

# ANNUAL REPORT 2024

## 70<sup>TH</sup> ANNUAL GENERAL MEETING

SEPTEMBER 2024



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# 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.

# BOARD OF DIRECTORS

We extend our heartfelt gratitude to our dedicated Board of Directors for their unwavering guidance and support.



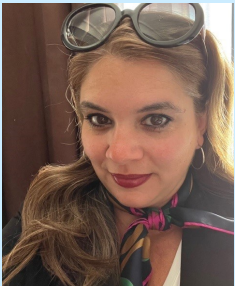
**ERNIE LYNCH**  
CLD Chair Director



**PETER MATTESON**  
CLD Co-Chair Director



**AISHA LONE**  
CLD Director



**CARRIE-ANNE DECAPRIO**  
CLD Director



**SARAH JEFFRIES**  
CLD Director



**WILL DANDIE**  
CLD Director



**ADAM THOMPSON**  
Self Advocate Director

# OUR TEAM



**DIANE KITE**  
Executive Director



**OKSANA TRESSEL**  
Director of Finance & Business Solutions



**HALEY TOPLEY**  
Supports & Services Supervisor



We are proud to introduce our management team, whose collective expertise and leadership drive CLD’s success. Each member brings a unique perspective, fostering a collaborative and innovative environment.

Their continued dedication is instrumental in achieving our goals and ensuring our continued growth.



**JAYME HYNES**  
Area Administrator



**TERESA DONALDSON**  
Area Administrator



**CATHERINE RYAN**  
Clinical Area Administrator



**RADANA ULRYCH**  
Clinical Supervisor



**CAROL MICALLEF**  
Finance Assistant/Payroll



**CHRIS GRIXTI**  
BSocial Employment Coordinator



**CLIVE FRENCH**  
Maintenance



**LISA WOOD**  
Passports Coordinator



**ZACHARY LAFORM**  
IT Support



**TAMARA MORGAN**  
Supports & Services Coordinator



**VICTORIA HALLIDAY**  
Supports & Services Coordinator



**ELENA BELLASSAI**  
Supports & Services Assistant



**CHRIS HUNT**  
Scheduler



**RACHEL IVANYSHYN**  
Scheduler



**TAMMY TAKACS**  
Human Resources Supervisor



**ANSHU PABLA**  
Human Resources Coordinator



**MARLEY LESLIE**  
Human Resources Coordinator



**KAITLIN BOWEN**  
Training & Development Coordinator

# STRATEGIC PRIORITIES: 2024

## Strategic Priority *Staffing and People*

- Strategic Outcomes being sought:
- Increased diversity in the workplace
  - A more flexible, empowered, adaptable workplace
  - Greater access to more talented staff
  - Staff advancement within the organization

### Area of Focus *RECRUITMENT & RETENTION*

- Goal 1
- To hire for potential, along with experience
- Goal 2
- To integrate the core principles of equity, diversity, and inclusion (EDI) into the recruitment and retention process
- Goal 3
- To create feedback circles to allow staff opportunities to share experience and best practices

### Area of Focus *TRAINING*

- Goal 5
- To enhance performance and productivity by creating customized and individualized training plans for existing staff
- Goal 7
- To integrate the core principles of equity, diversity and inclusion (EDI) into the recruitment and retention process

## Strategic Priority *Revenue Diversification*

- Strategic Outcomes being sought:
- Ambitious and achievable campaigns to raise much needed revenue

### Area of Focus *ENHANCED FUNDRAISING*

- Goal 13
- To create a detailed fundraising strategy that gives the agency a clear idea of how to plan and execute a fund-raising campaign that reaches its goals

## Strategic Priority *Community Partnerships*

- Strategic Outcomes being sought:
- Develop new partnerships
  - Improve existing relationships
  - Improved understanding, awareness and acceptance of individuals with developmental disabilities and the work CLD undertakes to support them

### Area of Focus *EXPANDING COMMUNITY PROFILE*

- Goal 23
- To develop a comprehensive communications and marketing strategy aimed at raising awareness of CLD across the community





MESSAGE FROM THE EXECUTIVE DIRECTOR

Community Living Dufferin has had a transformative and eventful year! The realignment of roles within the administrative team was completed in May 2024 to better align with the organization's strategic vision and is a significant step towards improving service delivery. The sale of the Shirley homes and the opening of the Mill St home, along with the introduction of the first treatment pod, mark substantial changes in infrastructure aimed at better accommodating and supporting the individuals served by CLD.

Community Living Dufferin was nominated for a Community Choice grant through the Rotary Club and was one of three nonprofits chosen to receive it. This recognition highlights the excellent work being done at CLD.



This year CLD welcomed five new individuals into service at Community Living Dufferin, as well as the expansion of capacity to support another individual in the Prader Willi Specialized Resource. These steps demonstrate our commitment to expanding services and accommodating more individuals who can benefit from the organization's support.

This year unfortunately CLD also experienced more loss. We had to say goodbye to Jennifer Flynn, Ed, and Mizue Mori. Their contributions, joy, and the memories they created have undoubtedly left a lasting impact on those who knew them and were touched by their presence.

The Passport department and all residential homes have worked hard to return to pre-pandemic operations. This effort has paid off, providing the men and women supported by CLD with a year filled with opportunities and meaningful experiences.

This year CLD welcomed five

In times of both growth and loss, it's important to reflect on the positive influence each individual has within the community and knowing that their legacies will continue to be remembered and cherished by those whose lives they enriched.

The Employment Services Team and B Social venues have been expanding and making significant strides. The opening of the Courthouse Café represents another venture, bringing the total of B Social ventures up to 5 locations.

B Social's ongoing growth in hiring and increasing their employee roster is a testament to their success and the demand for their services within the Dufferin community. It's commendable that the Employment Services Team is actively providing training and job coaching for individuals on the EP caseload, ensuring they are prepared for and successful in their employment roles.

The dedication of both teams to training, coaching, mentoring, and providing exemplary customer service reflects their commitment to supporting and enriching the lives of the Dufferin community members they serve. This holistic approach not only helps individuals secure employment but also fosters a supportive environment that promotes growth and independence.

Options Day Program team continues to find new opportunities for the men and women supported. The team's emphasis on finding new and innovative opportunities for the individuals supported aligns with



CLD's commitment to provide enriching experiences and enhancing skills.

The increase in the community caseload indicates a growing demand for the services provided by the Options Day Program, reflecting its positive impact and reputation within the community. Additionally, the creation of skill-based programs designed to help participants learn new skills in a fun environment not only promotes personal growth but also ensures that learning is enjoyable and engaging for everyone involved.

There is tremendous dedication and commitment across Community Living Dufferin's Residential and Supported Independent Living Programs. The daily accomplishments they achieve reflect their deep care and concern for the well-being of those they support. The fact that many staff members willingly put in additional hours when needed, speaks volumes about their dedication and passion for their work.

This extra effort ensures that everyone receives the support they require, contributing significantly to the overall quality of life and care provided.

The dedication, hard work, and compassion of everyone involved are fundamental in creating a supportive and nurturing environment within Community Living Dufferin. Everyone's contributions, whether they are part of the Residential and Supported Independent Living Programs, the Employment Services Team, B Social venues, the Options Day Program, or any other area within the organization, collectively contribute to the well-being and success of those supported.

This collaborative effort not only enhances the quality of care provided but also fosters a sense of community and belonging among all members. It's through this shared commitment that Community Living Dufferin continues to positively impact the lives of those it serves, making a meaningful difference every day.

Together with a remarkable administrative team and volunteer Board we are steadfast in the commitment to advancing CLD's strategic plan aimed at enhancing support quality, services, and the overall employee experience. This dedication is crucial in ultimately improving the lives of everyone supported by the organization.

I want to extend a heartfelt thank-you to each and every employee at CLD for your dedication and hard work. Your commitment to providing exceptional support and care makes a profound difference in the lives of those we serve at Community Living Dufferin. Your passion and efforts do not go unnoticed, and I am grateful for the positive impact you have each day.

I also want to express my sincere appreciation to all the families for your support and understanding. Your trust in our services allows us to continue making a difference.

Thank you to all those supported by CLD. We view it as a privilege to be part of your lives and are committed to providing you with the highest level of support with genuine dedication.

Lastly, I extend a big thank-you to the Town of Orangeville, Dufferin County, and our other valued community partners. Your ongoing support and collaboration are instrumental in our efforts to enhance our services and meet the evolving needs of our community.

Together, we are creating a supportive and enriching environment where everyone can thrive. Thank you all for your continued dedication and support.

Respectfully submitted,

Diane Kite, Executive Director







## MESSAGE FROM THE BOARD

The 2023 / 24 fiscal year has seen a number of positive outcomes for Community Living Dufferin. During the fiscal year the organization undertook a transformation of its housing portfolio. The sale of two properties and the acquisition and renovation of its Mill Street residence resulted in significant improvement to the financial status of the organization.

With tight government operational expenses trimmed an operational breakeven was achieved. Thanks to both management and staff for this accomplishment. Ratification of a new union contract with our employees benefits the ongoing operations. I am pleased to see the introduction of an employee fund raising committee and their ongoing assistance in the future of CLD.

The financial reporting systems were improved during the year and will benefit successful ongoing operation of the organization. The management team has coupled this with the launching of the Strategic Plan.

Management successfully applied for and received over a quarter of a million dollars to benefit needed capital projects. Subsequent to the end of the fiscal year, the Ministry announced an increase in operational funding that will facilitate and improve the delivery of accommodation and services to our residents.

And finally, thanks to the residents and community organizations who have contributed time and donations to Community Living Dufferin.

Respectfully submitted,

**Peter Matteson, Board Co-Chair**



## AREA ADMINISTRATORS REPORT

### 325 Hansen

Marcus has become a fantastic addition to the tight-knit group at the house however the group has also had to endure some difficult experiences as they've faced personal losses, including the passing of family members and a cherished housemate. Layla and Dan from 341 have started a new tradition of spending a few days each year at a cottage together. Justine took a relaxing and pampering break in Collingwood. Joshua had a great time at the Illusionist show and Cirque du Soleil. Throughout the year, the group has enjoyed attending numerous events in Toronto.

### 341 Hansen

In the fall of 2023, Randy joined Dan, Mark, and Phillip at 341. It was nice for Phillip and Randy as they had lived together in the past. These four men have been making great use of their Passport funding by experiencing many things such a cottage, concerts, sporting events, plays, and Monster Jam.

### 73 Dawson

This year, 73 Dawson had to bid farewell to their friend Ed. It was a poignant moment for everyone, as they said goodbye to someone who had been a valued part of their lives for many years. Alex has been working to build her independence as she enters her second year of living at Dawson. She has forged new friendships while she maintains a strong connection to her family. Danielle has recently moved into Dawson, she quickly become part of the home and built relationships with her housemates. In supporting Devon, the focus of the team has been fostering relationships community involvement, Devon has been enjoying many events and day trips with his many friends including the 400 Flea Market, the Georgian mall and the Kitty Cat Cafe. Everyone at the house have spent many a Saturday morning exploring garage sales in search of unique finds, making it a fun and engaging part of their routine. Donald has spent much of his time and attention on family, phone calls, going out with his siblings and nephew and regular visits and breakfasts.

### 73A Dawson

Jill recently moved to Dawson to receive more support and to be closer to town, allowing her easier access to her community. She is now looking forward to a girl's weekend away with her peers at a cottage in Tobermory, which promises to be a refreshing and enjoyable escape. The women of 73A Dawson are very active social taking every opportunity that comes their way to get out and pursue their interests including Amy who attended the local Comicon, Rosemary participating in events that honor her ancestry, and Debrah has attended shows in Toronto which has continued to foster her creative side which she showcased again this year during her performance with Community Partners on Stage.



### Alder

Joanne reconnected with her sister after several years of lost contact, marking a significant and heartwarming reunion. This year has been incredibly social for everyone at Alder, filled with numerous shows, concerts, Cirque de Soleil and meaningful family connections. Jason attended an exciting hockey tournament in Boston, adding a touch of adventure to the year. In a positive development for Mark, he acquired a new electric wheelchair, which has greatly enhanced his ability to maintain independence both inside and outside his home.





## AREA ADMINISTRATORS REPORT [Continued]

Joey has been focusing on improving his communication skills. Over the past year, a new strategy involving pictures has been introduced, and his ability to make independent choices has greatly increased. He has even begun using his new communication tools to express his desires to staff!

### Amelia

In October 2023, Elizabeth moved to Amelia, finding a more independent environment that has allowed her to work on understanding community safety and confidently navigate Orangeville on her own. The women of Amelia St have also been active in fundraising for various local organizations, including Hospice Dufferin, CMHA, and the SPCA. Katie took a three-week trip to visit family in Alberta and attended an encaustic art workshop at Alton Mill. In the fall, Elizabeth and Lydia enjoyed a helicopter tour, and Lydia, Lila, and Elizabeth are planning a trip to Niagara Falls for a few days to visit the water park and other attractions.



### Aspen

Kelly competed in a hockey tournament in Boston, showcasing his skills and enjoying time away with his family and teammates. Meanwhile, Peter enjoyed a long-awaited family trip to Victoria, BC, a destination that had been on his bucket list for quite some time. The men at Aspen have actively participated in numerous community events frequently featured on the CLD Facebook page. Their activities included trips to Ripley's Aquarium and Adamo Winery, attending wrestling matches, exploring Canada's Wonderland, enjoying the Jazz & Blues Festival, and experiencing Ribfest.



### Cooper St

Fraser recently celebrated his milestone 60th birthday, marking a significant personal achievement. Additionally, Ken reached a remarkable milestone of his own, turning 80. Both birthdays

were special occasions, reflecting their respective journeys and accomplishments. The people at Cooper St have enjoyed many shows and activities including baseball and hockey games, wrestling events and concerts. Mike even attended Wheel of Fortune live show with his friend Glen. People at Cooper St have also taken advantage of their beautiful neighborhood with regular walks by the Grand River.

### Elmwood

Ted, the oldest person ever supported by CLD, will celebrate his 92nd birthday on August 25th. Meanwhile, Cody indulged his passion for medieval and Celtic events by attending both the Fergus Highland Games and the Medieval Times dinner and show, fully immersing himself in his interests. Dwain continues to work hard at his cleaning job at CLD's office which is a huge source of pride for him. The men at Elmwood are regular attendees at local events in town and further afield. They have had adventures including Wreck Rooms, learning about family history and enjoying time away at the cottage. Travis has focused on his relationships this year and staying connected to his family who mean the world to him.



### Hillview

Hillview has seen several changes over the past year. We welcomed two new gentlemen, Paul and Joshua. They have been wonderful additions to the house. Paul has been a friend of Hillview's for many years, he used to visit us through our respite program. Sara was able to attend Shadow Lake camp and had lots of fun. Yolanda spent several days with her family celebrating a special family event. Barbara and Sara have enjoyed spa days out at the Body Bar.

### Options

Options continues to create exceptional programs that offer valuable skill acquisition and recreational opportunities. A notable addition has been the food bank program, where the group now helps with deliveries to community members in need, demonstrating a strong commitment to local support. Looking ahead, there is excitement for the upcoming year, which will feature a blend of new learning-based programs alongside some beloved old favorites designed purely for enjoyment. The Options participants and staff are gearing up and getting their wares ready for the always anticipated Craft Sale



### Passmore

This year Passmore has experienced loss and had to say goodbye to their dear friend Jennifer. Her presence in the home is certainly missed. Raven who is new to CLD recently relocated to Passmore and is enjoying getting to know his new housemates and staff. The women at the residence have enjoyed being pampered at various salons in their community and enjoyed meeting new people.

### Supported Independent Living

The SIL program is currently supporting 33 individuals. The Passports department has played a crucial role in enhancing their quality of life by enabling them to visit new places and acquire electronics that were previously financially out of reach. This program has had an invaluable impact on their experiences and opportunities. In addition, fee-for-service support is being provided to 13 people in the community, further extending the reach of our services. Coming this fall to SIL is a biweekly program for learning, connection and fun which has been developed with the direction of the people supported in SIL and their interests.

### William St

Glen marked his 50th birthday with a special celebration. Marianne was able to reconnect with family members, she had lost touch with. She also thoroughly enjoys her weekly visits with the cats at the shelter. June, Glen, Lyn, Peter, Jen, and Marianne enjoyed a range of activities this year, some together and others individually including attending Blue Jays games and a live performance of Wheel of Fortune. The people that live at William St have explored the Royal Botanical Gardens, participated in pottery classes, and spent time in the Snoezelen Room. Jen took part in various trainings such as Fraud Prevention and the Leaf Program, showcased her work at an art show, and devoted time to volunteering at the Food Bank.







### Shirley

In the fall of 2023, we sold the two group homes on Shirley St. Although this was an exciting decision, it was also a bittersweet, as so many of the people supported at CLD lived in one of those homes at some point during their time here. As we happily looked forward to a new place for people to live, we took time to acknowledge the memories so many of us had on Shirley St!

### Mill

In October of 2023, most of the gentlemen who previously lived in the two groups homes on Shirley Street moved into our newest home on Mill Street. Adam, Jeremy, Josh, Junior, Mike, and Stephen were up for the adventure! Although there have been many bumps along the way settling into the new house, the gentlemen have bigger, brighter rooms, and are closer to downtown, which is helpful for the men who are usually out and

about in town. Mike celebrated his 70th birthday! He celebrated with many friends. What a fun coincidence, he is the same age as CLD!

### Behavioural Treatment (Mill)

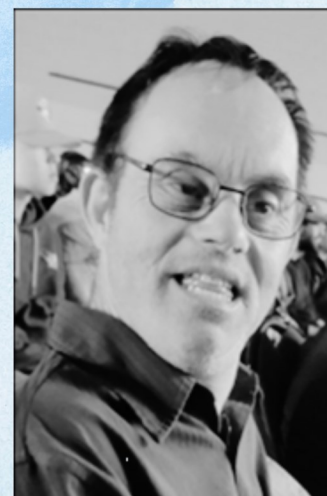
In October of 2023, CLD opened its first behavioural treatment program. It is located in our new house on Mill Street. Phil moved in and quickly charmed everyone he met! He was able to attend the CLD BBQ and meet many new people. He has been enjoying learning new things. He loves sports and music. He has many goals, large and small, and always finds something new he wants to learn. He is always open to trying new things.

Respectfully submitted,

**Teresa Donaldson, Area Administrator**  
**Catherine Ryan, Clinical Area Administrator**



## In loving memory of ED FARQUHARSON



Ed Farquharson passed away on January 14, 2024. For over 25 years, Ed was supported by Community Living Dufferin, and he will be deeply missed by everyone who had the privilege of knowing him.

Affectionately known as Ed or Eddie, he was renowned for his fascination with the weather, often asking others about the sun and rain. Ed had a fondness for his Timmies coffee, ice-cold Coke, and Dairy Queen treats. He enjoyed a long career at Freshco in Orangeville, where he was a dedicated employee who truly loved his job. More recently, Ed spent his daytime hours at the CLD head office, where he meticulously shredded important documents.

Ed was fortunate to have the love and friendship of Ann May and her family for over 30 years. He will be profoundly missed by everyone he considered family, including his friends and staff at his group home, as well as all those who played a role in his life.

Ed, your smile, sense of humor, quick wit, and love of the sun will never be forgotten. As you sip your Timmies coffee or enjoy a refreshing Coke, remember to look to the sun and think of our dear Ed. Fly with the angels, sweet Ed, and know that all of us are sending you our love.

## In loving memory of MIZUE MORI

On July 6, 2024, Community Living Dufferin experienced a profound loss with the passing of Mizue Mori at the age of 81.

Mizue became a resident at Community Living Dufferin in 1989, and she made a lasting impact on everyone she met. Her celebration of life was a testament to her influence, with friends, staff, people supported, and members of her church community all sharing heartfelt memories of her. Whether they had known her for many years or just a short time, people were deeply touched by her presence and mourned her loss.

Throughout her life, Mizue cherished traveling, shopping for clothes, and engaging in crafts. She had a special love for children and volunteered at the Rolling Hills daycare center. Mizue was known for her nurturing spirit, often taking on a motherly role with her housemates and staff, and she wasn't shy about offering fashion advice to ensure everyone looked their best. Mizue will be profoundly missed by both her peers and the staff who had the pleasure of knowing her.





# In loving memory of JENNIFER FLYNN



Jennifer Flynn passed away peacefully on April 1, 2024, at the age of 28. She was surrounded by her loving mother at the hospital after a courageous month-long struggle with a serious health issue and its complications.

Jennifer joined Community Living Dufferin in May 2013, moving from her parents' home to the Passmore Ave group home. Over nearly 11 years, we came to appreciate her determined nature and unique skills, including her remarkable ability to disassemble almost anything with screws using just her hands. Jennifer was also known for her cherished collection of trinkets, which she kept close, even while sleeping.

Although Jennifer did not use words, she communicated effectively through her expressive eyes, guiding hand, and endearing pouty lip. Her silent messages were clear, often directing you to what she wanted and using hand-over-hand gestures to ask for things. Her communication was enhanced by her affectionate nature, as she would gently rest her head on your shoulder or lap, seeking comfort and sometimes sneaking in a kiss.

Jennifer faced health challenges throughout her life, which caused her significant discomfort. However, her moments of well-being were precious, making her laughter and smile all the more impactful. Her joy and positivity deeply touched everyone who knew her.

We extend our heartfelt thanks to the staff at Passmore and the many others who supported Jennifer. Your compassion, commitment, and unwavering dedication were invaluable and made a significant difference during her final days.

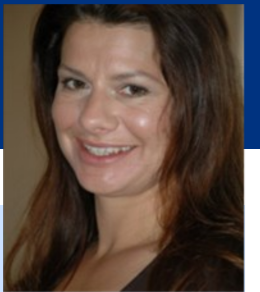
To all who had the pleasure of knowing Jennifer—her family, housemates, and the caring staff who supported her over the years—my thoughts are with you. Jennifer, you were an extraordinary person who left us far too soon. You will be deeply missed, and every time we find a dime, we will think of you.

May you rest in peace, surrounded by all the trinkets you can imagine.

Goodbye, Jennifer.



## CLINICAL REPORT



Our clinical department, though small, is highly effective. We support individuals in our group homes and their families within the community. Since the start of our community support services, Radana Ulrych, our Clinical Supervisor, has helped 21 people and their families. We also provide information and learning to families and community partners regarding Prader Willi Syndrome.

Currently, we are managing behavior support plans for 20 individuals, including 5 new cases this year. Additionally, we have offered consultation to 5 individuals who do not currently have behavior support plans.

Our team of Safe Management Trainers has grown to four members with the addition of Justus Abbot. This expansion enables us to offer more flexible and accessible training sessions. Justus is also responsible for specialized training at Hillview and within our behavioral treatment program. He plays a key role in assisting teams with data collection, documentation, and the implementation of behavior support plans.

Respectfully submitted,

**Catherine Ryan , Clinical Area Administrator**  
**Radana Ulrych, Clinical Supervisor**

## Supports & Services NUMBERS AT A GLANCE

<b>Employment Plus</b> helps 25 individuals reach their employment potential, while B Social supports 5 people.	<b>30</b>	<i>Individuals Supported</i>	<b>98</b>	The <b>Options</b> department provides a range of leisure, recreational, and educational activities to 98 individuals annually.
The <b>Passports</b> department assists 103 individuals who can apply for funding from Developmental Services Ontario, which can be utilized for recreational activities.	<b>103</b>	<i>Individuals Supported</i>	<b>33</b>	<b>Supported Independent Living</b> assists 33 individuals with developmental disabilities living in the community, with varying levels of support provided each week.
CLD manages and runs <b>13 group homes</b> that offer housing for adults with intellectual disabilities.	<b>13</b>	<i>Residential Services</i>	<b>65</b>	CLD <b>supports 65 individuals</b> within its 13 group homes.
CLD <b>employs a total of 178 employees</b> across all our programs and services. Of these, 21 are in management roles, while the remaining employees serve as direct support staff.	<b>178</b>	<i>Number of Employees</i>	<b>27</b>	Additionally, within our BSocial program, there are <b>27 employees</b> .





# SUPPORTS & SERVICES REPORT

The past year has been a busy one for Community Living Dufferin in many new and exciting ways, with the development of the Supports and Services Team in May 2024 being one of them.



1. Quality Assurance Measures & CLD Agency Standards

Since launching the Supports and Services Department we have primarily focused on improving the quality of services provided to all individuals supported across the agency.

While all developmental service agencies must follow Quality Assurance Measures Regulation O 299/10, CLD strives to go above and beyond, looking at ways to ensure we are continuously embedding quality into our daily practices.



2. Training & On-Going Support for Staff

Our ongoing objective is to have the Supports and Services Department continue to provide assistance to the other departments within the organization to further improve the quality of services provided.

Through collaboration with other departments and our Training and Development Coordinator, the SS Department has begun providing flexible training options for staff, including, virtual sessions and direct in person training and coaching sessions for staff around completion of individual support plans, medication administration and other daily documentation within the programs.

Our goal is to work with all CLD programs to build capacity, empowering staff to recognize and expand on their strengths, allowing them to develop the confidence needed to exceed their job responsibilities. Additionally, it will lead to staff having a common understanding of obstacles and growth opportunities resulting in sharing best practices, pooling resources, and learning from others' experiences.

As we move forward, our focus will continue to be on providing the highest quality of supports and services we can in order to better serve the individuals we support.

Respectfully submitted,

**Haley Topley, Supports & Services Supervisor on behalf of the SS Team**



# HUMAN RESOURCES REPORT

Insert text here

Respectfully submitted,

**Tammy Takacs, Human Resources Supervisor**





TRAINING & DEVELOPMENT REPORT

EDI & Leadership Training

We have initiated Equity, Diversity, and Inclusion (EDI) and Leadership training programs in collaboration with Rainmaker Industries, led by Claudia Ferryman. These training sessions - beginning in early Fall - aim to equip our staff with the necessary tools to foster an inclusive and equitable workplace and continue to make CLD a desirable workplace for applicants.

Updating Staff with New Trainings

Ensuring that all staff members are up to date with the latest training programs has been a priority. We are systematically updating and rolling out new trainings to keep our staff well-informed and prepared to provide the highest quality support. With the rollout of the new BambooHR system we will have a new effective way to track and manage these trainings for our staff.

As we move forward, our focus will be on expanding and enhancing our training programs to better serve our staff and, ultimately, the individuals we support.

Comprehensive Training

We plan to offer more extensive trainings for new hires, along with refresher trainings for current staff to keep up with field standards. This will ensure that everyone is supported to meet their job responsibilities confidently.

Meaningful and Engaging Support

We are developing a new training that will place a strong emphasis on providing meaningful and engaging support to the individuals we serve, ensuring that our services are both effective and compassionate.

Integrating EDI Practices

Building on the principles from our current EDI training program, we will integrate these practices into all future training initiatives. Our goal is to ensure that CLD remains and grows as a welcoming and inclusive environment for everyone.

Flexible Training Options

Recognizing the diverse needs of our staff, we are exploring more flexible training options, including online and virtual training sessions. This approach will allow us to keep up with evolving technology and provide training in a more accessible and convenient format.

Respectfully submitted,

Kaitlin Bowen, Training & Development Coordinator

Years Of Service

Congratulations to our staff on reaching this milestone!  
Their dedication and hard work has made a significant impact on  
the level of support provided by CLD.

35

• Louise Sparey-Byham

• Krissa Liatopoulos

30

25

• Jennifer Watson

• Krista Hare

• Lisa Wood

• Johanna Magee

• Julie Dean

15

10

• Jean-Maire Cole

• Richie Castillo

• Rhiannon Harris

• Anshu Pabla

• Cheryl Stewart

• Jaime Roberts

• Kaitlin Bowen

• Karen Lubianetzky

• Myckala Magennis

• Queeneth Enwerem

5

Thank you for your years of service.





FINANCE & AUDIT REPORT

Over the last fiscal year, Community Living Dufferin continued to experience financial stresses of inflationary increases, transportation requirements, capital expenditures and continued pressure on staffing levels. Great care and efforts were invested by the entire CLD team on finding internal efficiencies, money saving opportunities and fundraising initiatives. Community Living Dufferin remained committed to its fiduciary responsibility in the treatment of public and donated funds.

YEAR OVER YEAR SUMMARY 2023-2024	\$ Millions		% Change
	Current Year	Prior Year	
Revenues*	14.7	11.8	25%
Expenses	14.2	12.0	18%
Gain on Sale of Capital Assets	0.4	-	-
Total Assets	7.5	7.6	-1%
Total Liabilities	3.5	5.0	-30%

\* Includes: Provincial funding, Fundraising, Donations, Pay for service

In 2023, CLD sold two of its residential homes which, combined with one sizeable donation, helped finance the renovations of our new group home in Orangeville. The occupancy of the new home took place in November 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.

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

Respectfully submitted,

Oksana Tressel,  
Director of Finance &  
Business Solutions



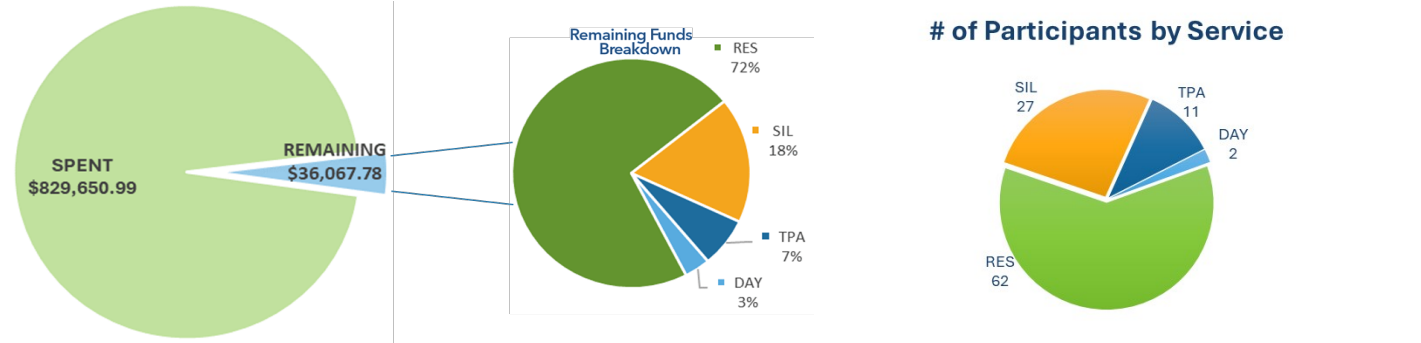
PASSPORT REPORT

The 2023-2024 Passport year was the first full year the Passport Department was up and running. We started the year off with new guidelines as to how funds could be used. These new guidelines saw some of the items made temporarily admissible during the pandemic become permanently admissible, such as laptops and sports equipment, while other items such as gaming and streaming devices are no longer admissible. Everyone adjusted well to the new guidelines.



The Passport department had a robust year maximizing community experiences while staying within individual budgets. Many of the individuals who had more than \$1000 remaining during the last fiscal year were able to get more of their funds utilized with our targeted planning approach. CLD utilized 95.8% of funding by the end of the fiscal year. The Passport DSPII worked to create programs and daytrips centered around what was important to the people

Funding Amount	Day Program (DAY)	Residential Programs (RES)	Supported Independent Living (SIL)	Transfer Payment Agency (TPA)
Initial Funds	\$ 29,209.40	\$ 605,960.46	\$ 153,337.80	\$ 75,208.38
Funds Spent	\$ 29,204.24	\$ 595,993.09	\$ 146,852.50	\$ 57,601.16
Remaining Funds	\$ 5.16	\$ 9,967.37	\$ 6,485.30	\$ 17,607.22



we support. Many individuals’ bucket list items were crossed off. There were new and exhilarating adventures for many to try, including the CN tower Skywalk, a sleepover in the tunnel of danger at Ripley’s Aquarium, and a helicopter tour. With the help of our regional Passport office, the Passport Department was able to onboard several new individuals from our community to broker and plan for.



The new fiscal year has started off strong and we plan to continue empowering the people we support and planning events that are meaningful to them. We look forward to watching the year unfold.

Respectfully submitted,

Lisa Wood, Passports Coordinator



# EMPLOYMENT PLUS REPORT

## HIGHLIGHTS of the work performed by Employment Services Department

- Facilitated a 12-week LEAF (Leadership ..... ) training three times throughout the past year. It was run out of the Edelbrock Centre and supported twenty-one (21) individuals.
- Administered a “Guest Experience” training for twelve (12) employees being supported that work in Customer Service.
- Supported seven (7) individuals to complete or update their Safe Food Handlers training and certification.
- Hosted a training for CPR and First Aid training which recertified thirteen (13) individuals.
- One individual supported through Employment Services had a goal of working at the main reception desk for CLD. This individual was added as a “fill-in” receptionist and has thrived on the shifts they have covered so far.
- On June 28, 2023, Employment Services opened an additional Café location at the Dufferin Oaks Long Term Care facility in Shelburne, ON.



- Employment Services entered into a partnership with the Orangeville Food Bank – the foodbank provides baked goods at cost for the BSocial venues to sell.
- The Orangeville Food Bank hired one individual who was then trained in Pastry Arts and received their college certification. They assist with the baking at the food bank.
- On March 4, 2024, Employment Services was thrilled to re-open the café location at the Dufferin County Courthouse. This café had been closed since the pandemic.

- BSocial paired up with Creative Partners on Stage and set up a sale table at the CPOS performances May 17th-19th 2024, which gave BSocial employees additional hours and experience with customer service at an art performance.

- One BSocial employee returned to their seasonal summer job at the Arborary. This is the second summer this employee returned, and both the employee and employer are enjoying this partnership.

Employment Services/BSocial staff are looking forward to the year ahead, and excited to continue to provide top quality supports to individuals who experience barriers to their employment.

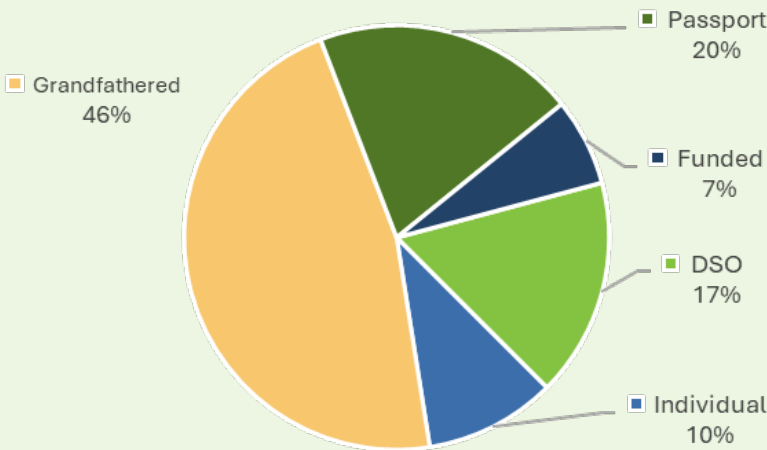


	Q1 2023 [Apr-Jun]	Q2 2023 [Jul-Sept]	Q3 2023 [Oct-Dec]	Q4 2024 [Jan-Mar]
Employed	23	22	23	23
Unemployed	4	5	4	4
Total Employers	11	12	10	9
Community Employees	7	5	7	6
Residential Employees	16	16	15	14



## FUNDING SOURCES

	Q1 2023 [Apr-Jun]	Q2 2023 [Jul-Sept]	Q3 2023 [Oct-Dec]	Q4 2024 [Jan-Mar]
DSO Funding	4	4	4	4
Funded Spot	10	9	9	8
Grandfathered	4	3	4	4
Individual Funding	3	3	3	2
Passport Funding	2	2	2	2





STAFFING SUPPORT

By Category

Category	Average Level of Support	Yearly Training Hours	# of Employees			
			Q1	Q2	Q3	Q4
Break Supervisor	2	0	1	0	0	0
Cleaning	1.75	58	1	1	1	1
Cook/Server	1.75	0	1	1	1	1
Customer Service	2	21	4	5	4	5
Entrepreneur	1.25	20	5	5	6	6
Food Service	1	0	3	2	3	3
Farm Hand	1	0	1	1	1	1
Lobby Attendant	1.5	32	1	1	1	1
Retail/Stocking	1.25	0	1	1	1	1

Support Level Legend

Level 1

up to 5 hours/month

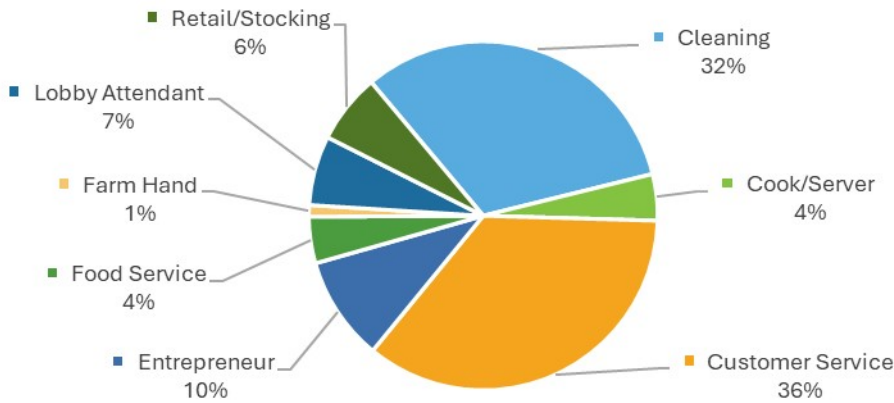
Level 2

5-10 hours/month

Level 3

10+ hours/month

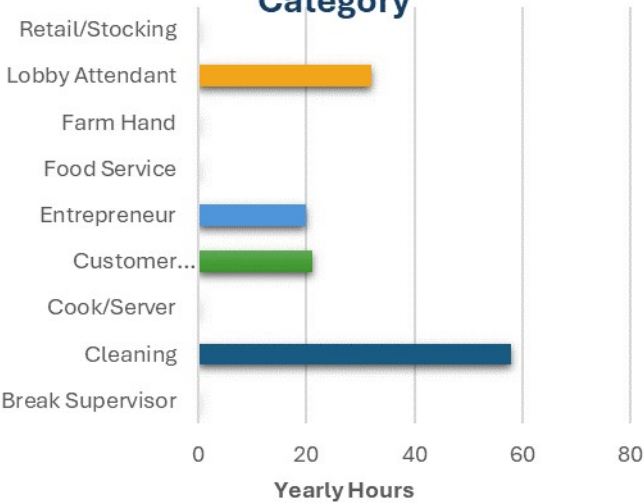
% of Employees by Category



Average Support Level by Category



Total Training Hours by Category



STAFFING SUPPORT

By Employer

Employer	Average Level of Support	Yearly Training Hours	# of Employees			
			Q1	Q2	Q3	Q4
A1 Shredding	1	0	1	0	0	0
Adamswear	1.75	20	1	1	1	1
Avalon	1.75	0	1	1	1	1
Bsocial	2	6	4	5	4	5
CLD Cleaning	2	52	5	5	6	6
CLD Reception	2	8	3	2	3	3
Danny's Handyman Services	1.25	0	1	1	1	1
DSRG Properties Inc.	1	2	1	1	1	1
EG Township Cleaning	1.25	24	1	1	1	1
Haslett Farms	1	0	0	1	0	0
FreshCo	1.5	0	1	1	0	0
Lavendar Blue	1	0	1	1	1	1
Marks	1	0	1	1	1	1
McDonalds	1.5	32	2	1	2	1
NoFrills	1	0	1	1	1	1
Princess Elizabeth PS	2	0	1	1	1	1
LEAF Only	2	0	0	1	0	0

Support Level Legend

Level 1

up to 5 hours/month

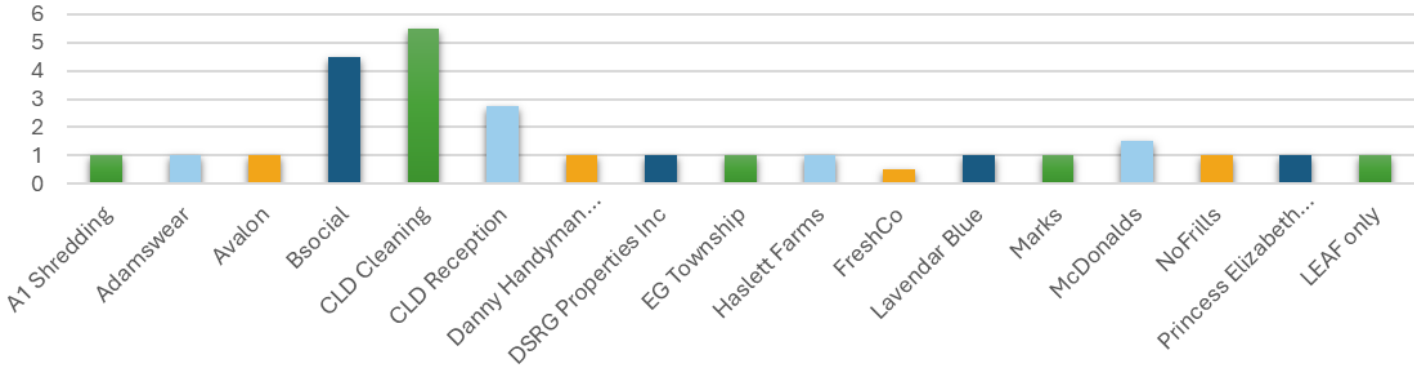
Level 2

5-10 hours/month

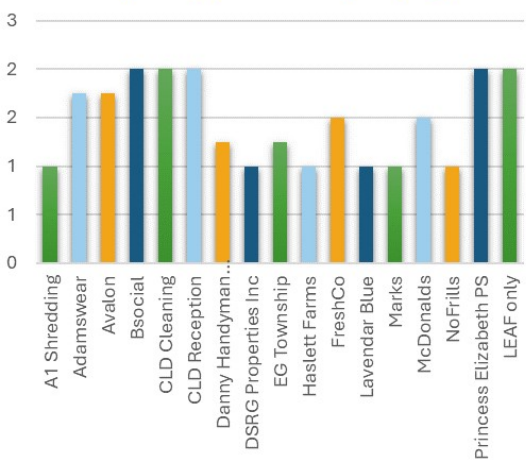
Level 3

10+ hours/month

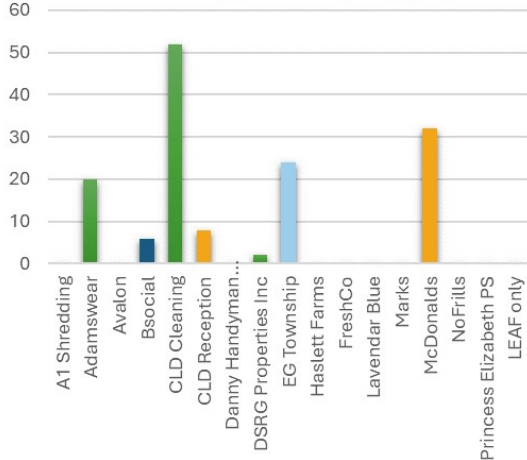
Average # of Employees per Employer



Average Support Level by Employer



Total Training Hours by Employer





Over the past year, B Social has seen significant growth, **increasing its staff from 19 to 28 employees across its venues**. Through-out the year B Social continued to successfully manage two concession stands, operating regularly during seasonal events and supporting major activities such as Ontario Hockey League games, local sports tournaments (including lacrosse, ice and ball hockey, and gymnastics), and more.

**In June 2023, B Social launched a new café at Dufferin Oaks**, initially open three days a week, and has since expanded to five days a week with positive reception. Additionally, **in March 2024, B Social reopened the café at the Orangeville Courthouse**. B Social continues to run a modified schedule at our Edelbrock location.

Throughout the year, B Social explored various opportunities, including:

- Selling drinks and snacks at Springbrook baseball diamond during the summer of 2023.
- Providing refreshments at Partners on Stage performances and Movie Nights in the Park in 2024.
- Offering catering services for various meetings and events across Dufferin County.
- Volunteering at the Town of Orangeville's annual senior's luncheon.
- Partnering with ODSS for the SAL (Supervised Alternative Learning) program, hiring a student from their initiative.
- Participating in CLD events, such as the Michael McCreary Comedy Night and the Christmas Craft Show.
- Forming new partnerships with the Orangeville Foodbank for baked goods and with Pappa John's for pizza at our concession stands.

- Collaborating with Mochaberry at their Junior A lacrosse sponsorship table to enhance the partnership between Mochaberry and B Social.

Finally, we wish to extend our heartfelt thanks to Dufferin Child and Family Services and Family Transition Place for their invaluable support in launching the B Social initiative. We also want to express our deep appreciation to the Town of Orangeville and Dufferin County for providing B Social with the opportunity to operate these venues and for their unwavering support of our efforts.

Respectfully submitted,

**Chris Gixti, BSocial Employment Coordinator**  
**Paula, Chelsea, Christine and Katie- Employment Services Team**

## ACHIEVEMENTS

*B Social was one of three winners of the Accessibility Award from the Town of Orangeville in 2024.*

*B Social was a finalist for the Community Builder Award in 2023.*



# CHRISTMAS Craft Sale

Following years of tremendous success, CLD is excited to announce the return of its

## Annual Christmas Craft Sale

on  
**November 30, 2024,**  
**from 9 AM to 2 PM**

at their main office in the Options area.

Admission is FREE for everyone!

Vendors from across the community are welcome to participate and showcase their talent.

For more information, vendors can contact us at  
[info@cldufferin.ca](mailto:info@cldufferin.ca)







Space for 70th celebration



DONORS AND FUNDERS

Dear Donor's,

Your past generosity has had a profound impact on the lives of those we support, especially during challenging times like the COVID-19 pandemic. Thanks to your contributions, we were able to provide essential smart technology that not only made life more bearable but also helped individuals acquire valuable new skills.

We are reaching out to you today to ask for your continued support. Your donations enable us to secure vital items, programs, and support for people with developmental disabilities. Every contribution, no matter the size, makes a significant difference in their lives.

Thank you for considering our request and for your unwavering commitment to our cause. Together, we can continue to make a positive impact.



With gratitude,  
Community Living Dufferin

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

SELECT ONE		MODE OF PAYMENT [SELECT ONE]	
GENERAL DONATION	TRANSPORTATION	MASTERCARD	VISA
WISH FUND	SPECIALISED PROGRAMS	CARD #:	
CREATIVE PARTNERS ON STAGE	GIVE A CHRISTMAS CAMPAIGN	EXPIRY:	
OTHER:		NAME:	
		ADDRESS:	
		CHEQUE	Please make cheques payable to: Community Living Dufferin
Tax receipts will be issued for amounts in excess of \$20.00 unless requested			

EMAIL:  
I hereby grant permission to be added to the Newsletter list to receive quarterly updates

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