

COMMUNITY LIVING  
Ajax-Pickering and Whitby



*Inspiring Possibilities*



2018/2019

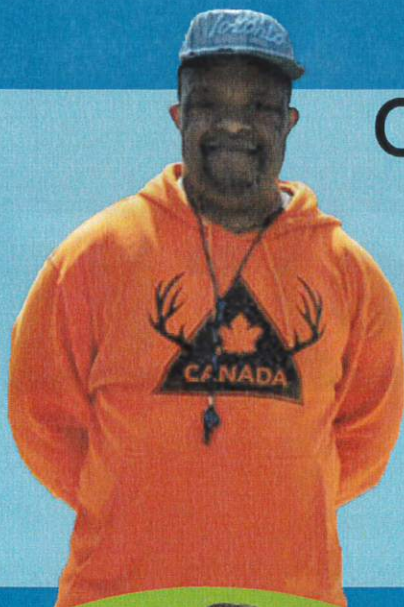
# Annual Report



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



## PRESIDENT'S

# REPORT

What a year this has been! It seems like it was just yesterday that we gathered for our 2018 AGM and here we are again.

As your Board President, it is my pleasure to welcome Lisa McNee-Baker as our new Executive Director to CLAPW. She certainly “hit the ground running” upon her appointment in January and, even in such a short time as ED, her influence is being seen and felt throughout our organization.

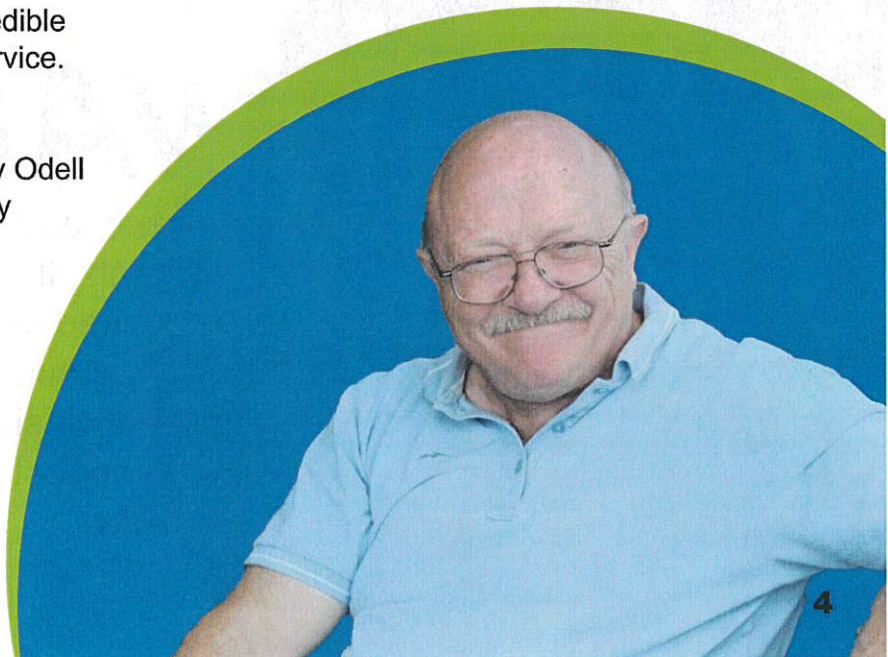
On a Board level, since our last AGM, we said goodbye to one of our Board Members. Inez Curl, who has been in the eyes of many, the “heart and soul” for Community Living Ajax-Pickering & Whitby for many years. Inez has shown time and again her deep knowledge and experience of our organization. We will miss Inez and thank her for her incredible contributions to CLAPW over decades of service.

I welcome one new Board member, Wendy Odell who joined our board in March. We are really looking forward to working with Wendy.

I would be remiss not to acknowledge the tremendous contributions of Christine Park, David Pugh and Don Laughlin who worked tirelessly over the two years that we were under the auspices of MCCSS. I cannot overstate their hard work and tirelessness in their respective roles in the rejuvenation of CLAPW.

In our Executive Directors message, Lisa provides an excellent description of some of the many things that are taking place in our organization and there is so much more. The board is very pleased at the accomplishments to date and we will continue working to recover trust, faith and confidence in CLAPW.

Joe Visconti





# EXECUTIVE DIRECTOR'S

# REPORT

As the new Executive Director (E.D.) for Community Living Ajax Pickering & Whitby (CLAPW), it gives me great pride to contribute to the annual report for the 2018-2019 fiscal year. I would be remiss if I didn't extend thanks and appreciation to David Pugh, Interim E.D., Christine Park, Special Advisor and Volunteer Don Laughton who together provided leadership and guidance to CLAPW from April 2018 until January 2019 of this fiscal year. We appreciate their commitment to CLAPW and the people we support.

Similarly, I extend heartfelt thanks to our managers, administrative and maintenance staff and dedicated and hardworking direct support professional staff. Working together, this group of staff members have a profound impact on the lives of the people involved in our agency. Inspired by our mission, and committed to the people we support, we strive, every day to help them to realize their goals and dreams and to enjoy a good life. Can there be any more important work?

We have kept this focus even when experiencing many changes to our way of working including the extensive use of technology, complete shifts in service delivery approaches and increasing responsibilities around documentation and reporting. I have been inspired by many of our staff members who provide outstanding care and support to people with intellectual disabilities.

Whether helping people to find work, learn a new skill, or heal after an illness, our staff members demonstrate time and time again their professionalism, thoughtfulness and their respect for and belief in the people they support.

And providing strategic leadership and governance we have a strong and hardworking Board of Directors. With a focus on strong governance and responsive service delivery this group of leadership volunteers will play a pivotal role in the ongoing work of the agency.

Thanks to all who have made me feel so welcome at CLAPW and I look forward to continuing our work together.

Lisa McNee Baker

**“We don't have to be perfect, just engaged and committed to aligning values with actions.” -Brene Brown**





### 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

- As part of the annual ISP process, each supported individual is being asked to share hopes/dreams for living options
- Information on residential options/trends have been included in agency newsletters and on the agency website
- Formal assessments are being completed on individuals who are showing changes in support needs

### Strategic Priority 2 -Develop Options for Community Participation

- Staff have had additional training on AIMS as it relates to ISP's
- 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
- Volunteer Coordinator provides volunteers and students to assist with program implementation, successes are shared in newsletters and social media

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

- Agency has joined Whitby Chamber of Commerce and Ajax-Pickering Board of Trade
- Agency has resumed regular participation at the Systems Management table
- Agency is providing after hours urgent response for Durham Region for the Central East Network
- Secured an Impact Grant through the Town of Ajax agency.

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

- Mission, vision, values displayed in key locations and is the premise for the Employee of the Month program
- QAM elements are reviewed at each program site team meetings
- Program sites have undergone mock QAM assessments (Windsor, Cochrane, Applewood, Pringle)
- Workplace Culture Club committee created comprised of Managers and Direct Support Professionals

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.



# By the Numbers

2018/2019



**H.E.R.O.E.S  
SELF ADVOCATES**

**9**

**AKTION  
CLUB**

**13**

**COMMUNITY  
PARTICIPATION  
PROGRAM**

**176**

**COLLEGE  
STUDENTS**

**21**

*(Sept - March 31)*

**SUPPORTED  
INDEPENDENT  
LIVING**

**22**

**RESIDENTIAL  
SUPPORTS**

**29**





# By the Numbers

2018/2019

TREATMENT HOME

5

SUPPORTED EMPLOYMENT

42

HOST FAMILIES

3

INDIVIDUALIZED FUNDING

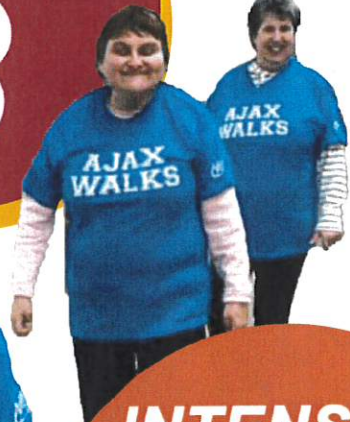
10

INTENSIVE SUPPORTS

4

URGENT RESPONSE

34





# By the Numbers

2018/2019



**62**

**YEARS OF  
SERVICE  
DELIVERY**

**156**

**STAFF  
MEMBERS**



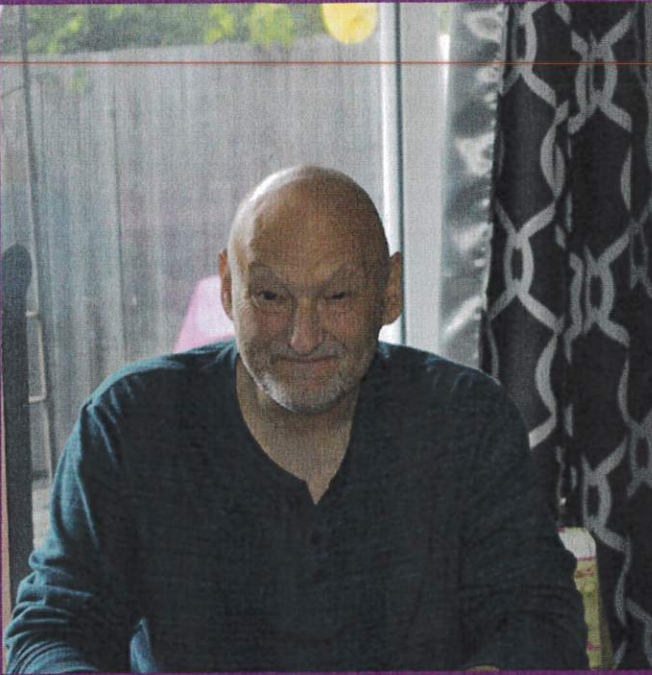
**48**

**VOLUNTEERS**

**STAFF WITH  
MORE THAN  
TWENTY YEARS  
OF SERVICE**

**24**





We asked Bill what he liked about his home and this is what he shared:

“The street is very busy and I like watching the cars drive by. I have big windows in my apartment, and I can look at the gardens. I like my new floor that was just put in. The staff are good cooks and take good care of me. I’m happy living here.”

-Bill D.

# Testimonials

We talked to Michael and Jim about their jobs with Gates Wildlife and this is what they told us:

“I love this job because I’m getting paid and jobs are hard to get. I feel proud I got a job. I don’t know yet what I’m doing with my money. I’m spending and saving my money and just enjoying life.”

-Michael (Right)

“I love my job, always. It’s special and it’s fun! The best thing about this job is the money. I’m saving my money to get a truck. I’m proud of my job.”

-Jim (Left)





# Be Inspired

This year we want to take a moment to recognize two individuals that have recently joined our association and are thriving in their community. Both Horace and Mitchell came to Community Living Ajax-Pickering & Whitby through the Urgent Response Program. They were both facing different personal challenges that threatened to leave them homeless or force them to live somewhere they didn't want to. Their case manager Wendy Holliday happened to be working with both when she realized an opportunity could be arranged to solve both issues.

Horace lived in a two-bedroom apartment with his mother until she passed away. Naturally this loss was very hard for Horace and the idea of having to leave his home was very difficult for him. He wanted to stay, but with two bedrooms in the apartment and only being one person, it wasn't an option for him. Luckily, Mitchell was also looking for a housing option in Whitby and the idea was together they could both have a solution.

Neither had ever lived with a roommate before and they were both dealing with some difficult personal issues but were willing to try and make it work. They were supported by their families and a proposal was made to support them in the apartment together. Over the course of the next few months they were approved to become supported members of CLAPW. A full staff team was hired to come and give daily support in assisting both of them through the transition and moving forward with their other personal goals.



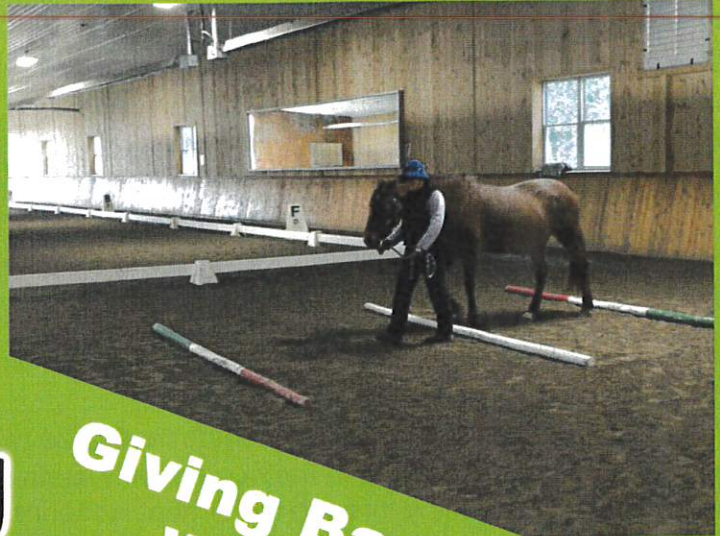
Now, over a year later the two report they are getting along great and are happy with living together. Horace shared that he likes living with Mitchell and it is nice to have him there when the staff aren't around. Mitchell shared he likes that they can spend time together and do their own thing; that sometimes they watch TV together and have meals together which is nice.

Both of them report being happy with their staff team and enjoy going into the community together. They often go out to the movies, for meals and to play pool together. They also have gone on summer adventures, most recently to the Science Centre in Toronto for the day. Both of them are attending activities in the community and working with staff on reaching their personal goals.

We are very proud of them and happy they are with us!



Groups of volunteers go up to WindReach Farm to brush, clean, and exercise the horses.



## Community Living Giving Back

## Giving Back to WindReach Farm



In the spirit of the holidays we collected money for Salvation Army's Kettle program.

## Giving Back at the Holidays

## Giving Back to Mother Earth

In support of Earth Day we took to the trails to clean up the world one bag at a time.





# Inspiring Leadership



For 48 years Inez Curl has been involved with CLAPW. She first served as President of the board in 1976 when the agency had a staff of 19 people. She served again as President from 1980-1982, 1990-1992 and 2002-2003. The agency has changed so much over the years, and often Inez had a role to play in shaping the direction of the services and programs. She has been a steady, visionary leader who made every decision guided by her desire to create meaningful and safe opportunities for the people supported by CLAPW. Inez is a truly inspirational community builder. She has made a difference in hundreds of lives through her volunteerism with CLAPW, her church, foster care, Respite Services and by simply taking a kind approach in all that she does. We will miss Inez on the board of directors but know that we can reach out to her for mentoring/advice as the need arises. Thank you Inez, and enjoy your well-deserved retirement. How lucky CLAPW has been to have such a dedicated volunteer.

## ***Board of Directors***

**Joe Visconti (President)**  
**David Sudbury (Vice President)**  
**Deborah Price (Treasurer)**  
**Karen Chartier (Secretary)**

### **Directors**

**Moses Oke**  
**Lucille Curl**  
**Bernie Cork**

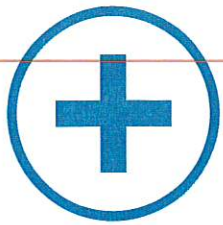
**Wendy Odell (March 2019)**

**Inez Curl (Resigned March 2019)**

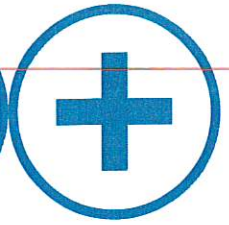
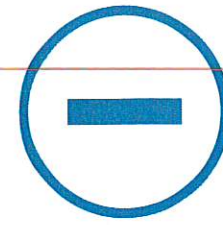
**Marino Ferrovicchio (Resigned May 2018)**

**Lisa McNee Baker (Leave of Absence July-Nov 2018, Resigned Nov 2018)**





# Financials



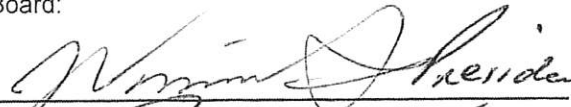
## Community Living Ajax-Pickering and Whitby Statement of Financial Position

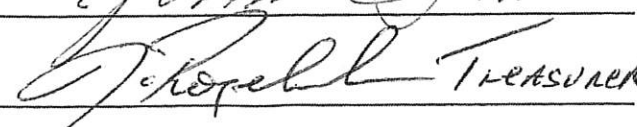
March 31	2019	2018
<b>Assets</b>		
<b>Current assets</b>		
Cash	\$ 927,249	\$ 1,063,262
Short-term investments	-	16,572
Accounts receivable	142,575	170,611
	<u>1,069,824</u>	<u>1,250,445</u>
<b>Capital assets (Note 2)</b>	<u>2,285,650</u>	<u>2,355,065</u>
	<u>\$ 3,355,474</u>	<u>\$ 3,605,510</u>

### Liabilities and Net Assets

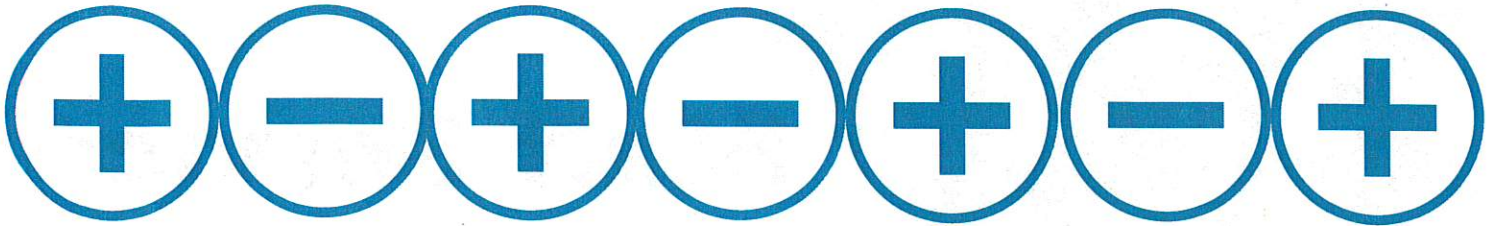
<b>Current liabilities</b>		
Accounts payable and accrued liabilities	\$ 954,300	\$ 1,142,295
Current portion of long-term debt	-	2,222
Current portion of obligations under capital lease (Note 4)	307	3,162
Deferred contributions related to operational programs	10,488	1,689
	<u>965,095</u>	<u>1,149,368</u>
<b>Deferred contributions related to capital assets (Note 3)</b>	<u>1,060,155</u>	<u>1,137,880</u>
<b>Obligations under capital lease (Note 4)</b>	<u>-</u>	<u>3,380</u>
	<u>1,060,155</u>	<u>1,141,260</u>
<b>Net assets</b>		
Invested in capital assets	1,225,188	1,208,421
Operating	105,036	106,461
	<u>1,330,224</u>	<u>1,314,882</u>
	<u>\$ 3,355,474</u>	<u>\$ 3,605,510</u>

On behalf of the Board:

  
 \_\_\_\_\_ Director

  
 \_\_\_\_\_ Treasurer  
 \_\_\_\_\_ Director





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

For the year ended March 31	2019	2018
<b>Revenue</b>		
Ministry - Provincial subsidy	\$ 8,399,211	\$ 7,978,052
United Way	-	18,600
Workshop sales	36,487	168,546
Donations	18,711	19,152
Interest income	15,179	-
Memberships	610	1,370
Rental recovery	408,584	392,892
Passport funding	242,563	177,662
Other revenue	269,191	223,473
Amortization of deferred capital contributions	77,725	77,230
	9,468,261	9,056,977
<b>Expenses</b>		
Salaries and benefits	6,434,723	6,027,293
Staff training	26,458	36,838
Client incentive	40,490	70,736
Individualized funding	948,826	1,353,455
Passport expenses	225,961	177,662
Staff travel	52,864	46,480
Vehicle operation and travel	73,475	66,114
Other client expenses	143,767	79,867
Utilities	78,037	87,300
Insurance	45,961	44,699
Repairs and maintenance	528,467	320,308
Telephone	40,880	37,639
Fees	158,200	85,501
Other purchased services	315,694	192,567
General administration expense	155,188	112,708
Miscellaneous	57,440	46,161
Summer respite expense	14,936	14,525
Amortization	111,552	105,086
	9,452,919	8,904,939
<b>Excess of revenue over expenses</b>	<b>\$ 15,342</b>	<b>\$ 152,038</b>





# **Staff Service Awards**

## **5 Years**

**Sunita Dadhwal  
Susan Strachan  
Olufunke Mathias  
Katicha Bastien**

## **15 Years**

**Tracy Caughey**

## **20 Years**

**Nihal Wahba  
Louise Kitchener**

## **25 Years**

**Lena Reilly**





# *Important Dates*

*Halloween  
Dance*

*Oct 30, 2019*

*Annual Christmas  
Dance and Dinner*

*Nov 22, 2019*

*Christmas Theatrical  
Production*

*Dec 16, 2019*

# *Connect With Us*



Or Visit *clapw.org*



# Inspiring



# Possibilities

Annual Report Designed  
by Kendra Savard

[www.linkedin.com/in/kendra-savard-15b540145](http://www.linkedin.com/in/kendra-savard-15b540145)