



COMMUNITY LIVING OSHAWA/CLARINGTON'S

66TH ANNUAL REPORT

ALL ABOUT ADVOCACY



www.communitylivingoc.ca



TERRI GRAY
Executive Director
Community Living
Oshawa/Clarington

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Community Living Oshawa/Clarington (CLOC) is proud to be a well established leader in developmental services, committed to increasing the scope of impact for people who receive support and services, and our community. It is our pleasure to be bringing to you our 2018/19 Annual Report. Within this report, we will share stories of success, milestones and goals, as well as efforts being made to inspire possibilities so that people with developmental disabilities can achieve their full potential and truly be included, succeed and flourish.

Over the past year, the world around us has been changing at a rapid rate. These changes have been impacted by government priorities, the economy, and the progressing expectations and needs of people we support. With these come challenges that CLOC must adapt and respond to, in order to be successful in achieving our mission and vision. They also bring opportunities. We look forward to the positive changes happening in our organization, and the adventures ahead of us.

CLOC's 2019-23 Strategic Plan was previewed at last year's AGM with an official launch in April 1, 2019. It is well underway with efforts to expand our Strategic Priorities through the engagement of people we serve, families, employees and our community partners and friends. As a developmental service delivery agency, we must create strong strategies to be responsive to the changes in the world around us. These strategies lead us, while staying on course to achieve inclusion, citizenship and belonging. We have been working hard to implement the new direction and set goals that will take us even further. As a way to track, review and measure progress and success, we continue to keep communication channels open with all of our collaborators, we also continue to exchange ideas and information, and work together as a team to accomplish our goals. It is together that we make the best difference in the lives of the people we provide services to and build inclusive communities.

CLOC's Campaign, My Life. My Community. My Way. is off to a great start! The new platform is proving to be a more efficient way to use our limited resources. CLOC is very proud to be received by our community partners, employees, volunteers and stakeholders through this endeavour.

This year we see the departure of some long-term members of CLOC's Board of Directors. Patrick Grist has been an exceptional President. He has come to know so many of you over his 7 years on CLOC's Board and has become the face and voice for CLOC. Patrick loves the events, the day to day activities, the new relationships, and most importantly, the Board meetings that lay out the direction CLOC takes. Patrick's outgoing personality and his dedication to CLOC has made him a favourite among our many community partners, dignitaries, employees and people receiving support and services.

It has been no secret that both Bev Neblett and Nancy Veals have become a big part of the CLOC family. As many of you know, CLOC is well known for our records of long-term employees. At CLOC, 25, 30 or even 35 years of service is considered common, so for these long-term members of our Board of Directors, they are setting a new record at 9 years, showing their level of commitment to our 'family'. CLOC takes great pride in these relationships and is forever grateful for the many bonds forged over the years.

We thank you, Patrick, Bev and Nancy, for all you have done and the difference you have made to CLOC. Although you will be greatly missed at the Board, we hope you stay connected in other volunteer capacities with CLOC. CLOC is already looking to the future, prepared to take on the challenges and make changes to ensure we continue to be a strong, agile and responsive agency. Our journey has always been one of grassroots and together we are stronger. We depend on the people we serve, along with their families, our skilled employees, CUPE 2936 02 and 03, tireless volunteers, community partners and Ministry of Children, Community and Social Services to help us. We appreciate the commitment and support from our donors and sponsors, the talent and knowledge of our Board. All of this together creates the strength and energy to change the world and make a bigger difference. A community where everyone lives, works, participates, succeeds and flourishes.

A stylized handwritten signature in black ink, likely belonging to Terri Gray.

Patrick Grist
Board President
Community Living
Oshawa/Clarington



A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

This is a year of some big changes and transitions. We will be saying 'good-bye' to 3 of our key Board Members. Bev Neblett and Nancy Veals have both been on CLOC's Board of Directors for an unprecedented 9 years. That far exceeds the average term, however with many unforeseen changes to our Board over the past 5 years, Bev and Nancy offered to continue to serve, sharing their knowledge and expertise to help us find balance, continuity and security. There are no words to show the gratitude we feel, nor to show the difference they have made for us. It is with a heart-felt 'thank-you' that we emphasize 'We couldn't have done it without you'! And the sadness doesn't stop there. It is with mixed emotions that I have decided to retire from CLOC's Board of Directors this year, after serving 7 years. I take with me the time shared, friendships forged and the incredible suc-

cesses achieved over the time I have spent with CLOC. I have truly enjoyed the many people I have encountered and the contributions I have been able to make during my time here. The memories will always be very close to my heart.

Although I'm stepping down from the Board of Directors, it doesn't mean I won't continue to be a strong advocate for CLOC and everything it stands for. It is with great pride that I pass on the seat of President of CLOC's Board of Directors to Jean Claude (JC) Legault, so that he too may feel the pride that I feel now with having been a part of this great organization.

"Teamwork is the ability to work together toward a common vision. It is the fuel that allows common people to attain uncommon results." -Andrew Carnegie

A handwritten signature in black ink, appearing to be 'P. Grist', written in a cursive style.



CLOC is a charitable organization offering opportunities for personal growth, community **inclusion and empowerment** to people with developmental disabilities, and their families.



For all people to be included in a community where everyone lives, works, participates, **succeeds and flourishes.**



STRATEGIC PRIORITIES 2019–2023

In 2018, CLOC began developing a new 4 year Strategic Plan. There were 315 people involved, 9 telephone interviews and 19 consultation sessions. This enormous undertaking included funders, municipal leaders, community partners, families, people receiving services and employees. This plan officially launched April 1, 2019.

IMPROVING COMMUNICATIONS, STAKEHOLDER ENGAGEMENT & SECTORAL ADVOCACY

- Review, revise, update and evaluate a comprehensive communications plan, including marketing and social media capacities
- Build on the strategy for internal and external stakeholders to engage in communication, positive relationship development and collaboration
- Develop systems for families and people receiving services to have a voice locally, provincially and federally

ENHANCING SERVICE INNOVATION AND STANDARDS OF EXCELLENCE

- Explore and develop responsive models of service delivery that may include partnerships (respite, youth, elderly, employment, housing, fee for service)
- Improve program evaluations (to identify training needs/deficiencies, connections with families, service user experience)
- Increase opportunities for employees, people CLOC serves and families to engage in service development and delivery
- Develop and implement an accreditation plan

MODERNIZING ORGANIZATIONAL CAPACITY AND IMPROVING FINANCIAL SUSTAINABILITY

- Exploring administrative collaboration, back-office integration and shared service opportunities
- Increase the non-core funder contributions

USE OF TECHNOLOGY ACROSS THE ORGANIZATION TO ENHANCE QUALITY AND EFFICIENCY

- Evaluate and implement systems to provide assistive technology in support and independence of people receiving services
- Evaluate, modernize and implement technology to improve systems including communication, administration and services





A YEAR IN REVIEW 2018–2019



IMPROVING COMMUNICATIONS, STAKEHOLDER ENGAGEMENT & SECTORAL ADVOCACY

Follow up to the September 27, 2016 Employee Survey resulted in the creation of CLOC's Spirit Crew.

The Spirit Crew was initially implemented to create and develop opportunities for employee engagement and collaboration through social and competitive events. Some of the events offered through the Spirit Crew are the Annual Garden Competition, Fall Harvest Competition and Christmas Decorating Event. The Spirit Crew has partnered with a provider for CLOC swag offering t-shirts, golf shirts, sweatshirts, hoodies, hats and more.

In the spring of 2019, the Spirit Crew introduced 'Cupidy Bear' who travelled to many of CLOC's homes to visit the staff and people we provide support and services to. It was by chance that 'Cupidy Bear' ventured outside our own organization and met with MPP Andrea Horwath, Leader of Ontario's NDP, then made a date with Lisa McNee-Baker, Executive Director of Community Living Ajax, Pickering, Whitby (CLAPW) to tell her how great CLOC is!

Everyone who sent in a picture of themselves with 'Cupidy Bear' was entered into a draw. There were many amazing pictures shared. The Spirit Crew is about working hard and balancing it with fun.

NEWSLETTERS

It is with great pride that CLOC produces a newsletter every month. It is important to identify the interests and concerns of CLOC employees, as well as that of our community and stakeholders. To accomplish this, a newsletter is produced every second month, specifically directed to employees. On the alternate months, a newsletter is produced that addresses more of the interests of the community and CLOC's stakeholders. There are currently more than 1,000 subscribers to CLOC's newsletters. We encourage everyone to become involved in producing our Newsletters. We'd love to hear your stories, see your pictures and most importantly, share your experiences.

If you want to join our mailing list, email msaloni@communitylivingoc.ca.



A YEAR IN REVIEW 2018–2019

ENHANCING SERVICE INNOVATION AND STANDARDS OF EXCELLENCE

Aging is a part of life. Stats Canada identified that in 2014 over 6 million Canadians representing 15.5% of the Canadian population, were 65 years of age or older. CLOC has seen a similar trend in people receiving services.

CLOC's goal is to help people age with dignity and continue to live a good life with the help of high quality supports and services, as long as we can continue to deliver those supports within our mandate. We have been tracking our aging data and from February to 2012 to 2017, there were five admissions into long term care due to aging, health needs and personal preferences.

Between February 2017 and August 2019 there was one admission into LTC from someone who had been receiving Supported Independent Living services, because of health-related care requirements.

Here are some of the strategies we have engaged to be proactive and responsive to needs of the people:

- The supervisory team has continued with a creative living process, which involves forecasting needs. This enables CLOC to be mindful in the future planning process.
- Accessibility is priority and CLOC has reviewed all of our locations and made modifications wherever possible. As we plan for new locations, accessible design is a key factor.
- CLOC has invested in preventative education and early assessment. This allows us to help people be as healthy as they can, for as long as they can. It also helps us to identify changes early in order to implement early intervention, and education for employees and people receiving supports. The NTG-EDSD (National Task Group – Early Dementia Screening Detection) is an administrative screen that is used by professional CLOC staff and family caregivers to note functional decline and health problems, as well as record information useful for medical follow-up. Two members of CLOC's management team are part of the NTG-Canadian Consortium and are provincial trainers. Teams are supported to learn and use the tool when helping someone who is aging.
- CLOC is involved in provincial and local aging and developmental disabilities action groups to help develop strategies and interagency collaboration between health, LTC and Developmental Services. Additional external resources such as Alzheimer Society are used as necessary for staff training and enhanced supports.

MODERNIZING ORGANIZATIONAL CAPACITY AND IMPROVING FINANCIAL SUSTAINABILITY

This year CLOC introduced some new Fee for Service opportunities as well as reviewed and enhanced some of the existing ones and continues to deliver funding brokerage services. This will provide additional choices and possibilities to those accessing our services. As the Ministry of Children, Community and Social Services moves more and more toward direct funding, it is one of CLOC's goals to broaden our service delivery options so that more people choose CLOC and purchase services from us, while maintaining high quality.

Organizational sustainability remains a focus as we continue to concentrate on funding diversification; This means we continue to look for new streams of income. One of the areas CLOC continues to explore is grants from the government and/or other organizations. This year we are ecstatic to be the recipient of an \$87,000 Ontario Trillium Foundation Capital Grant to create a community access hub at 39 Wellington, where people with disabilities can participate in a variety of activities in a supported environment, and ultimately enhance community inclusion.

In the past, multiple fundraisers were organized annually to contribute to the needs beyond CLOC's budget. In keeping up with the economic, political and social changes of the day, CLOC has structured our new fundraising campaign, My Life. My Community. My Way. to assist with closing some of these gaps.

We look forward to meeting the challenges of change, and are thankful to all CLOC supporters.

USE OF TECHNOLOGY ACROSS THE ORGANIZATION TO ENHANCE QUALITY AND EFFICIENCY

CLOC has made a number of changes in the area of Technology. This includes updates and upgrades to our systems, networks, servers and training. These changes have resulted in improved capacity and connectivity for many. We continue to invest in the tools required to help CLOC and our employees be as efficient and effective as possible.

After months of initial testing, trials and input, CLOC is ready to move forward with 'Attendance On Demand'. This is a computer based login system that links to payroll and tracks time worked, time off, and balances of both. We are completing the training phase and tracking for 100% engagement to go live in the fall of 2019. This new system provides CLOC employees with access to many functions including a more accurate overview of their time worked, time off and vacation as well as reducing the amount of paper used.

At CLOC we are excited to embark on a exploration of technology that focuses on helping people who receive support to live more independent and empowered lives.





CAMPAIGN



EVERY PERSON IS BLESSED WITH A UNIQUE PERSPECTIVE; complete with their own unique skills and talents. Those with developmental disabilities are no different. They are the students, athletes, employees, volunteers, and family members of our community. They have just as much to offer as the rest of us; often social and physical barriers prevent them from fully participating in community life.

That's why Community Living Oshawa/Clarington is here. A healthy community is measured by its ability to include all of its citizens. We help people with developmental disabilities take their rightful place within their community, taking on important social roles, contributing meaningfully and living a good life - The life that they envision for themselves.

Along with services, support and raising awareness, CLOC helps to inspire possibilities so that those with developmental disabilities can unlock their potential and truly belong.

'MY LIFE. MY COMMUNITY. MY WAY.' CAMPAIGN

As the Ministry requires CLOC to stretch its budget further each year, it becomes more important to fundraise in order to cover unfunded expenses. Funding cutbacks, growing demand, changing needs of the people we serve and an aging population puts strain on our budgets. CLOC continues to focus what resources we can on enriching people's lives, and would like to be able to do more of this using money from fundraising and donations.

The 'My Life. My Community. My Way.' Campaign has at its core one central objective: to improve the quality of life for people supported by Community Living Oshawa/Clarington.

Quality of Life focuses on community involvement, health, safety, respite care, augmented communication, experiences, and providing further personalized opportunities for inclusion within the community.

Bricks & Mortar focuses on ensuring that people live in safe homes that are adapted to their needs, including repairs and maintenance, accessibility features such as lifts and ramps, retrofitting and fire & safety.

CONTRIBUTIONS TO THE 'MY LIFE. MY COMMUNITY. MY WAY.' CAMPAIGN HELPS TO ENSURE THAT MORE CHILDREN AND ADULTS - AS WELL AS THEIR FAMILIES - RECEIVE THE PERSONALIZED HELP THEY NEED.

For Jody, it might be assistance so she can live in her own apartment. For Bill, it might be a companion as he takes a dream trip to a new place. Sarah wants to feel valued- she'd love to get a job or start a career. Mark wants the support to be able to graduate high school alongside his friends.

Through the services and personal support we provide at Community Living Oshawa/Clarington, these valuable members of our community find the assistance they need, and develop the skills to live their lives to their greatest potential.

Though we do our best to reach these members of our community, many people and their families never get the support that they need. The demand for services is overwhelming, and government funding simply can't meet all the needs of those we serve.

Over the next 4 years, CLOC hopes this Campaign will raise more than \$500,000 to assist with funding these needs.

We need YOUR help in order to continue to provide the high quality supports and services that we are known for.

The opportunities are endless. Every penny counts! Please help us to **'Inspire Possibilities'** by making your contribution today.

SERVICE AT A GLANCE:

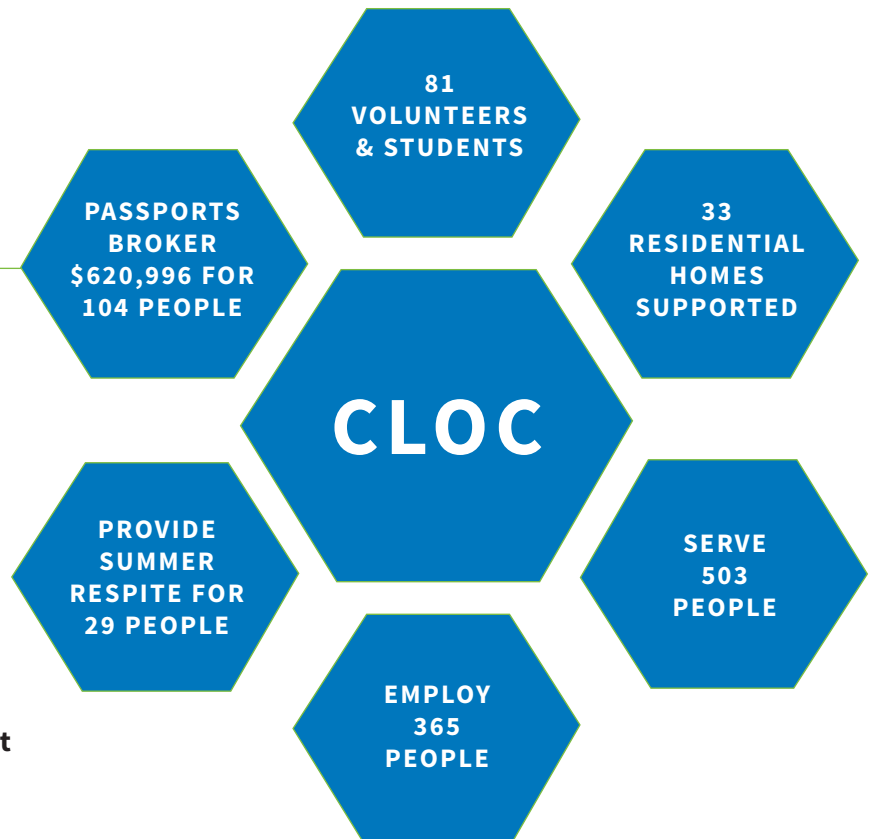
CLOC's SOCKTOBER Contribution - 'Lots of Socks' initiative 374 Pairs of Socks

**Educational initiatives—Life on Campus
—30 People—\$22,779**

**Community Funding Urgent Response Durham
Special Needs Allocation Program Brokered by
CLOC—\$346,597**

CLOC's Christmas Star Program—9 Recipients

**MCCSS - Individualized Funding CLOC provides to
support individualized plans within MCCSS budget
—\$1,543,122**



SOCIAL MEDIA AT A GLANCE:





FINANCIAL SUSTAINABILITY

JOHN STRANGE ENRICHMENT FUND

The Enrichment Fund was created in order to enhance the lives of the people CLOC supports, and their families, by helping to fund personal needs or goals.

John Strange was the Chair of CLOC's annual gala for many years. He was a member of CLOC's Board of Directors and a generous community partner, supporting several local charities. John was devoted to making a difference in the community. When John passed away unexpectedly in August of 2013, CLOC renamed their existing enrichment fund in honour of him.

THE JOHN STRANGE AWARD

At the time of John's death, an award was established in his name to honour a person or group who has made a significant philanthropic commitment to Community Living Oshawa/Clarington by way of financial gifts, in-kind gifts or volunteerism.

In the past, this award was presented at CLOC's spring fundraising event. Starting in 2020, the award will be presented with CLOC's other awards at our Annual General Meeting.

In 2018, the John Strange Enrichment Fund provided almost \$3,000 for the people CLOC serves in order to assist in the purchase of accessibility equipment, event tickets, dental work, specialized orthotics, household safety items, an orthopedic bed, and a ticket to travel to visit a loved one.



In Honour of John Strange

TREASURER'S REPORT 2018-2019 (AS OF MARCH 31, 2019)

SUBMITTED BY JOEL YELLE—TREASURER, BOARD OF DIRECTORS

CLOC is pleased to present another very positive year. We had an increase in our revenues from \$19,814,856 in 2017/2018 to \$20,230,641 in 2018-2019. Expenses increased in 2019 by about \$853,575 to \$20,158,537, leaving a \$72,104 surplus. Please note that this is not an actual surplus, but in fact are GAAP (Generally Accepted Accounting Principles) entries converted into capital assets. A portion of the surplus went towards the accumulated unrestricted net deficit. Six thousand dollars was returned to MCCSS.

As can be seen on Finance Chart #1, 92.5% of our funding is from the Ministry of Children, Community and Social Services. Finance Chart #2 shows the percentage of various expenses. It should be noted that CLOC reduced expenses in administration to only 5.74%, while 94.26% goes into service delivery. The provincial benchmark by MCCSS for administration is 10%, which means CLOC is very lean in this area, while pro-

viding commitment to the people we serve. The agency has established efficient and formalized systems and excellent oversight. We anticipate that, as we grow, we will continue to monitor and demonstrate efficient administration, and reinvest appropriately. Our continued emphasis is on high quality supports and services.

Our detailed financial picture can be seen through review of our Audited Financial Statements. Electronic or paper copies of the Audited Statements are available, upon request.

COMMUNITY LIVING OSHAWA/CLARINGTON FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31, 2019

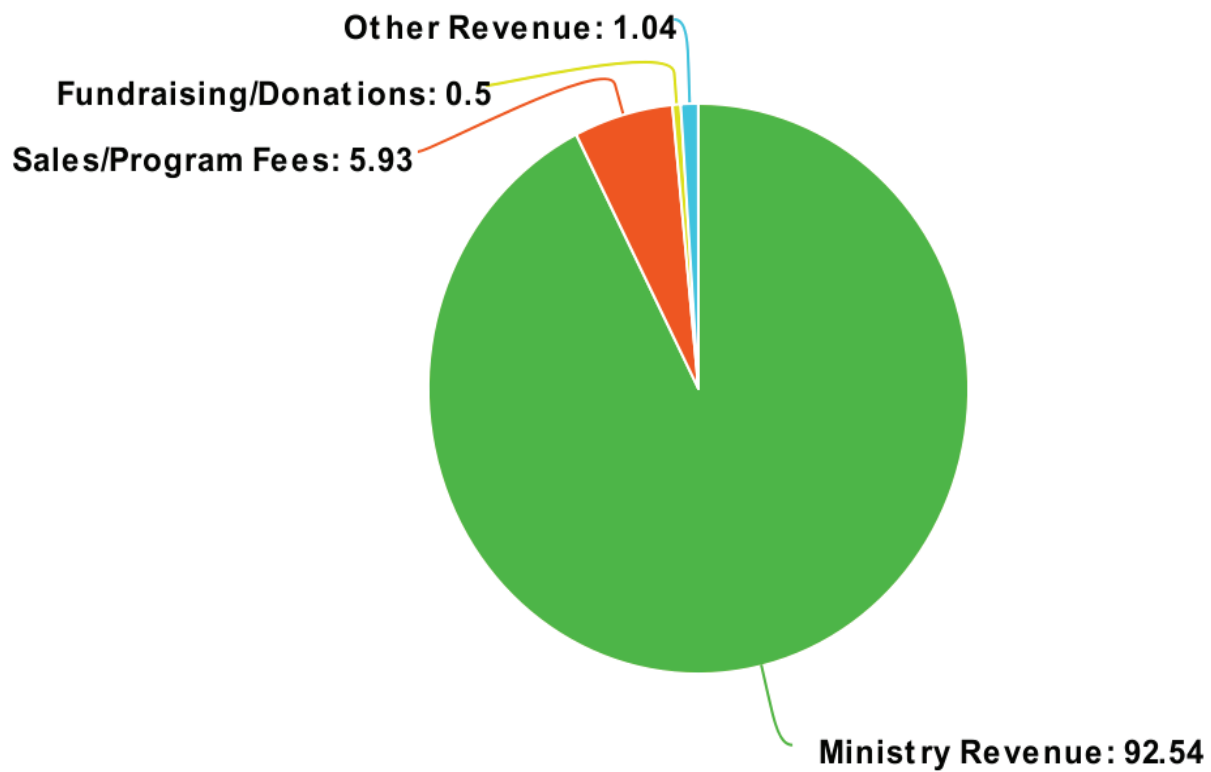
CLOC's Audited Financial Statements are approximately 50 pages. With good environmental practices in place, we recommend, if anyone would like to review the content, please contact CLOC's Finance Department to request an electronic or printed copy.





2018-2019 TOTAL GROSS REVENUE

FINANCE CHART #1



Ministry Revenue

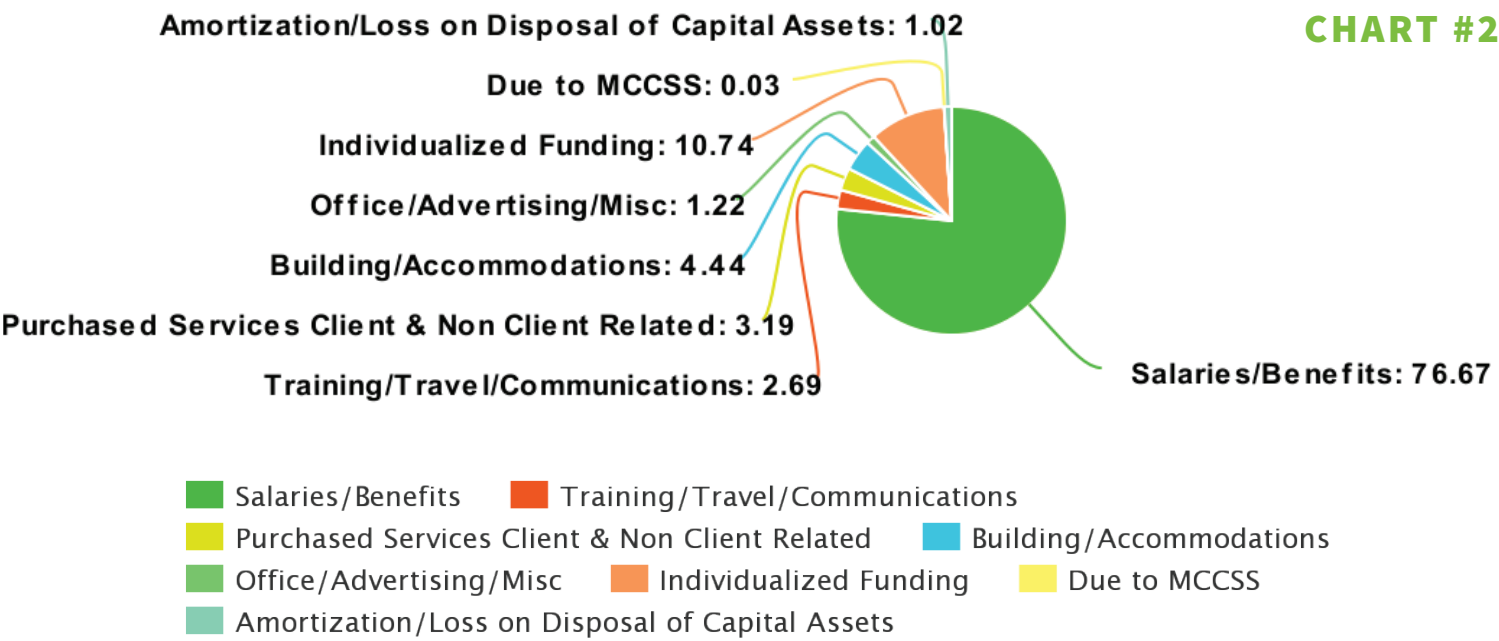
Sales/Program Fees

Fundraising/Donations

Other Revenue

2018-2019 TOTAL GROSS EXPENSES

FINANCE
CHART #2



2018-2019 STATEMENT BROKERED INDIVIDUALS SERVED

Revenue

Ministry Revenue	18,720,529
Sales/Fee for programs	1,199,373
Fundraising/Donations	101,337
Other Revenue	209,402
Total Revenue	20,230,641

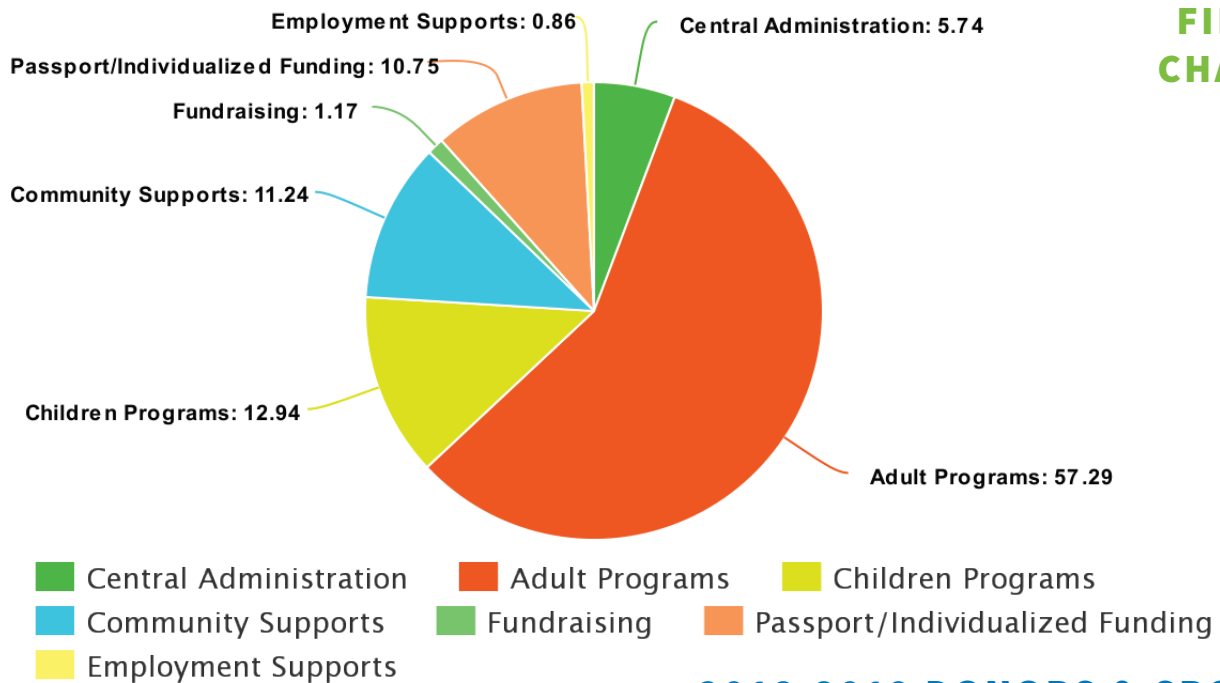
Expenses

Salaries	15,455,684
Training/Travel/Communications	542,102
Purchased Services-Client and non client related	643,254
Building/Accommodation	894,655
Office/Advertising/Miscellaneous	246,527
Individualized funding	2,164,118
Due to MCCSS	6,356
Amortization/Loss on disposal of capital assets	205,841
Total Expenses	20,158,537
Excess of revenue over expenses	72,104



2018-2019 TOTAL GROSS EXPENSES BY PROGRAM

FINANCE CHART #3



2018-2019 DONORS & SPONSORS

A SPECIAL THANK YOU TO ALL OF CLOC'S DONORS AND SPONSORS.

Anna Lamers, Anne Henriksen, Anna Porzucek, Backdraft Fire Company, Bev Winn, Bill Smart, Bowmanville Lions Club, Brad Willing, Bruce Allan, Casa Dea Estate Winery, Centurion Asset Management Inc., Charles Stevens, Chevaliers de Colomb Knights of Columbus, Coburn's Transportation Systems, Connie Aremma, Conpute, Corrine Buswa, Craig Nighbor, CRCS DKI, Daniel Rowman, Darlene Day, David Gillespie, David Rankine, David Sheridan, David Sturtevant, Diane Collins, Dianna Mandzuk, Don McGarry, Donald Dionne, Dorothy Lawless, Douglas Gearing, Durham College, E Gwen Traynor, Edward Dionne, Eileen Tessier, Elaine Lamont, Eleanor Powers, Elva Rogers, Garry King, George Cochrane, Gerald DePratto, Golf Town, Gordon Gonxea, Greta Down, Hans Wunderlich, Heather Visser, Hills Moving, Iain Oliver, Jean Claude Legault, Jeff Barten, Jeffrey Rouse, Joan Missio, Joan Taylor, Joe Barnett, John Evans, John Geboers, John Law, John McKeown, John Planeta, Joseph Corey, Josephine Gangemi, Joshua Kent, Judy Powell, Julie Martinelli,

Katherine Wiggam, Kathy Vandercruysen, Kerry Hester, Klarer & Company, Lana Muir, Laura McDougall, Lee Varley, Leonard Goodmurphy, Lifeart Designs, Lisa P., Lloyd Goodmurphy, Lululemon, Maple Grove United Church Women, Margaret Burgess, Marion Wojnicz, Mark Komel, Mary Ann Fox, Mary Malish, Metroland Media, Mississaugas of Scugog Island First Nations, Norm Fry, Ontario Pipe Trades Council, Ontario Power Generation, Oshawa West Lions Club, O.V.E.R.T. (Ontario Volunteer Emergency Response Team), Patrick Grist, Paul Corey, Petrina Peyton, Rachel Smith, Randy Brown, Richard Black, Rick Phillips, Robert Burton, Robert Goodmurphy, Russell White, Sabrina Jubenville, Sandra Komel, Sandra Whitaker, Seamless Care Pharmacy, Shableena Knapp, St. Josephs Council No. 6361, Stan Found, Steven Goodmurphy, Still Brewing, Suzanne Bies, Suzanne Newby, Suzanne Nobes, Swanberg, Tees & Cues, Teresa Zamajc, Terri Gray, Tito Marimpietri, Townsend Electric Ltd., Vicki Treen, W.B. White Insurance Ltd., W. Mark Lambourine Jr., Walter Lokietek, William Brabant, William Frankovich, William McIntyre, Yvette Strickland

THE PRESIDENT'S AWARD WINNER FOR TEAM EXCELLENCE AND INNOVATION 2017—2018

The President's Award is given on an annual basis to a team that has been nominated for Excellence and Innovation.

Marland #1

Congratulations to Chuwa Asemota, Tammy Collins, Joy Davies, Karen Grant, Melanie Iaconis, Meaghan Ironmonger, Joanne Jenkins, Nicole Kichko, Frank Muto, Katelynn Shields and Pam Spitzer.

The team at Marland 1 are an amazing group of people. They have shown great resilience when facing challenges and change, and never waiver on providing the highest quality of support.

The team often collaborates to identify goals for the people they provide support and services to. One of the people they support was looking to add something meaningful to their day. The staff assisted this person in completing applications, necessary paperwork and then guided them through the interview process to find meaningful volunteer work. They even thought

outside the box by advocating to obtain a recording of the new employer's policy manual to help where reading was a struggle. The person ultimately obtained a volunteer position at the YMCA. This successful person is able to attend shifts independently and is happy to have this opportunity to give back. It was a success for the person receiving support AND for the whole team!

The Marland 1 team also supports a woman who owns a cat. With some education and assistance around caring for a pet, this new and improved kitty parent is able to be more responsible and independent, caring for her cat. The team took the initiative by teaching the woman the necessary daily requirements, and developed a visual schedule showing each day of the week; "water", "litter", "food". The team purchased an auto-feed/water system for days that the woman was not there. The team's creative ideas and education provided assistance in fostering that the woman's confidence and skill to take care of her cat more independently.

The Marland 1 teams has stuck together and showed how strong they are. It is clear that this team has the same ultimate goal to provide the best quality of care for those they support.



PAMELA SPITZER
ACCEPTED

THE MARK FORGETTE AWARD WINNER FOR 2017—2018



PRESENTED BY
GINNY FORGETTE
AND GRANDSON AIDAN

This award is presented to CLOC's Employee of the Year; a person who goes over and above to enhance the lives of the people we support.

Katherine Avery

The Inglewood Team nominated Katherine Avery for the Mark Forgette Award because she is always going above and beyond her duties to assist the children at Inglewood, to meet their goals and outcomes. Katherine's team believe she deserves the award for her advocating to meet the

needs of the children living in the house, and those who obtain respite there.

Katherine plans activities based on needs, goals and interests of the children. She leaves notes for other employees with suggestions of activities for weekends, and who has expressed an interest in which activity. Meals and snacks the children like best are in the house for a more enjoyable day. No matter the weather or circumstances, Katherine will make it happen. It is the constant con-

tact with families to better know their needs for support as well as keeping track of who needs extra respite when it's available, that shows how much she cares. Katherine encourages friendships between children (at the home and respite) and works to schedule them together. She knows the needs of the household, and is always taking initiative to complete tasks before others even know they need to be completed. She plans, cleans, shops, attends to personal needs from the moment she walks in the door until she leaves. The team all notice when she's on vacation as they try to catch up with what she does. With a positive attitude, she goes above and beyond to show the respect she holds for the children at the home, their families and respite families.

During staff changes over the past couple of years, Katherine has been the one constant. She has worked endlessly to ensure training and knowledge for new staff is completed in a timely manner. She treats all challenges as a learning experience and it is displayed in her resilience to many situations. She is exceptionally professional while working with the children and continues to surprise her team with the amazing things she does.



COMMUNITY PARTNER AWARD RECIPIENTS FOR 2018—2019



O.V.E.R.T.—ONTARIO VOLUNTEER EMERGENCY RESPONSE TEAM

Hosted by O.V.E.R.T. (Ontario Volunteer Emergency Response Team), the Lake Scugog Pond Hockey Charity Tournament is one of the best run and well respected hockey tournaments in Ontario. Besides providing an outstanding venue for competitors and hockey fans alike, the tournament has donated thousands of dollars to local charities.

The 2019 Tournament, held on February 2nd, raised money for Community Living Oshawa/Clarington's John Strange Enrichment Fund and Community Living Durham North's Outcomes Sponsorship Fund. Over \$3,500 was raised for the 2 organizations at the event!

If you were at the event this past year, you'll remember how

cold it was, and if you weren't there, it's because it was too cold for you. It was one of the many cold days we had over the winter that had so many people looking forward to the summer weather. A special 'Thank You' on behalf of CLOC and the John Strange Enrichment Fund to all the participants, vendors and spectators who braved the cold and came out and joined the fun.

Thank you to O.V.E.R.T. for their generosity and for making the John Strange Enrichment Fund a recipient of the funds raised at the tournament!

WOW ONE DAY PAINTING SPIFFS UP PINECREST

On October 17, 2018, CLOC was thrilled to have WOW 1 Day Painting volunteer their time to paint one of our residential locations, as part of their #DaytoWOW2018.

The team really was WOW! They came into the home and got right to work. It was surprising how quickly and efficiently they were able to prep the space, get it painted and clean up. They had completed the entire job in no time.



Thank you so much to WOW 1 Day Painting and their amazing team for giving back to the community!

COMMUNITY PARTNER AWARD RECIPIENTS FOR 2018—2019

RAUCOUS RIDERS

Kadan is a young man who loves to swing.

When his support worker, Danielle, identified that it would be beneficial for Kadan to have a swing at his home, the Raucous Riders Motorcycle Club jumped on board and began fundraising for a specialized adult swing that would be safe and secure for Kadan.

It was an amazing day for everyone when the Raucous Riders showed up to present the swing, set it up and enjoy it as much as Kadan did.

The Raucous Riders raised more than enough to fund Kadan's swing, and generously gave Kadan the rest of the funds so he could purchase some new clothing and shoes.

It's these acts of generosity and kindness that make a difference in the lives of many people.



On Saturday October 13th, the Raucous Riders delivered Kadan's new swing, and installed it in the yard of Kadan's home. The staff that works at the home baked goodies and made sandwiches to ensure that the Club was well fed and kept warm on the chilly day.

Thank you to the Raucous Riders Motorcycle Club, and the staff at Kadan's home that helped to bring this project together. The smile on Kadan's face says it all!



CLOC'S 2018-2019 BOARD OF DIRECTORS

THANK YOU TO OUR HARD WORKING BOARD OF DIRECTORS.
WITHOUT THEM CLOC COULD NOT CONTINUE TO GROW AND SUCCEED.



Patrick Grist

President (Retiring as of September 2019)



Ed Farragher



JC Legault

1st Vice President



Wayne Klinowski



Mac Moreau

2nd Vice President
Chair of Governance Committee



Kay Corbier



Joel Yelle

Treasurer
Chair of Finance Committee



Darlene Day

Self Advocate



Catherine Garacci

Secretary
Co-Chair of Policy Committee



Bev Neblett

Chair of Policy
Retiring from the Board September 2019



Krystal Manitius

Chair of PQE/RM Committee



Nancy Veals

Retiring from the Board September 2019

SUZANNE NOBES CELEBRATES 40 YEARS WITH CLOC!

It's not often that organizations get to acknowledge these kinds of milestones! On May 14th, Suzanne Nobes celebrated 40 years working for CLOC! Suzanne's family, including her husband, father, daughter, son-in-law and daughter-in-law, surprised her at the SPA (Strategic Plan Action) Night BBQ, and joined in on the fun (her son unfortunately was unable to sneak away from work). Suzanne is the current supervisor of Community Services, Adult and Children's Program, Foundations Program, Passport Program and the Associate Living Program. Suzanne's co-workers shed some light on what it is like to work with her, "Suzanne excels at remembering details of all things administrative! Her memory of all things financial.... simply, astounding! Budgets?.....Do not mess with her budgets! One of her famous lines is 'Let me call Craig!'. Also, Suzanne "is a walking and talking historian to all things related to CLOC. She is well aware of the good, the bad and



the ugly. Of course, she mostly remembers the good! (But, if the price is right, she may reveal the dirt!). Terri Gray, Executive Director, acknowledged Suzanne and her work with CLOC by saying, "At the heart of it, Suzanne cares very deeply about people - the people CLOC serves and the employees she works along side." She works very hard with her team to be able to respond to the growing, changing needs of people with developmental disabilities living in Durham". Thank you, Suzanne, for all that you have done, and continue to do to ensure that CLOC provides the best quality services for people and families.

PRIDE PROUD

Tim had expressed a desire to see the Pride Parade in Toronto this year, making it one of his goals. Tim and I searched the internet to find out the date, time and exact location of the parade. The question that needed to be answered - Why was this parade so important to him? Tim replied, "Because this is who I am". He also expressed how important it was for him to bring back some souvenirs to remember this day. Tim acknowledged to staff that he feels comfortable in this environment, feeling like he can express and be himself. However, Tim stated that he is not comfortable amongst so many people. With Tim's disclosure, I mentioned to him that we could solve that problem by having another staff join him to go to the parade. Tim was ecstatic to hear this and immediately started to save money. With his excitement, he looked at maps of Toronto where the parade would take place, along with past photos of previous parades.

On July 24th Tim and a passport staff, Angela, boarded the GO train to Union Station. Tim was ecstatic about the train ride into Toronto, knowing that he was about to arrive at the Pride Parade. Through all his excitement, he even started to educate Angela with useful information he had learned about GO trains. Once Tim and Angela arrived in Toronto, a huge smile flashed over his face, flooded with excitement as he exited the train. Tim and Angela started walking up Yonge St where they met a couple of people also heading up to the parade. Tim struck up a conversation finding out that they were from Pickering. Tim asked if this

was their first time at the parade, as it was his. It was theirs as well and they departed.

Tim went to many booths independently collecting freebies; flags, bracelets, a beach ball and sunglasses. Tim was certainly in his element and had an amazing comfort level despite the crowds. In fact, he said, and I quote 'I have never felt so comfortable in one place before. It feels like home to me and I feel like for the first time I fit in'. Tim continued to walk up the street when a man asked if he wanted his picture taken with him. Tim jumped at the chance and proudly smiled for the photo. A little further up the street Tim started taking the initiative and independently asked drag queens to pose with him for photos. Tim was elated when they agreed, even asking "where's my wig"? As he chuckled! He admired the colourful gowns and makeup. Tim finally made his way up far enough to watch the parade and was thrilled with it all. Tim waved his flags proudly finally feeling inclusiveness within his community. He felt so comfortable that he took a photo with the Montreal pride representatives. On July 24th, Tim was standing proud, beaming with pride and feeling like he belonged. His memories will last a lifetime.



Written by Wendy Grindrod



RHEANNA



Rheanna loves food! She is a creative cook and enjoys sharing her skills with others. This spring Rheanna planned a dinner party for Mom and all her housemates, as she

enjoys cooking and baking. She and staff Lisa prepared all the food. There is so much to be done to make an entire meal for a group of people; apples need to be peeled, the onions cut and the beef sautéed. Rheanna spent the whole day prepping and cooking. She participated in every aspect from cooking to serving to cleaning up. She even set the table and played hostess to her friends and family. Rheanna served a beef stir-fry over a bed of rice followed up by a home made apple pie. Cooking and preparing food for nine people is no easy feat but Rheanna pulled it off. Her mom Kathene, was so proud of her daughter that she could not stop smiling at her accomplishments. This is every mother's pride, when their daughter takes over the kitchen.

Mom says Rheanna is doing so well coming out of her shell and that she has come so far. Mom and Rheanna sat together and shared the food and memories of her success, her Mom beaming with pride and Rheanna socializing with everyone. Rheanna was very proud of her accomplishments. Mom had the luxury of taking home leftovers and even a piece of the apple pie. She was happy to see everyone laughing, singing and socializing. Pictures were taken and a fun time had by all. This was the first time Rheanna had cooked for this many people and she did an amazing job. She is already looking forward to trying out more recipes on her friends with another dinner party soon. Or maybe a BBQ, or maybe Thanksgiving, or maybe Christmas. Or maybe all of them! This is not just a nice story, but it is actually a milestone in itself.

Rheanna became involved in CLOC's Residential Services just over a year ago. What makes this such an important event is that Rheanna has struggled with food. She would spend hours alone writing out recipes. She also struggled with anxiety and extreme shyness. It was a difficult time for her.

Through a slow process and a long journey, with help from the right people, and support all around her, Rheanna began down the road to changing who she was. She first tackled her struggle with weight loss, a goal for many of us that isn't easy to commit to. Along her journey, Rheanna has learned about nutrition, how to be a creative cook with an understanding of healthy choices and balance, and found she enjoys cooking and baking. This was a huge obstacle, yet with time, and effort, and skill, it was overcome. She is now comfortable monitoring her own meals and weight loss, an enviable success.

Once Rheanna became involved in CLOC's Residential Services, she was ready to work on some other struggles. The first step was to set out goals that would help her to work through her anxiety and shyness. She has learned to use the city bus with help from her support worker at CLOC and her Mom. This has given her the independence and freedom to go shopping and be engaged in the community. Rheanna has become involved in activities like bocce ball and bowling and trips to the beach. There was a time when she would never consider going to a Blue Jays game, or to the theatre to see The Lion King, but now they are an everyday part of her life that she looks forward to. She is currently planning to go to the Peterborough Air show this fall and can't wait to be a part of the group where she can share the experience. All of these activities and events have helped Rheanna to come out of her shell and be a bit of a social butterfly. Her Mom is thrilled with the confidence Rheanna has found and is thankful for the support she is receiving to live a good life. Rheanna applied to a few organizations to volunteer and has recently accepted an offer from Rose of Durham to help with kitchen duties and cooking. Her ultimate goal is to find employment in a small business with fun people. This volunteer experience is the perfect stepping stone towards that goal.

It's amazing to see the transformation of this quiet, shy lady, into this confident woman! This is an inspiration to many of us that we have to take that first step to change in order for the rest of the steps to follow.

Written by Wendy Grindrod

WE ARE THRILLED TO ANNOUNCE THAT IN SEPTEMBER 2018 COMMUNITY LIVING OSHAWA/CLARINGTON WAS AWARDED THE FIRST EVER NOT-FOR-PROFIT OF THE YEAR AWARD BY THE GREATER OSHAWA CHAMBER OF COMMERCE!



A MESSAGE FROM PRESIDENT OF CLOC'S BOARD OF DIRECTORS, PATRICK GRIST

"When Community Living Oshawa/Clarington receives feedback like this from the broader community that we provide services in, it makes all the hours of hard work worthwhile.

Winning the 'Not-For-Profit of the Year Award' from the Greater Oshawa Chamber of Commerce shows that CLOC continues to head in the right direction, and that we should continue to advocate for equal citizenship and inclusion for EVERYONE within the community, and beyond.

Thank you everyone for truly making a difference, not only in the lives of people who have developmental disabilities, but in the attitudes of society as a whole".



The award was presented by a representative of RBC Royal Bank (right), and accepted by CLOC's Executive Director, Terri Gray (center), and President of the Board of Directors, Patrick Grist.

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