



# Community Living Ajax-Pickering & Whitby

## 2019-2020 Annual Report

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General Information

# 2019/2020 Strategic Plan Updates/Highlights

## 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

Inspiring dreams, possibilities and inclusion.

## Service Values

We believe in and make 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.

## Strategic Priority 1 -Study Potential Solutions to meet Housing Needs

- Information on residential options/trends have been included in agency newsletters and on the agency website.
- Information on DSO shared at parents group meeting.
- Information on housing trends shared regularly through social media platforms.

## Strategic Priority 2 -Develop Options for Community Participation

- Program Schedules for spring and fall created with a focus on community- based activities.
- Fee for Service model implemented to offset costs and enable lower ratios for group activities, includes a subsidy policy process
- Key agency staff participated in training related to creating opportunities for community participation.
- Volunteer Coordinator provided volunteers and students to assist with program implementation, successes are shared in newsletters and social media.
- CLAPW representatives attended CLO day at Queens Park.

## Strategic Priority 3 Re-establish Strong Relations with Strategic Partners

- Received two Impact Ajax Grants and a Durham Community Foundation Grant.
- Participants from CPP program had an art show hosted by the Ajax Public Library.
- Board member assumed position on the Community Living Ontario Foundation Board.
- Participated in meetings with all Durham Region MPP's.

## Strategic priority 4 -Continue Recovery of Trust, Faith and Confidence

- Created the Families as Partners Support Group.
- Received an excellent review through the MCCSS Quality Assurance Review in August 2019.
- Workplace Culture Club committee created comprised of managers and Direct Support Professionals.
- Participated in 15 community events.
- Provided placement and learning opportunities for 67 post secondary students.

Our vision for CLAPW as an organization is to be a recognized and innovative leader in the delivery of services, offering a comprehensive spectrum of relevant supports and services to people with developmental disabilities. This cannot be accomplished without a close partnership joining staff and families in a circle of support around each person. We also aspire to be a model for quality, innovation and accountability in our service sector and across the organization.



# 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 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.



# 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 we support. Always acting with honesty, integrity, transparency and accountability.



# President's Report



To say that this has been both a very fine year and yet an unusual year since our 2019 AGM, would be an understatement on both counts!

At the Board level, we said goodbye to our very capable Treasurer Ms Deborah Price. From the outset, Deborah took on the task of getting our financial books in order and, with the capable assistance of our CLAPW staff did a most remarkable job. We welcomed Mr. Jerry Rozeluk to the Board.

Jerry is a retired CPA and immediately took over the role of treasurer. In addition, we welcomed Ms Andrea Kennedy to the Board as well. Andrea brings a wealth of experience from the world of marketing and public relations.

There has been so much that has happened since our last AGM. We had our first, and hopefully annual, CLAPW Garden Contest. I was honored to be a judge and I must say that the competition was great.

In August, we had an excellent Compliance Review by the Ministry. Our redevelopment of programming offered at our Dowty Road Participation Center continues to evolve; it included a fee for service component this year.

In order to augment our programming, we received a Durham Community Foundation grant for the establishment of our cooking program at Dowty and an impact grant from the Town of Ajax for our gardening program at Dowty.

# President's Report

We were pleased to initiate the "Families as Partners" group which was established due to a second impact grant from the Town of Ajax. It is our hope that this group flourishes.

On the provincial level, we rejoined Community Living Ontario after being away from the group for the past several years. Finally, we launched our new CLAPW website. Have you visited it yet?

And then the Covid 19 pandemic hit! Much changed.

Lead by our Executive Director, Lisa McNee-Baker, and her very capable team of Managers, we have been able to deal with this pandemic very well thus far. As early as February, Lisa effected our pandemic policy and immediately put into place a number of measures to help mitigate this crisis. Of course the safety of our supported people and our staff has been paramount.

A lot has been done to keep the people in our organization safe and Lisa and her staff continue to be vigilant and to follow the guidelines as have been set out by the Ministry.

We do not know what the future holds of course but with this pandemic, going forward, there is even a greater deal of uncertainty. However, we do know that our organization is in great hands under the leadership of Lisa and her management team.



# Executive Director's Report



**C**LAPW has continued its focus on transforming services, modernizing our approaches and diligently working through the various aspects of our strategic plan to move the agency forward so that we can successfully implement our mission while adhering to our vision and values.

The agency undertook a branding exercise to heighten community awareness about our agency and the services we provide. We created print materials, installed new signage at Dowty Road and refreshed our website. We worked hard to increase our social media presence by using the Facebook, Instagram and Twitter platforms. We are proud of the services we deliver and want to make sure that others are aware of our —

— impact on the lives of the people we support.

As a result of an Impact Grant from the Town of Ajax we created beautiful gardens at Dowty Street. Butterfly and pollinator plants were installed at the front of the building and vegetables and herbs were grown at the back of the building. Some of the fruit, veggies and herbs grown in the garden were used in the cooking program. There is something very satisfying about growing your own food.

The Mayor of Ajax, Town and Regional Councilors were on hand as we opened our garden and provided tours of our revitalized programming area at 177 Dowty Road.

The Town of Ajax also provided a grant so that we could start a parents group. Families as Partners provides a forum for parents to gather and explore options for their sons and daughters to become fully engaged in the community. The program began early in 2020 and we are excited to expand it in the coming years. Historically parent groups have been a very important part of the culture at CLAPW and we are pleased to once again be partnering with family members.



# Executive Director's Report

The Durham Community Foundation provided a grant to expand the cooking programs at the Dowty Road. The grant was to help people learn to prepare healthy snacks and meals and to help people learn about the aspects of healthy eating and shopping on a budget. This incredibly progressive foundation gave us permission to use the funds as we most needed them at the onset of the Covid 19 Pandemic. We are optimistic that in time we will be able to implement the cooking/nutrition program as we conceived it.

We were pleased in the summer of 2019 to have an excellent compliance review conducted by MCCSS. The hard work of our leadership team and our direct support professionals have certainly paid off with only a couple of minor issues identified through the assessment.

With the creation of "The Culture Club" a task group of CLAPW employees that focused on enhancing the workplace culture a number of events and initiatives were created. There was a Mad Hatter Tea Party, Gardening Contest, Amazing Race/Scavenger Hunt, Lip Sync Contests, Surveys, Pancake breakfasts informal dinner gatherings and a new "Cheers for Peers" employee of the month program. We have an amazing group of staff members at CLAPW and we are pleased to be able to celebrate their contributions.

We implemented a fee for service at our day program. This was necessary as we have lost the revenue that used to be generated at Arc Industries and the costs associated with our new programming format are not fully covered by our provincial funding. At the same time, we created a subsidy policy to ensure that those families that needed financial assistance would be able to receive it.

To close out 2019 we had a wonderfully successful Christmas Dance at the Ajax Convention Centre. We had the largest turn out we have ever had at a Christmas dance. It was a celebration of a fantastic year!

And just as we were ready to wrap up our final quarter in early March, we were thrust into the chaos created by the global pandemic caused by Covid 19. Although it will take time to assess the full impact of the pandemic and the many changes and restrictions caused by it, what is clear is that CLAPW could not be better positioned to weather such a challenging situation. Our leadership team is strong and our direct support staff are committed and dedicated to ensuring the safety of the people we support. While COVID 19 will undoubtedly be a historical test of our perseverance and resolve, it is certain that the CLAPW families, staff and volunteers will do everything they can to ensure the safety and well-being of the people supported by the agency.

# Staff Service Awards

35

Joyce Maguire ~ Ruth Alambo ~ Betty Eteli

Wendy Holliday ~ Christine Bennett

Augustine Amil ~

25

20

~ Bebeth Buyombo

Radiah Burrell ~ Monika Jablonski

Annette Branton

15

10

Dalton Howard ~ Tamantha Klijn

Sejia Moore ~ Ambika Thusu ~ Emmanuel Mathias

Karen Osborne ~ Janice Reesor ~ Siobhan Hall

Lynn McDiarmid ~ Maureen DaCosta

~ Lindsey Marjoram

5



# By the Numbers

63

*Years of Service Delivery*

170

*Staff Members*

41

*Volunteers*

57

*College Students*

22

*Staff with more than 20 Years of Service*

# By the Numbers



*H.E.R.O.E.S  
Self Advocates*

9

*Supported Employment*

40

*Individualized Funding*

26

*Supported Independent  
Living (S.I.L)*

22

*Aktion Club*

22



**29**

*Residential  
Supports*



**92**

*Community Participation  
Program (C.P.P)*

**5**

*Treatment Home*

**3**

*Host Families*

**4**

*Intensive Supports*

**36**

*Urgent Response*



# Community Participation

Expressive Art is one of many social and interactive programs run out of Dowty Rd Community Participation Program. Art can be a very important way in communicating a variety of emotions and feelings. Participants are encouraged to create work in a variety of forms. A general framework of a project may be provided as a guide and we wait for the magic of expression to present itself. Self expression is a powerful and wonderful thing, it is typically an amazing journey! Listening and watching someone take that journey becomes a privilege and rewarding experience for all involved but most importantly for the artist.

Participants are encouraged to discuss and display their work and feelings of pride, accomplishment and self worth are evident. Community involvement is an important part of the Community Participation Program. We were supported by the Ajax Public Library to host an exhibition of participant art. The excitement in the room was contagious and people were simply beaming to see their art hung in a public place and on display for the community to enjoy. All artists hold a special place for that memory of their first art show, it is an incredible sense of accomplishment.



We are very appreciative of being able to take advantage of the skills of community volunteers who have made a huge difference to the participants in our programs. Our arts-based program is one of our most popular and through the results of our efforts we have transformed the space at Dowty and have helped people to discover talents they didn't know they had. It has been amazing to witness this special transformation from what we were to what we are quickly becoming. Assisting the people involved in our Community Participation Program to have meaningful and productive days that bring them joy and a sense of accomplishment has become our new focus. We look forward to a very bright and exciting future

Respectfully Submitted,  
Jeffrey Entwistle  
Direct Support Professional





# CLAPW Gives Back

CLAPW's Don Albert Aktion Club has been working hard to find various ways to give back.

Our summer BBQ fundraiser in July 2019 raised over \$250! We donated over 100 coats to Denise House & Back Door Mission, sponsored two local seniors in the Santa for Seniors Christmas gift program, bought 3 bed kits for Sleeping Children Across the World and donated 420 pairs of socks to SOCKS Ajax-Pickering (doubling our donation from last year!).



We started our newest initiative in 2020, which is to collect milk bags from the community and prepare them to give to a local group who will finish assembly of bed mats to help those in need. We also will be collecting gently used coats all year again to donate in November and new socks again to donated in December or January. One of our biggest successes was the growth in our membership! In 2019, we had 14 members but by March of 2020 we had increased to 22 members.

Looking forward to continuing our work when we return after the pandemic.

Respectfully Submitted,  
Siobhan Hall



# CLAPW Culture

The Culture Club-Workplace Culture Committee had a very productive inaugural year. The purpose of the group, which is comprised of CLAPW managers and CUPE members was to look at ways to improve morale, celebrate successes, acknowledge excellence and have a bit of fun. The committee was struck at the end of March 2019.

It has been a busy and productive year! We started with an employee survey to see how people were feeling and to seek suggestions.

We launched the "Cheers for Peers" program, an employee recognition program where CLAPW staff are recognized by their peers for putting the agency mission in action. The nominations have often been very inspiring and have created a sense of pride. We have many amazing staff at CLAPW!

We have set up a process to order CLAPW branded clothing and "swag" like backpacks and ball caps. Many staff are sporting the CLAPW logo with pride! We initiated compliment cards where employees sent handwritten cards to each other recognizing the ways that the person makes a difference. Workplace by Facebook became a forum that is used by many staff as a place to connect to share information including work related and personal antidotes about day to day living. People have come to know each other a little better through this forum.

And there have been some great events and celebrations! The Mad Hatter Tea Party where we unveiled an transformed gym and training space was a big success. The scavenger hunt was very successful as well. It was fun, interactive, and created a real sense of camaraderie amongst all involved. Gardens across the agency were transformed with the gardening contest and Ed Clapper the agency garden gnome was created as the prize for the top garden.

We are proud that the gardens at the CLAPW locations are some of the most beautiful gardens in the neighborhoods where our homes and service settings are located.

When other organizations had special days, CLAPW participated with gusto! We did everything from blue for autism, purple for epilepsy to pink for bullying prevention and bright and fun socks for World Down Syndrome day. We discovered that we are a competitive bunch as well, through the Scavenger Hunt. We had the Scavenger Hunt, Lip Syncing, door decorating and pumpkin carving contests.

And breaking bread together is often a way that people connect. The Culture Club was pleased to host the Tea Party, Christmas Pancake Breakfast, Pie Day in March and several informal dinner gatherings.

The work of CLAPW employees can be a diverse as the many people we support. What remains constant and true is the level of dedication displayed by staff and the desire to assist the people involved in our agency to have good lives. It was a highly successful first year for the Culture Club Committee whose members are Sharon Burgess, Kelly Poulin, Amanda Bradley, Cindy St. James, Julie Sidler, Ruth Alambo, Lisa McNee Baker.

Wow! CLAPW  
is Awesome!





# Community Living Day at the Legislature

On May 12, 2019 twelve representatives of Community Living Ajax Pickering and Whitby were proud to be a part of Community Living Day at the Legislature.

The day's main event was the lunch reception at noon in rooms 228 and 230 of the main legislature building. Guests were joined by Members of Provincial Parliament and had the opportunity to mingle and talk with them. Participants were then invited to attend the afternoon legislative session in the House, where the work of Community Living was recognized by MPPs.

Everyone that attended was excited and very interested in going to Queens Park. Ronnie, who is especially interested in politics and doesn't usually talk very much, chatted on the way about the Ford brothers and how they eventually ended up in politics. He has a wealth of information about politics as he regularly follows political news on television and in the newspapers. He was so happy to attend and discussed the day with his parents at length when he got home. This type of outing was right up his alley! The day was very interesting and informative for all involved. But beyond that, it felt very good to be part of the broader Community Living Ontario initiatives and to join our other Community Living organizations in the advocacy work that is so necessary to further our mission and collective desire to build public awareness; and develop, nurture and support community leadership, capacity and innovation. Like Community Living Ontario, Community Living Ajax Pickering and Whitby envisions a society where people who have an intellectual disability belong, have equal rights, respect and acceptance, a sense of self-worth and opportunities for growth.

Respectfully Submitted by,  
Sharon Burgess and Kelly Poulin



# Financial Report

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

March 31	2020	2019
<b>Assets</b>		
<b>Current assets</b>		
Cash	\$ 671,915	\$ 927,249
Accounts receivable	161,105	142,575
	<u>833,020</u>	<u>1,069,824</u>
<b>Capital assets (Note 2)</b>	<u>2,235,629</u>	<u>2,285,650</u>
	<u>\$ 3,068,649</u>	<u>\$ 3,355,474</u>
<b>Liabilities and Net Assets</b>		
<b>Current liabilities</b>		
Accounts payable and accrued liabilities	\$ 549,589	\$ 954,300
Current portion of obligations under capital lease	-	307
Deferred contributions related to operational programs	19,751	10,488
	<u>569,340</u>	<u>965,095</u>
<b>Deferred contributions related to capital assets (Note 3)</b>	<u>1,043,567</u>	<u>1,060,155</u>
	<u>1,612,907</u>	<u>2,025,250</u>
<b>Net assets</b>		
Invested in capital assets	1,192,062	1,225,188
Operating	263,680	105,036
	<u>1,455,742</u>	<u>1,330,224</u>
	<u>\$ 3,068,649</u>	<u>\$ 3,355,474</u>

On behalf of the Board:



Director



Director



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

For the year ended March 31	2020	2019
<b>Revenue</b>		
Ministry - Provincial subsidy	\$ 8,145,073	\$ 8,399,211
Workshop sales	-	36,487
Donations	24,842	18,711
Interest income	15,490	15,179
Memberships	290	610
Rental recovery	429,508	408,584
Passport funding	278,439	242,563
Other revenue	381,785	269,191
Amortization of deferred capital contributions	75,145	77,725
	<b>9,350,572</b>	<b>9,468,261</b>
<b>Expenses</b>		
Salaries and benefits	6,366,151	6,434,723
Staff training	23,080	26,458
Client incentive	-	40,490
Individualized funding	862,616	948,826
Passport expenses	264,757	225,961
Staff travel	32,362	52,864
Vehicle operation and travel	55,610	73,475
Other client expenses	175,837	143,767
Utilities	79,347	78,037
Insurance	61,886	45,961
Repairs and maintenance	374,221	528,467
Telephone	44,425	40,880
Fees	42,659	158,200
Other purchased services	363,426	315,694
General administration expense	312,346	155,188
Miscellaneous	42,956	57,440
Summer respite expense	14,797	14,936
Amortization	108,578	111,552
	<b>9,225,054</b>	<b>9,452,919</b>
<b>Excess of revenue over expenses</b>	<b>\$ 125,518</b>	<b>\$ 15,342</b>

# Important Dates

***Families as  
Partners Meeting***  
(Held via Zoom)

**October 28, 2020  
6:30-8:00pm**

***Families as  
Partners Meeting***  
(Held via Zoom)

**November 24, 2020  
6:30-8:00pm**

***Annual Christmas  
Celebration***  
(Held via Zoom)

**December 11, 2020  
7:00-8:00pm**

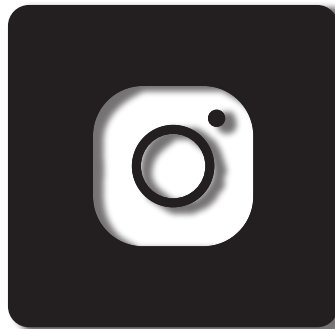
## Mo' Eats

Maureen M., affectionately known as Mo, has created a beautiful cookbook and it is on sale now! Filled with wonderful recipes personally tested by Mo in the Applewood Kitchen, this book is a must have for anyone with a passion for cooking. Selling for just \$10 this cookbook represents months of hard work, testing, and creating on Maureen's part, and is the culmination of her personal goal to create a cookbook filled with her favourite recipes.

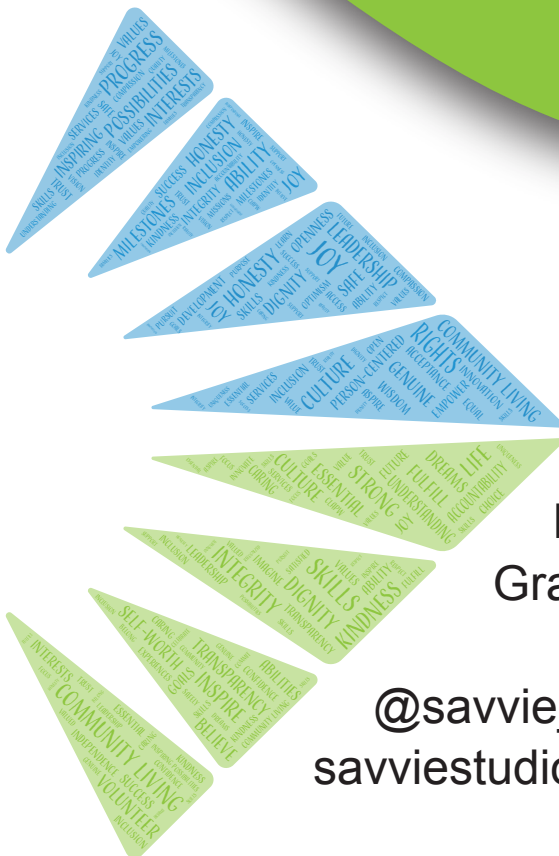
If you are interested in purchasing a cookbook please call Mo at 905-728-8648. Copies will be available for purchase at the Administrative Offices located at 36 Emperor Street as well.



# Connect With Us



Or visit us at [clapw.org](http://clapw.org)



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