative. I learned about the program from Candice Keem, Manager of Community Development and Special Projects. It is a unique concept, to say the least.

The *Support for You Program*: is CLB's hiring process that involves the people who are supported by CLB. Conversations and discussions to have CLB's supported individuals become involved with the process took place approximately two years ago and had yet to be put into action for various reasons. Candice stated it wasn't until "the end of the last year a committee was formed and the process to proceed finally took place."

The CLB team overseeing the initiative includes "Candice Keem, Dayalini Mathai, Sara Hignell, Bonnie Aura, Jennifer Harley and Michelle Ward, with feedback provided from the Dream Weavers," says Candice.

The *Support for You Program* provides people supported by CLB, with an opportunity to have an opinion and say as to who is hired. This is a benefit to the CLB community. This, in my opinion, is a good thing because letting those supported have a voice in the hiring process signals you value their opinions and respect their feedback. You could say that the hiring decision is a great collaborative process. According to Candice, "Since they are the ones that will be working directly with CLB staff, it just feels natural and important they have a say in who gets hired on at CLB."

The participants who will be part of the interviewing process have been trained to ask questions in an interview situation. Those wishing to become involved have completed the "Support For You" workshop. The workshop consists of learning strategies on how to look, sound professional during the interview, rate a candidate, and work in a team environment. Candice said, "They have also come up with their own questions that CLB has implemented into the interview process."

The *Support for You* workshop has been, according to Candice, a success story. The final phase is almost complete: "It has been great and a ton of fun to see all the participants learning how to interview potential new staff."

Those who wish to become involved with the program are to contact Sara Hignell to register, at which time they will complete a brief pre-screen interview.

The program is exclusive to only the people that receive support from the CLB community and does not extend to other areas within the Region of Halton.

Good luck to all involved with the *Support for You Program*. It appears to be a very useful and helpful strategy within the hiring process.



We Just Leveled Up!

By: Chrystlyn Thompson

Flashback to March 2020: The Covid-19 Pandemic! We left Day Services on a Friday, fully expecting we would be returning on Monday. Little did we know then that this would turn into the longest “weekend” ever! We were left with a challenge... 'how do we continue to stay connected to our participants and offer them meaningful activities'?. The pandemic had a detrimental impact on Day Services; however, the launch of Virtual Programming brought a new light of positivity to our community! This development was a great tool to keep everyone at CLB and our community together. The Virtual Programming team worked hard in developing monthly Zoom activity calendars. Virtual Programming was a valuable resource in maintaining connections throughout the closures and continues to be accessible to everyone.

Fast forward to Fall 2021: Steady Re-opening! We could open services for a small group of our community participants. With new Covid-19 guidelines, we ensured the health and safety of everyone involved. This re-opening was a brief reprieve, as we quickly closed again as the Covid-19 pandemic continued to rear its menacing effects globally. This happened several times throughout the next two years.

Finally, in September 2022: Day Services opened again and this time we stayed open! With our diligence in masking, cleaning and adhering to pandemic guidelines, we have maintained all our Day Service sites. As Covid-19 restrictions continue to lift at CLB, we have been able to expand our Programs and Community activities.



All Day Service locations; Mainway, Tansley Woods, RYC, and SIR are now open and thriving at nearly full capacity. Activities of interest include gardening, swimming, boating, day trips throughout Burlington and hiking out of town! We also offer new, in-person programs, including Music with JP and Deanna, Adaptive Yoga with Portland, Art Classes with Connie, Sign Language with Samya, and Art with Heather. As we strive to build upon the success of these classes, we will continue to introduce meaningful and inclusive opportunities for the people we support.



The Mainway Day Program will soon unveil a new exciting Banner. After surveying employees and the people we support, we've narrowed down the submissions to three choices. We are currently in the process of determining which one will be our new name...please stay tuned!

We welcome our community to opportunities, connections and memories at Community Living Burlington Day Services.

“Possibilities are Endless”

We were thrilled to finally host Walk 'n Roll in person in 2022 after hosting the fundraiser online in 2020 and 2021. The event took place at Spencer Smith Park on a beautiful day and showcased incredible entertainment and fantastic food. We were able to reconnect with friends we hadn't seen in quite some time and completed the walk together.

We truly appreciate the support we've received from grants, funders, donors, and community supporters. **Thank you for your continued support!**

United Way of Halton & Hamilton Warehouse Partnership

Through our partnership with the UWHH, the Warehouse Project CLB as received over \$116,620.69 through in-kind donations including household items, hygiene products, electronics and more. Donations are distributed to programs to help offset operational costs.

Burlington Community Foundation

Community Living Burlington received \$4,662.97 in funds to help alleviate grocery expenses for individuals living in our Supported Independent Living program. Twenty-seven (27) individuals received gift cards for local grocery stores. This greatly aided in offsetting their food costs. CLB employees played a pivotal role in assisting by providing guidance on healthy meal options, as well as helping to develop meal planning and improve preparation skills.

Foundation for Human Development

Between April 2022 and March 2023, the Foundation donated \$71,173.00 to help support the Wellness Program, Staff Appreciation, purchase park passes, gift cards and activities to celebrate Christmas and Valentine's Day.

Walk 'n Roll

Walk'n Roll, held September 24, 2022, raised over \$45,000 in donations including over \$12,000 in sponsorship. These funds have significantly impacted our organization as we strive to ensure everyone has equal access to the necessary services and resources. Together, we purchased a new accessible van to provide much needed transportation for the people we support. The van will offer a safe and reliable means of transportation to travel and enjoy activities in our community.



Staff Anniversaries

45+ years

Joyce Jagt

30-40 years:

Debbie Hixson

Alan Martin

Anita Stevenson

Sheila Gillies

Susan Aubert

Fiona Gardiner

Marisa Colucci

Debra Neill

Nicole Sauer

Michele Pacheco

Cheryl Kielt

25-30 years:

Chrystlyn Thompson

Susan McGarry

Jennifer Minstrell

Martina Boyd

Traci Hurley

Debbie Turner

21-25 years:

Jennifer Chesterton

Joanne Karaiskakis

Lola McGregor

Laura Maillet

Marilyn Desjardins

Shelly Pavan

Tracy Boudreau

Melanie Bonnes

Meghan Tyrrell

Christine Hobbins

Mandy Guibao

Lorie Fletcher

Lisa Callen

Tina Fernandes

Gema Rondon

Tracey McCarthy

Amy Jancar

Sharon Earle

16-20 years:

Kim LeVie

Nicole Algar

Caroline Martin

Judy Pryde

Alison Hird

Jennifer Harley

Lara Arnold

Renee Chafic

Theresa Kiehn

Patricia Ferrie

Lorie White

Keverne Postma

Nadina Toric

Alysha Evans-Demarco

Kim Southe

Abigail Izirein

Genoveva Lam

Kelley Andrews

Nicole Brainard

Leanne Sheehan

Mandy Taylor

Marsha McLean

Krystal Conway

Janel Harris

Cassandra Small

Maria Aguilar

Faridah Namirembe

Linda Lysko

Wanda Strupinska

Ashlee Metcalf

Brenda Sheehan

Heather Scullion

Kimberly Lamoureux

Samya Mohammed

Hilary Keeves

10-15 years:

Lucy Oduraa

Rakiyah Moynan

Priyanganee Jayathilake

Candice Keem

Elizabeth MacDonald-Whelan

Katie Iampietro

Almaz Gebremichael

Sheryl Jurak

Chelsey Clay

Sharon Hewitt

Rajwattee Singh

Carrie Batt

Jennifer Bowdidge

Akinola Muritala

Winnetta Chiasson

Emily Huang

Mariam Vartanian-Vieira

Elzbieta Przada

Heather Martell

Chelsea Staton

Bonnie Aura

Dayalini Mathai

Shannon Teiko

Janice Evans

Sandy Phillips

Joshua Adams

Derek Hall

Angelica Ortego

Bonnie Convey

Amber Armstrong

Laura Archambault

Thelma Stamp

Wendy Hunter

Bonnie Berardo

Edris Mignott

Frank Li

Chantal Lemire

Andre Richards

Michelle Ward

Margot Sane

Emily Cairns

Rachel Rattray

**Thank you for your years of
dedication and service to
the people we support!**

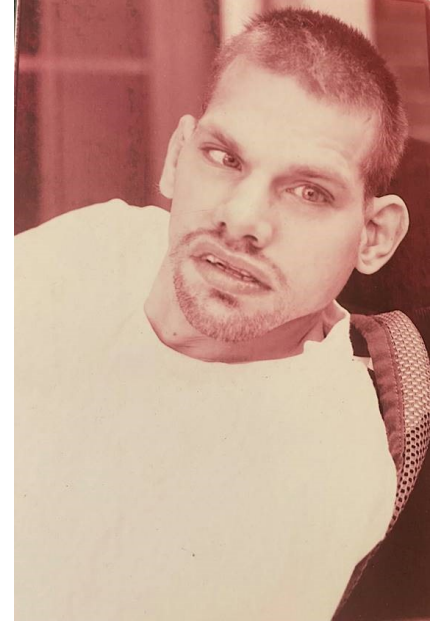
In Memory of



Joan Cochrane



Kelly Patterson



Jeff Barnett



Lora Francis



David Binkley

"Gone from our sight, but forever in our hearts, your memory dances like a flame, warming our souls with love and laughter."

Unknown

"Possibilities are Endless"

Memorial Donations 2022/2023

In Memory of Bill Mowat

Diane Keir Jeff and Rene Savarise
TD Canada Trust Robert Morton

In Memory of Lora Francis

Jennifer Yan Wilson Raymond Maleszyk
Janet Piersma Suzanne Rolland
Chris Guest Carolyn Ross
Simone Luke Steven Reid
Kelly Yurgan Shiraz Hameer
Salvatore Pusateri Holy Rosary
Karla Hildebrandt Kroeker
RE/MAX Aboutowne Realty Corp.

In Memory of James McFadzen

Doug Hunter Dov Gandell
Jim and Dianne Sanderson

In Memory of Kathleen Teggart

Michael Coulter

In Memory of Sandra Benton

Karoline Fisher

In Memory of Cassandra Pella

Barbara Mason Kathy Malkovich
Anthony Pella Jodi Gitter
Robert Berls Rob and Ann Miller
Dave Braga Laser Metal Profiles Ltd.
Halton District School Board

In Memory of June Ashwell

Brent Laurent Graeme Norval
Andrea Baston

In Memory of Len King

Wah Kuen Wong

In Memory of David Faulhafer

Barbara Harrison

In Memory of Ken Mckay

John C Mckay

In Memory of Deb Watson

Susan Naylor

THANK YOU TO OUR SUPPORTERS



"Possibilities are Endless"

Making Memories



“Possibilities are Endless”

COMMUNITY LIVING BURLINGTON

SPECIAL THANK YOU TO:



United Way
Halton & Hamilton



Foundation for Human Development
ESTABLISHED 1970

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An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



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