



# Annual Report 2020-2021

Community Living Ajax-Pickering & Whitby

---

# TABLE OF CONTENTS

Mission Statement.....	1
President’s Report.....	2
Executive Director’s Report.....	3
By the Numbers.....	5
Community Participation Program.....	6
Volunteer Services.....	7
HEROES Self Advocates Group.....	8
Residential Supports.....	9
Financial Report.....	11
Staff Service Awards.....	13

# OUR MISSION

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



# OUR VISION

Community Living Ajax-Pickering and Whitby envisions a society where everyone belongs – living in a state of dignity, sharing meaningfully and safely in all elements of community life, and having opportunities to participate effectively. In our future vision, there is genuine inclusion for all

# OUR VALUES

We believe in and make critical decisions based on the organization’s core commitments to a mission defined by a person-centred focus and culture of respect. Purposeful pursuit of meaningful inclusion for those who we support. Always acting with honesty, integrity, transparency, and accountability



# PRESIDENT'S REPORT

In my lifetime, it has never ceased to amaze me how for the most part, humankind has had the terrific ability to adapt! We sure have had to do so in light of the Covid 19 pandemic with which we have been dealing for over a year and a half now. I must say that our organization, Community Living Ajax-Pickering, and Whitby has done an excellent job in so many aspects of the situation in which we have found ourselves.

Led by our Executive Director, Lisa McNeer-Baker and all our very capable Managerial team members, our organization has weathered this pandemic well compared to many other jurisdictions thus far. I commend all our families and I commend all of our staff, with all of your personal lives that have been so impacted by the pandemic. Our staff who, day after day, have come in to work not knowing what their shift would bring but knowing for sure that our organization had done all that it could to keep them and our supported people safe.

Who would have thought that we would add different words to our collective vocabularies during this pandemic? For example, "Zoom". Not just the sound of a fast vehicle but it has become one of our main means of communication. Virtual communication has been such a versatile medium. By necessity, many of our programs have been delivered virtually. We have had a virtual summer program, a Safe and Healthy Program, and we have even matched volunteers with some

of our supported people to help relieve the latter's sense of isolation. We will have, for the second year in a row, our virtual Christmas Party. Hopefully it will be the last year for that format.

Even our Board of Directors has been meeting virtually! I would like to thank them for their continued dedication and service throughout this past year. We said hello to Deborah Hastings who we have added to the Board. We continue with our oversight and, as you will see, we continue to be in excellent shape financially.

Going forward, needless to say, we must continue to be vigilant in our everyday health and safety practices. I am confident that our leadership team and our staff will continue to protect our supported people as well as themselves during these continuing challenging times.

*Joe Visconti*  
*Board Chair*



# EXECUTIVE DIRECTOR'S REPORT

**“Courage is being scared to death but saddling up anyway.” *John Wayne***

It has been a year like no other. The Covid-19 Global Pandemic created changes, challenges, fears, losses, and opportunities. The agency was in a strong position when the pandemic hit, with focused and dedicated staff, a strong management team and a capable team of leadership volunteers serving as directors. The families of the people we support accepted our efforts to keep people safe even when that meant switching to virtual visits, phone calls and no access to in person day services.

We have weathered the storm together.

The Ontario Government implemented a wage enhancement for our dedicated staff members providing direct support. Our staff kept working in the most challenging of situations, many while worrying about their own health and safety and juggling family responsibilities such as home schooling for their children and caring for elderly or vulnerable relatives. Much of our day services was switched to remote programming, something that before the pandemic we had never done.

We offered a virtual summer program and created employment opportunities for

young people. This program was very successful and helped to reduce the isolation being felt by many. People even learned to cook through virtual programs! Staff members expanded their use and skills with technology. Our board never missed a beat switching to virtual meetings and keeping an eye on risk management and governance.

We offered a virtual Safe and Healthy program which focussed on helping supported people to stay safe during the pandemic and was made possible through a grant from the Durham Community Foundation and Government of Canada.

We began operating a 1:1 volunteer matching program with a focus on reducing social isolation. This 3-year project, funded by the Ontario Trillium Foundation, was developed prior to the pandemic and we went ahead switching to a virtual platform. What better time to focus on reducing social isolation than during a pandemic that required people to shelter at home?

The Town of Ajax through Impact Grant Funding helped us to provide healthy meals to people living on their own in the community and create holiday hampers.

This reduced the amount of time that supported people needed to spend in grocery stores.

With the retirement of our Finance Manager, we created a new position of Senior Manager of Finance and IT and have begun modernizing our back-office practices to create efficiency and provide more accessible service to our families.

In this fiscal year we celebrated the 100th birthday of Rocca P. in May and then mourned her loss in December. We lost other supported people including Donald F., Art F., and Ralph H., each of whom had been supported by CLAPW more than 30 years.

It has been a hard year.

I personally will never forget the sense of relief I had on March 04 witnessing many of our staff members attending a mass clinic to receive their first Covid-19 vaccination.

The sense of relief was palpable for everyone present. While we know there is still a long road ahead of us as we come out of the pandemic, taking a concrete step that would provide protection to those in our care was an incredible moment to witness.

We continue to focus on our mission to help people live full lives, effectively, safely, and inclusively in the community and we carefully balance the desire to keep people as safe as possible as we acknowledge their rights and capacities. Everyone has sacrificed during the Covid-19 pandemic in different ways, but the restrictions imposed on people living in the group homes have been very challenging. The lock down for them was longer and with more conditions than what most citizens experienced. The Direct Support Professionals of CLAPW put their hearts and souls into keeping people safe, healthy, stimulated, having fun and flourishing. It has been inspiring to see the dedication, resolve and creativity.

We will continue in our efforts together to create community and create connection despite Covid 19.

Thank you to all that have helped in our efforts this past year



*Lisa McNee Baker*  
*Executive Director*



# By the Numbers

## 2020-2021

29

Volunteers

22 Students

9 Summer  
Students hired

97

People supported  
in CPP

30

People in Supported  
Independent Living

32

People Supported  
in Residential



5

People supported in  
Intensive Supports

38

People supported in  
CEP



5

People Supported in the  
Treatment Home

3

Host Families

# COMMUNITY PARTICIPATION PROGRAM

The Community Participation Program has seen a number of changes since March of 2020. Although the program was still going through changes, with regard to developing more community partners and in creating more community-based activities for its participants, the pandemic forced us to make some very quick changes that we had not even considered initially!

While the majority of the CPP staff were deployed to work in residential programs, we quickly developed a number of online activities that would keep the participants in touch with their friends in the program and offer them a variety of different activities to keep them busy in the day. The Direct Support Professionals learned how to use Zoom to present their activities and created some excellent programs. Some of the activities included: cooking classes, literacy groups, money skills, music activities, game activities, exercise groups and science experiments, to name only a few. The online activities were well received, and we quickly had a large number of people accessing our online services.

In September of 2020 we re-opened the program at Dowty to a small number of participants, keeping in mind all of the MCCSS and Health Department guidelines regarding Covid-19.

Our Dowty location underwent a mini renovation and had temporary walls installed to maintain safe distancing and to eliminate the potential of any spread of illness. Unfortunately, our in-house activities were short lived as the covid numbers in the community exploded forcing us to close the program again just after Thanksgiving. DSPs returned to residential, and the focus once again was on online services.

We increased the online activities to include Saturdays, and this too was a successful endeavor. Participants and their family members / advocates expressed that they would like to see online activities continue, even after the pandemic ends. It was so great to hear that the participants were enjoying the online groups and finding them beneficial!

Thank you to our dedicated and flexible staff members, our resilient families and program participants who have helped us to weather the challenges presented by Covid 19. Although we couldn't access the community in the way that we had hoped, we still managed to help people to stay connected, active, and learning.

*Submitted by Lena Reilly,  
Senior Manager of Operations*



# VOLUNTEER SERVICES

The first year of the Trillium Grant went very well considering we were in a pandemic and people were not able to meet in person. The Grant was designed to reduce social isolation through a 1:1 Volunteer Match Program, that involved connecting volunteers with people who have intellectual disabilities.

Because of COVID 19, this connection was virtual. The participants decided on the activities and the volunteers facilitated them over Zoom. After the first year, the people that were involved and their families reported through a survey that they felt less alone, felt more connected to their community, had someone they could talk to about their problems and thought they had

made more friends and talked to more people.

The results from the surveys conducted by CMCS consulting were overwhelmingly positive about the program and its benefits to people supported by CLAPW, to the volunteers and to the families. Twenty people were matched with volunteers the first year and we will match twenty-five more people in the coming year. If you are interested in more information or want to get involved, please contact Sharon Burgess at [sharon.burgess@clapw.org](mailto:sharon.burgess@clapw.org)

*Submitted By Sharon Burgess  
Volunteer Coordinator*

## QUOTES...

*From Person Supported by Volunteer program*

"Things are going really good I love having Sharon as my one on one"

*From Families*

"This past year has been so tough on adults with special needs. Our son has been frustrated and lonely. It is so nice to connect with someone his own age."

*From Families*

"It is a great program and a very worthwhile experience for our daughter."

*From Families*

"My daughter is really enjoying the time she spends with Shalette on Thursday mornings."

*From Families*

"I wanted to let you know how much my daughter is enjoying her time with Erin and Kashri on Thursday mornings. She is always anxiously awaiting Thursdays and she really missed them both while they were off."

*From Students*

"Thank you for all the amazing experiences I've had at CLAPW, this has been the best semester of schooling I've ever had & it was thanks to everyone at CLAPW. I am immensely Thankful for everything you guys did for me in my placement & I will be forever grateful to everyone for making me feel comfortable/at home during my couple months with you all. I pray you all have the best of luck in the future & if I ever need the most wonderful assistance in Ontario, I know exactly who to come to, the amazingly wonderful team at CLAPW."

# HEROES SELF ADVOCATES GROUP

Our self advocates group at CLAPW are here to advocate for individuals during times of need. For the past year, the need has been to stay in touch, connect virtually and help each other through the pandemic. We have all been dealing with loses and isolation. It was good that we had each other to rely on.

We were very excited to have connected with “Brothers of Charity Services” which is an advocacy group in Ireland. Brothers of Charity serve six regions of Ireland and have a very strong and well-established group of advocates. We are learning lots from them and have been invited to participate in the Advocacy Works forum which will have self advocate presentations from Canada, Ireland, and India.

Because of our need to meet virtually we have connected with other organizations and plan to expand this reach to other countries too. It has been very interesting to hear about how other parts of the world have handled the pandemic and how groups have advocated to ensure that they had the same rights as other citizens during the pandemic restrictions.

Being on the self advocates group gives individuals a sense of accomplishment from helping others and that improves quality of life. Feeling needed is a very important part of life. We continue to meet once a month to stay connected and discuss future needs and plans.



*Submitted by*  
*HEROES Self Advocates*

# RESIDENTIAL SUPPORTS

It has been a trying year for all in Residential Services and Supported Independent Living. Who would have thought this pandemic would last this long! Everyone has been so cooperative with the restrictions that were/are still are in place throughout the province. Individuals have been so resilient with what is going on in today's world.

During the first part of 2020 individuals were housebound and had little interaction with their families, most of their interactions were by phone or via Zoom. We found that the people



supported were quick to grasp the understanding of Zoom meetings to stay connected.

Mindfulness is apparent when thinking of how the Direct Support Professionals (DSP'S) at CLAPW, reflected on how their conversations with each other while in the residential homes directly affected the people they support. Everyone was as the saying goes "in the same boat", and conversations about going out with friends, and socializing with family & friends was not a topic of conversation such as it was prior to the pandemic. We all experienced isolation and lack of connection, something that for some of the people we support, has been a lifelong experience. It certainly did cause us to reflect on the benefits of belonging and participating fully in community life.

In December 2020, one of residential homes was hit hard with a Covid outbreak. Two individuals and all DSPs tested positive. It was such a terrible, trying, and difficult period for everyone

involved but we pulled together and did all that we could to keep people safe. It really reinforced the threat that the pandemic posed, even though we were practicing such stringent infection prevention and control measures.

We welcomed two new residents into our Harman location in Ajax. They knew each other from years past, and had lived together before many years ago, so it was nice to see them reunited.

We have also welcomed several new people to our Supported Independent Living program.

Despite the pandemic there were several homes that had the most wonderful upgrades completed all the while following safety guidelines that were in place during the pandemic. The people who live at one of the homes in Whitby were excited to watch through the window as the dilapidated old garage that had been condemned for years was torn down and was replaced with a fully functional, awesome, garage that was built from the ground up.

We do all that we can to create comfortable, safe, and welcoming homes for the people in our care. During the long period of staying home, it was important that home was a lovely place to be.

We look forward to returning to a sense of “normal” and extend out thanks to our families, supported people and remarkable staff who have helped us through the year of the pandemic.

*Submitted By Program Managers  
Ruth Alambo and Julie Sidler*



# FINANCIAL REPORT

## Community Living Ajax-Pickering and Whitby Statement of Financial Position

March 31	2021	2020
<b>Assets</b>		
<b>Current assets</b>		
Cash	\$ 999,514	\$ 671,915
Accounts receivable	123,951	161,105
Prepaid expenses	108	-
	<u>1,123,573</u>	<u>833,020</u>
<b>Capital assets (Note 2)</b>	<u>2,161,512</u>	<u>2,235,629</u>
	<u>\$ 3,285,085</u>	<u>\$ 3,068,649</u>
<b>Liabilities and Net Assets</b>		
<b>Current liabilities</b>		
Accounts payable and accrued liabilities	\$ 669,594	\$ 549,589
Deferred contributions related to operational programs	15,654	19,751
	<u>685,248</u>	<u>569,340</u>
<b>Deferred contributions related to capital assets (Note 3)</b>	<u>1,032,373</u>	<u>1,043,567</u>
	<u>1,717,621</u>	<u>1,612,907</u>
<b>Net assets</b>		
Invested in capital assets	1,129,139	1,192,062
Operating	438,325	263,680
	<u>1,567,464</u>	<u>1,455,742</u>
	<u>\$ 3,285,085</u>	<u>\$ 3,068,649</u>

On behalf of the Board:

Director

Director

TREASURER



## Community Living Ajax-Pickering and Whitby Statement of Operations

For the year ended March 31	2021	2020
<b>Revenue</b>		
Ministry - Provincial subsidy	\$ 8,716,136	\$ 8,145,073
Donations	12,361	24,842
Interest income	1,715	15,490
Memberships	360	290
Rental recovery	409,712	429,508
Passport funding	313,972	278,439
Other revenue	302,418	381,785
Amortization of deferred capital contributions	75,885	75,145
	<b>9,832,559</b>	<b>9,350,572</b>
<b>Expenses</b>		
Salaries and benefits	7,210,043	6,366,151
Staff training	26,975	23,080
Bad debts	26,415	-
Individualized funding	800,156	862,616
Passport expenses	307,045	264,757
Staff travel	20,074	32,362
Vehicle operation and travel	48,600	55,610
Other client expenses	174,736	175,837
Utilities	74,263	79,347
Insurance	71,424	61,886
Repairs and maintenance	165,702	374,221
Telephone	44,674	44,425
Fees	47,716	42,659
Other purchased services	221,849	363,426
General administration expense	321,814	312,346
Miscellaneous	41,498	42,956
Summer respite expense	13,546	14,797
Amortization	104,307	108,578
	<b>9,720,837</b>	<b>9,225,054</b>
<b>Excess of revenue over expenses</b>	<b>\$ 111,722</b>	<b>\$ 125,518</b>

# STAFF SERVICE AWARDS

## 5 Years

Amanda Bradley  
Ivana O'Doherty  
Bunmi Babalola

## 10 Years

Jennifer Smith  
Yvette Salmon  
Ashley Terry  
Michael Brown  
Jacquelyn Devine  
Nicole Mavin

## 15 Years

Violet Jaigobin  
Peju Thanni  
Jessica Bennett  
Jeffrey Entwistle  
Marie Smail  
Karen Blackburn

## 20 Years

Vanessa Sulaman

## 25 Years

Shannon Goddard

## 30 Years

Leanne Domonkos  
Diana Staneslow  
Leigh Wright-Letheren  
Steve White

## 35 Years

Cam Smail  
Sharon Burgess



# HAPPY HOLIDAYS!

Join us for our holiday party over zoom on December 10 at 7:00 p.m.

More details to follow



**SLEEVES UP**



**For Hugs**

When Your Turn Comes, ROLL UP YOUR SLEEVE  
for the COVID-19 Vaccine

#sleevesupON

**SLEEVES UP**



**For \_\_\_\_\_**

When Your Turn Comes, ROLL UP YOUR SLEEVE  
for the COVID-19 Vaccine

#sleevesupON