

INSPIRATION



WE'RE IN THIS TOGETHER

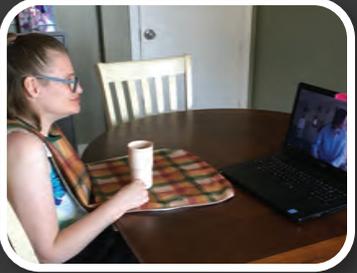


LEADERSHIP



COMMUNICATION

INTEGRITY



CLOC VS COVID 19



TECHNOLOGY KEEPING US TOGETHER



COMMUNITY LIVING

Oshawa / Clarington

67TH ANNUAL REPORT



www.communitylivingoc.ca



TERRI GRAY
Executive Director
Community Living
Oshawa/Clarington

A MESSAGE FROM THE EXECUTIVE DIRECTOR

The theme of this year's Annual General Meeting and Report is Leadership. Often when people reflect about leadership they think about well-known business icons, heads of countries or famous people. At CLOC, we recognize that leaders are people who take action, and have a willingness and intention to make a difference in the lives of others.

CLOC is proud of all of our leaders who stepped up to work shoulder to shoulder this year, increasing the scope of impact for people who receive support and services, and in our community. This has been a year of challenge, change, and accomplishment, and we could not have done it without all of our wonderful leaders. It is our pleasure to bring to you our 2019/20 Annual Report.

This has been a year like no other. Our Annual Report shares stories of success, milestones and goals, as well as the efforts being made to inspire people with developmental disabilities to achieve their full potential, flourish, succeed, and truly be included. We reflect on the year and thank our employees, volunteers, and stakeholders for all they have done to support CLOC and the people receiving supports and services. This year we were off to a great start. There is so much to be thankful and grateful for, and at CLOC we don't take it for granted.

On March 17, 2020, our world changed when the Ontario Government declared a state of emergency as the COVID-19 pandemic afflicted the world. As schools and businesses were closed, so too were

day programs and community activities. All of our lives changed dramatically and everyone, including the people we provide supports and services for, were asked to isolate in their homes. This is something never before seen in our lifetime. Since, our total attention and focus has been to keep everyone safe and secure.

CLOC took rapid and necessary steps to address the COVID-19 pandemic. Many changes came about as a result of public health authorities and government directives that assisted us through the crisis. All of CLOC's day programs were suspended, and these areas became our command centre and logistics hub. The day program staff were redeployed to provide support in our residential locations and deliver needed supplies, groceries, meals, and PPE to minimize the need to go out into the community. The procurement of personal protective equipment (PPE) became a full time job for our Pandemic Team, and many participated in the search at the beginning of the pandemic.

As the days became weeks, and then turned into months, we continued to adapt and respond to the rapidly changing environment and directives. The separation from the community that COVID-19 has created puts CLOC in an internal conflict because our beliefs and values for inclusion are so strongly embedded. Our number one priority is to keep people safe.

Challenges are being overcome through virtual activities and visits, synchronized

BBQs, window and outdoor visits, parades, drive-through activities, and many other efforts are being made to help people continue to be engaged with family, friends, and the community. As the pandemic evolves, we are now tentatively moving forward with the resumption of outings and community participation, within the restrictions that safeguard and prioritize the safety for the people we support, our employees and our community, following guidelines and direction from the government and public health.

CLOC has shown great resilience during these unprecedented times. Our frontline heroes, our community champions, families and the people we support have all worked together to be a part of something bigger than themselves. The outpouring of donations and support has been inspiring. All across CLOC our essential workers are rising to the occasion to help us get through this challenge. They deserve our heartfelt thanks for their courage and commitment. We also want to thank our union, CUPE 2936-02, and 03, for their amazing collaboration, dedication and support.

In spite of all the unexpected disruption, CLOC continues to move forward as we enter into year two of our 2019-2023 Strategic Plan and are working towards our priority goals. We hope you enjoy our stories and highlights, including how COVID-19 has changed our world on many levels.



JEAN-CLAUDE (JC) LEGAULT
Board President
Community Living
Oshawa/Clarington

A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

This year, with Catherine Garacci and Ed Farragher's departure, we will be augmenting our Board with some new, talented, and experienced people. We are extremely grateful to both Cathy and Ed for their years of exceptional service to our organization. Both have brought their skills, leadership, and experience to our team and committees, for the betterment of the Board, always keeping utmost consideration to the welfare of the people served and the employees who deliver those services.

When taking the position of President last year, I would have never imagined what was ahead, particularly the turbulent times caused by the COVID-19 pandemic. Throughout this unprecedented period, we witnessed how senior management, together with our front line heroes, face the daily challenges of maintaining a safe and secure environment, applying stringent health and safety guidelines, and developing innovative ways to maintain good will and uplift the spirits of those affected.

On behalf of the Board Members, I thank CLOC's entire organization for your unparalleled devotion and service.

In working closely with the Executive Director and senior team through regular briefing meetings, along with virtual Employee and Family Town Hall meetings, it has given me a true example of the values of "leadership" that exist within all levels of CLOC's organization in the face of the pandemic.

Although components of CLOC's services were dramatically affected, the organization continued many key programs, including leadership orientation and the successful launch and meeting of the first year targets of the My Life. My Community. My Way. (MLMCMW) Campaign.

I am looking forward to the coming year, which may have its obstacles, but the Board of Directors is confident that CLOC has the structure and components to confidently succeed.

“One of the keys to leadership is recognizing that everybody has gifts and talents, and to harness those toward the same goal.”

— Ben Carson



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.

A YEAR IN REVIEW 2019—2020

Looking back at 2019-2020, it was just last September when we gathered for CLOC's AGM at Kedron Dells. The time was well spent connecting with families, guests, employees and people receiving supports and services. We hope you found it informative. It is such a wonderful opportunity to recognize some of our award winners, and share stories.

CLOC's new Strategic Plan was in place and it looked like an exciting year ahead with so many new goals and adventures.

We were off to a good start, and then the entire world changed overnight with the Declaration of Emergency on March 17, 2020. At CLOC we took on the challenge of COVID-19 and continued to work on achieving the goals of the organization that were put in place to benefit the overall success of the agency and the people we support.

IMPROVING COMMUNICATIONS, STAKEHOLDER ENGAGEMENT & SECTORAL ADVOCACY

A new look has been developed for CLOC's website with updates and improvements to the general access area as well as the employee intranet and the Board portal. These changes were done by knowledgeable, skilled, in-house employees. There are continuous changes and improvements to CLOC's website with several updates weekly. CLOC has been working hard to develop human resource strategies to improve employee sustainability. Strengthening recruitment and improving vacancy management has been

high on our list of priorities. New marketing materials were created to align with the Developmental Services Provincial Strategy. CLOC collaborates with other Durham Developmental Service Agencies through the Durham HR network.

A COVID-19 section was added to the general website, plus a separate one for employees on the intranet. In addition to posting new information on social media, CLOC continues to send out pandemic communiques, bulletins and memos on a regular basis with the latest news and agency information for employees and people receiving supports and services.

During these challenging times, CLOC provided opportunities for families to visit through telephone, cell phone, tablet and computer technology.

CLOC held an Employee Town Hall and an Employee Webinar as well as a Zoom meeting dedicated to the people we support to address questions and concerns. These were excellent opportunities to engage and share information.

A Family Town Hall and Family Webinar were held to give families of people receiving supports and services the opportunity to ask questions and to share information and experiences. Many families rallied to support each other and there were times when their support was needed to advocate on behalf of the Developmental Services Sector.

Several documents were provided to families through location supervisors, location staff and email. Ongoing efforts to ensure families are kept up to date has always been a priority

for CLOC, however, COVID-19 raised the urgency and effectiveness of the processes already in place, as well as those that were modified to meet the challenges.

Welcome to the virtual world. CLOC had been working towards some virtual platforms prior to the onset of COVID-19, but as of March 17, 2020, Zoom became our virtual platform of choice. Thank you to everyone who has worked

with us through the transition, and growing pains, to get to where we are now.

ENHANCING SERVICE INNOVATION AND STANDARDS OF EXCELLENCE

In the fall of 2019, CLOC began research on respite and short break models in order to explore and develop responsive models of service delivery, including partnerships. Out of home children's respite was put on hold to respond to an urgent need in our community. With the Declaration of Emergency due to COVID-19, respite remains on hold.

With a goal to improve quality planning within CLOC, and to ensure quality assurance measures (QAM) standards are being met, we revised our Individual Support Planning process and launched a new electronic (paperless) process in January 2020. We also piloted a dedicated



internal compliance position in October 2019, focusing on quality assurance.

CLOC received an \$87,000 Ontario Trillium Foundation (OTF) Capital Grant to develop a new community hub space equipped with a multi purpose room and three small meeting spaces at 39 Wellington. This will serve to enhance social connections, community inclusion and reduce social isolation. The launch of the completed space was scheduled for April 17th, but it was postponed due to COVID-19. The event will be rescheduled with OTF when restrictions are lifted.

In the fall of 2019, as foundational work prior to engaging in our next round of accreditation, CLOC embarked on a two-year path to enhance leadership capacity. We are beginning this journey in an effort to support our vision to provide person-centred, individualized, community-focused services and to help us move forward strategically as a strong, agile, flexible, and responsive service delivery agency. Our goal is to develop a culture of shared leadership to help us grow, and improve and to enable us to make the changes needed to face the challenges ahead of us. This program allows us to strengthen leadership across CLOC as well as develop strength and grow succession opportunities.

MODERNIZING ORGANIZATIONAL CAPACITY AND IMPROVING FINANCIAL SUSTAINABILITY

CLOC has begun to explore opportunities for administrative collaboration, back-office

integration and shared services. This has been put on hold due to COVID-19 and will resume in the fall of 2020.

In April 2019, CLOC launched our new fundraising Campaign, 'My Life. My Community. My Way.'. Our goal is to raise a minimum of \$500,000 over 4 years, in order for CLOC to focus on quality of life for people, by providing them with the necessities and experiences to feel fulfilled. A new Case for Support and Campaign video was created. The first-year goal was achieved raising \$ 125,000. The second year of the campaign has been impacted by COVID-19.

USE OF TECHNOLOGY ACROSS THE ORGANIZATION TO ENHANCE QUALITY AND EFFICIENCY

CLOC has enhanced remote communications to meet the challenges of COVID-19. Communication throughout the COVID-19 pandemic has been achieved through video meeting platforms, ensuring group living locations were set up with Skype to be able to offer people receiving supports and services access to connect with family.

CLOC has implemented a new HRIS system to enhance many levels of human resources from payroll to scheduling. At the time this report is being prepared, implementation of this new system continues.

The evaluation of assistive technology to provide support and enable independence of people receiving services has been put on hold due to COVID-19 with exploration resuming when safely possible.



A YEAR IN REVIEW 2019—2020





MY LIFE. MY COMMUNITY. MY WAY. CAMPAIGN 2019—2023

A healthy community is measured by its ability to include all of its citizens. Community Living Oshawa/Clarington helps 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. As the demands and pressures rise and CLOC is required to stretch its budget further each and every 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 a 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, along with 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. Through the services and personal support we provide at Community Living Oshawa/Clarington, people with developmental

disabilities and their families find the assistance they need, and develop the skills to live their lives to their greatest potential. The demand for services is overwhelming, and government funding simply can't meet all the needs of those we serve. At CLOC, we will work very hard over the next 4 years to raise funds to assist with personal needs and experiences. We need YOUR help in order to continue to provide the high quality supports and services that we are known for. Please help us to 'Inspire Possibilities' by making your contribution to the 'My Life. My Community. My Way.' Campaign today. CLOC is pleased to announce that the first year fundraising target of \$125,000 was met for the 'My Life. My Community. My Way.' Campaign! We could not have done so without the generosity of the people listed below.

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

- Edith Beavis
- Blaisdale Montessori
- BP Interlock
- Randy Brown
- Margaret Burgess
- Kathryn Carnegie
- Catholic Women's League
- Claudia Clark
- CRCS DKI
- Cody Deaner
- Josephine Derry
- Robert & Joan Ellis
- Enterprise Holdings
- Ed Farragher
- George & Mary Fowlie
- William Frankovich & Family
- Doug Goodmurphy
- Patrick Grist
- Jim Groat
- Terri Gray
- Simone Hicken
- Holiday Inn Downtown Oshawa
- Lynn Johnson
- David Keddy
- Penny Kilmer
- Wayne & Brenda Klinowski
- C de C Conseil Notre Dame
- Knights of Columbus – St. Joseph/Bowmanville
- John & Lynn Kyte
- Kristina Laniel
- Dan Lee
- JC and Elaine Legault
- Maple Grove United Church
- Mary Malish
- Dianna Mandzuk
- Mississaugas of Scugog Island First Nation
- RJ McColl
- Suzanne Nobes
- Ontario Pipe Trades
- Ontario Power Generation
- Oshawa West Lions Club
- O.V.E.R.T Inc
- Petrina Peyton
- Lore Piccolli
- Piper, Barber Insurance
- Lawrence Pogue
- John Prata
- RBC Royal Bank
- Renmar Services LTD
- Carolyn Russell
- Iris Sargent
- Seamless Care
- Beverly Sturtevant
- TD Bank
- Cynthia Thompson
- Lee Varley
- William & Donna Woo

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 Committee 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. In 2019, the John Strange Enrichment Fund impacted the lives of 107 people by providing safety equipment, living items for people moving out on their own, and funding for transportation for excursions.

Funding was provided for two people to attend Camp Shadow Lake and also for travel expenses for someone to participate in the Special Olympics. This past year, more than \$2,000 was distributed. We are honoured to have John's sister, Gillian Strange-Dell, Chairing the Enrichment Fund Committee.

SERVICE AT A GLANCE:



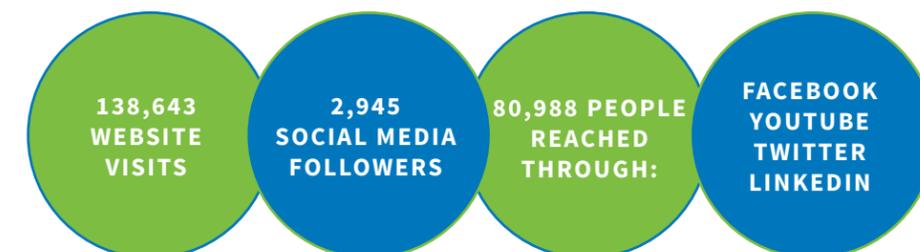
SOCKTOBER

The 'Lots of Socks' initiative gathered 362 pairs of socks from employees AND Community Partner, Anthony Meagher Adult

Continuing Education contributed hats, mitts, children's sweaters and an additional 67 pairs of socks for a grand total of 430 pairs of socks!

These items are donated to local organizations who assist the homeless in Durham Region.

CLOC'S VIRTUAL FOOTPRINT





TREASURER'S REPORT 2019-2020 (AS OF MARCH 31, 2020) SUBMITTED BY JOEL YELLE – TREASURER, BOARD OF DIRECTORS

CLOC is, once again, pleased to present a positive year where we had an increase in our revenues from \$20,230,641 in 2018/2019 to \$20,342,995 in 2019/2020. Expenses decreased in 2020 by about \$56,268. The Ministry recommended changes to the way CLOC records some of its deferred and accrued values under fundraising. This has resulted in an excess of approximately \$240,726 of revenue over expenses. Please note this is not actual surplus, but in fact GAAP (Generally Accepted Account Principles) entries with a portion converted to capital assets and accumulated unrestricted deficit. The Ministry of Children, Community and Social Services provides 91.3% of CLOC's

funding as outlined in the Statement of Operations. The pie chart shows the percentage of various expenses recorded throughout the year. Service delivery accounts for 94.48% of CLOC's expenses with an additional 5.52% for administration. CLOC continues to be very lean in administration, staying well below the MCCSS benchmark of 10%, while being committed 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.

CLOC's financial picture can be seen in detail through our Audited Financial Statements. Electronic and paper copy of the Audited Statements are available upon request.

COMMUNITY LIVING OSHAWA/ CLARINGTON FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31, 2020

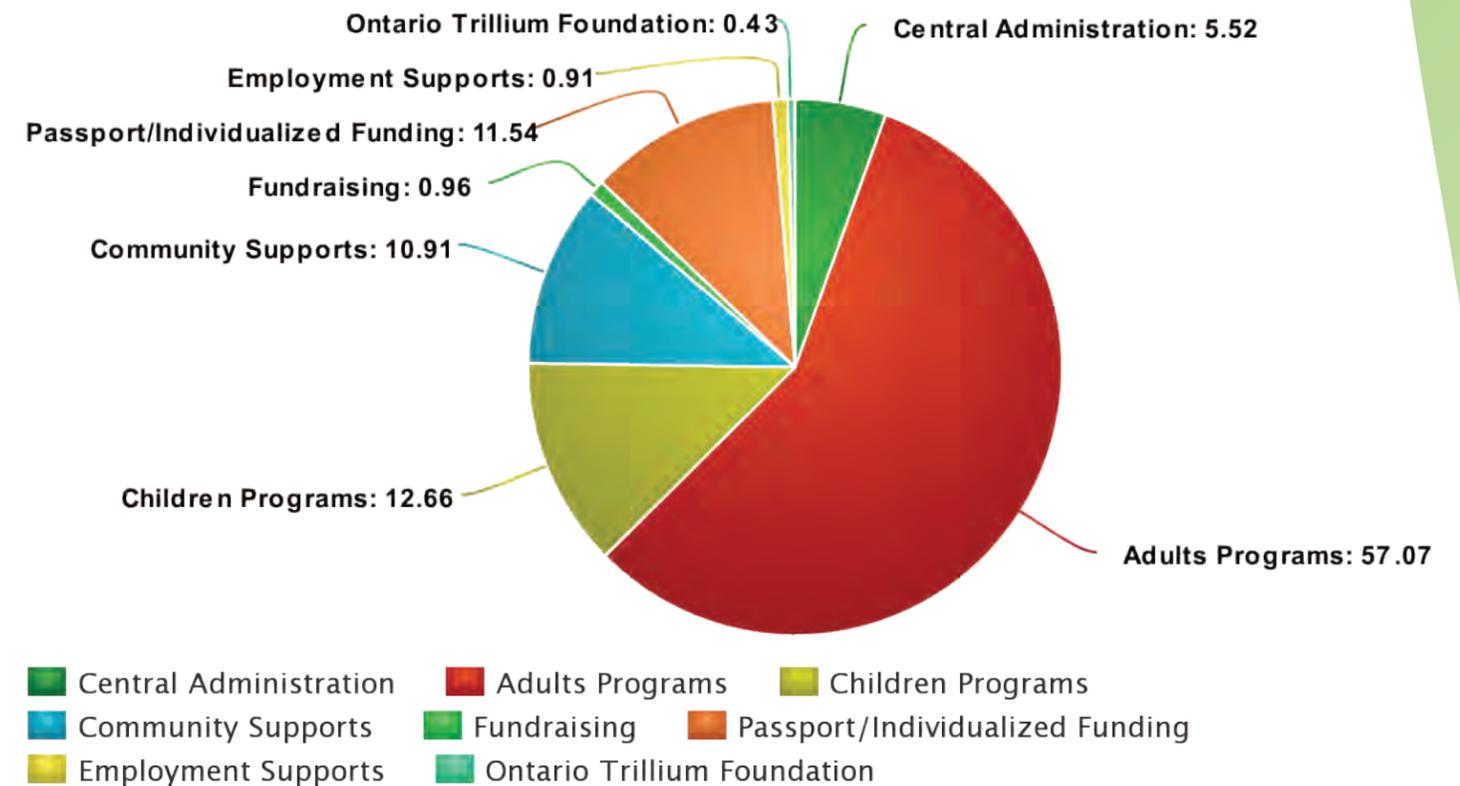
CLOC's Year-End document is approximately 50 pages. With good environmental practices in place, we recommend if anyone would like to review the content, this is available on CLOC's website:

www.communitylivingoc.ca

2019-2020 INDIVIDUALIZED FUNDING BROKERED

Description	Total Funds Spent 2019-2020	Total number of People supported
Individualized Funding (From CLOC's base budget)	1,295,885	68
Durham Special Needs Allocation Process Funding (community funding brokered by CLOC)	50,745	23
Summer Respite (CLOC's base budget)	11,700	27
Urgent Needs Funding (community funding brokered by CLOC)	213,028	6
Life on Campus (From CLOC's base budget)	15,875	32
Total MCSS/MCYS	1,587,233	156
Direct funding brokered by CLOC Passports (TCCSS)	733,429	137
Combined MCSS/MCYS/Non-Ministry	2,320,662	293

2019-2020 TOTAL GROSS EXPENSES



2019-2020 STATEMENT OF OPERATIONS

Revenue		Expenses	
Ministry Revenue	18,584,155	Salaries	15,147,442
Sales/Fee for programs	1,261,256	Training/Travel/Communications	624,645
Fundraising/Donations	230,069	Purchased Services - Client and non client related	625,063
Other Revenue	267,515	Building/Accommodation	986,426
Total Revenue	20,342,995	Office/Advertising/Miscellaneous	196,014
		Individualized funding	2,320,662
Excess of revenue over expenses		Amortization/Loss on disposal of capital assets	202,017
(expenses over revenue)	240,726	Total Expenses	20,102,269

THE PRESIDENT'S AWARD FOR TEAM EXCELLENCE AND INNOVATION 2018–2019 WINNER



JC LEGAULT, JULIE BOUCHER,
GENEEN BROWN, DORIS MANIACCO,
CRAIG NIGHBOR, TERRI GRAY,
TINA HUBLEY

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

Scheduling ON-Call

The task of scheduling CLOC's workforce on a daily basis is difficult enough when you look at the number of employees, let alone the multiple locations, various shifts and the underlying criteria needing to be met. It's an endless battle. It requires being alert as soon as possible when you get the call,

anytime of day or night. It's a high-pressure position demanding constant, fast thinking, the ability to handle multiple calls at once, and problem solving skills when you are short staffed and need to respond to an unplanned absence. There's a lot of shuffling and backfilling in order to pull a staff to a hard to fill shift, creating a lot of additional steps and workload in the end, but it has to be done.

This team works long, tiring hours from Friday at 4:00 pm until Monday at 8:00 am, and evenings during the work week.

They often perform what appears to be magic to ensure all locations have adequate staffing.

Sometimes there's no time to take a break, have a shower or eat a proper meal during the weekend, with all the calls.

This is a demanding job and they definitely don't get enough praise for the amazing work they do.

THE MARK FORGETTE AWARD WINNER 2018–2019



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.

Suzanne Nobes

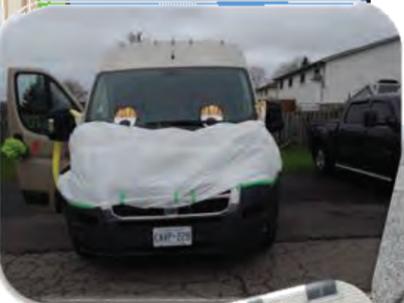
It's not often that organizations are able to acknowledge extreme milestones! In May 2019, Suzanne Nobes celebrated 40 years working for CLOC! Suzanne is the current supervisor of Community Services, Adult and Children's Program, Foundations Program, Passport Program and the

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!)"

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, guiding them to be able to respond to the growing, changing needs of people with developmental disabilities and their families living in Durham Region. Thank you, Suzanne, for all you have done, and continue to do, to ensure that CLOC provides the best quality services for everyone.



2019-2020





FROM A PARENT'S PERSPECTIVE...

When the COVID pandemic came to Canada, my husband and I, as all parents, first thought of our son in care with Community Living Oshawa/Clarington. There was so much information in the news, so many concerns, and so little known about COVID-19. The world was shutting down and that has never happened before. Right from the get go, our worries were allayed by how CLOC handled this crisis. Sheltering in place was mandated immediately, homes were closed to outsiders, staff were only permitted to work for CLOC so as not to bring COVID to the homes. The cleaning and sanitizing was awesome. Deep cleaning every morning, all staff were required to wear masks. Our son's support worker, Nicole, made a beautiful video of him helping with the cleaning which we will keep forever. It was proof that everyone was pitching in to do all they could to keep healthy and safe. Andy's dad and myself could not be more pleased. And to this date we have not lost one



night of sleep worrying about him. Nicole and I have instituted a phone call every day to him at 3:30 pm. As Andy is non-verbal, we put the phone on speaker, ask him questions about his day, what they have prepared for dinner, he signs his answers and Nicole translates for us. We're usually on the phone for 30 to 35 minutes. It couldn't have worked out any better. He's even slipped in a few purchases he would like us to make for him when he can once again go shopping. Top of the list is a red backpack, red towel and swim trunks. And we can't forget the diet decaf pop when he can finally visit our home again. I asked him one time to give me a big smile and Nicole said she's never seen him smile with a grin that big. Every day Nicole has an activity planned for him that keeps him fully occupied, from planning scavenger hunts, making lunch and dinner preparations (I must say Andy's dad gets just a wee bit jealous when he hears the



meals they are planning), doing laundry, going for a long walk every day, going to the Toronto Zoo for the stay in your vehicle tour, driving by farms with animals, being read to by Nicole and many more activities. He particularly enjoyed the barbequed hamburgers and hot dogs staff from head office cooked and brought to his home for their agency wide virtual BBQ in June. Seems a decaf coffee at the drive thru at Tim Hortons is one of his favourites! Weekend and evening staff also work hard to keep the activities ongoing. With all of this going on in his life, I don't think Andy even realizes he is socially isolated. Our son has been in good hands during this whole pandemic, and as I stated earlier, we have not lost any sleep worrying about his health or being deprived of activities. Our deepest thanks go to everyone at CLOC who have worked so hard to keep everyone safe. Thank you from the bottom of our hearts. **Steve and Nancy Smith**



By Jenn Mann (Supervisor) & the Olive Team

I'd like to start this story at the beginning, but I don't know where that is. Did it all start on March 17, 2020 when the Ontario Government enacted the Declaration of Emergency to protect the public in response to the global pandemic: COVID-19? When the world shut down schools and businesses, and stopped day to day life as we knew it? Or did it start on April 8, when it got up close and personal? Or did it start months ago, before we had ever heard of COVID-19, when it was only a disease in a distant country? Let's at least start with Wednesday, April 8th, 2020 when I got THE call to say CLOC had it's first suspected case COVID-19. It was only the beginning of what would be a total of 8 confirmed cases of COVID-19 at our Olive location. Five people receiving supports and three staff.

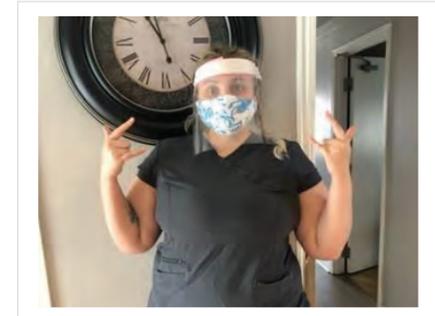
From the notes of Siobhan Smithwick

On the morning of April 8th, I was extremely tired. Just one of those cold, dark and tiring mornings where you think to yourself how excited you are to go to bed that night, before the day even starts. I arrived at work to find everyone in the home upset because another one of the people living there was experiencing difficulties! I immediately jumped into action and tried to help. Suddenly the room started spinning and I felt like I'd been hit by a dump truck. There was no time to stop and think about why this was happening, there were things to do and people who needed support. I don't remember the rest of that morning. I do remember taking temperatures of the people

living at the home and then feeling the panic start to set in, knowing there was not time for panic. Something was wrong and it was time to make that call to Jenn, our supervisor for the Olive location, without falling asleep.

From the notes of Bernadette Ward:

I was on the overnight shift April 7/8 and the night had been really good with no issues at all. Between 7 and 8 am was when all hell broke loose. A staff reported with a fever and three women living in the home also had a low grade fever. This was before masking outside of hospitals was a thing and there was no Personal Protective Equipment in the house. The staff with a fever went home right away and when day staff arrived I told them to stay outside until we received personal protective equipment (PPE). I was already inside and exposed, if there was something to be exposed to. PPE arrived and I was relieved, and exhausted. The entire COVID-19 experience was draining physically and mentally. Every day became a flurry of staff running back and forth to check temperatures, donning and doffing PPE constantly, excessive hand washing and sanitizing to the point where hands were red, raw, cracked and sore. Staff's faces had lasting marks and bruises on their cheeks and the bridge of their noses from wearing masks. We had to isolate, not being able to go home and just be normal with family and friends was challenging. Missing all the simple things like enjoying a meal together, watching a movie together, playing a game with our children, or even a hug from our partners to comfort us and ease the strain of the situation, made it all the more difficult. The virus infected all five people living at the location and three staff. Full PPE was put in



place on April 8th and people were self isolating. Mentally, this virus has hurt. My own experience with the mental strain came one evening when I was working and one of the people we support was fevering through out the night and could not receive any more medication at that time. I stayed in this gentleman's room the majority of the night washing him down with cool cloths and trying my best to comfort him. He was becoming very scared and was asking me if he was going to die. I reassured him as best as I could that I was not going to let anything happen to him and that I was going to stay with him until his fever broke. It was a very long night filled with anxious, worrying feelings but I was very grateful that I was there with him and that seemed to help as I reassured him that it would be ok. The gentleman's fever broke early in the morning and he was able to sleep. I was able to exhale, really, completely exhale. I went home. Because I was isolated from my family, they were unable to support me after the difficult night I had been through. I just stood in the shower and cried. The gentleman I had reassured last night that everything would be ok was taken to hospital later that day as his fever came back.



THE OLIVE STORY

With everything that everyone was going through and experiencing at Olive, this team came together and were able to lean on each other to be confidants, sounding boards, and support each other as we understood what the other was going through. I am so proud of, and grateful for the amazing people I work with.

This day in the life of a CLOC Supervisor (Jenn Mann – COVID Warrior) during COVID-19:

From a supervisor's perspective, each day can be like the last. New staff are trained when they go into a location, with the plan that they will learn and grow within the organization, at multiple locations with assistance from many co-workers and supervisors. Existing staff continue to be skilled and resourceful at their job, as well as creative and innovative. With staff like that, a supervisor's role is all about ensuring the job is done, and done well. There are budgets, policies, procedures, processes and protocol, rules and guidelines and chain of command. There may be an incident, an episode, or even an unfortunate experience, but all the training and expertise invested in our staff reduce, or even eliminate risk. Everyone and everything in place allows for an organization to run smoothly and efficiently. Or so you would think.

There was nothing in place to prepare the world for COVID-19; the pandemic that was rapidly spreading in the spring of 2020.

As an experienced supervisor at CLOC, I have managed several teams at various locations and

have what I would consider a successful career. None of what I've mentioned so far could have prepared me for the morning of April 8th when I received a call from the Olive location.

Three out of five residents at Olive had a temperature, showing signs of COVID-19, and one staff went home sick with COVID-19 symptoms. It was time to put the process we had in place, or at least the bits and pieces that we had of it. No problem. CLOC has had an emergency process and pandemic plan in place for a long time.

Calls needed to be made to the families to let them know that COVID symptoms were detected in the house, and a staff went home. A script was quickly developed to try to make sure all the necessary information was shared with all families, but each call was ultimately specific and personal.

All of the families were concerned for their own loved ones, but just as concerned for the other people at the house. As the families were being reassured that CLOC was taking every precaution necessary to look after their loved ones, we were getting more PPE and monitoring symptoms while following direction from Public Health. It was difficult to hear families cry on the phone, and at the same time laugh and be angry too.

The next step was to call scheduling about covering shifts and to make sure people know there were symptoms in the house and prepare ahead of time for this. The fear that no one would want to work at the location began to set in.

The house went into isolation very quickly. Temperatures were monitored every half hour. Wearing full PPE was instituted and confirming with Public Health what needed: masks, gloves, gowns, and shields for everyone.

Scheduling was able to secure staff to fill shifts for the outbreak and the team was created. I can't say enough about the amazing people who have stepped up to the challenge and put all of their own personal feelings, emotions and fears aside.

With all of the extra work needing to be done, long shifts, continuous disinfecting, taking temperatures, and meeting everyone's regular needs, like cooking, cleaning, laundry, etc., the team came up with some tips to share and a communication went out to all staff.

Three days later, we continued to monitor everyone in the house, in full PPE, alongside one-on-one with Public Health. We learned the differences between self-monitoring, self-isolation and work isolation.

On April 13th, I arranged for Emergency Medical Services (EMS) to come to the location and complete the COVID swabs. This was not something that they had originally offered, but taking people who are very vulnerable to the hospital for testing was a risk we were not willing to take. EMS didn't swab everyone at the time, despite us asking them to, because they felt that if one person had COVID then everyone else did, since they live together.

We continued to monitor everyone for any COVID symptoms. A few people had only

fevers for the first couple of days and no other symptoms. Another person had delusional episodes, temperature, and was losing their balance and falling at times. This was concerning and important in distinguishing the differences between COVID symptoms and other regular health concerns that they struggled with on a regular basis.

We organized the donning station (where staff put on PPE), we had visual monitors put in place so we could monitor those isolated in their rooms to reduce contact for everyone's safety. At one time, Public Health directed us to only isolate the people that had symptoms, but we felt that we should be cautious and isolated all since Public Health presumed everyone was infected. This was a learning process for everyone, including all the nurses we spoke with over this time.

Within a few days, I became sick as well. As it turns out, my test came back negative, even though I had been in contact with staff at the home during the incubation period. I was officially sick-COVID negative, but still sick. CLOC managers and supervisors all chipped in and offered their assistance in any way possible. The house received food, drinks, gifts, emails, calls, and well wishes from so many. The families dropped off items like pizza and desserts, outside the front door. There were Thank You cards and signs, and so many donut and coffee runs for the team were delivered. Daily check ins and positive messages were regularly sent. Despite what was going on inside the house, we, on the

outside, tried to help to keep up morale up as best as we could.

With my team working so hard and giving up so much, I wasn't able to sit back and not be involved. Because of my symptoms, I was ordered to remain isolated. I couldn't go anywhere, and couldn't really do anything, but I could call the house and talk to the staff and the families and make sure they had everything they needed, and a little extra when and where possible. The best I could do was to continue to support the Olive team, people and families with calls/technology and Zoom.

Every day a new issue would arise, the team would contact me and we would work out a plan with what we had and find a solution. At this time the hunt was on across the province for PPE, hand sanitizer, gowns, etc. We finally had donations flood in as everyone gathered what they could find and compiled it all. Groceries and products were delivered regularly to the house, which was very helpful since the house was in isolation.

There was contact tracing that started through Public Health. From this experience, CLOC developed a Rapid Response Team (RRT) to assist with presumptive or positive COVID cases. They would deliver PPE kits and support teams, with PPE training, instructions, direction, reporting to Public Health, and reporting within CLOC. It's a very full checklist now that RRT offers. It's another great team we have that is there when you need them.

CLOC supported a few staff who worked throughout the outbreak to secure hotel

rooms as they couldn't risk going home due to the threat of exposure to vulnerable family members. There was lots of newness to our routines, from submitting online requests for testing, daily calls with Public Health Officers and nurses, then a remote monitoring station with the hospital. Daily support from health partners was immeasurable.

Having one of the people we support go to the hospital due to presumed COVID symptoms, and awaiting his results after being tested in the hospital, not only was a concern for him and his health, but had a huge impact on the entire team and his family. It was very worrisome for everyone. He wasn't permitted to have any visitors, he was alone on the COVID floor and was being well taken care of. Terri Gray, CLOC's Executive Director, dropped off goodies for him and the nurses at the hospital to show appreciation, as well as items to make him feel more comfortable until he was well enough to return home. He spent his birthday in the hospital so Cassidy, one of his dedicated supporters called to say she would prepare goodies for him. He was so pleased and it was a real treat for the nurses! Eventually the gentleman returned home from the hospital and things continued to change with remote monitoring from the hospital. We were exhausted but thrilled when the outbreak was declared over on April 29th. In comes the world of ZOOM. On April 21, 2020, the first Olive Team meeting was held on the Zoom platform. Ideas were shared about what to do differently and what could be

THE OLIVE STORY

THE OLIVE STORY



I'd like to be writing this at the end of COVID-19 and have it all put behind us, but we aren't there yet, and we don't know when we will be, but we do know that it has changed our world forever. There were so many people that contributed to this new process to help us all out along the way. We were truly an amazing team, and continue to be.

From the personal notes of Siobhan Smithwick

I was infected with COVID-19 and it was the worst thing I have ever experienced. I felt comfort with the care packages I received. I call the group home very often to ask how they are feeling and how the staff are feeling. I really feel comfort with all my coworkers reaching out to me.

On that day, when I learned that a person supported was going to the hospital, my heart hurt. I felt so bad. Then when he was in the hospital for his birthday, I felt like I failed as his support staff.

COVID-19 was a downwards slope on the

roller coaster of life. I don't want to look back on it but it is a story for life, a story that will take me much longer to tell than can be done in these few pages.

To this day I still struggle with daily living, such as sleeping in the middle of the night and waking up with no breath. Trying to talk and this pain and tightness just takes over in my chest. Spending two days in the hospital to learn how congested I am with "COVID pneumonia" which is causing swelling, a shortness of breath. Being told the only thing to help is to do more rounds of medications. Then suffering from the side effects because the doses keep increasing.

My heart goes out to everyone who did not win their battle against COVID-19.

done to improve....and what not to do. I can't express how great it was to see this incredible team for the first time in far too long, face-to-face, and share a conversation that was not at a crisis point. I'm so proud to be a part of this team and CLOC!

WE ARE THE COVID WARRIORS OF OLIVE AVENUE - AND WE BEAT COVID-19!



A TALE OF TWO FRIENDS

By Suzanne Nobes

It's a beautiful July afternoon as Liz and I sit from a safe distance to chat. Its not just the weather that I'm enjoying, it is the reminiscing that is making today a great day. I've been working at CLOC for a long time, and have known Darcy and Liz for many years. I have fond memories of both, with the hopes to make new memories when this pandemic is all over.

It's a different world out there right now. If you would have told us a year ago that we would be going through this, we wouldn't have believed it. We have had to spend months staying at home, not visiting with people we care about, in order to stay safe. It has made us think of other ways to reach out to people. Some people prefer to write letters to each other, or phone people to chat, rather than text messages, Facebook, or Instagram pictures to catch up with one another. Those we support are doing extremely well under these trying circumstances. They are maintaining contact with family and friends in other ways rather than personal visits. Staff have been creative in helping them maintain important connections.

It was about the end of March, after a couple of weeks of COVID shut down, that Liz got the unexpected call. She saw it was a Community Living number, so she was wondering what could be wrong. As she listened to the voice, she started to recognize it. It was Darcy, a long time friend and a person who receives support through CLOC's residential services. He had just begun to shelter in place as all other Canadians were. "Hello Liz P, how are you? It's Darcy D calling to check on you." At that moment in time, it brought out a lot of emotions for her – she laughed and cried because the call came at just the right time. For those who know Liz, she is a caregiver, someone always looking to



help someone in any way. She had been busy those weeks checking in on older relatives and neighbours to make sure they didn't need anything and were alright. For Darcy to check on her was humbling; she was normally the one who reached out to him. His selfless action showed his concern for her—just checking up on a friend. They say timing is everything, and the timing was perfect that day.

Darcy and Liz have known each other since they were young. Their families knew each other going back three generations in Darcy's family and two in Liz's. Ted, Darcy's dad, said the two families would hang out, and a lot of times they would go to Liz's parents place for a swim in their backyard pool during hot summer days. There were parish picnics where the two families hung out. Darcy acknowledged that he has known Liz since he was a little boy, and likes her and was worried so he decided to call her. What he doesn't realize is how the call meant everything to Liz. He tells me he can't wait to go see her when this is all over, as she lives near him. I know both will enjoy that visit very much.

This isn't the first time he's reached out to others. Darcy was always checking in with Liz's mom and dad in the past, to see how they were doing. They have since passed away, so he now feels it is Liz he needs to check on to make sure she is ok. She chuckles a little when she tells me she is a little bit older than Darcy and his siblings, and so when Darcy called, "he probably thought since I'm old I needed someone to check in on me". We both have a good laugh about that.

When he called, she was feeling overwhelmed with what was going on, but was able to put that

aside for a while, while chatting with Darcy. He told her he loved being an uncle, and really likes where he lives. He's back in the same area he grew up in, so the familiarity is good for him. His conversation was upbeat and cheerful, probably good for both of them at the time, especially with the world turning upside down so quickly. Both Darcy and Liz had great families who taught them to be kind and caring, and to look out for those you care about. I'm inspired to know that Darcy did this on his own, without any coaching to do so. It was simply how he was raised and what he felt he needed to do.

Many times, we forget to teach our children and/or those we support, the value of reaching out to others. It really is an art form we are losing to the way of social media. This is especially true now – are people reaching out to aunts, uncles, grandparents and friends that could use a friendly voice on the other end? If the changes in the world have taught me something, it is to slow down and know what really matters. It is about checking up on those you love and care about by taking the time to call or help out. We never know what is going on in their lives, and that cheery voice on the other end may just be what they need at the time.

The theme with this year's Annual Report is leadership. I define leadership as setting an example, so that others, hopefully, will do the same. Make it your mission to reach out to someone, and teach those around you to do the same. Let someone know they are important to you, and that you are thinking of them and want to make a difference in their life. It's about being like Darcy— you don't need a reason to do it, you just do it!



CODY DEANER:

Cody Deaner was born and raised in an extremely small rural Ontario town which has a population of less than 200 people. Despite growing up in a small town, he dared to dream BIG. Since the age of five, Cody Deaner had a dream of becoming a professional wrestler. Cody has experienced many ups and downs while following his dream. Through determination, hard work, and perseverance, Cody has gone on to wrestle all across North America and win numerous wrestling championships. Cody has wrestled for the two

largest wrestling companies on the continent – Impact Wrestling and World Wrestling Entertainment... the WWE. He also wrestles regularly in Oshawa and surrounding area and says it's his favourite place to wrestle.

Cody believes in the power of positivity and that we all have the power to be a positive influence. He has taken that belief and started an initiative called "Giv'er for Charity" – a fundraising campaign that has raised thousands of dollars for a variety of local charities across Canada.

Community Living Oshawa/Clarington was

fortunate to have professional wrestler Cody Deaner come to the 39 Access Centre in November of 2019 to deliver his "Dare to Dream BIG" presentation for the people we provide services to. Cody was so moved by the people that he met at CLOC, that he decided to make CLOC a beneficiary of several months of funds raised through his "Giv'er for Charity" Campaign. In January 2020, Cody presented CLOC with a cheque for \$2,519 for the 'My Life. My Community. My Way.' Campaign. Cody has committed to raising more funds for CLOC in the fall of 2020.



COMMUNITY PARTNER AWARDS



BMS SANITATION AND SAFETY

BMS provided CLOC with vital supplies during COVID-19 when no one else could! They prioritized us and we were not even a regular customer because they saw our service as vital and essential and wanted everyone

when no one else had them, as well as toilet paper, paper towels, hand sanitizer and dispensers for all of CLOC's locations, and every time they got a shipment in, they called us first before distributing to anywhere else.

to be safe. BMS supplied us with disinfectant wipes

We cannot say enough about how amazing they were with us, and we strongly feel that our COVID spread was contained because they helped us so much with wipes and hand sanitizer when no one had it! They did not have to do this, but added value our agency, our staff, and the people we support.



THANK YOU TO CLOC'S COVID WARRIORS

We couldn't have done this without each and every one of you!

It is the support and dedication of our friends, family, community partners and stakeholders that make CLOC a great place to work, live, laugh and share.

This year CLOC was very fortunate to have wrestling champion, Cody Deaner create and share an inspirational video specifically for CLOC. Cody continues to raise funds for CLOC and shares his time when possible with his fans here. THANK YOU Cody for reaching out!



What can we say about country singer Ryan Laird? He invited CLOC into his home, with his family, and generously donated his time to perform a private, interactive concert via Zoom with CLOC during COVID-19.

YOU'RE THE BEST!!!!!! We say THANK YOU.

This was an amazing experience for so many of his fans and we can't wait to hear more of Ryan's music and see him again.

A BIG THANK YOU FOR CLOC'S EMPLOYEES

On April 21st the first draw for “thank you and just to give you a smile” happened. This was an opportunity to pay it forward to the hardworking, dedicated staff at CLOC, who worked long hours, with short breaks, and multiple challenges during COVID-19. There were many recipients of the random draws. The generosity of sponsors and personal donations made this endeavour possible. It was a gesture to show the great appreciation to those who worked so diligently through the most challenging times, from the onset of COVID-19 into Phase 3.

CONTACT US

Community Living Oshawa/Clarington

39 Wellington Ave. East, Oshawa, ON L1H 3Y1

Telephone: 905-576-3011

Fax: 905-576-9754

www.communitylivingoc.ca • info@communitylivingoc.ca

