



2024-2025

ANNUAL REPORT

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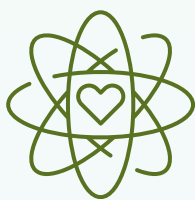
Mission

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 making critical decisions based on the organization's key commitments to:

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



BOARD PRESIDENT & EXECUTIVE DIRECTOR REPORT

2024-2025

The 2024-2025 fiscal year was one of growth, innovation, and success for Community Living Ajax-Pickering and Whitby (CLAPW). We have much to recognize—and much to celebrate.

With Gratitude to Our Community Partners

We are deeply thankful to the community partners, funders, and donors who supported our mission through grants and contributions this past year.

Special thanks go to:

- Ontario Trillium Foundation
- Durham Community Foundation
- Town of Ajax Partnership Fund
- Mayor of Whitby Grant
- Ontario Caregiver Organization
- Canada Summer Jobs Program
- Ministry of Children, Community and Social Services

We also continue to receive generous individual donations. Many people choose CLAPW as their Charity of Choice for year-end and memorial donations. We are especially grateful to the Anderson, Reinhart, and Armstrong families for their continued, significant support.

Corporate sponsors of our Holiday Party included:

- Durham Police Services Board
- Pickering Honda and Ajax Hyundai
- Steve and Amanda's No Frills
- Seamless Care Pharmacy

Community Living Month: A Regional Celebration

Community Living Month was truly spectacular. Buildings across Durham Region were lit in blue and green, the colours of the Community Living movement. With the help of Regional Chair John Henry, we proudly raised our flag at Durham Region Headquarters.

Home Depot selected CLAPW as their organization of choice through the Orange Door Campaign, transforming our Dowty location in a wave of orange-shirted volunteers.

The month included:

- Presentations to municipal councils
- A trip to Queen's Park
- A major BBQ celebration at Dowty

We are proud to be part of the Community Living movement, and we celebrated in style.

WeCandle Social Enterprise Launch

We are thrilled to be partnering with WeCandle and Participation House of Durham to launch a new social enterprise. Funded by a Seed Grant from the Ontario Trillium Foundation, this initiative will provide fairly paid, meaningful employment to people facing barriers to work.

We are also building strong relationships with:

- Canadian Council on Rehabilitation and Work (CCRW)
- Skills Development Canada

Families as Partners: A Thriving Family Group

Our family group, Families as Partners, continues to thrive under the leadership of board member and parent Sylvia Thornton. Supported by the Ontario Caregiver Organization, the group has made consistent, meaningful progress.

CLAPW led the coordination of a Family Forum at the Abilities Centre in June, drawing over eighty attendees.

Strategic Plan: A Roadmap for the Future

This year, we completed a new Strategic Plan through a highly inclusive process that gathered input from:

- Supported individuals
- Families and caregivers
- Board members
- Funders
- Community partners
- Staff

Through focus groups, one-on-one conversations, and surveys, we gathered valuable insights that have helped shape a solid and forward-thinking roadmap for CLAPW's future in the evolving Developmental Services Sector.

Expanding Programs and Services

This year saw continued program growth:

- Expansion of the Host Family Program, welcoming Transitional Aged Youth
- Growth in Supported Independent Living and Intensive Support Services
- Increased Passport Funding brokerage for individuals and families
- A new partnership with Trent Highlands Community Living to roll out the Respite Now platform for Durham Region families

Celebrating Long-Term Commitment

One of our proudest moments this year was the installation of a new 40-Year Service Recognition Plaque at our Head Office. Following the Annual General Meeting, we will be honoured to add the names of five outstanding employees:

- Betty Eteli
- Ruth Alambo
- Wendy Holliday
- Chris Bennett
- Joyce Maguire

Their decades of service are a testament to their dedication and the continuity of care that defines CLAPW.

Looking Ahead

As we execute our new strategic plan, we do so with optimism and purpose. While we remain steady in our commitment to quality care, we also continue to evolve—remaining flexible and responsive to emerging needs in our community.

We are excited about what lies ahead and grateful for the many people and organizations who journey with us.

Together, we are building inclusive communities where everyone belongs.

Submitted By:



Robert Palmer
President



Lisa McNee Baker
Executive Director

FINANCIAL UPDATE

Community Living Ajax-Pickering and Whitby Statement of Operations

For the year ended March 31	2025	2024
Revenue		
Ministry - Provincial subsidy (Note 6)	\$10,512,049	\$ 9,390,284
Passport funding	986,056	754,941
Other revenue	655,580	613,342
Rental recovery	480,121	462,902
Amortization of deferred capital contributions (Notes 4, 5)	77,417	89,066
Interest income	70,150	71,128
Donations	32,236	22,171
Memberships	520	290
	<u>12,814,129</u>	<u>11,404,124</u>
Expenses		
Salaries and benefits	8,610,040	8,066,041
Individualized funding	995,075	852,287
Passport expenses	986,056	750,349
Repairs and maintenance	515,747	359,537
Other client expenses	253,514	215,361
Other purchased services	223,831	206,553
General administration expense	151,151	115,096
Miscellaneous	119,747	70,819
Amortization (Notes 3, 5)	110,844	106,682
Staff training	109,449	87,720
Vehicle operation and travel	100,934	82,717
Insurance	100,887	95,877
Utilities	98,149	98,557
Fees	64,095	43,255
Telephone	51,117	50,012
Staff travel	48,661	44,338
Summer respite expense	6,838	10,980
Bad debts	1,970	-
	<u>12,548,105</u>	<u>11,256,181</u>
Excess of revenue over expenses	\$ 266,024	\$ 147,943

Community Living Ajax-Pickering and Whitby Statement of Financial Position

March 31 2025 2024

Assets

Current assets

Cash	\$ 1,022,790	\$ 1,169,873
Short-term investment (Note 2)	262,312	250,000
Accounts receivable	379,409	246,725
Prepaid expenses and deposits	131,051	1,015
	<u>1,795,562</u>	<u>1,667,613</u>

Capital assets (Note 3)	<u>2,219,416</u>	<u>2,094,216</u>
	<u>\$ 4,014,978</u>	<u>\$ 3,761,829</u>

Liabilities and Net Assets

Current liabilities

Accounts payable and accrued liabilities	\$ 738,715	\$ 759,754
Deferred contributions related to operational programs	<u>133,935</u>	<u>48,354</u>
	<u>872,650</u>	<u>808,108</u>

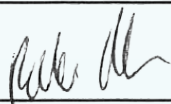
Deferred contributions related to capital assets (Note 4)	<u>917,591</u>	<u>995,008</u>
	<u>1,790,241</u>	<u>1,803,116</u>

Net assets

Invested in capital assets	1,301,825	1,099,208
Operating	<u>922,912</u>	<u>859,505</u>
	<u>2,224,737</u>	<u>1,958,713</u>
	<u>\$ 4,014,978</u>	<u>\$ 3,761,829</u>

On behalf of the Board:

 _____ Director

 _____ Director

ACCOMMODATION SUPPORTS

This year, our Accommodation Support teams across various locations continued to prioritize meaningful engagement, inclusion, and quality of life for the individuals supported. Each home offered a dynamic and diverse range of opportunities that supported people to connect with their communities, pursue personal interests, and build relationships.

Teams strived to ensure that people using services had an active and fulfilling year, participating in a variety of events that reflected their interests and passions many of which offered unique sensory and educational experiences. The spirit of community and shared experiences was evident as all residents actively participated in a wide range of activities. These activities fostered social connection, independence, and enjoyment for all people involved.

In addition to group outings, there were exciting, individualized experiences. One person enjoyed a four-night trip to Niagara Falls in the autumn, while another had the opportunity to travel to Jamaica with a family member for a week. We had people attend the Lion King, Home from Away, Wicked and Beetlejuice in Toronto. Local theatrical productions have also become a favourite pastime with excellent shows being enjoyed at the St. Francis Centre and the Regent in Oshawa.

All residents came together to celebrate at the agency's annual Holiday dinner and dance—a cherished tradition that brought joy and connection during the holiday season.

Many of the people receiving accommodation supports continue to enjoy frequent and regular contact with their family members. This is so important and contributes to people having a good life.

Each spring our locations participate in the annual CLAPW garden contest. This provides a wonderful opportunity for staff and supported people to get up close and personal with nature and work together to create beautiful gardens. Many locations have gotten into growing herbs and vegetables which are then harvested and used in meal preparation.

The purchase of two new accessible vehicles has also helped people to more readily access all the community has to offer.

Most of the homes underwent renovations such as bathroom remodeling, new flooring and painting to ensure each location remains comfortable, inviting and is truly reflective of the tastes and preferences of the people who live there.



There were two significant personal achievements to note. We were delighted to welcome Lisa J. to CLAPW in November. Lisa transitioned smoothly into her new home, forming positive and respectful relationships with her housemates while continuing to enjoy the many connections that she had previously made in her community.

And Mario S. was inducted into the Ajax Lions Club in October. This achievement is a testament to Mario's ability to achieve his desired goals and a way for him to give back to his community and build new friendships. Mario also received the Volunteer Award from the Lions Club for his active participation and dedication to "Lions Recycle for Sight" initiative.

The Host Family Program has expanded to include two young people who had aged out of the Foster Care Program. Both young men were able to continue living with the foster family that they had been with for many years. Transitioning from Foster Care support to the Host Family support was a smooth and seamless transition. This program now supports seven unique living arrangements.

The teams of Direct Support Professionals involved in our Accommodation Supports work hard to ensure that we maintain a person directed approach to services recognizing that quality of life and inclusion are important aspects of supporting people.



"Every day is a little life. Every day is a magnificent, magical, grand chance to create a good life"

Inspired by Arthur Schopenhauer



SUPPORTED INDEPENDENT LIVING

We have welcomed two new individuals to Supported Independent Living over the past year, which brings us to a total of thirty-two supported individuals.

We have also expanded our team. We added a Team Lead, a full-time staff member and an additional part-time staff member to help provide extra support throughout the week. These additions help us to ensure that we continue to deliver high quality and timely support.

Our SIL program continues to grow and flourish in all areas. As always, the SIL team planned a variety of fun activities and outings, including the CNE, baseball and hockey games, concerts, CLAPW dances and painting classes. A few of the people supported by the SIL program also participated in the Holiday Market where they demonstrated their entrepreneurial spirit by selling dog treats, jewelry and drawing caricatures.



INTENSIVE SUPPORTS

Intensive Supports provides model of support that responds the unique strengths and needs of the person being supported. It is highly tailored and responsive the unique needs of the individual.

In September of 2024, we welcomed a new person to Intensive Supports through the Urgent Response Program. We have strived to help the person create a home and model of support that is responsive to their unique situation. This arrangement has provided us with lots of opportunity to gain experience, learn and collaborate with external partners.

One gentleman involved with Intensive Supports had the chance to complete a big personal goal of his where he was able to DJ at our annual SIL Christmas lunch/party. He did a fantastic job and got people up on the floor singing and dancing. It was a pleasure to watch him in his element.

PASSPORT UPDATE

Our Passport Program continues to grow. We onboarded twenty-seven new Passport customers during the 2024-2025 year. As of March 31st, 2025, we were brokering Passport funds for 126 individuals.

A Passport Assistant was hired in May of 2024 to help with the increased number of Passport customers. The position also dedicates 8 hours a week to the free Respite Now digital platform that matches people looking for respite services with local respite workers.

Our Passport Customers continue to use their Passport funding to participate in activities and programs in the community that help to foster their independence. They also continue to use their funding for opportunities in the community that help them to achieve their goals.

FAMILIES AS PARTNERS GROUP

The Families as Partners group is comprised of family members and caregivers who meet the third Wednesday of every month from September to June. Members are always fully engaged and supportive when discussing how to plan for their loved ones, navigating different systems and funding options. They provide support to each other by sharing their knowledge and experiences.

For the third consecutive year, CLAPW received a grant from the Ontario Caregiver Organization to support the ongoing work of the group. These funds enable the group to reach more families and caregivers in the community, and to continue providing presentations. Some of the presentations offered to date include: Housing Navigations, Developmental Services Ontario (DSO), Henson Trusts and Wills and Estates. Some of the presentations come directly from family members sharing their experiences and personal journeys.

Each meeting, the group receives resources that support families and caregivers to plan for their loved ones present and in the future. In June, our group took the lead in organizing the Family Forum, which was open to all families across Durham, and held at the Abilities Centre in Whitby. The event welcomed over 80 attendees and featured participation from a dozen agencies and service providers.

The Families as Partners group has increased from 25 to 40 members in the past year.



FOREST VIEW TREATMENT HOME

YEAR IN REVIEW

Over the past year, Forest View has experienced many positive changes, both within the home and in the lives of the residents.

One of the residents successfully transitioned to his forever home with another agency, where he continues to thrive in his daily routines and community involvement.

We also repurposed our boardroom into a private apartment for one of the residents. He has adjusted extremely well and is enjoying the independence that comes with having his own space.

In August, we welcomed a new resident into the Community Bed program. He has since transitioned into one of the treatment beds and is flourishing in his new home. He's had the opportunity to experience many community outings that are new and exciting for him.

More recently, we welcomed another resident into the Community Bed. We've seen significant improvements in his health, and he is now actively working toward some meaningful personal goals.

On the home front, we've made several upgrades, including a refreshed front entrance that has brightened up the property. Inside, we furnished four living rooms with brand-new furniture and were also able to purchase items for a dedicated Snoezelen Room, enhancing our sensory and therapeutic offerings.

The residents continue to enjoy a wide range of new outings and local events, embracing all that our great community has to offer.



COMMUNITY PARTICIPATION PROGRAM

This year, we were excited to welcome new staff, volunteers, and participants to our growing team. Their enthusiasm and energy have made a tremendous impact across all program areas.

Evening Activities Flourish

Evening programming is in full swing, offering a variety of engaging and inclusive activities on a first-come, first-served basis. These experiences continue to foster friendship, fun, and personal growth in a relaxed and social atmosphere.

Special Events & Seasonal Highlights

We hosted an incredible range of events, including:

- Holiday Dances that brought everyone together in a festive spirit
- Our first-ever slumber party, packed with laughter and late-night fun
- An exhilarating trip to a Generals Hockey game
- A wintry blast at Winter Fun Day

Community Living Month (May)

We kicked off the month with volunteers from Home Depot, who donated their time and skills to help with beautification projects around our building. Their support was sincerely appreciated!

On May 23, we held a Community Living celebration, featuring a lively barbecue, indoor market, music, games, and more, showcasing inclusivity and joy in action.

Summer Adventures

Our annual CPP picnic at Rotary Park on June 14 served as a perfect launch for an activity-packed summer.

Outings included excursions to Ripley's Aquarium, the CN Tower, and a Toronto Blue Jays game, creating lasting memories for all involved.

In July, a group embarked on CPP's first camping trip to Darlington Provincial Park, a resounding success and the beginning of what we hope will become a yearly tradition.

Holiday Spirit & Community Engagement

We proudly participated in the Ajax Santa Claus Parade on November 23, showcasing our Community Living Ajax Pickering and Whitby float and spreading holiday cheer throughout the community.



Expanding Services & Personalized Support

In early 2025, we introduced a new service expansion:

- One-on-one support blocks (three hours) on Tuesdays, tailored specifically to individual goals.
- This support takes place either in the individuals home or out in the community and emphasizes life skills development and recreational experiences.

Creative Expression - Toy Story Parody Project

A talented group of participants and staff created a humorous take on the movie "Toy Story," producing a creative and spirited film.

The group was thrilled to receive a \$1,000 donation from Triple Unity Club, which went toward production and costume design, an enormous boost for the entire team. Look out for their upcoming premiere!

Community Collaboration - Dance Program

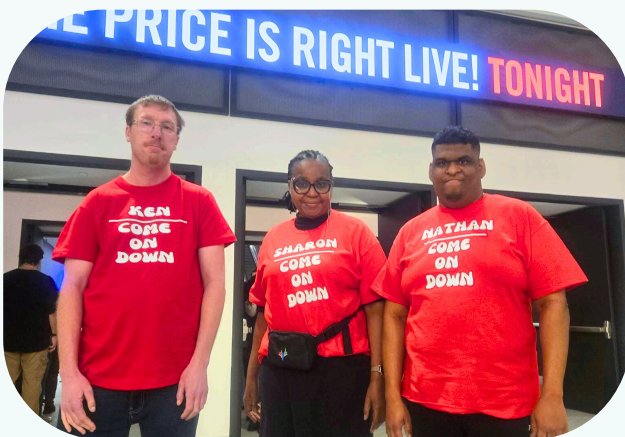
We partnered with Mercury Dance Academy Ltd. to offer weekly Thursday morning dance classes at their Whitby studio. The program ran from November through May.

Supporting Independent Living Through Meal Preparation

With the support of a grant from the Town of Ajax, a team of CPP participants and staff successfully:

- Planned, shopped for, prepared, and packaged 864 meals for 25 individuals in the Supported Independent Living (SIL) Program
- This effort reflects the power of community collaboration and participant-driven contributions.

This has been a year of renewal, expansion, and creativity. We're proud of everything we've accomplished together, and even more excited about what the future holds.



SUPPORTED EMPLOYMENT PROGRAM

This report outlines the activities and accomplishments of the Supported Employment Program (SEP) for the fiscal year April 1, 2024, to March 31, 2025. Throughout the year, SEP continued to champion inclusive employment practices, offer individualized support, and foster community partnerships to empower individuals on their employment journey.

KEY HIGHLIGHTS

Integrated Transition Planning Meetings: Over thirty-eight meetings were held to support youth transitioning into adulthood and employment.

Employment Readiness Programs: Five Path to Employment sessions were delivered, supporting over fifteen individuals.

Community Engagement: SEP was present at over ten local events, fairs, and forums to raise awareness and strengthen partnerships. These include:

- Hosting a table at Durham College's CICE Transition Event
- Hosting a table at the Family as Partner's Family Forum in Whitby
- Abilities Centre Job Fair
- Life Beyond High School Event with Durham District School Board
- Durham Agency's Information Fair
- Durham Community Foundation Grant Celebration
- St. Francis Centre International Day for People with Disabilities
- LCBO's We Belong Here event
- Durham Regional Police-Youth in Policing
- Ajax Pickering Board of Trade events.

Monthly Social Lunches: Provided consistent opportunities for socialization and peer support, held every month.

Job Development Efforts: Numerous job fairs and employer engagement activities including LCBO, Vandermeer, Chartwell and WeCandle interviews.

Seminars and Training: Team members attended multiple training events including: Pathways to Impact and WindSprout at Windreach farms, Intersectionality of Disability and Race (ODEN) and Employment Services Training (ODEN)

Rebranding: The team developed rebranded promotional materials for our new name "Employment Solutions," to share with potential employers. These materials highlight the benefits of hiring people with intellectual disabilities and partnering with the CLAPW Supported Employment Team.



WeCandle

On January 28th, 2025, the Ontario Trillium Foundation's Seed Grant began, and the WeCandle business started in partnership with Community Living Ajax-Pickering & Whitby (CLAPW) and Participation House Project (Durham Region).

Serving on the steering committee are Tim Cordeiro, Lisa McNee-Baker, Kelly Poulin, Tracy McGarry & Siobhan Pearce. The committee met monthly during this time to discuss plans and duties. Initial equipment and supplies were purchased, the designated space at Dowty Road for WeCandle began to take shape and a job posting was issued to hire the first set of employees. The Geneva Centre for Autism reached out to WeCandle which provided candles as take-home gifts for their annual fundraising gala, an event that also featured a video introducing the business.

On March 31st, the first round of interviews was held resulting in the hiring of seven employees who began working in mid-April. Partnerships also began with Village Craft & Candle, Community Living Toronto, and the Canadian Council on Rehabilitation and Work. WeCandle registered for a weekly table at the Ajax Summer Markets to sell candles, promote the business, and meet the storefront requirement for the grant. Everything is on track for a successful first year in business.



COMMUNITY ON CAMPUS

2024-2025

We are pleased to offer a new service for transitional aged youth who are between 18 and 29 years of age and are looking to experience college life without the commitment of a full-time diploma program. The new Community on Campus Program, in Partnership with Durham College, offers a unique opportunity to immerse oneself in the college environment and explore various aspects of student life. Whether the participant is curious about campus culture or simply wants to build new skills, this program is highly individualized.

Participants are paired with a current Durham College student who acts as their guide throughout the experience. Together, they create a personalized schedule that works for each party meeting 1-2 days a week from 9 am to 3 pm. This college journey experience could include:

Socializing with College Students: Getting to know fellow students and engaging in casual conversations and activities, just like any other student on campus.

Lunch in the Cafeteria: Enjoying meals in the campus cafeteria and creating that sense of belonging in the college community.

Literacy Skills Development: Accessing resources in the library or computer lab to boost literacy skills, from reading comprehension to digital literacy.

College Sports Events: Attending exciting sports games and cheering on fellow students.

Gym and Track Access: Taking advantage of the college's fitness facilities to stay active and healthy.

eSports Lounge: Relaxing, playing, and enjoying games in the college's eSports lounge.

Auditing a Class: Gaining insight into what a college class feels like by sitting in and observing a lecture.

Flexible Schedule and Support: Participants have the freedom to choose a schedule that works best for them, with the support of their student match. CLAPW staff are available on-site each day to provide assistance and ensure that everything runs smoothly.

This program is a fantastic way to explore the world of higher education without the pressures of enrolment. Whether individuals are looking to build academic skills, make new friends, or simply get a taste of what college life is like, Community on Campus in a unique and welcoming service.





ADVOCACY ALLIANCE

Between April 1, 2024, and March 31, 2025, the Advocacy Alliance participated in a wide range of advocacy, community engagement, and social activities.

In April, members presented at the Town of Ajax Council Meeting to support the Shine-A-Light Campaign and spoke to the Town's Accessibility Committee about Community Living Ajax-Pickering and Whitby (CLAPW) and potential partnerships. They also created thank-you posters for the Home Depot volunteers who helped enhance a CLAPW site. During Community Living Month in May, the group attended events at the Ontario Legislature in Toronto, participated in a flag-raising ceremony at Durham Region Headquarters, and volunteered at CLAPW's Community Living Day celebration. In June, the Alliance engaged in virtual meetings with advocates from Ireland to discuss healthcare and their contribution to the BOCSI National Advocacy Conference. They also attended a "Meet the Mayor" event in Ajax, where they asked thoughtful and engaging questions.

Throughout the year, the Advocacy Alliance held regular monthly meetings to plan and reflect. Members also supported CLAPW by serving dinner at the Annual General Meeting in September. In October, they joined the national conversation by participating virtually in the BOCSI National Advocacy Conference and hosted a booth at the Town of Ajax's Pumpkin Give-A-Way Night. November was particularly active with preparation for and participation in the Town of Ajax's Santa Claus Parade, where they handed out candy canes labelled with CLAPW logos. They also hosted the CLAPW Holiday Market, successfully raising \$1,300.

In addition to their advocacy work, the group enjoyed a variety of social events, including bowling nights at NEB's, a movie night at Landmark Cinemas, the Peterborough Live Music Festival, and a holiday party with dinner and dancing at a local pub. These activities highlighted the group's commitment to both community involvement and building strong social connections among members.

SPIRIT OF SUMMER!

2024-2025

This program was created for youth 15-25 and runs for March Break, PA Days and Summer Break.

Twenty participants engaged in the Spirit of Summer program this year. The groups used public transit to reach most venues and chartered a bus for trips to the Toronto Zoo and Royal Ontario Museum. These outings provided valuable learning opportunities, giving participants hands-on experience with public transit. Some of the venues included Crock-a-Doddle Ceramics, the Whitby Fire Station, Whitby Waterfront, Ajax Waterfront, Ajax Community Centre, the Putting Edge, Playdium, North End Bowl, Ajax Bowl, Petrina's Billiards, Pickering City Centre, Oshawa Centre, Pickering Playing Fields and Station Gallery.

One young man, who has been with the program since 2022, has applied for a summer counsellor position. He feels he is ready to take next steps for his future:



“Because of you guys, when I first came to your camp I just felt more accepted and I made many friends there for so many years that I feel like your company was the right place for me to work with and you inspired me to be myself.”

VOLUNTEER PROGRAM

2024-2025

This year, the program hosted 26 volunteers and 51 placement students.

Volunteers have been working one-on-one with individuals to cook, participate in community activities, and share games virtually. Other volunteers are creating and facilitating engaging craft groups, virtual groups, and music groups. Volunteers and students are also supporting groups in attending community events. Our newest volunteer, Jenny, is a Music Therapist, who has started a music group at Dowty and hopes to expand it to include more people.

CLAPW thanks all of the placement students we have hosted this year for their hard work and commitment to our mission. Many of them have been hired on as Direct Support Professionals and will continue to move our agency forward through the Journey to Belonging.

Therapeutic Paws of Canada are always happy to visit our Spirit of Summer Programs and Day Services. During the March Break Program, we were delighted to welcome therapy dogs Dobby, Casey and Memphis.



CLAPW extends a huge thank-you to Bea, who has led a craft group at Dowty for the past 10 months— best of luck in your new full time role! We also thank Yash, who has hosted a virtual Game Night for the past year— wishing you all the best as you begin Medical School!

BY THE NUMBERS

5

people receiving
Intensive Supports

35

Spirit of Summer
participants

41

Supported
Employment Program
participants

77

Volunteers &
Placement Students

14

Alliance Advocates

7

Host Families

93

Community
Participation Program
Participants

32

people receiving
Accommodation
Supports

5

Treatment Home
participants

126

Passport Customers

32

individuals supported
through SIL

20

People Supported by
Urgent Response

STRATEGIC PLAN UPDATES

During the winter and spring of 2024, we worked on the development of our New Strategic Plan. Facilitated by Marcy Lee of Little Dynamo Consulting we were pleased to create a plan that featured extensive participation from supported people and their families, community partners, board members and staff. We held focus groups, one-on-one conversations and created survey tools to ensure that we heard from as many people as possible to inform our plan.

This plan is both inspiring and reassuring; builds on our intentions to continue to provide and expand on our high-quality person directed supports. We will continue to work with families, caregivers, and community allies as we strive to create a welcoming and inclusive community where everyone belongs.

STRATEGIC PRIORITIES



Evolve Our Approach

Create resilience while maintaining service excellence

- Core Competency Committee created and have begun redeveloping job descriptions
- Supported Employment Program was rebranded
- Developed a Fee for Service Employment Readiness Program
- Secured a \$99,900 Trillium Seed Grant for the WeCandle social enterprise
- Created a Service Excellence Committee to oversee MCCSS compliance work



Champion our People

Empowering the people we serve

- Alliance Advocates Group submits information to agency newsletters and has presented to Town Council
- Members of the Advocates Alliance are now paid to deliver the Abuse/Rights training to supported people through a grant from the Durham Community Foundation
- Continued growth of the Family as Partners Group hosted a successful Family Forum
- Provided 8 hours a week of staff support to roll out the Respite Now platform to Durham families
- Created Guidelines around Passport Services and increased the number of people we support with managing their Passports Funding

STRATEGIC PLAN UPDATES

STRATEGIC PRIORITIES



Develop our Resources

Improve organizational capacity

- Hosted a Town Hall Meeting that included a presentation by the Independent Ethics Officer where the Whistle Blower Policy was reviewed
- Managers are celebrating and acknowledging excellence by creating positive formal notations that are placed in employee personnel files and shared at leadership meetings
- Hired a Financial/HR Assistant to support agency growth
- Hired a manager to allow for the expansion of the Host Family Program, Intensive Supports and Transitional Aged Youth services
- Supported Waiting to Belong Advocacy Campaign by Community Living Ontario
- Monthly Executive Director Board Reports are shared with all staff members
- Continue to research and submit grant applications



Engage our Community

Increase partnerships and collaboration

- Quarterly newsletters are sent to local elected officials, MP's and MPP's
- Regular posting on social media platforms to promote our work, mission and activities resulting in an increase in followers and views
- Formal collaboration with WeCandle and Participation House Durham to create paid employment opportunities
- Partnered with Durham College on the Community on Campus Program for Transitional Aged Youth
- Partnership established with Skills Development Canada and Canadian Council on Rehabilitation and Works
- Secured a Whitby Mayor's Grant to support Housing Forum

40
Years



Betty Eteli



Ruth Alambo



Wendy Holliday



Chris Bennett



Joyce Maguire

35
Years



Steve White

20
Years

Radiah Burrell

Annette Branton

15
Years

Tamatha Klijn

10
Years

Lynn Wilcox

Siobhan Pearce

Seija Moore

Lindsey Marjoram

5
Years

Michael Bambrick

Bolarinwa Aje

Beth Jones

Chantal Peters-Diaz

Merlinda Elmazi

Tasha Brown

Trina Vardy

Shonda Taitt-Dwyer

Damilola Kuku

Joni Brunton

Jesse Harkness

Janice Rainey-Turpin

Holiday Party

AJAX CONVENTION CENTRE
550 BECK CRESCENT AJAX, ON

**FRIDAY
NOVEMBER 21ST**
6:00PM - 12:00AM

\$50 PER PERSON

-  **DINNER AT 6:45PM**
-  **RAFFLE TABLES WITH FESTIVE PRIZES**
-  **HOLIDAY TUNES AND DANCING**

RSVP to info@clapw.org

TICKETS GO ON SALE FROM SEPTEMBER 15TH UNTIL NOVEMBER 14TH

NO EXTENSIONS THIS YEAR