



2015
2016 Annual **Report**



At CLOC, full community participation is so very important.

Often you can find us attending local community events and attractions, or giving back to our community by volunteering!

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Oshawa / Clarington



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A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

COMMUNITY LIVING OSHAWA/CLARINGTON (CLOC) had a very busy and exciting 2015-16. We are happy to share with you some of the highlights and challenges of this past year. These speak to the important work being done to advance our vision, and to serve people who have developmental disabilities live rich lives as valued citizens in their community.

In 2014 CLOC embarked on a four year strategic plan that provided guidance and direction to the agency in order to respond to significant changes in the developmental service sector, build on our strengths as a high quality service provider, respond to growing needs and demands for services as well as enhancing risk management and accountability

processes. We have worked very hard over the last few years to implement the strategic plan.

The first priority from the plan, “supporting children and adults who have developmental disabilities and their families”, is vital to CLOC. Our goals are to support and strengthen people and their families and networks so that they have the opportunity for growth, success and to contribute in meaningful ways to the community.

Without receiving any additional resources, CLOC is compelled to respond to many families across Durham who are in crisis, through the community Urgent Response Process. While this is a pressure on already limited resources, it is necessary to take action to help those most in need in our community and provide support to navigate the system and

access resources. We have also experienced a strong momentum in realizing inclusive community employment for people with developmental disabilities in Durham. In the past year we have significantly increased the number of people with developmental disabilities who are employed thanks to a fantastic partnership with ‘Ready, Willing and Able’ at Community Living Ontario.

The second priority is to “strengthen innovation”, while at the same time raising standards and measures of excellence, and maintaining organizational sustainability. In order to do this, we must keep pace with service transformation and the speed of changing technologies, legislation and policy changes. The 810 million dollar investment in the sector by the government has come with specific outcomes for the sector but agencies such as CLOC have not seen a base budget increase in over 7 years. CLOC grapples with inflation and the increasing costs of doing business, resulting in pressures on capacity. Finding new and more efficient ways of doing things has been and is,

imperative. Partnerships, stream lining, finding efficiencies, innovation and sharing resources are major exercises for sustainability. At the same time through our participation in the accreditation process with the Council on Quality and Leadership we have raised our expectations and measures of excellence for service provision.

CLOC partnered in the establishment and implementation of the Integrated Transitional Planning Protocol in a Tri-Ministry collaboration with the Ministry of Community and Social Services (MCSS) and the Ministry of Children and Youth Services (MCYS) along with the Ministry of Education. The new protocol joins local service providers together to ensure a continuous transition planning process for young people with developmental disabilities transitioning to adult services to do so in a coordinated, transparent, consistent fashion.

CLOC was designated the lead for this process and to collect and report transitional planning data to MCSS/MCYS. CLOC also was assigned the responsibility to act as single point of



The Clarington Project focuses on achieving goals and participating in meaningful activities. The Project provides a positive and supportive atmosphere which encourages individuality and developing strong community connections

contact for school board employees to request a developmental service coordinator to become involved in planning for a young person in transition. There are many other examples of collaboration, partnership and joining resources to respond to the need for more effective, innovative responses to demands for services.

Finally, the third priority involves working together to serve people in need and create an inclusive community. While we are fortunate to live in a country that has great diversity, we must all work together to continue to advance inclusion, individual rights, and participation. There are so many ways to

make a difference in the life of our community; you can volunteer, donate, join, create, celebrate, share, teach and give. A fully inclusive society is everyone's responsibility. As Mahatma Gandhi said "Your beliefs become your thoughts, Your thoughts become your words, Your words become your actions, Your actions become your habits, Your habits become your values, Your values become your destiny."

On behalf of our management team, we are sincerely thankful and proud of our employees, volunteers, Board of Directors, friends, people we serve, families and community partners. It is together that we make a difference in the lives of



those we provide services to. Most importantly it is together that we can engage people in building inclusive communities.

We would like to thank our outgoing Board members whose terms are completed this September: Dorothy Himsl and Judy Quail. We also bid a fond farewell to John Olver who had to step down from our Board to take on his new job as Superior court judge in Durham. We are truly grateful to the significant contribution each of you



have made to CLOC and while your term on the Board is over, we hope will continue to be a part CLOC's team in other capacities. On a very sad note we say goodbye to our long time CLOC Champion and Board member, Jim Reaume, who passed away August 30th. He will be forever in our hearts.

In closing, to all our employees, volunteers, Board of Directors, partners, families, friends and most importantly the people we serve, we invite you to become part of inclusion as our destiny.



Terri Gray
Executive Director
Community Living
Oshawa/Clarington



Patrick Grist
Board President
Community Living
Oshawa/Clarington



ORGANIZATIONAL Strategic Statement

COMMUNITY LIVING OSHAWA/CLARINGTON will expand community focused services and individualized supports for people with developmental disabilities through influential leadership, effective communication, collaboration, & commitment to sustainability and organizational excellence.

STRATEGIC INITIATIVES

- 1.** CLOC will enhance the existing and future financial sustainability of services and supports
- 2.** CLOC is committed to meeting internal and exceeding external standards and measurements of excellence
- 3.** CLOC uses effective communication strategies to engage with all stakeholders to ensure flexible, responsive and collaborative service delivery
- 4.** CLOC partners with key stakeholders to actively influence community transformation and promote inclusion for people with developmental disabilities
- 5.** CLOC demonstrates individual and organizational leadership in order to influence, value and contribute to the field



VISION

To live in a community where everyone belongs, is listened to, is treated fairly and has the opportunity to make informed choices.



MISSION

Community Living Oshawa/Clarington is an accredited, charitable organization dedicated to supporting the achievement of personal outcome measures for people with developmental disabilities.

WE BELIEVE IN

CHOICE/SELF DETERMINATION – people have meaningful inclusion in the decision-making process as to what supports will be provided, and their wishes/choices must direct the planning process.

RIGHTS/DIGNITY – all people are respected for their human worth and dignity, are ensured the same rights and responsibilities of other community members.

EQUAL ACCESS TO SERVICES – people have equal access to services based upon needs.

FREEDOM FROM ABUSE AND NEGLECT – people are safe both within and outside the service delivery system.

ENHANCED AND STRENGTHENED NATURAL/ INFORMAL SUPPORTS – families and social networks are supported and respected. People should not become disconnected from family, friends and community as a result of their disability. Loving families and caring social networks are important factors in ensuring healthy well being.

COLLABORATION – collaboration between people, their families, CLOC our community and MCSS and MCYS are coordinated services and best use of resources.

A YEAR IN **REVIEW** (2015/16)



Financial **Sustainability**

CLOC will enhance the existing and future financial sustainability of services and support.

- We are excited to announce that the Ontario Trillium proposal submitted in partnership with the Municipality of Clarington for renovations / modifications for the Baseline Community Centre to address accessibility needs in the building was successful. The full proposal for \$148,400 was approved. The CLOC Clarington Services, including The Clarington Project, will have a new home once renovations have been completed.
- CLOC has expanded its Fee for Service options, including “Community Connections”, “Foundations Services”, Employment and Supported Independent Living, for people who have direct funding from MCSS to purchase services. Over the past year CLOC has provided Fee for Service supports to 25 people.
- We had a number of successful fundraising events over the past year including the Fire and Ice Gala in Clarington and the Evening of Dreams Gala at Deer Creek Golf and Country Club, and The annual CLOC Golf Classic. Fire and Ice raised some \$33,000, while the Evening of Dreams and the Golf Classic together raised \$63,000.

- CLOC received one-time provincial funding through the Ministry of Community and Social Services to complete seven specific projects identified on our infrastructure needs list in 2015/16. These projects represent a total investment of \$206,000 to our facilities and included a driveway, 3 accessible decks, a ramp walkway, windows, fencing, and a fire sprinkler system.
- CLOC is extremely grateful to the Oshawa West Lions for their continued commitment to make a difference in the lives of the people that Community Living Oshawa/Clarington (CLOC) support. They have supported CLOC both financially and beyond. On March 2, 2016 they donated \$5000 to help us complete the bathroom renovation at Wayne Street. This year we celebrate our 17th CLOC Annual Picnic sponsored by the Lions.
- The Enrichment Committee was established in 1998 and this year it was renamed the John Strange Enrichment Fund. The committee allocates fund raised dollars in order to enhance the lives of the people we support. This year there were 13 proposals received and all of them were funded, amounting to a total of \$3700 disbursed. Also this year the committee was able to reach out to the Andrew Foundation who contributed \$1000 for the recumbent bicycle for gentlemen CLOC supports to help make his dream to ride a bike a reality.

- CLOC was nominated by Keith Miller of W.B White Insurance as Oshawa's One Hundred Men's charity of choice at their meeting in February. The \$3000 donated was used towards a bathroom renovation at Wayne Street.
- \$7300 was raised through Nevada funds to support activities such as Zumba, Art Therapy and Music Therapy for the people we serve.

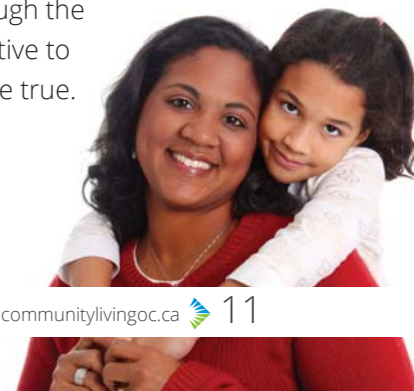


Excellence

CLOC is committed to meeting internal and exceeding external standards and measures of excellence.

- A timeline has been established of activities leading up to Accreditation for December 2017. To that end, our Basic Assurance teams are working hard to keep up the amazing work in their areas and there has been successful implementation of Self Assessment Workshops and Quality Focus Days bringing people, employees, and stakeholders together for planning, education, and celebrations.
- CLOC enjoyed a very inspiring presentation by Dr Darren Levine, Manager, Innovation and Research from the Regional Municipality of Durham at our Quality Focus Day on June 8th. Dr Levine spoke to a cross section of CLOC stakeholders on how to create an environment for innovation and creativity through engagement. This day brought people together from across the agency to report on our basic assurance activities as it relates to our efforts around accreditation.

- A lot of work has been done to update CLOC's Associate Family Home Services as a result of an MCSS Family Home policy directive that came into effect April 1/16. New guidelines were issued early May and training to agencies hosted in June.
- A total of 37 people participated in CLOC's 2016 summer program. One new trip this year is to Kingston. They also enjoyed going to local art studio, Camp Samac, a farm in Bowmanville, Cedar park, local library, strawberry picking and jam making, roller gardens, cake decorating class, lunch club, doing nature art and scrapbooking, laser quest and movies, all while using local transit.
- Wellness committee has been extremely busy this year promoting health and well being at CLOC through a workplace wellness contest and hosting many informative events such as a wellness fair.
- 24 locations participated in CLOC's Annual Garden Competition and 77 photos were entered into the photography contest. The winning photo will be used as the community awards for the AGM.
- We provided Christmas gifts to 14 people/families through the CLOC Christmas Star initiative to make holiday dreams come true.





Communication

CLOC uses effective communication strategies to engage with all stakeholders to ensure flexible, responsive and collaborative service delivery.

- Newsletters are produced each year and serve numerous purposes, such as disseminating information, motivating performance, promoting unity, improving morale and are used as a representational tool. They help us spread the word about what we do.
- An internal employee newsletter has also been implemented called From the Desk of Terri Gray as part of CLOC's communication plan.
- A Passports video was produced as a marketing tool to promote CLOC's Fee for Service options.
- Fee for Service materials have been created to also enhance this service.
- We have been busy developing a communication strategy and plan as a means to connect with our audiences to Inform, raise awareness, educate, build understanding, present a point of view and to provide opportunities for meaningful engagement.
- Our website saw almost 25,000 unique visits.



Partnerships

CLOC partners with key stakeholders to actively influence community transformation and inclusion for people with developmental disabilities.

- Durham Integrated Transitional Planning Protocol successfully launched in September 2015. The community partners recently reviewed the protocol and feedback indicates that everything seems to be working really well. CLOC expects to be very involved in the Education Planning especially in the Fall with young people transitioning from school to community services.
 - ODEN (Ontario Disability Employment Network) honoured Terry Vos from Vos Independent in Port Perry, for the Business Champion Award.
- This award is given to people committed to hiring people who have disabilities and who also commit to speak on behalf of inclusive hiring across the province.
- Advocates are receiving training in order to have an active role in recruitment and hiring of new staff.
 - The POWER Group presented to the first year DSW students at Durham College, as well as Special Education teachers at the Durham Catholic District School Board.
 - CLOC is a partner with Community Living Ontario and their Ready, Willing and Able (RWA) initiative to build engagement and promote inclusive hiring. This year RWA has connected us with new employers such as: City of Oshawa, Municipality of Clarington, Farm Boy, Value

Village (both Oshawa and Whitby locations)

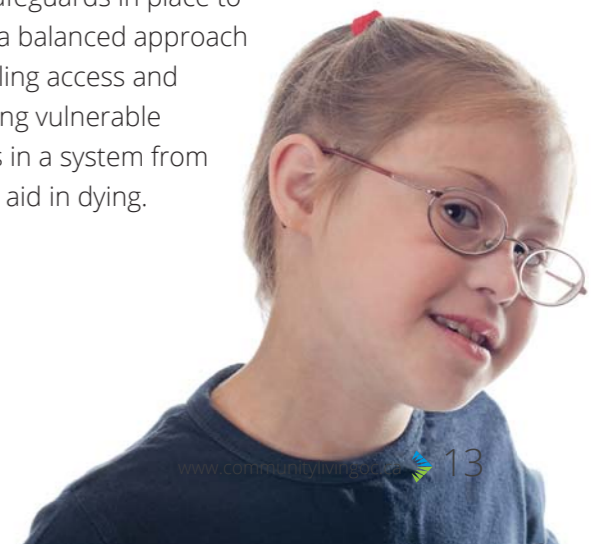
- CLOC, Community Living Durham North and Durham Association for Family Respite were successful in our partnership proposal to Community Living Ontario for a family engagement project to build family leadership through a six week family to family series to assist families to think about building good lives in a different way.



Leadership

CLOC demonstrates individual organizational leadership in order to influence, value and contribute to the field

- CLOC partnered with Harmony Creek Community Centre and hosted country singer Ryan Laird and his 'Bigger Than That' Anti-Bullying presentation, which was attended by almost 120 people, from several different agencies.
- CLOC's POWER Group raises the voices of advocates within CLOC and our community. They have undertaken many initiatives over this past year to raise awareness, promote rights and have raised almost \$1000 to fund some of their future activities.
- In May, 13 people receiving service from CLOC and CLOC employees attended Community Living Day at the Legislature. Attendees had lunch with the Minister of Community and Social Services, Helena Jaczek and then observed the Proclamation of Community Living month within the Legislature.
- Shine a Light on Community Living campaign, took a place in May. It was a collective effort in advocating for the full participation, inclusion and citizenship which saw the CN Tower illuminated in blue and green as part of Community Living Month along with an inclusion walk in Oshawa, a social media contest, and a lantern awareness campaign to local key partners.
- Enhance leadership training was provided by Durham College Management Centre for all the supervisors in the Fall of 2015. This was a tailored curriculum specifically built in partnership with CLOC.
- CLOC received the City of Oshawa accessibility award in May.
- In partnership with Community Living Ontario, CLOC communicated with our local Members of Parliament to encourage them to retain the integrity of Bill C-14 as approved by the House of Commons on May 31st regarding assisted dying. The current legislation has some safeguards in place to ensure a balanced approach to enabling access and protecting vulnerable persons in a system from medical aid in dying.



2015 AT A GLANCE



INDIVIDUALIZED FUNDING BROKERED BY CLOC

DESCRIPTION	TOTAL FUNDS SPENT 2015-2016	TOTAL NUMBER OF PEOPLE SUPPORTED
Individualized Funding (From CLOC's base budget)	<div></div> 1,185,823	<div></div> 65
Durham Special Needs Allocation Process Funding (community funding brokered by CLOC)	<div></div> 113,198	<div></div> 62
Summer Respite (CLOC's base budget)	<div></div> 12,797	<div></div> 31
Urgent Needs Funding (community funding brokered by CLOC)	<div></div> 267,311	<div></div> 39
Life on Campus (From CLOC's base budget)	<div></div> 27,580	<div></div> 23
Total MCSS/MCYS	1,606,709	220

DIRECT FUNDING BROKERED BY CLOC		
DESCRIPTION	TOTAL FUNDS SPENT 2015-2016	TOTAL NUMBER OF PEOPLE SUPPORTED
Passports (TCCSS)	<div></div> 752,135	<div></div> 66

TOTAL		
DESCRIPTION	TOTAL FUNDS SPENT 2015-2016	TOTAL NUMBER OF PEOPLE SUPPORTED
Combined MCSS/MCYS/NON-MINISTRY	<div></div> 2,358,844	<div></div> 286



A MOTHER'S TEACHER

JON'S STORY

By Suzanne Nobes

Suzanne Nobes is Manager, Support Services and has been employed with CLOC for over 30 years.



All of our lives are about the journey we take, the roads we embark on and where they will lead us. Along the way, we may be lucky to meet people who will become very important to us, and teach us many things. Growth happens to us each day, each month, each year. Taking life's lessons and applying them allows us grow as a person, and become better for it.

Many moons ago, Jonathan's Mom Irene became part of a group that supported a family to get individualized funding for their son and after 2-3 years of hard work by all, this became a reality. As a mom to a son with Autism, Irene also had similar dreams. As a participant in this unique opportunity, it reinforced her belief that anything is possible, when the right support network is around you.



During the time that Irene was part of the working group, she met Thom, who worked for this family that was looking funding. She knew he was looking to work with an additional person, so Irene introduced him to her son Jon. Fast forward 14 years later -- Thom is still involved, and his whole family has embraced Jon and his family. It hasn't been all roses -- there were a lot of other workers coming and going, but the one stability for Jon was Thom. His calming, mature, positive outlook is what Jon needed then, and now. At a time when Jon was having increases in seizures, heightened anxiety, and self inflicted injuries, Thom was heaven sent. When Jon was with Thom none of these things happened.



Looking back, Irene knows much of Jon's success today can be attributed to listening to Jon, and not just in the sense of words, but watching what is going on -- if someone isn't settling well, look into why.

Irene recounted a story to me about a time when Jon attended school. The teachers were asking why he gagged a lot when eating. She couldn't understand why he would, as it didn't happen at home. She went to observe what was going on in the classroom and was shocked to see him being spoon fed at lunch. She told teachers that it was his way of telling them he didn't like to be fed, as he could do this on his own and had been doing so



for a number of years at home. With Jon's limited communication, his actions are his words.

Throughout life we have people who support us in one way or another. So does Jon. He has one of the most amazing support networks that I've ever been involved with. Throughout his life, whether celebrating a success or dealing with a challenge Jon was facing, they have never left his side. Jon's family has been with him every step of the way, and so has his team. This is one family who recognized early on the value of acknowledging the support that others can offer. There was a time when Jon started biting others for a while. His staff thought that the answer for this behaviour was medication, but the

family wanted to ensure all options were explored. In comes the support team to figure things out. One person on the team suggested that it wasn't necessarily behavioural, but could he have issues with his teeth? Sure enough, he needed dental surgery and the biting stopped.

I personally have known Jon and his family for a number of years. Today as his family and I sat and talked, Jon was busy at his table, coming over once in a while to check on us. He is always pleasant, and welcomes you into his home. Hearing about the time his home became a "fortress" as mom recounted, was really heart breaking. When workers didn't connect with him, his actions became his

words – knocking pictures off the wall, tvs and microwaves off their stands, and throwing items. Cupboards were locked, frames removed. Jon's place was no longer a home. Mom would reassure him and tell him "I'm not sure what you are trying to tell me, but I'm going to work to figure it out – so please be patient with me". The solution was simple. Getting to find out what was going on and why, was the difficult part. Jon knew his mom was always there for him, and that made him feel loved and cared about. When the problem was solved, the behaviour went away.

As Irene says Jon has been her greatest teacher. The things she has learned from her son, has allowed her to transfer these skills into every day encounters with others – whether it is family, friends or students she teaches.

Growth in Jon has been immense – he has a strong caring daily support team around him, who come and go into his own home. His seizures are few and far between these days. He's happy. He's learning Vietnamese, and has started meditating in the park. He enjoys his time with his friend Danny. Jon's also been shopping for an outfit for his brother's wedding in September. He talks to mom on phone often and she comes to see him and spend time with him. He has this peaceful look about him these days. All because someone took the time to understand him and what he expected out of life. It took people who wanted to explore his strengths,

and never set limits. In a time when appearance can determine inability, people around Jon challenge him to bring out the abilities instead. Who's to say he can't learn a few more languages? We should never program ourselves to see limitations, but endless possibilities.

Irene has lived in Florida for 16 years now, and allowed Jon to lead his own life. She comes to visit often, and before she comes she talks to him over the phone and asks if it is ok if she comes. He is always glad to have her, but she knows it is his place, not hers. That's why she asks.

As staff in this field, our challenge is to always make the day a little better for someone – and to introduce them to new things and people. At the end of the day, if there is a smile, you've done all you could for the day. Tomorrow you get to start over.



Thom, Jon and Irene



EVENT **FACTS**



7 **SIGNATURE
GALAS**



4 | **ANNUAL GOLF
TOURNAMENTS**



5 **WALKATHONS**



**OVER
\$630,000
FUNRAISED SINCE 2009**

COMMUNITY LIVING
Oshawa / Clarington

IT TAKES **A VILLAGE**



Last year the story of the wedding of Des and Jessica was shared as it embraced inclusion in the community. The couple was married June 5th 2015 at St Andrew's Presbyterian Church. The congregation opened their arms and embraced Jessica and Des and their children. The church pews were filled with members of the congregation. Not only were those members at the Ceremony, but they were part of the planning, and the celebration.

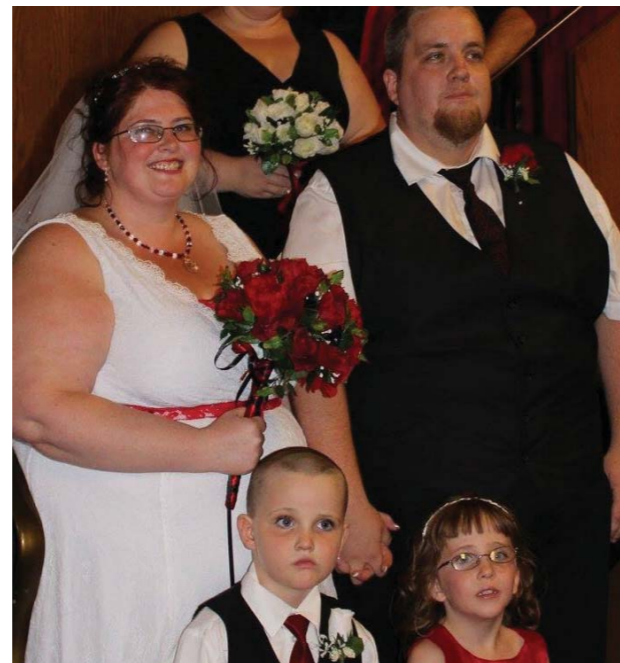
This year Jess and Des marked their first wedding anniversary with lunch out at Teddy's restaurant in Oshawa.

The support of the members of St Andrew's has continued and led Jessica and her children on a journey of spiritual growth as they became baptized on June 19th 2016. Christians believe that Baptism is the sign of entry into God's family. Jonathon Tait was the Minister who performed the baptism ceremony and officiated at Jess and Des wedding.

Patricia and Ryan Browne have taken on the responsibility of being God Parents to Jess and Des children, Mya Lynn and Austin. The Browne's will assist in providing a Christian upbringing for the children. Patricia and Ryan both provided tremendous support to Des and Jessica at their wedding, with Patricia being the official photographer, and that support and friendship has continued in many ways.

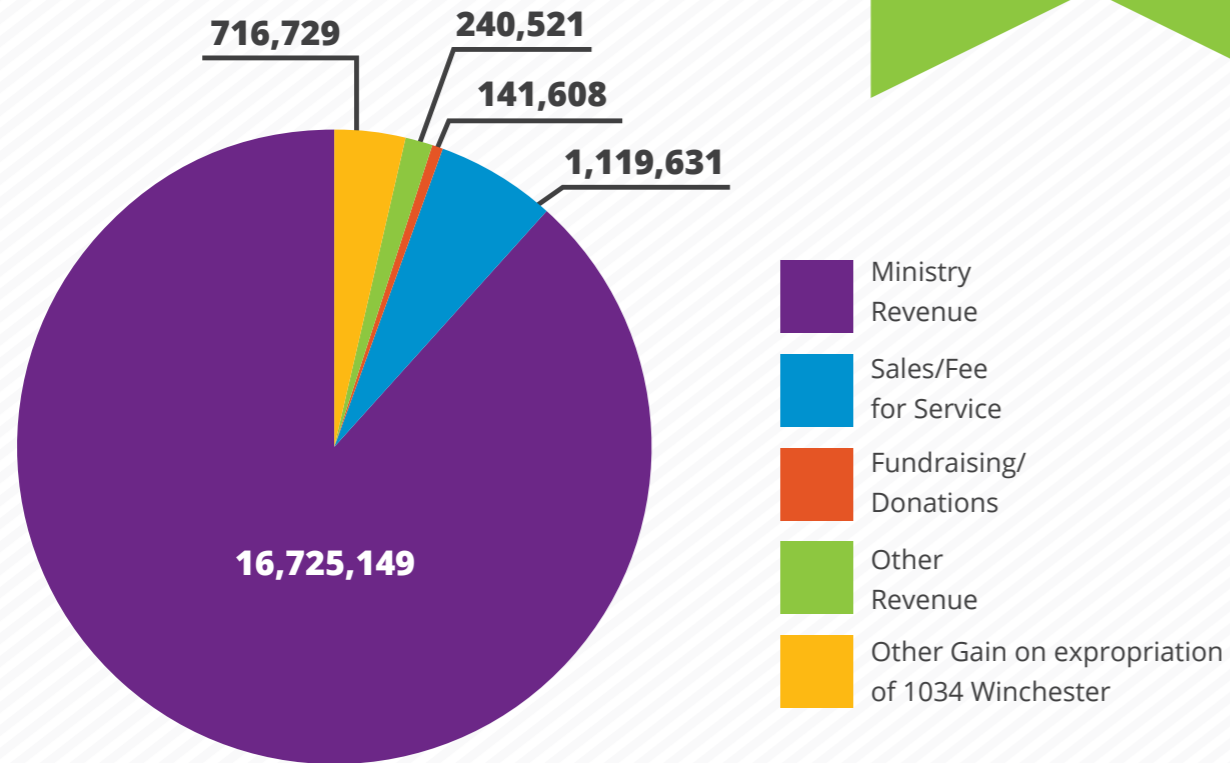
Justine, who played an important role last year at the wedding by calming the bride and walking her down the aisle, was present at this significant event. Justine is a private contract worker "hand selected" to provide daily supports to Jessica so she can reach her goals. Suzanne, who has been an integral part of CLOC support to the family for years also attended the baptism.

The theme of this year's Annual Report is one of growth. The journey of Des, Jessica and their children embody this theme.



TREASURER'S REPORT

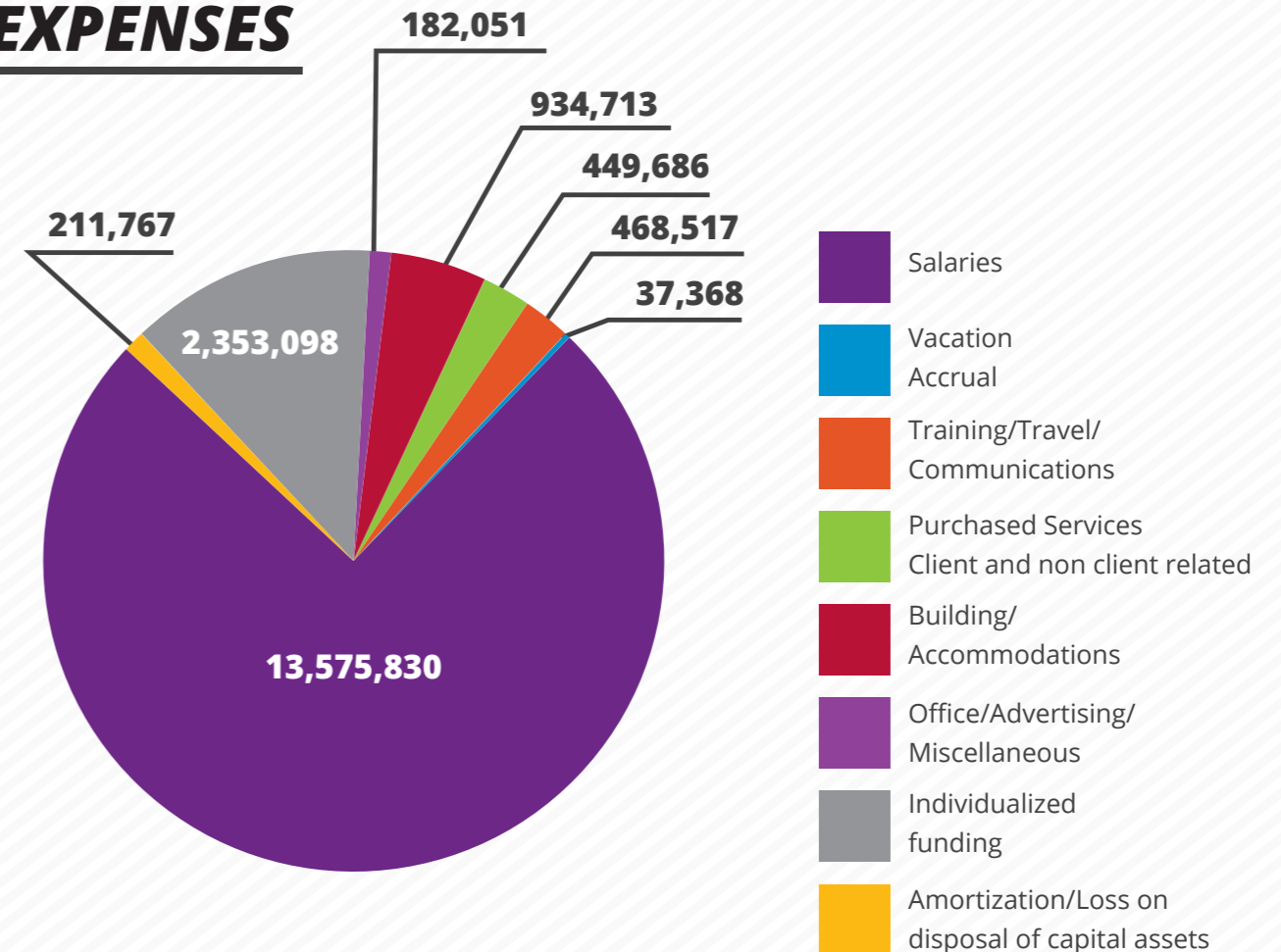
REVENUE



TOTAL REVENUE: 18,943,638

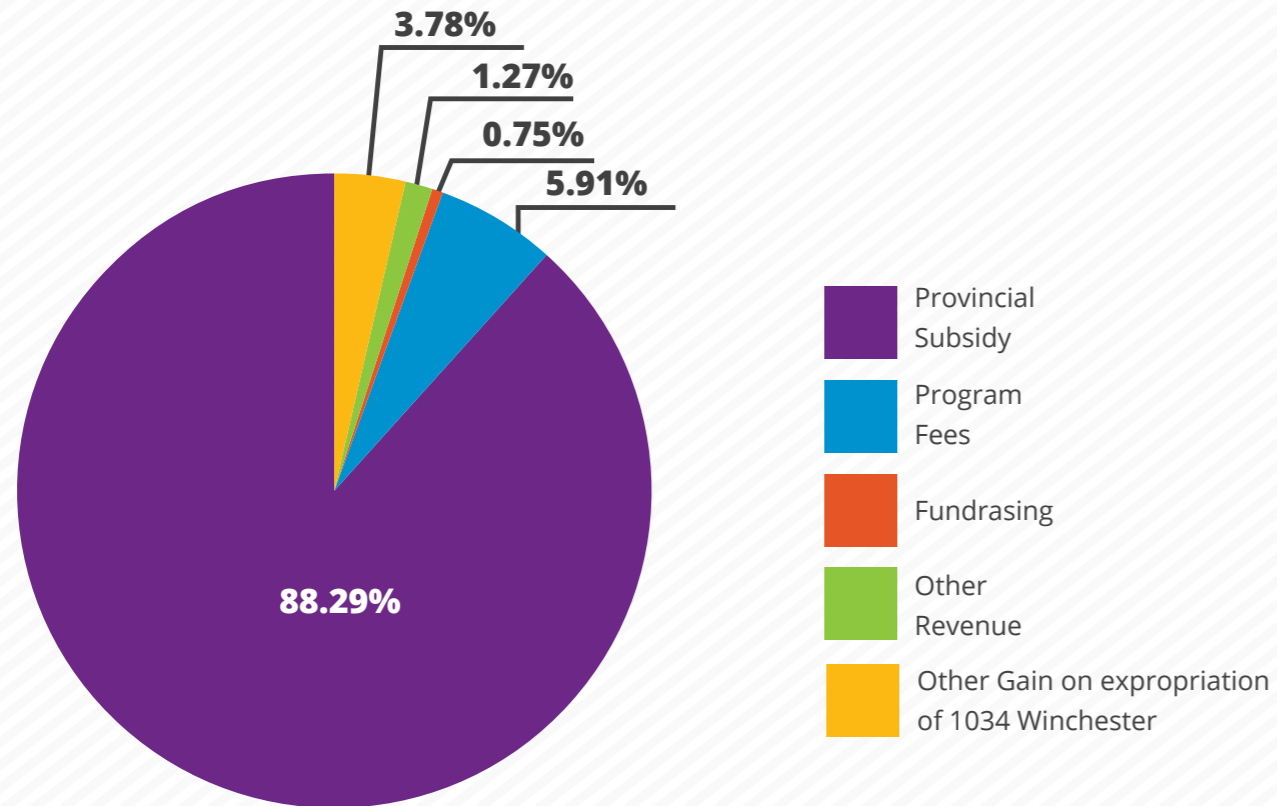
TREASURER'S REPORT
FINANCIAL REPORT
ROBERT PUGH, TREASURER
MARCH 31, 2016

EXPENSES

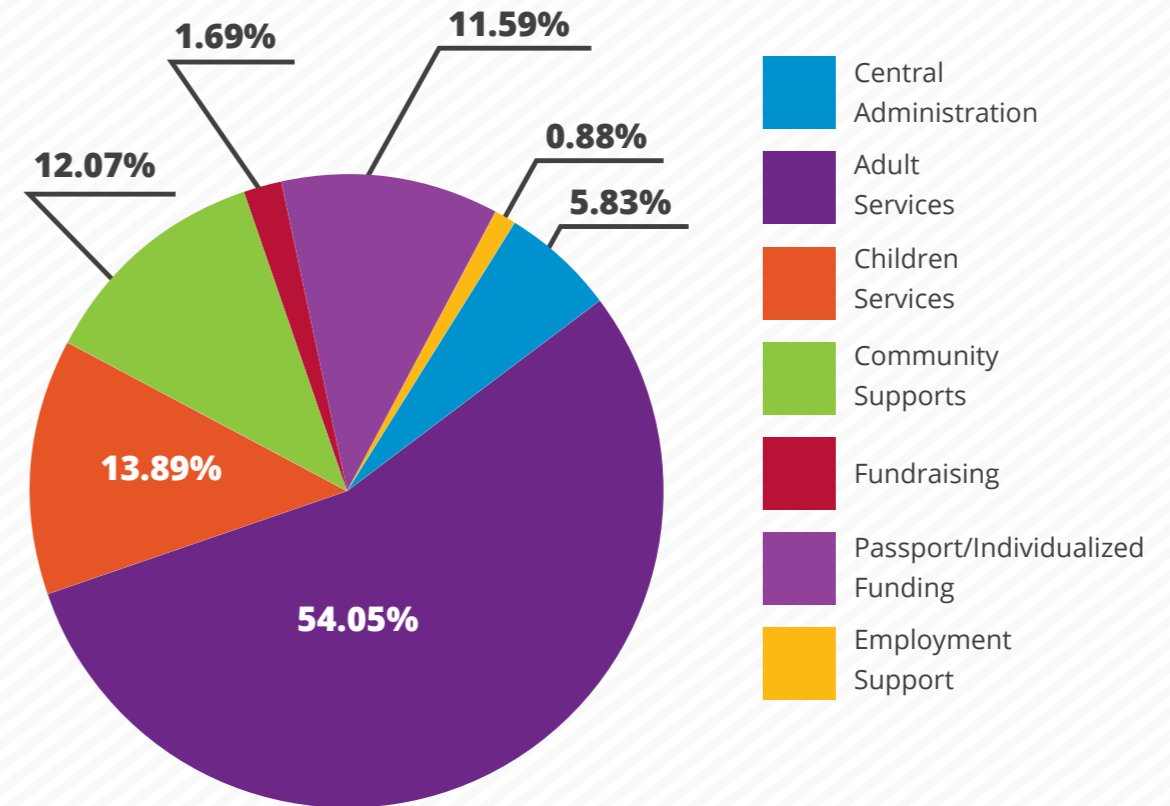


TOTAL REVENUE: 18,213,030
(EXPENSES OVER REVENUE) 730,608

COMES FROM **REVENUE**



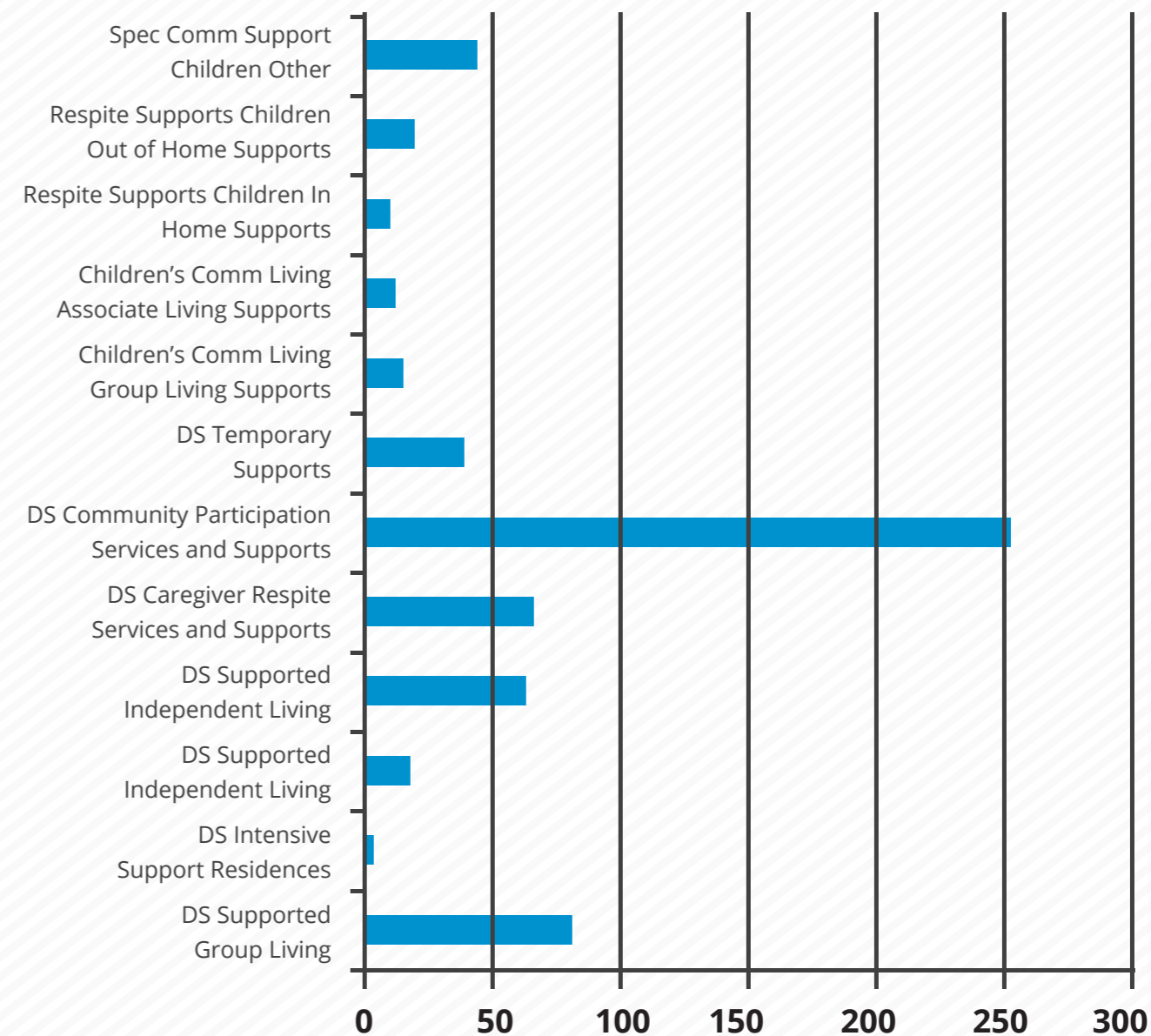
A BREAK DOWN OF **EXPENSES**





TREASURER'S *REPORT*

DETAIL CODE	ACTUAL SERVED 2015-2016
DS Supported Group Living	81
DS Intensive Support Residences	3
DS Host Family Residences	18
DS Supported Independent Living	64
DS Caregiver Respite Services and Supports	67
DS Community Participation Services and Supports	252
DS Temporary Supports	39
Children's Comm Living Group Living Supports	16
Children's Comm Living Associate Living Supports	12
Respite Supports Children In Home Supports	10
Respite Supports Children Out of Home Supports	21
Spec Comm Support Children Other	45





BOARD OF DIRECTORS

COMMUNITY LIVING OSHAWA/CLARINGTON
BOARD OF DIRECTORS, 2015-2016

President: Patrick Grist
1st Vice President: Jim Reaume
2nd Vice President: Judy Quail
Treasurer: Robert (Bob) Pugh
Secretary: Nancy Veals
Immediate Past President: Garry Cooke

Members at Large:

Nichole Davies
Darlene Day (Member Elect)
Catherine Garacci (Member Elect)
John Haze
Dorothy Himsl
J.C. (Jean-Claude) Legault
John Olver
Mac Moreau
Bev Neblett
Joel Yelle (Member Elect)




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STAY CONNECTED WITH COMMUNITY LIVING OSHAWA/CLARINGTON



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INSPIRING POSSIBILITIES BE PART OF OUR VISION

When our donors partner with Community Living Oshawa/Clarington's Board of Directors, employees, people we support and their families, they make it that much more possible for people to have meaningful lives and to reach their dreams. Individuals may donate to Community Living Oshawa/Clarington online through our web site at www.communitylivingoc.ca. Donations or planned gifts can also be arranged by contacting Marnie Salenius, Manager, Resource Development and Public Relations at (905) 576-3011 ext. 304.

Charitable Registration Number - 108091307RR0001