

2022- 2023 ANNUAL REPORT

MISSION STATEMENT

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.



VISION

Community Living Ajax-Pickering and Whitby envision 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.

VALUES

We believe in making critical decisions based on the organization's core commitments to:

- A mission defined by a person-centered focus and culture of respect
- Purposeful pursuit of meaningful inclusion for those we support
- Always acting with honesty, integrity, transparency, and accountability

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BOARD PRESIDENT & EXECUTIVE DIRECTOR REPORT



**Lisa McNee Baker,
Executive Director**



**Jackie Stewart,
Board President**

BOARD PRESIDENT & EXECUTIVE DIRECTOR REPORT

The 2022-2023 fiscal year was one of transition out of the most significant restrictions imposed by the pandemic. We were pleased to carefully begin resuming more typical activities and outings and have enjoyed reconnecting with each other.

Our partnership with local colleges has remained strong and positive, bringing many students to complete their placements and internships with CLAPW with many ultimately taking employment with our agency. One of our students had this to say about their experience at CLAPW “My supervisors were kind, caring, and understanding. I saw how much they care for the people they support, and it made me proud to be a part of the team. I look forward to working with Community Living Ajax, Pickering, and Whitby soon.”

The summer was busy with the Spirit of Summer program taking place at the Youth Hub at Ajax High School. Funded by a National Summer Jobs Grant and with an in-kind donation of space by the Durham District School Board, this community-based programming ensures that teens who have intellectual disabilities have typical summer experiences while developing valuable skills such as using transit and cooking.

On the fundraising front, we had success with grants including the CIBC grant for a financial literacy program, the Town of Ajax Impact Grant to provide hot meals to people supported by the SIL program at a time when grocery prices were soaring, and we got word that our Capital grant for further renovations at Dowty was approved. We also held a very successful rummage sale which raised funds for our annual holiday party. We appreciate the annual contributions from Cassidy and Company and the Raymond Anderson Annual Golf tournament as well as the many individual donors who contribute financially to enable us to further our mission.

Volunteer Services continues the flourish with full funding from the Ontario Trillium Foundation. Year two of this initiative was built on the success of year one. The third-party evaluation was very favourable, and our wonderful volunteers are impacting the lives of the people they are matched with in very positive ways.

Our volunteer initiatives through our Community Participation Program (CPP) have expanded and people involved with CPP have contributed to the community in ways that make our community better. This initiative highlights the many talents/gifts the people we support have and the many ways they contribute to enhancing the quality of life for fellow citizens. Through this work, we have developed several strong partnerships with agencies and organizations throughout the Durham Region. The hours that we provide services/support through our Community Participation Program expanded to include three evenings a week and Saturdays for in-person programming.

We had the best compliance review by the Ministry of Children, Community and Social Services (MCCSS) in the agency's history in June of 2022. This demonstrates the hard work of our staff members and our leadership team to ensure that our services are safe, enriching and create good opportunities for the people involved with our agency.



We introduced a mentoring program for newly hired staff members who are matched with more experienced staff who volunteered to serve as mentors. We began the development of a leadership mentoring program which will be implemented in the next year.

Working with other Durham-based agencies we coordinated and hosted a Family Forum which included presentations from the Adult Protective Service Worker Program, Developmental Services Ontario, Durham Association for Family Resources, and a presentation on system reform through the Journey to Belonging by the Ministry of Children Community and Social Services.

We participated in a costing study created by the accounting firm KPMG and commissioned by MCCSS. The extensive exercise looked at every service offered by CLAPW and broke it down into units of service, hours of support, and costs. This laborious work was completed by the Senior Management Team and will help to inform the ministry as it develops the plans for the Journey to Belonging system reform which will include individualized funding allocations.

In December we were thrilled to be selected by the Town of Ajax as the recipients of the Town's Accessibility Award recognizing our efforts to help people connect with and become a part of the community, particularly through our volunteer services.

The Board of Directors has continued to meet regularly with highly active governance and finance committees. Each board member assessed their own performance, the performance of the board, and the performance of the Executive Director. The board members also completed a skills matrix summary to assist the governance committee as they recruit additional board members in readiness for board terms that are coming to an end. The board has begun to once again meet face-to-face opting for a hybrid model of both virtual and in-person meetings.

As you review this annual report take the time to reflect on the great progress and achievements of CLAPW even when operating under the restrictions imposed by the pandemic. Our staff have shown great stamina and resourcefulness as they navigated such a challenging period of time. And frankly, they showed great joy as we began to resume our normal operations and activities. We are eager to fully embrace our work of helping people access the many riches of our community and to truly build relationships and contribute in meaningful ways.



Board President



Executive Director



BY THE NUMBERS

87

Volunteers
and Students

17

Summer
Program
Youth
Participants

76

Community
Participation
Program
Participants

10

Summer
Students

42

Supported
Employment
Program
Participants

6

HEROES
Advocates

33

People Supported
in Group Living

5

People
Receiving
Intensive
Supports

30

People in
Supported
Independent
Living

5

Treatment
Home
Participants

26

People Supported
By Urgent
Response

3

Host Families

STRATEGIC PLAN UPDATE



STRATEGIC PLAN UPDATE

Strategic Priority 1

Create an Individualized Support Strategy

- declared vacancies for Community Participation Program (CPP) with DSO
- declared vacancies for Supported Employment Program through DSO
- had 20 volunteer placement opportunities through CPP
- 81 1:1 volunteer matches created
- Individual Support Planning (ISP) meetings were held for every person supported by the organization
- ISPs held for people who attend CPP and SEP focused on future planning for supportive living considerations
- Attended 16 Board of Trade and Chamber events and 3 people found paid employment
- Added evening and weekend programs
- Added the Making Sense of Dollars and Cents financial literacy program funded by CIBC
- Continued with virtual programming



Strategic Priority 2

Develop a Pro-Active Staffing Strategy

- Utilized social media to promote CLAPW with a typical reach of 750-800 people a week
- attended job fairs hosted across Durham Region
- Hosting an In-House Job Fair and hired 22 new part-time staff
- Provided placement to 32 College Students who provided 7000 hours of support
- Expanded volunteer roles to include committee work such as the Rights Committee and Board of Directors



Strategic Priority 3

Create a Continuous Learning Plan for Staff

- Implemented a Direct Support Professional mentoring program with five staff being mentored by colleagues
- Have begun to create a leadership Mentoring program for staff interested in learning more about managerial roles with CLAPW
- utilized the Open Future Learning Platform to train Direct Support staff on Active Support, Building Friendships, Person-Centered Approaches, Social Role Valorization, and Working on the Inside
- Managers accessed training on Working with Families, Managing Difficult Conversations, and Managing Emotions
- Developed a Wellness Committee that regularly provides resources to the staff members
- Developed training modules specific to the Treatment Home
- Members of the DEI committee enrolled in MESH Diversity Training-a six-month training process
- Through an interest survey, 12 staff have been identified who may be able to assist with in-house training on specific topics
- Have begun exploring ways the new Core Competencies, recently redeveloped by the provincial network, can be incorporated into our work at CLAPW
- Had agency representation at the OASIS Conference, DSHR Conference, CLO Conference, OADD Conference



STRATEGIC PLAN UPDATE

Strategic Priority 4

Enhance Family Supports and Strengthen their Voices

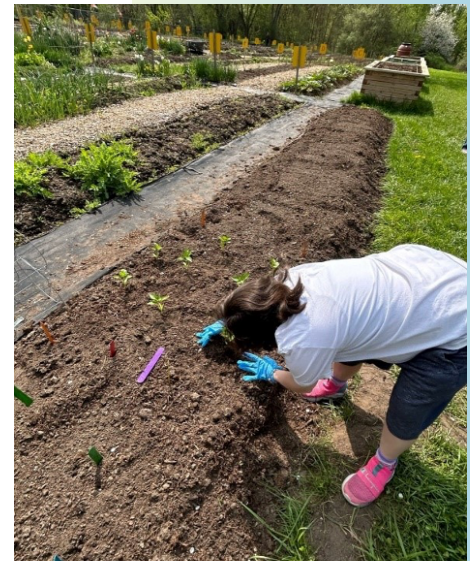
- Held a Durham Wide Collaborative Family meeting with presentations from Development Services Ontario (DSO), the Adult Protective Service Worker program, MCCSS, and Durham Family Resources and Supports (DAFRS) with 42 people in attendance
- Share information on workshops and Seminars offered by the DSO
- Each newsletter contains legal information of relevance for families supporting a loved one with an intellectual disability
- Certified Financial Planner presented at the AGM on financial topics of relevance for families supporting a loved one with an intellectual disability
- Added a part-time manager to assist families with the brokering of Passport Funds



Strategic Priority 5

Create Innovative Living Arrangements

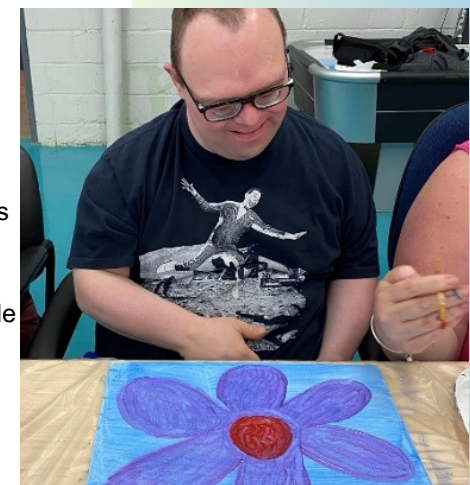
- transitioned two people from group living to Supported Independent Living
- have moved 3 people from the Urgent Response list to internal CLAPW accommodation supports
- working with a local housing provider secured 4 additional Rent Geared to Income placements
- Began conversations with existing Foster Parents to consider transitioning to the Host Family Program
- through the regional Approaches to Supportive Living Committee-organized presentations from CL Algoma on Supportive Housing, CL Essex on Technology Supports, Durham Housing, DAFRS, and creative planning



Strategic Priority 6

Create a Resource Development Strategy

- CLAPW was named the Charity of Choice at the Board of Trade's Mayor's Address
- Offered the successful Spirit of Summer Program using a cost recovery model
- Obtained Trillium Capital Grant for Upgrades to Dowty
- Obtained Town of Ajax Partnership Grant to address food security issues for people supported by the SIL program
- Hosted a successful Fundraising Bazaar and On-Line Auction
- Summer Jobs Grant funding obtained to hire 10 summer students
- Raymond Anderson Golf Tournament, a third-party event, was held and raised \$2000 for CLAPW.



COMMUNITY PARTICIPATION PROGRAM



COMMUNITY PARTICIPATION PROGRAM



In the Community Participation Program, we were happy to finally run for a full year, without interruption or closure. Dowty Road has transformed beautifully into a hub, where people meet up, get organized, and head out into their community, where they are busy fulfilling their goals, making friendships, volunteering, learning new skills and generally having a great time. We were fortunate to receive a grant from the Town of Ajax to provide hearty meals over the winter months to those who are supported in our SIL department. We also received a grant from CIBC, which enabled us to develop and run 'Making Sense of Dollars and Cents' an initiative geared towards learning about budgeting, identifying currency, and investments – and having fun doing so. We got word that we were approved for an Ontario Trillium Foundation grant to make some improvements to our building – that work is slotted to start in the near future so look for next year's report for the update on the finished product. We brought on two new full-time staff at the start of 2023 – who were tasked with getting our expansion of service hours up and running – they have done a remarkable job planning and running activities three evenings per week and Saturdays. We are so proud of how far we have all come as a team of direct support professionals, participants, and families. More exciting things to come in the future!

EMPLOYMENT SERVICES

In Employment Services we are continuing our work to restructure how we offer support to people – we still have some kinks to work out but we are getting there. We have welcomed some new members to this unique service, who are busy participating in our 'Work Readiness' series. There are 28 of 42 people supported, currently working with 5 of those obtaining paid employment this year!

Submitted By Kelly Poulin, Day Supports Manager

VOLUNTEER SERVICES



VOLUNTEER SERVICES

We have now completed our three-year grant with the Ontario Trillium Foundation. It was a very successful venture that supported CLAPW's decision to keep Volunteer Services a permanent part of the agency. Volunteers were able to enhance our services with over 5000 hours donated. Over 100 matches were made over the three years between volunteers and supported individuals. These matches enjoyed many hours playing games, chatting, and meeting out at various activities. We have reconnected with Therapeutic Paws of Canada. They are a fabulous group that comes in every month with their therapy dogs to visit those individuals who just love the cuddle time.

Student Placement opportunities were also high this year with 32 students joining us and supporting our services with over 7000 hours donated. Our staff are amazing mentors and their training and leadership with the students enabled us to secure many of them into part-time employment with us after their placement hours were complete.

Between volunteers and students, we have had over 12,000 hours of support.

This summer we had our first in-person camp days. We had trips to Watson's Farm, Durham Escape Room, Pickering Playing Fields, and more. We also had Wind Reach Farm (Beyond the Farm) come in with some animals to interact with. We had science experiments and a trip to the Science Centre for Mad About Science week and lots of games and challenges during Survivor week. Canada Summer Jobs ensures we have the funds to hire the Summer Staff for July and August. The DDSB/the Town of Ajax supports the camp by giving us their Youth Hub location to run out of for eight weeks.

We also ran a virtual component for campers on Zoom with games, tours, and music.



ACCOMMODATION SUPPORTS



ACCOMMODATION SUPPORTS

This past year has been quite a busy one for Accommodation Supports at CLAPW involving lots of transitions, moves, and trips. Although some of the changes that have happened have been tough on a lot of us, our staff have been strong, supportive and have pulled through.

In September of 2022, the entire agency was given quite a shock when we very suddenly lost a supported individual who resided at the Harman residence. This individual had a long history with CLAPW and was well-known and loved by everyone who knew her. She is very much missed by her support team, housemates, and everyone who was involved in her life.

In November of 2022 and in February of 2023, we had two supported individuals from the Pringle and Applewood locations complete some major lifetime goals for themselves. Both individuals made the transition from Group Living to our Supported Independent Living (SIL) program. They both have thrived with SIL and continue to do so as time has gone on. A big shout out to the staff who helped prepare them for this transition and to the SIL staff for their ongoing support.

Three individuals who are new to group living moved into our Ajax and Whitby locations, each of whom has been a great fit among their housemates and support staff. One supported individual had been supported by SIL services made the move to our Harman location in December of 2022. She has been reunited with her former roommate from years ago and has been a true joy to all those around her. We also had an individual from the Urgent Response Program move into our Pringle location in January of 2023 and a young woman moved to our Pittman location late in the spring of 2022. Moving to a new home is a big change and the smooth transitions would not have been possible without the continuous support of the teams at Harman, Pringle, and Pittman.

A lot of fun trips were had though out the year, but an exciting trip was thoroughly enjoyed by a gentleman supported at the Applewood location in November 2022. It was a long-term goal of his to be able to travel to Vancouver to see his favourite hockey team, the Vancouver Canucks, play a home game-and with the support of his staff, his dream came true! He had a great time, and it was a once-in-a-lifetime experience, one that he will never forget. One individual at Clark also met one of her goals of "riding horses" and completed 9 sessions at an Equine Therapy riding camp at Windreach Farms.

We had some renovation work completed at several of our homes including the basement suite at Clark Road which had a kitchen and bathroom renovation which turned out amazing. It was much appreciated by the woman who has lived in the apartment for more than 20 years.



The Spring Storm of 2022 will not soon be forgotten. We had extended power outages to contend with at a couple of our homes. One location had to relocate to Windreach Farms for a few days making the most of a challenging situation. We worked with our neighbours to complete the required repairs to fences, trees, and decks.

People are enjoying getting back into the community with all kinds of outings. There have been so many concerts & events and to name a few; Abba, Brian Adams, Patsy Cline & Chubby Checker, Heronview Dinner Theater, Medieval Times, Famous Players, as well as outings to the Oshawa Generals Hockey games, and a Toronto Blue Jays game. There have been outings to the zoo, the Abilities Center, Ribfest, zoomba, and music in the parks. The outings were as varied as the interests of the people involved.

People enjoyed summer getaways including trips to cottages, resorts, and Niagara Falls. Trips and excursions with family members have resumed much to the relief of everyone. One individual was super excited to take a trip to Montreal with her sister.

We continue to strive to ensure that the people involved in all accommodation supports offered at CLAPW have safe, secure homes but also homes that are welcoming, comfortable and reflect their personal tastes and choices, where they can relax, build memories, and enjoy life.

Submitted by Managers Jennifer Smith, Julie Sidler, and Ruth Alambo



TREATMENT HOME



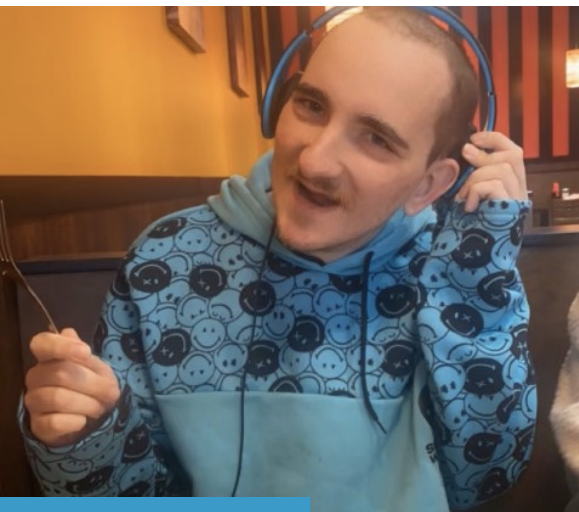
The staff team at our treatment home 'Forest View' have found fantastic ways to continue to support the residents during restrictions brought on by Covid. They did this in multiple ways including hosting in-house movie nights, bowling, gardening, and arts and crafts. With COVID-19 adding some limitations to our larger outings, the staff team got creative and came up with some safe ways for the individuals we support to be part of their community. Some of the favourite outings included visits to the pumpkin patches and farms, virtual zoo and aquarium visits, drive-thru Christmas light shows, as well as Canada's Dinosaur Exhibit.

As the year progressed, and our limitations lifted, staff members were happy to facilitate the resident's favourite outings which included bowling, supported exercise classes, going to the movies, van rides, walks, and outdoor activities on our beautiful rural property.

We said goodbye to two individuals who had been at Forest View for several years as they transitioned to their forever homes having successfully completed their treatment. While we miss them, it is very heartening to see them both doing extremely well in their new homes. And, as people moved on, we welcomed a new resident into our Treatment Bed and another who accessed our Community Bed. We continue to work with our community partners Central East Network of Specialized Care and Lakeridge Community Support Services to assist us in the provision of our specialized services.

We extend our heartfelt thanks to our professional, resourceful, and hardworking team at Forest View.

Submitted by Jennine Jarvis, Treatment Home Manager



HEROES ADVOCATES GROUP



The Advocates participated in a fundraiser bake sale that was hosted by the DSW students at Durham College. We received a portion of the funds from the even which will be used to purchase new branded shirts.

The HEROES also helped with our Saint Patrick's Day dance in March of this year. We are also in contact via Zoom with our fellow advocates, Brothers of Charity in Ireland.

We are enjoying having our monthly meeting in person now... We continue to reach out to our peers for anything they may need or would like to see us doing for our community.

Submitted by Nancy Anthony, Staff Support



FINANCIAL REPORT



Community Living Ajax-Pickering and Whitby Statement of Financial Position

March 31 2023 2022

Assets

Current assets

Cash	\$ 1,218,693	\$ 942,941
Accounts receivable	328,485	234,932
Prepaid expenses	8,274	108
	1,555,452	1,177,981

Capital assets (Note 2)

	2,200,898	2,173,407
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	\$ 3,756,350	\$ 3,351,388
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Liabilities and Net Assets

Current liabilities

Accounts payable and accrued liabilities	\$ 768,160	\$ 660,707
Deferred contributions related to operational programs	93,346	36,597
	861,506	697,304

Deferred contributions related to capital assets (Note 3)

	1,084,074	1,062,578
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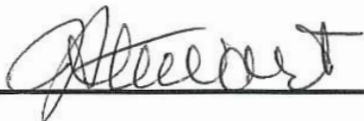
	1,945,580	1,759,882
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Net assets


Invested in capital assets	1,116,824	1,110,829
Operating	693,946	480,677
	1,810,770	1,591,506

	\$ 3,756,350	\$ 3,351,388
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On behalf of the Board:



Director



Director

Community Living Ajax-Pickering and Whitby Statement of Operations

For the year ended March 31	2023	2022
Revenue		
Ministry - Provincial subsidy (Note 6)	\$ 9,170,919	\$ 8,955,988
Passport funding	658,905	502,995
Other revenue	520,721	410,403
Rental recovery	424,904	432,639
Amortization of deferred capital contributions (Notes 3, 4)	92,519	81,903
Donations	38,561	12,800
Interest income	29,121	823
Memberships	440	550
	10,936,090	10,398,101
Expenses		
Salaries and benefits	7,998,243	7,700,786
Individualized funding	671,604	715,285
Passport expenses	654,392	497,041
Other purchased services	311,242	252,330
Other client expenses	200,038	189,705
Repairs and maintenance	197,972	228,917
Amortization (Notes 2, 4)	112,775	108,464
Utilities	102,304	85,318
Insurance	81,541	80,456
General administration expense	81,225	245,171
Vehicle operation and travel	69,712	59,217
Telephone	51,731	49,341
Staff training	47,864	36,855
Fees	44,113	68,650
Miscellaneous	43,507	24,279
Staff travel	35,423	17,845
Summer respite expense	13,140	14,299
Bad debts	-	100
	10,716,826	10,374,059
Excess of revenue over expenses	\$ 219,264	\$ 24,042

STAFF **AWARDS**

15 YEARS
Julie Sidler

5 YEARS

Alia Stanczyk-Dawson
Jennine Jarvis
Lisa Knight
Shaffenna Miller
Samar Sleiman
Janys Tavares
Nicole Yeomanson

COMMUNITY LIVING
Ajax-Pickering and Whitby

HOLIDAY

DINNER & DANCE

FRIDAY, NOVEMBER 17TH, 2023

6PM - 12PM

TICKETS ARE \$45.00

Purchase tickets at Dowty and Head Office
or e-transfer nicole.landells@clapw.org
(Must be Purchased by November 10th)

AJAX CONVENTION CENTRE
550 BECK CRESCENT, AJAX, ON L1Z 1C9