

Community Living

Inclusive Innovative Independent
Dufferin

2023 Annual Report



69th Annual General Meeting

Strategic Plan 2023 - 2026

MISSION

Enable people with an intellectual disability to achieve their fullest potential.

VISION

An inclusive community where all people are accepted, appreciated for their uniqueness, and treated equitably.

VALUES

Valuing our People

We believe in the limitless potential of our staff and choose to invest in them as the key to a brighter future for our community and the people we serve.

Collaboration

We collaborate and build community through partnerships founded on integrity and trust

Community Commitment

We are deeply connected to the people we serve, their families, support circles and our community. We commit to allowing their voices to guide our work, and to doing whatever it takes to help them thrive

Equity and Inclusion

We believe everyone deserves the opportunity to live their full potential, and that our community is stronger when they are full of opportunities for people with diverse identities, backgrounds and perspectives. We prioritize action over intention and are working every day to make our community more equitable and inclusive.

Innovation

We move quickly and continuously to innovate our approach in response to the needs of the people we work with and the community we are part of.

STRATEGIC PRIORITIES

Staff and People

Outcomes Sought:

- ✓ Increased diversity in the workplace
- ✓ A more flexible, empowered and adaptable workforce
- ✓ Greater access to more talented staff
- ✓ Staff advancement within the organization

Services

Outcomes Sought:

- ✓ Improving the quality of life of people supported
- ✓ Elevating the voice of people supported
- ✓ Responding to the unique and growing needs of people with complex special needs

Revenue Diversification

Outcomes Sought:

- ✓ Ambitious and achievable campaigns to raise much needed revenue
- ✓ New revenue generating services that enables the agency to remain autonomous and focused on delivering strong and stable programs

Capital Assets

Outcomes Sought:

- ✓ Ensuring the health and safety of people supported
- ✓ Protecting the agency's investments
- ✓ Homes with appeal and longer lasting
- ✓ Increased pride and satisfaction
- ✓ Greening of the homes

Community Partnerships

Outcomes Sought:

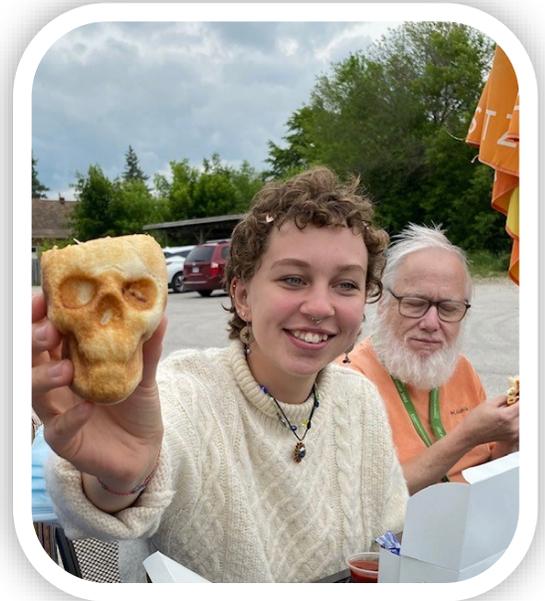
- ✓ Develop new partnerships
- ✓ Improve existing relationships
- ✓ Improved understanding, awareness and acceptance of individuals with an intellectual disability and the work Community Living Dufferin undertakes to support them

“I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it whatever I can.”

George Bernard Shaw -

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Board of Directors



Lisa Post
CLD Chair
Director since:
September 2016



Sharon Doherty
CLD Co Chair
Director since:
October 2019



Chris Mudge
Treasurer
Director since:
May 2019
Re-elected 2020



Mike Mullin
Director since:
October 2019
Ithron Chair



Bill Dandie
Director since:
September 2019
Ithron Co Chair



Andy Macintosh
Director since:
December 2016
Ithron Treasurer



Anita Lancaster
Director since:
September 2019



Aisha Lone
Director since:
April 2021



Will Dandie
Director since:
May 2022



Julie Elsdon-Height
Director since:
April 2023

*With sincerity we thank our dedicated Board of Directors
for their guidance and support*

Administrative team



Diane Kite
Executive Director



Oksana Tressel
Director of Finance

Area Administrators



Teresa Donaldson



Catherine Ryan



Erin Goodyear



Jayme Hynes

Administrative Assistants



Kaitlin Bowen



Victoria Halliday



Linda Kay



Tamara Morgan



Karen Murphy-Fritz
Executive Assistant



Radana Ulrych
Behaviour Therapist
Assistant



Haley Topley
Quality Assurance
Coordinator



Zachary LaForm
IT



Tammy Takacs
Human Resources



Anshu Pabla
Human Resources



Chris Hunt
Scheduler



Carol Micallef
Payroll



Clive French
Maintenance

Executive Director's Report (Outgoing report)



Another year has come and gone; however, the end of this year seems very different than the last few years. Our big enemy COVID 19 has been downgraded from a pandemic to an endemic which is great news for everyone from our staff, families, community partners and most importantly the people we support. Gone are the masks, and the rapid antigen tests. Seeing people's full faces, where smiles, frowns and facial contortions are a welcome change to just seeing the persons eyes! In last year's report I indicated how the past three years have been hardest on the people we support, their families and the Community Living Dufferin's (CLD) staff. We are so thankful for all the staff we have and the dedication they have shown and continue to demonstrate. Daily all CLD employees continue to show how versatile and adaptive they are.

Sadly, this year we experienced more loss with the passing of several people we support and a staff member. We said tearful goodbyes to Robert (Bob) Hawkins (November) to Anne Rogers (February), Ted Crozier (March), employee Cassie Antle (March) and Mason Matson (June).

We opened one new group home in Grand Valley on Cooper Street and are in the process of opening a second one in Orangeville, on Mill Street. The Mill Street location will be opening with a separate unit, dedicated to supporting people with extremely challenging behaviours. We are also in the process of selling our two Shirley Street locations and will be moving those gentlemen into the other pods at the Mill Street home. This will provide our Shirley St gentlemen with nicer accommodations and a closer proximity to the downtown core.

We have continued to be the go-to agency for the Ministry and our staff were able to welcome seven new people to the CLD family. They are all adjusting to their new living arrangements, and all are doing very well in adjusting to group living. Our Options program is running at full capacity and has welcomed some new participants. We are looking at how best to support people as we move into Journey to Belonging which is our Ministry's new road map for developmental services. Journey to Belonging will include more direct funding options for people we support and their families.

The Employment Plus team continues to seek out employment opportunities in the community and work hand in hand with our B Social team as we continue to expand our footprint in the Dufferin community. This year we opened another new location at Dufferin Oaks Long Term Care Residence, which is our first location in Shelburne. The grand opening was attended by Shelia Jones, MPP for Dufferin and Wade Mills Mayor of Shelburne.

As I write my final report for CLD, there are so many people and organizations I would like to send a BIG THANK YOU to this year.

First is our funder the Ministry of Children, Community and Social Services (MCCSS) and especially Bobbi Wilson who has been there to support CLD in any way she could.

Our partnership with the Town of Orangeville continues to be strong and because of this partnership the people we support through B Social continue to have the arena venues for paid employment.

I would also like to thank Dufferin County for their continued contributions to our B Social enterprise and for helping us to expand our footprint.

I seem to repeat myself every year, but I truly from the bottom of my heart thank the Board for volunteering your valuable time to make Community Living Dufferin a force in our community. I do this every year and I truly mean it as without these dedicated men and women volunteering their time and skills, CLD would not exist.

Thank you to all our staff for your flexibility and commitment to the people we support.

Thank you to our families for your continued support and understanding.

Finally, this is my sixth and last Annual General Meeting report, it is a bit weird, however all good things must come to an end and for me it is off to another adventure. The agency is in good hands with Diane Kite and her team.

Each year I end with the same line, so why would I change it this year. I want to thank the people we support; the only reason Community Living exists is to serve you in a manner you find supportive and inclusive.

**Respectfully submitted,
Robert Bingham, Past Executive Director**



I am delighted to be included in this year's AGM as your new executive director.

I joined Community Living Dufferin in March 2022 and daily I am energized by the incredible men and women CLD supports and inspired by the dedication and commitment demonstrated by all CLD employees.

I am committed to working with everyone to ensure that the men and women supported are receiving the best care possible and investing in our employees to ensure this is always our top priority.

I would like to thank Robert Bingham for his support, guidance and for all his contributions to CLD.

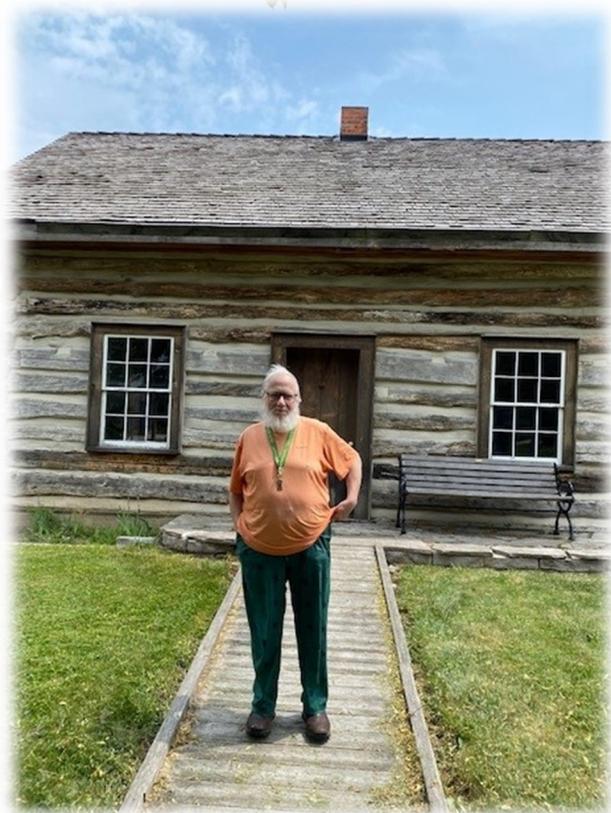
I would also like to extend my appreciation to the CLD Board of Directors. In my new role I look forward to working closely with the Board and everyone at CLD to bring to life our strategic plan for 2023-2025.

The new strategic plan builds on the strengths of our mission and focuses on improving the quality of our supports, services, employee experience and ultimately will serve to greater improve the lives of everyone we support. The new plan will be launched in September, and I look forward to how we will all work together to continue to make CLD the best place to live and receive support while also driving a culture of inclusion, opportunity, and collaboration.

**Respectfully submitted,
Diane Kite
Executive Director**

In the words of Steve Jobs, Apple Inc. co-founder, chairman and CEO;

"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do."



Board of Directors Report



As I complete my 7th and final year as a member of the Board of Directors for CLD and my second full year as Chair, I look back on my time with the organization with pride. Seven years has brought big changes to CLD and to the world around us and we have proven to be innovative, passionate, and resilient.

This past year, my second year as Chair of the board, we can finally see the light at the end of the tunnel and COVID 19 seems to be in the rear-view mirror, and we can get back to a more traditional way of supporting people with intellectual disabilities.

COVID19 wasn't strong enough to hold us back though - throughout the three years of the pandemic, we opened the doors to two new group homes, welcomed two new B Social locations to the mix, grew the CLD Family by more than 10 people and continued to do what we do best; improve the lives of all the people we support.

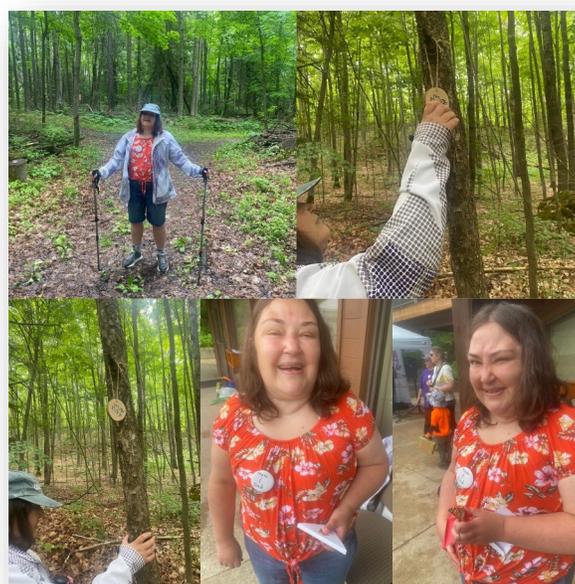
To all the staff THANK YOU – Thank you for everything you do each and every day to enhance lives in our community.

As I pass the torch to Bill Dandie as the new Board Chair of CLD and to Anita Lancaster as the new Vice Chair of CLD, I just want to say thank you to everyone for allowing me to be part of such a great organization. My time with CLD has been filled with joy, gratitude, and lots of learning.

I am excited to see where CLD goes from here with new ventures, new community partnerships and what creative and unique ways the team will find to enrich the lives of the incredible people we support.

Thank you to the entire CLD family for your commitment to excellence.

Respectfully Submitted,
Lisa Post
Chair, Community Living Dufferin Board



Board Nominating Committee Report



This month we regretfully bid a fond farewell to long time board members Lisa Post, and Andy Macintosh who joined the board in 2016.

Their contributions to the board over the years has been instrumental in many of the decisions made collectively.

Thank you Lisa for stepping into the role of Board Chair. Your ability to focus on the items at hand and push through our agendas so efficiently has been appreciated by all members.

Sharon Doherty who joined us in 2019 has requested a one year sabbatical but we look forward to her return.

Thank you to the three of you for being champions to CLD through your mentorship, support and active participation in promoting the agency and the people we support.

We are pleased to announce the appointment of Bill Dandie as Chair and Anita Lancaster as co-chair. Both have been valuable members of the Board since September 2019. They will lead the board through the implementation of our new Strategic Plan.

September sees the welcome addition of two new members to our Board of Directors.

We are very pleased to welcome Carrie-Anne DiCaprio and Ernie Lynch. Both bring a wealth of knowledge that will assist the board as they move through the new Strategic Plan. October we will welcome a third new member to the Board when Sarah Jefferies joins us bringing our board complement to 10 members.

We would also like to recognize the long time tenure of Chris Mudge. Chris first joined the board in 2009, she served for nine years as Board treasurer and financial consultant to two Finance Directors. She joined us again in 2018 and continues to be a valuable member of our team working with Oksana Tressel our new Finance Director.

With a new Strategic Plan to work from the Board will be busy putting the pillars into operation working closely with the Executive Director and Senior Leadership team.

**Respectfully Submitted,
Karen Murphy-Fritz
Board Nominating Committee**

Welcome new Board members



Carrie-Anne is an ally for inclusion and integration and looks forward to being a voice for CLD. She sits on the parent committee at her children's school, participates with family and friends in the annual Autism Speaks walk and is eager to learn as member of our board. She believes there is "nothing we can't accomplish when we work together". In her spare time Carrie-Anne works at Leggett's Auto Collision in Orangeville.



Ernie comes to the board with many years of Board experience on both for and non profit organizations. With his wife and eldest son they own and operate Lynch Group of Companies with offices in Canada, the USA and Germany. With a personal focus on sustainable farming and solar and geo energy the Lynch's operate the Forty Sustainable Farms in Terra Nova. It's treated as a nature conservancy to protect wildlife and everything that grows.

With a new Strategic Plan rolled out this year the Board will be hard at work integrating the pillars identified during he planning process.

Area Administrators Report

The past year has been a time of rejuvenation for everyone supported at CLD due to being able to resume community activities and being able to enjoy a plethora of experiences that could not be enjoyed in previous years due to COVID 19 restrictions.

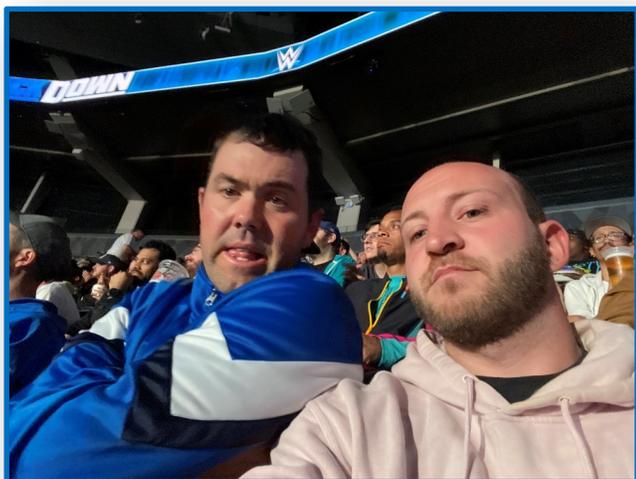
Along with amazing trips and opportunities CLD also welcomed seven new people into residential services and two new people into the Supported Independent Living program (SIL). Ivan, Alex, Donald, Charlie, James, Yolanda and Cody are now residing within CLD's residential homes and Valerie and Mike are being supported in their own apartments by the CLD SIL Team. CLD has also been able to support eight people in the SIL program with passport funding.

Trips were plentiful and we had people head south to enjoy a sunny vacation in Jamaica, others to Las Vegas, Alberta and across Ontario.

People have truly enjoyed the return to activities that were put on hold by Covid including but not limited to:

- * **Concerts**
- * **Sporting events**
- * **Movies**
- * **Live Theater Performances**
- * **Medieval Times**
- * **Elmvale Zoo**
- * **Weddings**
- * **Art events where people supported were able to sell their creations**
- * **Musical events, Dolly Parton, Jonny Cash, Abba, Simon and Garfunkel, Elvis and Bee Gees tribute bands**
- * **Shadow Lake Camp**

Many were thrilled to return to the first performance of Creative Partners on Stage since Covid in June of this year. Thank-you Theatre Orangeville!





As part of giving back, the ladies at Amelia again put in hard work creating T-shirts, bath bombs and Christmas cards and were able to donate \$200 to both Family Transition Place and Hospice Dufferin. Lydia also participated in the Walk for Hospice Dufferin and raised \$210 and Katie did the sunrise challenge getting up every morning for a week to take pictures of the sunrise. She was able to raise \$325.00 for CAMH. We continue to be incredibly impressed with the innovation and drive to give back by the ladies at Amelia.

Cooper Street opened in November, our first home in Grand Valley and Mill St will be open in the fall of 2023. An apartment was opened within our Alder St location in August 2023 supported by our new behavior technicians. Junior received a promotion within B Social and a second job! Randy also took some classes towards his GED.

Ted turned 90 and has become the oldest person ever supported by Community Living Dufferin.

The Options team continues to offer amazing programs and has welcomed several new community participants. Employment services is flourishing and in collaboration with the B Social team now support 5 venues run solely by B Social employees.

The passport department has done an exceptional job of planning and creating so many opportunities and access to terrific events. Additionally, the team has aided the expertise of local talents to create programs such as Magic of Music, Pioneering with Puppets and Puppet Shorts, which continue to be

enjoyed by so many we support.

While there has been much opportunity for celebration, we have also experienced loss within the association. This year we had to say goodbye to Bob, Ted, Anne and Mason along with Cassie, a CLD employee. All will be dearly missed.

Lastly, we would like to send a special shout out to all CLD direct support professionals, and everyone supported within the association. Community Living Dufferin is defined by the incredible people we support and the dedicated support staff who work diligently to bring to life CLD's mission, vision and values.

**Respectfully submitted,
Teresa Donaldson, Diane Kite, Catherine Ryan
Adult Services**





Diane Slater, after over 30 years of dedication and service to Community Living Dufferin retired as the Director of Adult Services in August 2023.

We want to express our sincere appreciation for everything that Diane has contributed.

While her presence will be missed, her years of service and all that she has done for CLD, and everyone supported will never be forgotten.



After many years of working for Freshco Grocers in Orangeville stocking shelves and keeping them neat and tidy for customers, Ed F., hung up his apron this year to enjoy retirement.

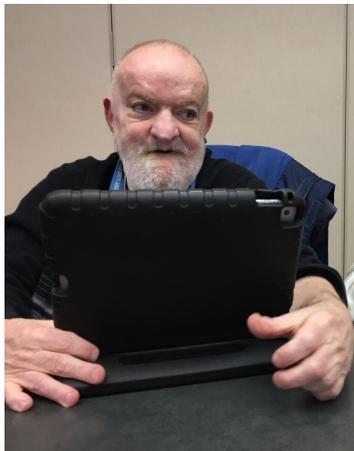
His housemates and staff threw him a retirement party.

Congratulations Ed, enjoy the rest.



In Memoriam 2022 - 23

Bob Hawkins passed away in November of 2022. He had been a resident of CLD since 1984.



He was very particular about the people he connected with, and you had to earn respect from Bob although if you were young and female with long hair it was a much easier process. Bob was a fan of the ladies and had a fondness for animals, kids and babies. Bob was a sensitive man who lit up a room with his smile. We chuckled at the sneaky way he would touch and blow the long hair of the female staff, linking fingers with people and resting his hand or foot on top of yours.

Bob was a man of few words but was very effective in communicating how he was feeling. Pumping his arms, burping to show his affection and when you did something really good Bob would reward you with some kisses blown across the room. If he was not happy with you, you definitely knew it, with a fist in the air and a decisive “bah”, having the lights turned out on you or putting things back “where they belong” whether you were done with them or not. Although Bob had mellowed over the last few years his passion was always there.

Bob was the biggest fan of electronics and gadgets the I have ever met. More recently he had found the pleasures of his iPad where he would watch music videos, the Minions movies and Home Alone, over and over and over again. Bob was known to have the best collection of gadgets which he kept hidden in his shirt, no one but Bob ever truly knew what treasures were buried deep.

Goodbye Bob, enjoy your eternity full of gadgets and women with long hair, we will miss you always.

Anne Rogers

had been supported by Community Living Dufferin for more than 10 years and everyone who had the privilege of knowing her knew her to be kind, caring, and funny with a vibrant personality that could light up a room.



Anne loved her family deeply and over the last many years has optimized strength with her enduring optimism, while receiving dialysis three times weekly.

Anne will be so deeply missed by her family, her CLD family, her close friends at Hillview and by all the support staff, friends and health care professionals who have played a role in her life.

Anne always kept busy, she was a brilliant actor in Creative Partners on Stage, an accomplished and proud equestrian, she was a member of the Click Connect Photography Group and loved to garden and attend a variety of the Options programs. Anne your beautiful smile, your sweet voice, and kind heart, will be missed by so many, but we also know how hard your journey has been over the past few years and we know that while this is hard for everyone left behind, that any suffering you

were experiencing has ended.

Thank-you Anne for teaching everyone who knew you, the true meaning of strength, and for touching the hearts of so many.

Peacefully at Headwaters Hospital on March 14 *Ted Croxier* passed away.

Ted had been hospitalized with respiratory problems that worsened and all efforts by staff at the hospital were unsuccessful.

Ted was a man filled with spirit and music and he loved spending hours listening to his favourite artists. Although on oxygen it never stopped him from exercising.

We will miss seeing him cycling and smiling and always ready to say hello and want to chat. Ted made a special connection with everyone he met and won people over with his charm. Ted will be so dearly missed by everyone at Hillview, but he has joined his friend Anne and we know that they are together.

Ted loved to sing songs and he would belt out songs as if at his own concert. He lived his life to its fullest and always remained positive, even at the end. He will be missed but he did live life his way, the song *I Did it My Way* by *Frank Sinatra* is a song about self determination and strength, and truly embraces some of the more vibrant qualities of Ted.

While it was everyone's hope that Ted would walk back through the doors of Hillview, it was not meant to be. His positivity and beauty however will forever live on inside of Hillview, his memories will be cherished.

*“And now the end is here, and so I face that final curtain
My friend I’ll make it clear, I’ll state my case, of which I’m certain
I’ve lived a life that’s full, I travelled each and every highway
And more, much more than this, I did it my way”*



Mason Matson



was a fixture at CLD. It is hard to imagine CLD without him. He was a person who didn't do things halfway. If he was working, he was working hard. If he was relaxing, he took that seriously too. He loved to sit on his swing and people watch, saying hi to everyone as they walked by.

He always had ideas for home improvements, and his ideas were always great ones, they just usually involved major construction.

He loved to let you know if he was right about something, one of his favourite lines was, "my know what's going on", usually while laughing at you for being wrong.

He was a man who knew what he wanted, and if the staff weren't doing what he wanted, he was always ready with, "I'll tell the boss".

He was proud of his hard work, and when QPAC closed he found work for himself by doing the shredding, because he needed to have work to feel fulfilled. Years ago, I used to talk to him about the idea of retirement, and he would tell me, "Man's going to work until man's in the dirt". He loved his family and friends. He loved children, although if he saw them misbehaving, even while walking by his house, he wasn't shy about letting them know they should listen to their parents.

Mason was a man who lived his life to the fullest, every day. He knew how to enjoy his life, and we are lucky to have had him as part of our community for so long.

Mason died in his sleep during the night, on June 27th, just days after his 84th birthday. Rest in peace, Mason.

Cassie Antle

passed away on Saturday March 4th in a way that can only be explained as a tragedy beyond belief, she was just 29 years old. Her death the result of an act of violence that shook all who knew her.



In her four years with us she touched the lives of many of the people she supported.

She was a friend, a colleague, and a strong advocate for the people she supported. She is missed by all who knew her.

My favourite memory of Cassie Antle: submitted by Mike Bonikowsky

"Deep in the depths of the lockdown winter of 2020/21, Cassie ordered monarch butterfly chrysalis from some website. They sat in a special container on the printer in the home for months and months until we forgot about them.

Then one very bad morning months later, when we were neck deep in some crisis or other, Cassie looked over and saw that the chrysalis was opening.

She brought everyone over and we all watched the butterfly be born. She and Fraser took the newborn butterfly out into the sunny back yard and let it go. It landed on Fraser's arm, and he just stood there, smiling at it.

I remember Cassie standing there in the sun, crying. She was crying for joy because Fraser got to hold the butterfly. That is who she was".

OUR SERVICES AND SUPPORTS



28

Adults supported

EMPLOYMENT PLUS

Effective job coaching enables people with disabilities to achieve their employment potential, assisting them to develop good working habits, set employment plans and connect with and maintain paid and voluntary jobs. 22 people supported through CLD and 6 supported through B Social.



56

Adults supported

OPTIONS

Developing new leisure skills is an important part of enjoying life in our community. CLD offers a variety of leisure and recreational activities on its premises and within the community.



33

Adults supported

SIL - SUPPORTED INDEPENDENT LIVING

Many adults with developmental disabilities can live in their own homes or apartments when provided with three to five hours of weekly support. Last year we supported 41 people.



OUR SERVICES AND SUPPORTS



4

Adults supported

REGIONAL SPECIALIZED SERVICES

This home supports four adults with Prader Willi Syndrome. Their unique needs are addressed through intervention strategies, individual programs and a specialized

Environment by staff trained to address the particular needs relating to this population.



100

Adults supported

PASSPORTS

Adults with a developmental disability or their caregivers may apply for “Passports” funding through the DSO (Developmental Services Ontario). With this funding they may choose to purchase service from CLD. Typically they would purchase time in Options & Employment programs or 1:1 staff to support accessing community activities. This number is increased from last years 91 participants.



66

Residential

CLD owns and operates 15 homes that provide accommodations to adults with intellectual disabilities. We assist adults to achieve their personal goals while fostering inclusion in their community.

Finance and Audit Committee Report



Community Living Dufferin continues to play a critical role in Supported Living. Over the past year agencies such as ours have experienced increasing financial stresses of Covid-19, inflationary impact, and continued pressure on staffing levels. While working diligently on finding internal efficiencies and money saving opportunities, Community Living Dufferin remained committed to its fiduciary responsibility in the treatment of public and donated funds.

In 2021-22, our agency bought and successfully renovated a building in Grand Valley. In 2022-23, this Grand Valley building became a home to four people who we support. Additionally, CLD purchased and began renovations on our 15th group home in Orangeville with an anticipated date of occupancy in Fall of 2023.

Finance department, in concert with the Board's Finance Committee members, reviews the financial statements and projections on a regular basis to ensure a sound accountability structure and responsible financial stewardships.

Year over year summary:

	In \$millions		
	Current Year	Prior Year	% increase
Provincial Funding/ Donations/other	11.8	10.4	13%
Expenses	12.0	10.3	17%
Total Assets	7.6	6.6	15%
Total Liabilities	5.0	3.5	43%



Financial statements of Community Living Dufferin have been audited by our external auditing firm of RLB Chartered Professional Accountants and are available upon request.

Respectfully Submitted,
Oksana Tressel
Director of Finance and Business Services



It has been another busy year for Community Living Dufferin, specifically in the Human Resources department. We are constantly bending and flexing to adjust with the ever-changing labour market and this past year has been no different. While we continue to experience challenges with staffing shortages, we persevere with our recruitment and retention efforts. This past year, we attended multiple career fairs and also spoke at social and developmental services classes through York University and St. Claire College to share how rewarding it is to work in developmental services. This summer, we hosted seven summer youth through Canada Summer Jobs as well as practicum students through the Developmental Service Worker, Social Service Worker, and Medical Administration programs. While we hired over twenty people this year, we also said goodbye to a few, one of which was Robert Bingham, former Executive Director who had just celebrated five years with CLD. We welcome Diane Kite as our new Executive Director and look forward to working with her as she takes over the leadership of our organization!

In effort to retain our great staff, we knew this meant that we need to learn why people continue to work with us and what we can do to improve. As such, we adopted stay interviews where we meet with staff individually for the opportunity to learn about and ultimately enhance the employee experience at CLD. Further to this initiative, we have also been working to develop and enhance our HR processes such as onboarding and orientation.

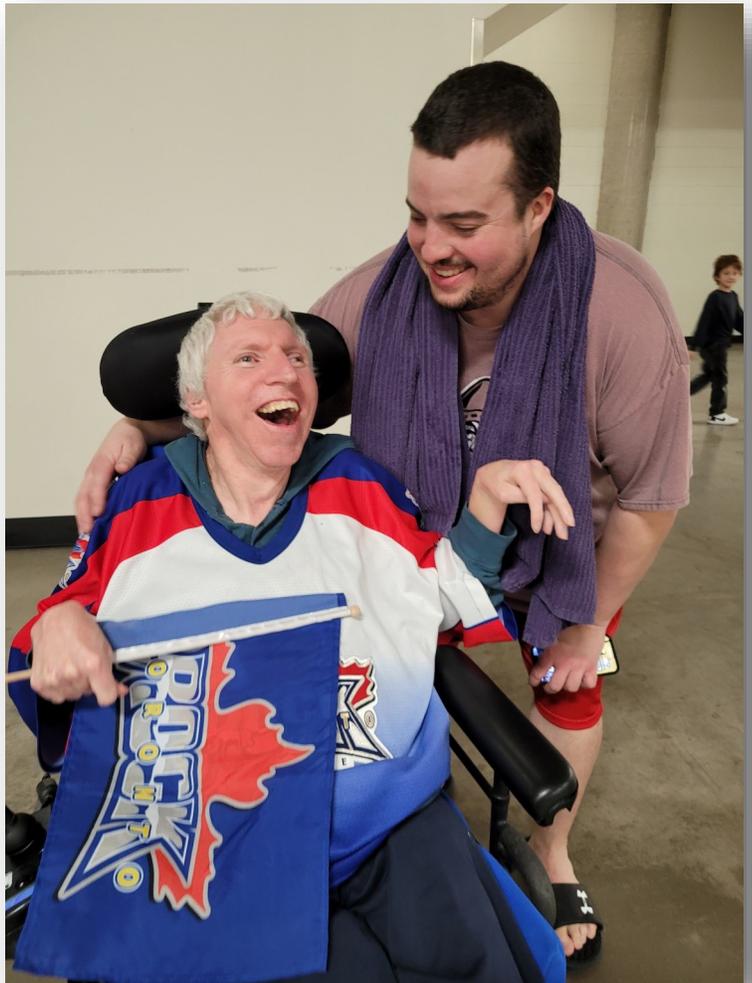
Earlier this year CLD's Leadership Team and our Union Executive started collective bargaining and we look forward to finalizing a new collective agreement this September.

Since coming out of the recent global pandemic, we have established enhanced best practices and continue to prioritize the health, safety, and wellbeing of people we support, staff, and our community at large. On June 15th, we welcomed the shift from universal masking to optional masking, an important milestone for many.

CLD has been proud to represent on the Central Region Planning Table Anti-Racism, Equity, Diversity and Inclusion Sub Committee where we have been a part of the development of a strong partnership with REAL Xchange in providing resources for developmental service agencies. We look forward to continuing this important work for the sector.

Thank to all of our wonderful staff for the great work you continue to do. We look forward to another great year!

**Respectfully submitted,
Tammy Takacs
Human Resources**



Quality Assurance report



The past year has been a busy one for Community Living Dufferin in many new and exciting ways, with the area of Quality Assurance being a considerable part of this. I joined the Community Living Dufferin team in November 2022 and assumed the role of Quality Assurance Coordinator. During this time, I have grown professionally and look forward to many new challenges in the upcoming year!

Quality Enhancement Committee & FOCUS Accreditation

CLD has been working hard towards our fourth accreditation with FOCUS. The entire Accreditation process is an organizational wide effort and would not be obtainable without input from each staff member and person supported.

Our Quality Enhancement Committee is currently working on a marketing strategy to help engage staff and people supported with the evidence gathering process. Keep an eye out for these fun activities and competitions that will be coming to CLD in the upcoming months! A special thank you to our QEC members Jennifer Watson, Mike Bonikowsky, Julie Dean and Johanna Magee for all that they do to improve the quality of services we offer at CLD every day.

Microsoft OneNote

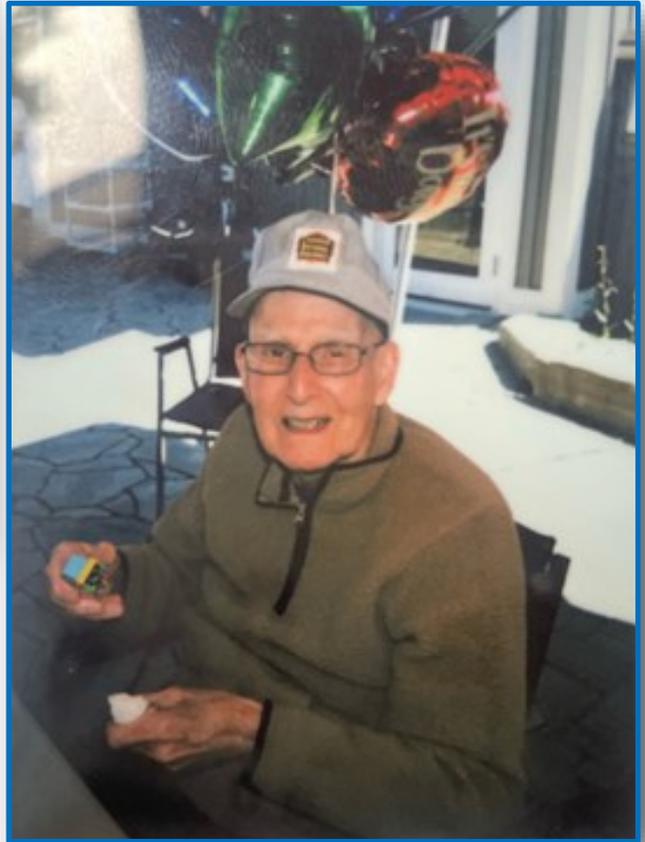
CLD has begun utilizing Microsoft OneNote in regards to tracking various documents that are important for our Ministry of Children Community and Social Services compliance requirements. Microsoft OneNote is a digital note-taking application that provides a single place for keeping all of your notes, schedules, plans, and any information you require — everything you need to remember and manage for work! This will really help staff with keeping key compliance information organized and accessible for their programs. Thank you to all of our Area Assistants for making this possible.

Staff Service Trainings

This year we have begun launching our in-service trainings that were designed to enhance the knowledge and confidence of all DSPs while at the same time defining roles and responsibilities. While we have started the training sessions predominantly with DSP IVs, we developed these training sessions to really enhance everyone's current skills and ensure a consistent understanding and approach to each task performed in the home. Our goal is for staff to leave each session with a deeper understanding as to "why" we need to complete certain documentation, ensuring that the documentation is being completed with the same level of professionalism for all people supported, and that each DSP is fluent in the expectations from CLD and QAM Regulation 299/10. As we move into the fall months, we will be rolling out more training sessions and will be opening them up to more DSPs across all programs with eventually all staff attending each section of training. I believe these trainings are already increasing staff confidence, accountability, and knowledge transfer to occur in each program.

The past year has been full of new changes for the entire organization, with many new ideas coming to life thanks to efforts of the entire CLD team. Each of us continuously contributes to the bettering of services offered to people supported, with the ultimate goal being to provide the highest quality of services that we can.

**Respectfully submitted,
Haley Topley
Quality Assurance Coordinator**



EMPLOYMENT GROWTH

At end of Q4 last year (March 2022) unemployment was at approximately 50%, At end of this Q4 (March 2023). un-employment had decreased to 25%.

Currently the EP caseload is at 22 and an additional 6 persons are supported through EP at B Social venues weekly.

During this fiscal year reception at CLD was reinitiated offering employment to three EP employees. In addition, another EP employee was hired as the regular cleaner for the Orangeville Foodbank. The LEAF program returned, and all spots were quickly filled.

Employment services has worked very closely with B Social this past year supporting all B Social venues, creating processes, tracking forms and other needed documentations as well providing training and support to many of the B Social employees.

BSOCIAL UPDATES

B Social began the fiscal year following COVID closures with 6 returning employees. The number has now grown to 19 persons employed supporting the B Social venues.

Throughout the year B Social successfully operated two concession stands, opening regularly for all seasonal events and supporting major events including:

- ◆ The Sirius XM Walk Off the Earth Concert
- ◆ Ontario Hockey League games and tournaments (house league and representative hockey)
- ◆ Many local sport tournaments including lacrosse, ice/ball hockey and gymnastics competitions.

Additional opportunities created through B Social were:

- ◆ Selling food and beverages for outdoor events including a local baseball tournament and Movie Nights in the Park.
- ◆ Catering for a variety of meetings and events throughout Dufferin County.

B Social also partnered with Georgian College's Youth Job Connections program. The program subsidizes training for youth in need or who have barriers to employment and helps them find employment opportunities. Through this partnership B Social trained and hired 3 new employees.

In late spring 2022 B Social opened the Edelbrock café and in early fall reopened the Georgian campus café. The Georgian café is now closed for the summer but will reopen in 2023. In late spring 2023 Dufferin Oaks in Shelburne will be opened making this the third café operated by B Social. This opening will make the B Social café venture a trio of cafes operating in Dufferin County.

NEXT STEPS

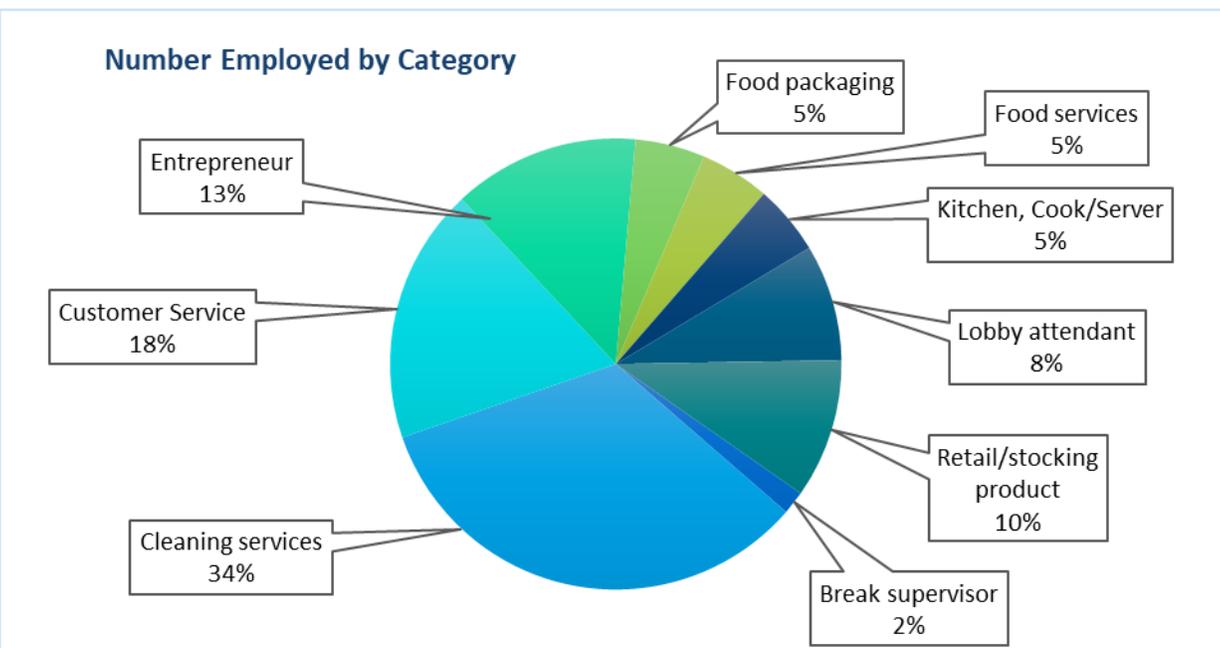
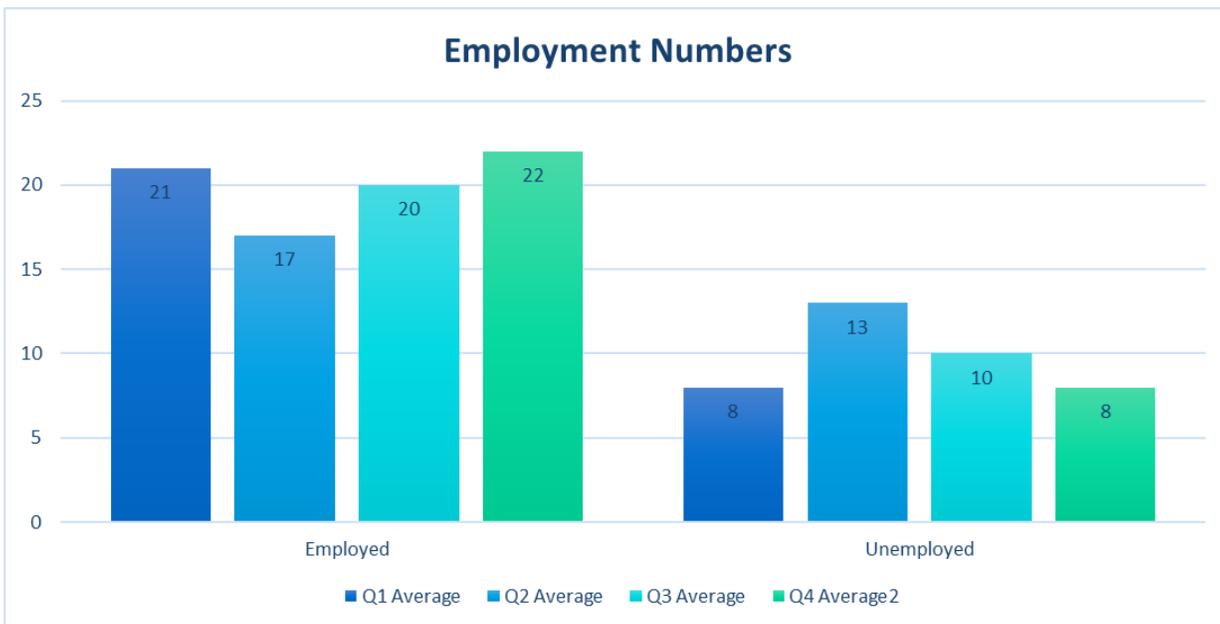
EMPLOYMENT OPPORTUNITIES AND TARGETS FOR EP/ B SOCIAL 2023/24

- ◆ Baseball games and tournaments at the Springbrook Baseball Diamond
- ◆ Selling coffee and baked goods at Hereward Farms Lavender Farm
- ◆ Opening Dufferin Oaks Café-Shelburne. Grand opening was held on June 28, 2023.
- ◆ Windrush Winery
- ◆ Partnering with Options to create home baked goods created by the people supported, to sell at all venues.
- ◆ Reopening of the courthouse cafe

Employment Numbers

The below numbers are representative from April 1, 2022-March 31, 2023, for CLD Employment Services only.

	Q1 End	Q2 End	Q3 End	Q4 End
Employed	21	17	20	22
Unemployed	8	13	10	8
% Unemployed	27.5 %	43.3 %	33.3 %	25.8 %
Total Employers	15	15	18	16
Community Employees	7	5	6	7
Residential Employees	14	12	14	15



Staffing Support by Category

By Category	Avg. Level of Support	Total Yearly Training Hours	# Employed			
			Q1 Avg	Q2 Avg	Q3 Avg	Q4 Avg
Break supervisor	1.33	6.5	1	0.33	1	1
Cleaning services	1.94	26	6	6.67	5.67	6
Customer Service	2.18	25.5	2	3.67	4	3.67
Entrepreneur	1.42	0	1.67	2.67	2.67	3
Food packaging	1.42	6	0.67	1	1.33	1.67
Food services	1	0	1	1	1	1
Kitchen, Cook/Server	1.31	17	1.67	1	1	1
Lobby attendant	1.71	13	2.33	1.67	2	3.33
Retail/stocking product	1.56	0	2	2	2	2

Support Levels

Legend

Level 1 = up to 5 hours per month

Level 2 = 5-10 hours of support per month

Level 3 = more than 10 hours per month

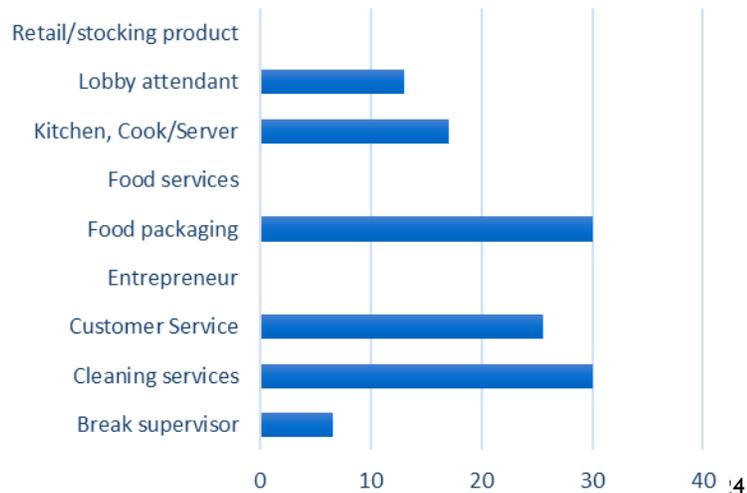
Employed vs. Unemployed (%)



Avg. Level of Support by Category



Total Yearly Training Hours by Category

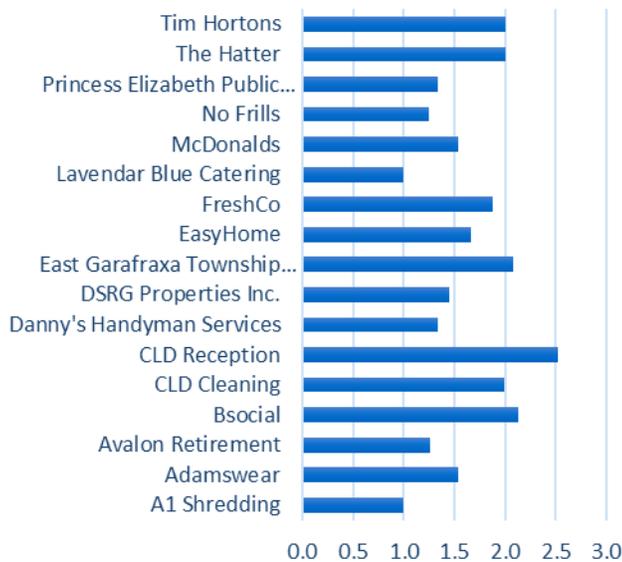


Staffing Support by Employer

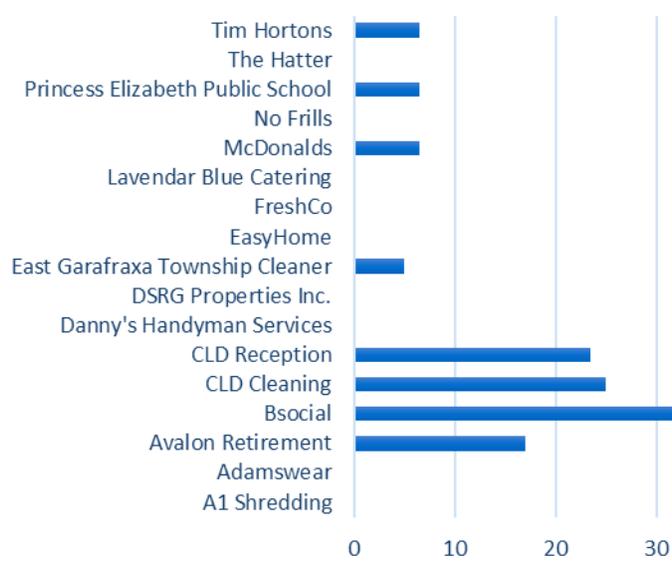
By Employer	Avg. Level of Support	Total Yearly Training Hours	# Employed			
			Q1 Avg	Q2 Avg	Q3 Avg	Q4 Avg
A1 Shredding	1.0	0.0	0	1	1	1
Adamswear	1.5	0.0	1	1	1	1
Avalon Retirement	1.3	17.0	1	1	1	1
Bsocial	2.1	32.0	2	3	3	3
CLD Cleaning	2.0	25.0	5	5	4	4
CLD Reception	2.5	23.5	2	3	3	3
Danny's Handyman Services	1.3	0.0	1	1	1	1
DSRG Properties Inc.	1.4	0.0	0	1	1	1
E Township Cleaning	2.1	5.0	1	1	1	1
EasyHome	1.7	0.0	1	1	1	1
FreshCo	1.9	0.0	1	1	1	1
Lavendar Blue Catering	1.0	0.0	1	1	1	1
McDonalds	1.5	6.5	2	1	1	2
No Frills	1.3	0.0	1	1	1	1
Princess Elizabeth PS	1.3	6.5	1	1	1	1
The Hatter	2.0	0.0	1	0	0	0
Tim Hortons	2.0	6.5	1	1	1	1



Avg. Level of Support by Employer



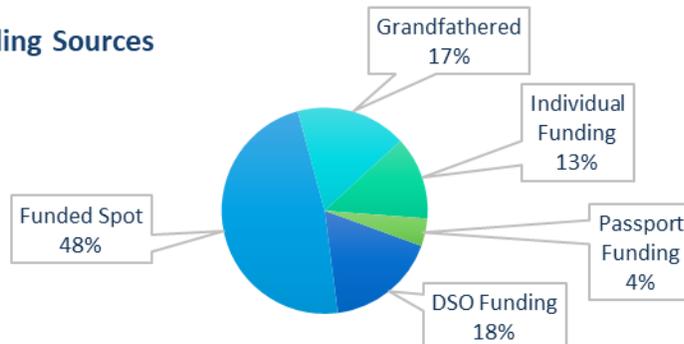
Total Yearly Training Hours by Employer



Funding Sources

Source of funding	Number of spots
DSO Funding	4
Funded Spot	11
Grandfathered	4
Individual Funding	3
Passport Funding	1

Funding Sources



PASSPORT Department

OVERVIEW

The Passport Department officially launched in May of 2022. The team added a Direct Support Professional (DSP) in late June 2022, to help support the three tiers of passport services that CLD offers: The department consists of a Passport coordinator and DSP II.

Services Offered

Brokerage service - for individuals receiving Passport Funding. Community Living Dufferin will take on transactions and payments on behalf of the individual and can also assist in payments for private support workers.

Planning service - a Direct Support Professional (DSP) will assist in planning and arranging for appropriate use of funding in collaboration with the individual. This includes brokerage services.

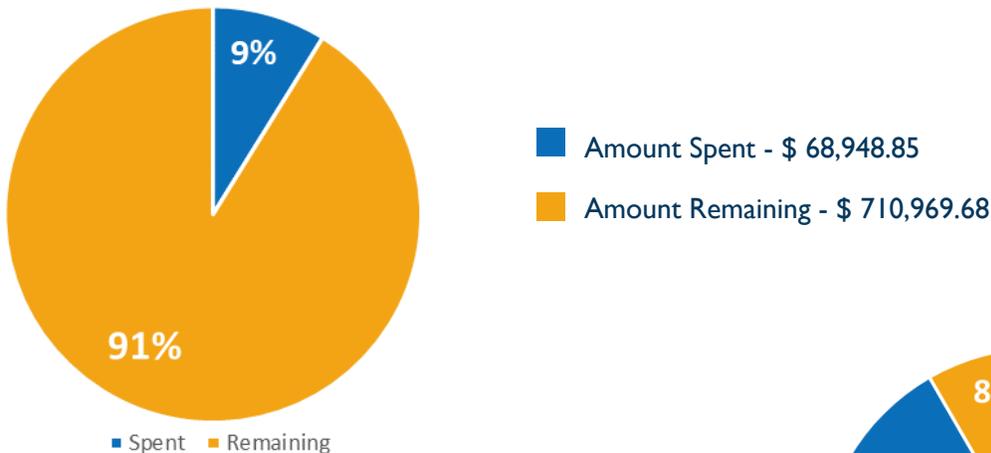
Direct support - for Passport related activities. This will include all tiers of service: broker, planning and direct support. Individuals receiving funding will have a direct support professional to support them with all passport services.

2022 At a Glance and Updates

While the passport department officially opened in May 2022 the DSP II worker did not join until June 2022. The first two quarters of 2022 were slow regarding spending, due to needing planning meetings and determining what individuals wanted regarding community participation. Spending picked up in the last two quarters, leaving only 8% of funding unspent. All persons supported through the department both internal and external, embarked on many months of great activities, adventures, trips, and excursions that would otherwise not have been possible without the creation of the department.

A planning fee was introduced at the beginning of 2023 to cover the planning time for the DSP II after careful analysis to alleviate the administrative burden of tracking the DSP II's planning time per person. Feedback regarding the opportunities for everyone supported for 2022/23 has been very positive and the spending trajectory for 2023/24 is anticipated to have all Passport money utilized before March 15, 2024. Targeted conversations and planning is also being highlighted for any person in 2023/24 who had more than \$1000 left at the end of the 2022/23 fiscal year.

See below for the current spending for 2023 thus far, in the first 20 days, and final statistics for 2022/2023.

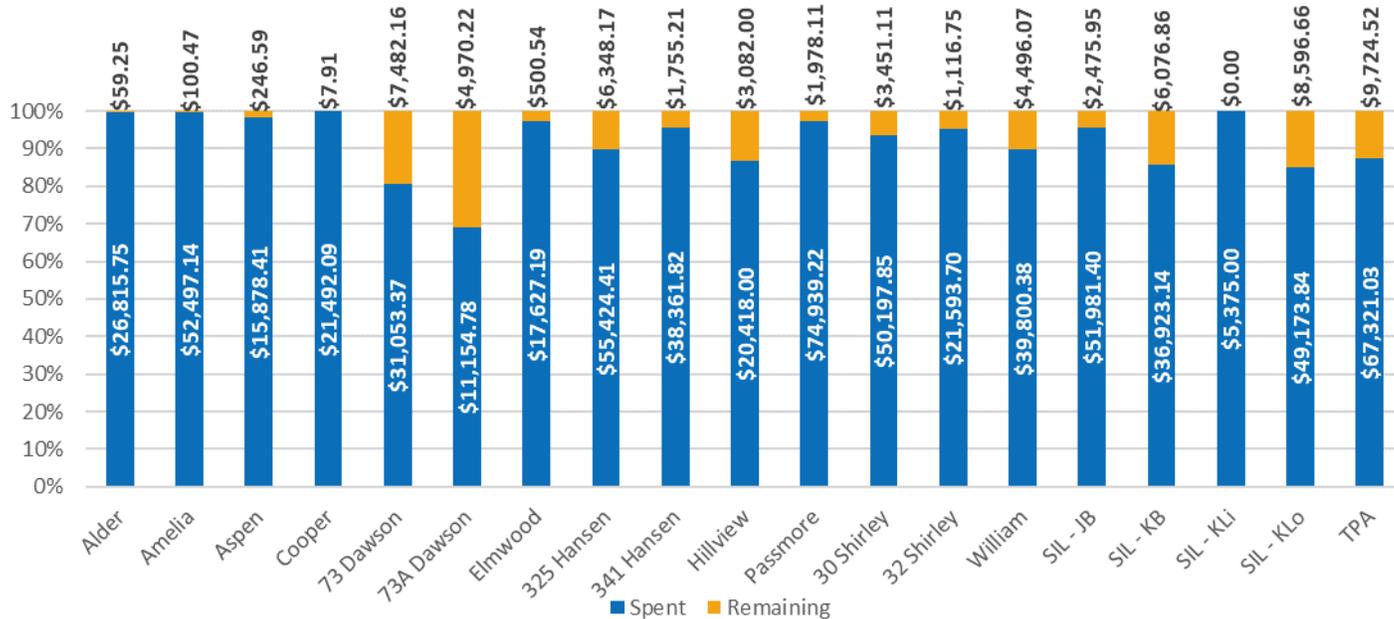


STATISTICS FOR 2022/23

Apr 2022-Mar 2023 Total Passports Funding - \$ 750,497.07



Funding Spent by Program



Individuals with > \$1000 remaining

Name	Program	Amount Remaining	Name	Program	Amount Remaining
K Lundy	TPA	\$4,286.55	A Edmed	SIL – K Lorentz	\$1,959.38
R Bryant	73A Dawson	\$4,167.11	R Mosley	SIL – K Buker	\$1,776.03
E Farquharson	73 Dawson	\$3,993.54	M Murchison	SIL – K Buker	\$1,769.60
D Toms	73 Dawson	\$3,488.62	C Reed	SIL – J Bewley	\$1,568.82
A Boers	TPA	\$3,271.89	D Stroop	341 Hansen	\$1,453.52
L Adams	325 Hansen	\$3,237.42	D Reimert	TPA	\$1,395.39
LP Josephson	William	\$3,154.49	LB Cronin	SIL – K Lorentz	\$1,379.55
P Waterton	SIL – K Lorentz	\$3,123.63	R Richmond	30 Shirley	\$1,303.64
A Rogers	Hillview	\$2,039.67	D McAlpine	SIL – K Lorentz	\$1,127.84
V Roach	SIL – K Buker	\$2,021.20	S Judge	Passmore	\$1,084.55



2023 Years of Service Recipients

5

Martina Bennett-Payne
Allison Brissett
Mo Lolji
Anna Imonifegwo
Sholimol Gigin Babu
Spencer Digiovanni
Robert Bingham
Christine Storey
Denise Avery
Adebisi Ajayi
Negar Alamdar
Tara McVeigh
Kristina Liepins
Heather Strachan

10

Kally W-Nicholson
Judy Held
Patricia Channing
Rachel Horton

15

Coreen Strachan
Clive French

20

Tammy Takacs
Kelly Latham
Kathy Hull
Kim Buker
Jaclyn Smith
Jennifer Fry

25

Liza Howes

35

Peggy Nicol
Chris Hunt



DONORS and FUNDERS

The generosity of past donors enabled us to make some major purchases of smart technology. These helped to make life during COVID more bearable for the people we support and gave them an opportunity to acquire technology skills they did not previously possess.

Your donations assist us in securing items, programs, and support for people we serve.

Your donations make a difference in people's lives, for that we are all grateful.



You can use your smartphone camera on this QR code to access ZEFFY our secure donation program.

100% of your donation is provided to us to use via ZEFFY.

The switch to this program has resulted in over \$200 in extra donation dollars that we would have lost as fees using PayPal or Canada Helps.

I WOULD LIKE TO MAKE A DONATION:

Please circle: **General Donation** **Transportation**

Wish Fund **Specialized Programs** **Creative Partners on Stage**

Give a Christmas Campaign **OTHER** _____

(Tax receipts will be issued for amounts in excess of \$20.00 unless requested)

Cheque

Mastercard

Visa

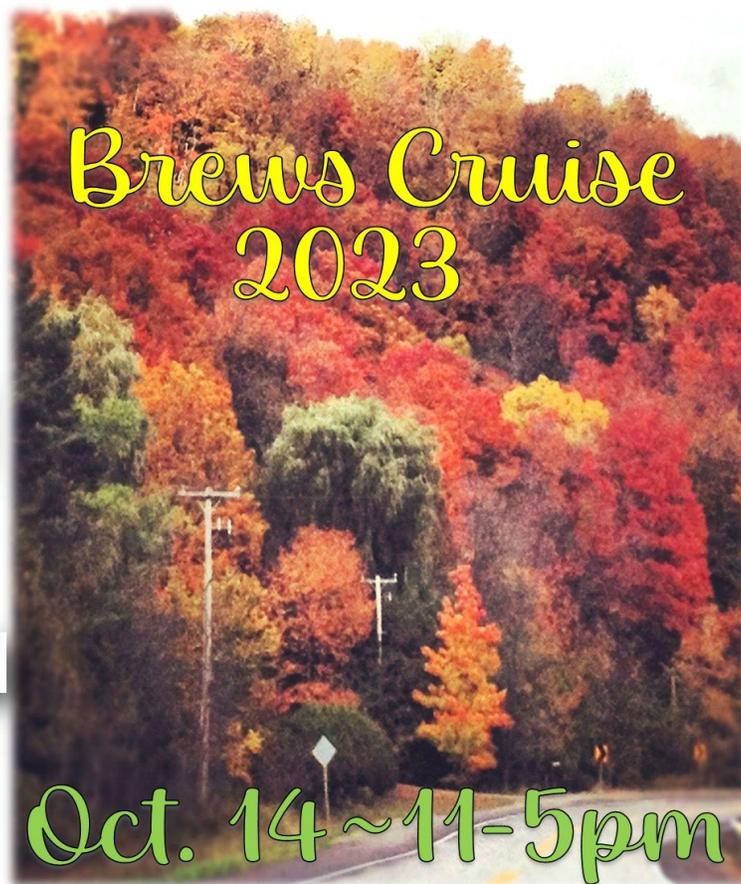
Please make cheques payable to: Community Living Dufferin

Card # _____ **Expiry** _____

Cardholder Name

Address

Email (I hereby grant permission to be added to the Newsletter list to receive quarterly updates)



Saturday Oct. 14, grab your friends and tour the stunning Fall Colours of our beautiful Headwaters area while enjoying the local beer & cider produced by the talented brew masters of our region.

Entry Fee: \$25.00 per car (each car must have a designated driver)
Receive a charitable tax receipt for \$20

Along the route you will be asked to collect answers to questions, submit your answers at the last stop to a route volunteer and we will pick 3 winners from the correct answers.

Winners will be notified Monday October 16.

It's not a race, so please abide by the rules of the road to stay safe and enjoy the drive!

The Board of Directors are excited to reveal the fundraising initiatives to roll out over the next eight months.

Our first of what we hope will become an annual event is the **Brews Cruise, car rally and scavenger hunt** with local breweries.

Take to the hills of Headwaters, enjoy the changing of the leaves and partake in the fabulous tastes of our local brew and cider masters.

Registration is now open, use the QR code to purchase tickets. Charitable receipt of \$20.00 will be provided.

New Cash Calendar

featuring the photography of our **Click Connect Photography group** sponsored by our local businesses.

With over 30 chances to win multiple times this calendar will be a cherished item for the 2024 year.

Calendars are \$15.00 each and the cash prizes range from \$50.-200. over 12 months.



rlb Chartered Professional Accountants **June**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 New Year's Day \$150.00	2	3	4	5	6
7	8	9	10 Charter Professional Accountants	11	12	13
14	15	16	17 \$50.00	18	19	20
21	22	23	24	25	26 Family Transition Clinic	27
28	29	30 \$50.00	31			



June



Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 New Year's Day \$150.00	2	3	4	5	6
7	8	9	10 Mullin Group	11	12	13
14	15	16	17 \$50.00	18	19	20
21	22	23	24	25	26 Family Transition Clinic	27
28	29	30 \$50.00	31			



Toronto Welsh Male Choir Saturday December 9th, 2pm

We are excited at the opportunity to welcome the Toronto Welsh Male Choir to the **Westminster United Church on Saturday December 9, at 2pm.** The choir will perform traditional Welsh songs and to get us all in the holiday spirit will sing a repertoire of our favourite Christmas Carols. Tickets are \$35 and available on line via our website. This fundraising event will be in support of the **Creative Partners on Stage performers.** **Check the link for choir info: welshchoir.ca**



In the new year we are returning to the curling club to host our annual **Curling FUNspiel**, details will follow. But save the date January 20th, and create your team, perfect for first timers and skilled curlers.



We are working with Hockley Valley Resort to do a CLD Ski day in the new year.

In May we will be hosting a **Murder Mystery Dinner and Play** with the **Creative Partners on Stage** in partnership with Theatre Orangeville.



With our donations down by 66% due to Covid, we are aggressively pursuing many fundraising initiatives and welcome all ideas you may have for consideration. Please share the events with your circle of friends and families to spread the word. Thank you

Community Living Dufferin
presents



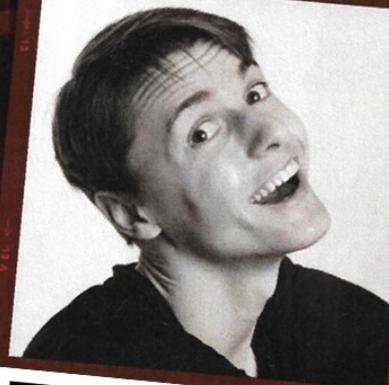
**A NIGHT OF
COMEDY**
with
Michael McCreary

Saturday
September **23**
Doors: 6:30pm
Show: 7:00pm

Tickets: Pay What You Can

**Concessions Provided By
B Social Dufferin**

**At Community Living Dufferin
065371 Dufferin County Rd 3,
East Garafraxa, ON L9W 7J8**



Registration by QR Code Required



We are BACK

Christmas Craft Sale

Sat. Dec. 2, 2023

9:00 am to 2:00 pm

Community Living Dufferin

065371 County Rd 3

Options Room

Upper level entry via Sensory Garden

Admission is FREE

Donations of non perishable food will be collected for the Orangeville Food Bank.

B Social Dufferin lunch concession will be onsite.

Shop from over 20 community artisan vendors

Vendors contact Karen at info@cldufferin.ca for vendor application

Proceeds support life enriching programs for adults who have intellectual disabilities.

Community Living Dufferin

065371 County Road 3 East Garafraxa, ON L9W 7J8

Telephone. 519.941.8971 Facsimile. 519.942.0060

info@cldufferin.ca

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