

CLOC's 65th Anniversary Edition

ANNUAL REPORT 2017-2018

www.communitylivingoc.ca



A Message from the President and Executive Director

Community Living Oshawa Clarington is proud to be celebrating its 65th Anniversary as an established leader in developmental services. CLOC is committed to people who receive supports and services, their families and our community. We are pleased to be sharing our 2017/2018 Annual Report with you.

This year we are focusing on the many stories developing and evolving around us and in our community. We have 65 years of sharing experiences and dreams, and now we would like to share them with you. Without all those who give of themselves, the champions, the game changers, CLOC would not be where it is today.

It is at this milestone that CLOC takes time to look back on the many years the organization has been providing support and services to countless people with developmental disabilities, their families and friends. We stopped to take a closer look at the details, and found that we currently have 17 people working at CLOC for over half of those 65 years. So many of our volunteers and community partners have been with us for that long as well. The longevity of these relationships are a large part of what makes CLOC a big part of Durham Region.

We would like to acknowledge all of our contributors, past and present for being a part of our journey as we glance back to where we started, and look forward to where we are going. We continue in the Community Living movement, igniting opportunities for inclusion and citizenship.

As we were reflecting on our past 65 years, we reviewed our Mission Statement, Vision Statement and Values. We are excited to present our new and refreshed Mission Statement and Vision Statement to show where we are today and where we are heading in the future. We are also pleased to be announcing our new Strategic Plan that sets out organization goals for 2019-2023. Many employees, people receiving supports, family and community stakeholders contributed feedback for the plan. The plan officially launches in April 2019 (fiscal year) with implementation planning occurring between January and March. The four-year plan is ambitious and a collective effort will be required in order to be successful. The plan will provide CLOC with direction, goals and actions that will give us the opportunity to expand the scope and im-

past for people receiving services to live good lives in their community.

We would like to thank the 2017/18 Board of Directors for their significant contribution to CLOC. We would also like to wish a fond farewell to outgoing Board member, John Haze. John has been a huge contributor to not only the governance of the agency, but also to our fundraising efforts and events. He will always be a champion for CLOC.

On behalf of CLOC's management team and Board of Directors, we would like to extend a heart felt 'Thank you', to all employees, volunteers, people we serve, friends, families and community partners. It is community that truly makes a difference. Together we build stronger, healthier and inclusive places where we all belong. We invite you to read the Annual Report and celebrate the past 65 years with us, and share in our pride for all the work done over these many years to improve lives of people who have developmental disabilities living in Durham Region.



Terri Gray
Executive Director



Patrick Grist
Board President

Families, Members & Memories 2017/2018

We were very excited to plan the entire year of 2018 around CLOC's 65th Anniversary. It has been a time for the agency, employees, people we serve and community partners to reflect upon the past, celebrate the present and look forward to the future. 2018 has been a year of community celebrations to remember.

CLOC hosted 3 Family Membership Meetings in 2017/2018:

- June 2017 launched the summer months with a BBQ for a great turnout of families and members to enjoy, between spurts of rain. A short presentation on 'Aging, Lifespan & Care' was given. This is an ongoing topic of in-

terest and concerns within developmental services, and we provided people with information about how to navigate the changes and expectations within the sector.

- In November 2017 we hosted a meeting to discuss the first steps being taken to begin to build CLOC's new Strategic Plan. CLOC presented an outline of 'Why we do it, What we expect from it, and Who should be involved'. This opened the door for specific communications with our families, frontline support, management and the people we provide services to, in order to build the foundation of a new Strategic Plan for 2019 - 2023.
- The March 2018 Meeting honoured an outstanding, long time (now retired) Associate Home Provider, Vivette Smith, with the Annie Shorten Achievement Award. There is a full story on page 5. We encouraged people to come out and vote on changes to CLOC's existing Objects within Letters Patent. We continue to grow and change, and with that, our language does as well. CLOC's Governance Committee proposed some changes to update and shorten some of the previous notations. CLOC membership voted to accept the recommendations. Anyone who was not in attendance, and would like to review the approved changes are welcome to contact us at www.communitylivingoc.ca.

- CLOC will be hosting the next Family Membership Meeting on November 20, 2018. Watch for details on our website, newsletter or by e-mail. Everyone is welcome.

In February 2018, CLOC began collecting data and held information exchange sessions with families, employees and people receiving services, to review successes and receive feedback for changes within the agency. This information provided a good foundation to begin building the outline of the new Strategic Plan, which will run from 2019 - 2023. It also provided the perfect opportunity to initiate action items to address concerns and field ideas and suggestions for later collaboration.

CLOC is very excited about the purchase of a new home at 1186 King Street in Oshawa in the fall of 2017. The purchase of this new location has allowed CLOC to create capacity by expanding its already well-established residential infrastructure, in order to deliver much needed residential supports to six people identified through 'community priorities'. Through this initiative, CLOC was able to respond to the unique needs of people who were housed in hospital, treatment, and other settings, or otherwise homeless, and allow them to transition into the community in the course of the Multi

Continued on Page 2

Past



Salvation Army Citadel in Oshawa, May 1954, the first class for mentally retarded children, was held in this building.

May 1954

The first class for children was held in this building

Present



Future



Our Mission:

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

Our Vision:

For people with developmental disabilities to be included in a community where everyone lives, works, participates, succeeds and flourishes .

CLOC Strategic Plan

2019—2023

COMING SOON!

Watch for further details

CLOC's 65th Anniversary Edition

Families, Members & Memories

2017/2018 —continued

Year Residential Planning Process (MYRPP) through the Ministry of Children, Community and Social Services (MCCSS). This project also better met the changing needs and personal goals of people currently receiving services, and CLOC was able to respond to organizational pressures. Through a creative living planning process, CLOC has been able to establish a residential restructuring that addressed the changing needs of people internally. This then expanded services to six people in urgent need for residential supports.

With renovations completed throughout the winter, CLOC's new King Street home was ready for its official Open House on May 4 & 5 this year. Moving in started May 14th .

After a successful MCYS audit in the fall, and MCCSS audit in the spring, CLOC was ready to move forward with another successful year.

We look forward to sharing the year's successes with you in CLOC's 2018/2019 Annual Report.

Highlights from 2014-2018

Strategic Plan

Wrapping up CLOC's 2014 to 2018 Strategic Plan

As is customary for most not-for-profit organizations, Community Living Oshawa/Clarington embarks on a strategic planning process on a regular basis, in order to guide the organization's activities. Strategic planning is important because it helps to engage the broader organization and provides a sense of direction. It is also a tool for day-to-day decisions and allows us to evaluate and adjust our direction depending on our changing world. As CLOC prepares to launch the new Strategic Plan to 2019 to 2023, we want to highlight the accomplishments from our strategic initiatives from 2014 to 2018. In this plan we sought to expand community focused services and individualized supports for people with developmental disabilities through influential leadership, effective communication, collaboration, and commitment to sustainability and organizational excellence.

Financial Sustainability

CLOC will endeavour to enhance the existing and future financial sustainability of services and supports:

In these tough economic times, agency sustainability has become a driving focus. We want to be sure we are still here in the future, fulfilling our mission and vision, and that we remain viable and relevant. Diversification and attracting new resources was our emphasis. We are happy to present to you some of our successes achieved over the past 4 years.

Resource Development efforts enriching supports and opportunities for people in their communities:

\$604,000_(gross)

Fundraising events, galas, golf, donations.

\$18,612

575 participants were involved in activities funded through Nevada dollars.

\$148,400

Trillium Grant for the Clarington Project's new location at 2400 Baseline Rd.

\$21,947

170 people received help with achieving their goals through the John Strange Enrichment Fund.



Highlights from 2014-2018

Strategic Plan

Grants and Donations supporting wellbeing and inclusion

\$20,000

Harry E. Foster Foundation assists in the purchase of an accessible wheelchair van to support community inclusion and participation.



\$1,000

The Andrew Foundation contributed to a recumbent bicycle to help make a dream come true for a gentleman with mobility issues.

EXCITED!

about the new van for
947 Adelaide

\$3,000

From the 100 Men of Oshawa, through the nomination by WB White Insurance, renovated a wheelchair accessible bathroom.



Doug on his bike
Funded by the
Andrew Foundation

Thank you to
100 Men of Oshawa



\$45,255

Two bequests received which augmented CLOC's supports and services.

\$28,000

Donated to the Clarington Project from the Clarington Mayor's Golf Classic in 2017 .

\$5,000

Provided by the Oshawa West Lions for the renovation of a wheelchair accessible bathroom.

Growth through service expansion

\$1.1 m

Service expansion to meet the needs of people in urgent need through Multi Year Residential funding expansion.

\$374,443

Transitioning from children to adult residential supports – expanding services for 8 young adults.

\$57,572

Summer Supports were delivered to 140 youth and young adults through a Human Resource Development Canada Grant.

\$2,835,318

307 individuals choose CLOC to provide brokerage services for their Passport (direct funding) dollars.

COMMUNITY

This was written by members of CLOC's Foundations program in honour of CLOC's 65th Anniversary year. Set to the tune of 'This Is Me' by Demi Lovato/Joe Jonas.

When someone believes in you, it changes you
We are so lucky to be here and try things that are new
Surrounded by people who care
We want to thank you now
It's time to sing out loud



That we are proud

This is our **Community**
We're exactly where we're suppose to be now
A place where we can be a team
We can be who we are
And we lean on each other
Helping us to live on our own **Community**

We love to meet with new friends and have some fun
We learn how to relate and how to get along
Diversity changes us for the better
We feel supported now
You're on our side

This is our **Community**
We're exactly where we're suppose to be now
A place where we can be a team
We can be who we are
And we lean on each other
Helping us to live on our own **Community**

Standards and Measurements of Excellence



CLOC is committed to meeting internal and exceeding external standards and measures:

CLOC understands the importance of helping people achieve their personal goals and outcomes. CLOC uses the Personal Outcome Measures tool from the Council on Quality and Leadership to help measure outcomes both for the quality of the person's life, and for how those outcomes are supported. We continue to be committed to delivering high quality supports and services focused on quality assurance and improvement methods. Being able to evaluate and measure how we are doing, and making improvements are key to growth and success.

Communication Strategies

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

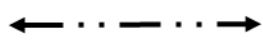
As life gets more hectic, communication with many new technologies gets more complicated. Communication remains one of our greatest challenges. With this comes opportunities. CLOC has many stakeholders to communicate with and each has different communication needs and preferences.

CLOC spends a lot of time trying to understand the needs of each of our stakeholder groups and how they want and need to be communicated with. Modernizing and creating new and secure methods for communication was our major effort. We have focused on enhancing our capacity through improving our technology, including updating our servers, implementing new software and updating systems.

We have created new vehicles such as the "From the Desk of" employee newsletter and created an online newsletter for all of our stakeholders called "Around the CLOC". We also developed promotional materials, videos, updated our website and created a stronger social media presence and outreach.

503

People receiving supports



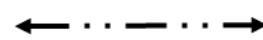
85,950

Visits to our new website since November 2017.



365

Employees



254,862

Reached via social media since 2014.



2,242

Social media followers



Influence Community Transformation and Inclusion

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

We all must work together to advance inclusion, individual rights and participation. A fully inclusive society is everyone's responsibility. CLOC has many amazing partners and friends to help us toward our vision.

32

CLOC assisted with creating Integrated Transition Plans (ITPs) for youth through a collaboration between education and developmental services (DS). CLOC is the lead DS agency involved in the ITP process in Durham, 2016—2018.



29%

CLOC has seen a growth in its employment services since 2013.

CLOC partnered with Community Living Ontario's "Ready Willing And Able" initiative to host employer breakfasts, produce an employment video and this partnership resulted in several jobs being secured by people receiving supports in our community. Terry Vos from Vos Independent in Port Perry, received a Business Champion Award from the Ontario Disability Employment Network for his work in providing awareness to other employers encouraging hiring people with developmental disabilities.



1,000

Red and white tulips were planted as CLOC's "150th Celebration Garden". CLOC was chosen out of 400 applicants. We had great community support with the garden from Kamstra Landscaping and Garden, Calvary Baptist Church, Eastdale C.V.I. members to name a few. This garden truly represents community inclusion.



\$10,000

Through collaboration with Home Depot Whitby South and their suppliers, a kitchen renovation was completed at our Old Scugog location.



priceless

19 years of dedication and support, hosting CLOC's family picnics, sponsoring a Paralympian's dream, renovations etc. CLOC is extremely grateful to the Oshawa West Lions for their continued commitment to making a difference in the lives of the people CLOC serves. In the last 4 years alone they have hosted our picnic at an estimated cost of \$20,000 as well as \$11,000 in other donations. They have supported CLOC financially and beyond.



\$125,000

CLOC collaborated with Participation House Durham to pilot an enhanced case management and planning project to fit together with Multi Year Residential Planning.

Leadership

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

Over the past four years CLOC has made many efforts to foster leadership from within our community as well as all of our stakeholders. We have seen our advocates raise their voices to provide education, our families coming together to make available opportunities for networking and sharing, and as an agency we have worked hard to influence our government around the needs to the developmental services sector.

CLOC's POWER Group (People's Own Words Equal Rights), are advocates who have a lived experience. They spread their knowledge through many opportunities from teaching at Durham College to their first year Developmental Service Worker students, to putting on awareness events, supporting each to take on leadership roles within CLOC.

CLOC began offering opportunities through enhanced leadership training 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.

220

Participants attend two Ryan Laird's 'Bigger Than That' Anti-Bullying presentation, hosted by CLOC.

Why did CLOC produce a Newspaper for it's 65th Anniversary Annual Report?

A newspaper might seem like an odd choice for an Annual Report document, but we decided to keep up with the historical reminiscing that we have been doing for CLOC's 65th Anniversary, and use a similar format to that of CLOC's 50th Anniversary Annual Report (photo on right). We've added some colour and Community Living branding, but the integrity of the document remains the same.



3,900

Community members attended 32 CLOC events over the past four years, providing awareness and education, spreading our vision, and encouraging champions from within our Community.

33

Holiday dreams came true through CLOC's Christmas Star initiative.

CLOC's Spirit Crew (a group of employees) have organized several awareness events aimed at enhancing the spirit within CLOC since 2017.

- Garden Competition

Euchre Tournament

Spaghetti Dinner

'Just Because You're You' monthly giveaway

Christmas Decorating Competition
- Spirit Days

Raffles

Harvest Competition

9

Family/Membership events have been hosted by CLOC since 2015 to encourage active engagement and participation with CLOC, and to provide networking, information sharing and learning.

45

People from CLOC attended the Legislature, lending their voices in support of Community Living Day.

Treasurer's Report 2017-2018 (as of March 31, 2018)
Submitted by Joel Yelle—Treasurer, Board of Directors

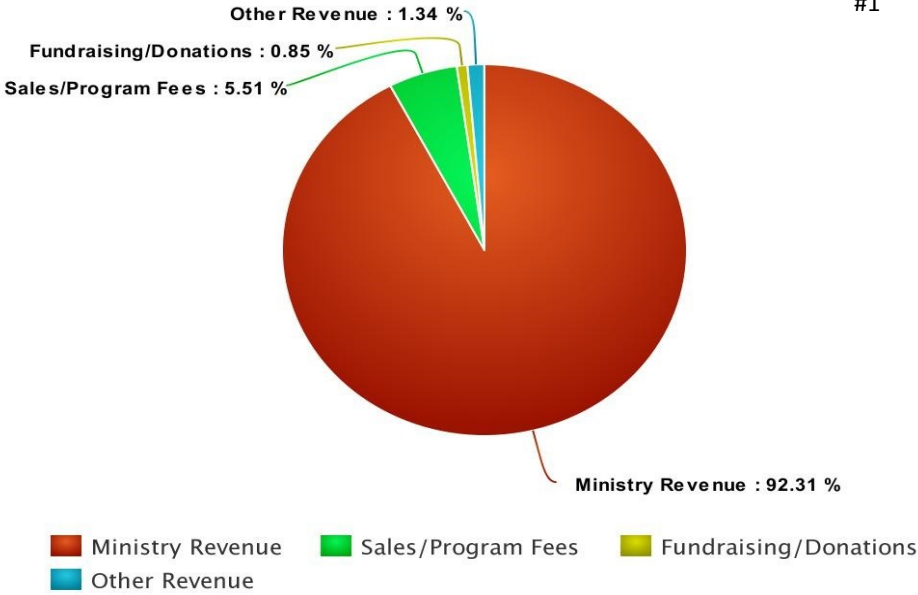
Another very positive year reveals that we had an increase in our revenues from \$18,796,581 in 2016/2017 to \$19,814,856 in 2017/2018. Expenses increased in 2018 by about \$550,000 to \$19,304,962, leaving \$494,015 surplus. Please note that this is not cash, but in fact \$362,250 was converted into capital assets. This left \$131,766 to go towards the accumulated unrestricted net deficit, reducing it to \$(804,712). Sixteen thousand dollars was returned to MCCSS.

As can be seen on pie chart #1, some 92% of our funding is from the Ministry of Children, Community and Social Services. Chart #2 reveals the percentage of various expenses. It should be noted that only 5.98% of expenses are in administration, while 94.02% goes into service delivery. The provincial benchmark for MCCSS for administration is 10%, which means CLOC is very lean in this area while proving commitment to the people we service. The agency has established efficient and formalized systems and excellent oversight. We anticipate that as the budget grows we will continue to demonstrate efficient administration and a continued emphasis on high quality supports and services.

Our financial picture can be seen in detail through review of our Audited Financial Statements. Electronic or paper copy of the Audited Statements are available upon request.

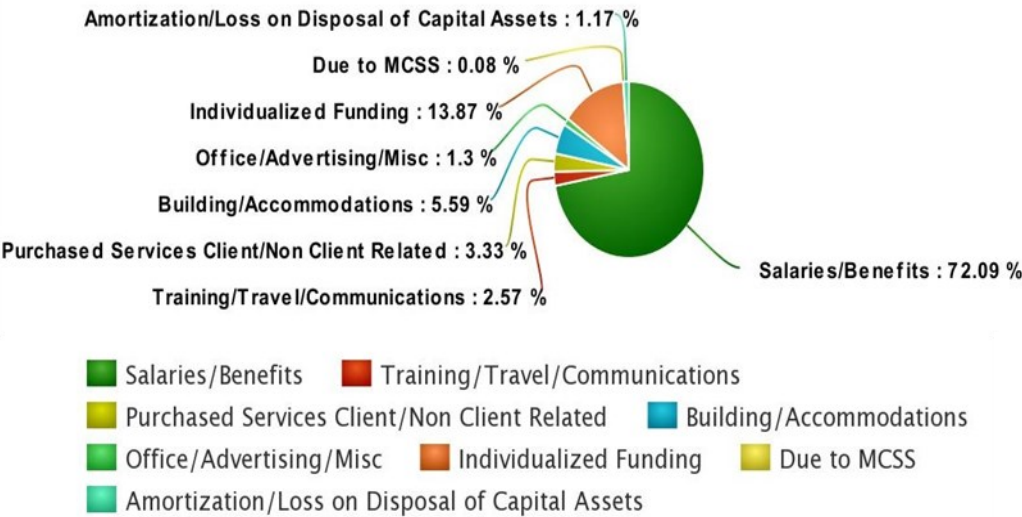
2017—2018 Total Gross Revenue

#1



2017—2018 Total Gross Expenses

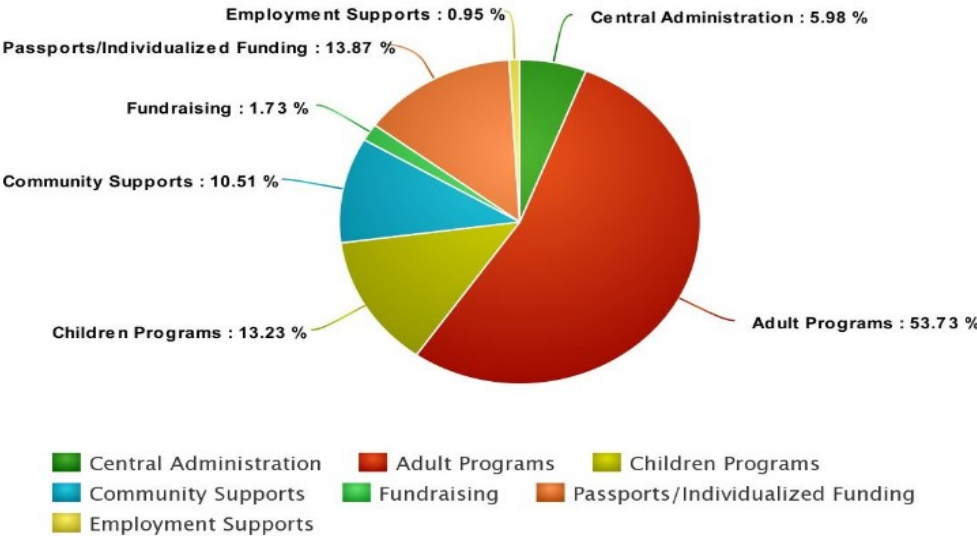
#2



2017-2018 Statement Brokered Individuals Served

| | |
|---|------------|
| Revenue | |
| Ministry Revenue | 18,290,967 |
| Sales/Fee for programs | 1,091,035 |
| Fundraising/Donations | 167,548 |
| Other Revenue | 265,306 |
| Total Revenue | 19,814,856 |
| Expenses | |
| Salaries | 13,928,057 |
| Training/Travel/Communications | 495,756 |
| Purchased Services-Client and non client related | 642,940 |
| Building/Accommodation | 1,079,960 |
| Office/Advertising/Miscellaneous | 252,078 |
| Individualized funding | 2,679,374 |
| Due to MCCSS | 15,879 |
| Amortization/Loss on disposal of capital assets | 226,797 |
| Total Expenses | 19,320,841 |
| Excess of revenue over expenses (expenses over revenue) | 494,015 |

2017—2018 Total Gross Expense by Program



CLOC’s 65th Anniversary Edition

Annie Shorten Achievement Award

In order to tell you about the most recent recipient of the Annie Shorten Achievement Award, you must first hear the story of Annie Shorten herself. There is no way to capture the true essence of Annie’s story, except through;

A Dedication to Annie Shorten

So seldom in life do we find a true hero,
And yet, Annie Shorten was one.
Her courage would challenge the greatest of odds,
In all of the struggles she’d won.

She grew up a hard life, and quit school so young,
To work in the fields, on her farm.
Because of her faith in the Lord and his children,
She never could do any harm.

She raised a close family, two daughters, a son,
Dear Bobby was her pride and joy.
Because he was special, yet outcast by some,
She fought for the rights of her boy.

They told her that Bobby could not attend school,
He didn’t fit in with the rest.
Determined to get what was rightfully his,
She only asked from him, his best.

She formed a campaign to make education a reality,
She even donated some land.
She showed us that we were all born to be equal,
And taught us to walk, hand in hand.

From there she went on to plan for a future,
Donating her time, everywhere.
There were tickets for draws, and catering too,
With never a minute to spare.

A true founding member of our agency,
Dear Annie showed us how to care.
She fought to empower, for freedom of choice,
Her spirit lives on everywhere.

Her legend delivers a hope for the future,
Her presence is still felt today,
A woman of substance, who fought for us all.
In every conceivable way.



A Tale of 2 Women

Heartfelt Thanks



Story submitted by Suzanne Nobes

It was a beautiful first day of spring and very fitting for a beautiful woman. At the membership meeting on March 20, CLOC reintroduced the Annie Shorten Achievement Award, as part of our 65th anniversary year celebrations. We will continue to honour one person with this special recognition every 5 years as we celebrate our milestones.

For those of you who don’t know who Annie Shorten was, she was one of our founding members who worked tirelessly to ensure that people with developmental disabilities stayed with their families in their community. The word “institution” was not part of her vocabulary and she brought together other families who also felt the same, to set the foundation for our agency.

The Shortens owned the white home (still stands there today) on 10 acres of farm land, at the corner of Simcoe and Wellington and raised their family there. Later on, they donated approximately 3 acres on which 39/43 Wellington stands, to the agency. Annie was an achiever no doubt, as she wanted to make sure her son Bobby, who had Down Syndrome, had a rich and full life in his community with those who loved him. Hard work taking care of the farm and her family, didn’t stop Annie from becoming active in

service organizations across the city, and getting our agency started.

So it is appropriate that Vivette Smith is this year’s recipient of the Annie Shorten award. Let’s just say, she has similar traits as Annie. Vivette is compassionate, resourceful, caring, determined, kind, strong willed, helpful, and someone who brings people together, just like Annie did.

She started with our agency as a cook at 43 Wellington and eventually became a Family Home Provider. For over 30 years, she opened her home and heart to many, not just welcoming them but really making them part of her family.

To honour Vivette, a number of people spoke at the meeting. Speaking first was Paul Woodcroft and Andre Laflamme. Both have known Vivette since the 1970’s – Paul when he hired her, and Andre when he worked with her. The words about Vivette, and all of her contributions over the years were beautiful. A wonderful cook, and hostess. A caring friend. Some great parties! They are known as the “three amigos” and today remain very close friends, who can count on each other when needed. Andre summed it up well by saying, “she is one classy lady”.

Just when you thought their speeches were inspiring, you heard from Aubrey Oppers, Melanie’s uncle (Melanie lived with Vivette for many years through CLOC’s Associate Family Program). He spoke of knowing Vivette and her husband from the days working at Cara Foods and of the terrible accident many years ago, that claimed the lives of Melanie’s mom, grandmother and brother. Vivette had already been supporting Melanie during the week when Melanie’s mom was working, so it was only natural to her to take her in on a full time basis. For that Aubrey is forever grateful. Something beautiful came out of this tragic event. Who could have imagined 32 years later they are still a family. He was very emotional in his thanks and recognition of Vivette, and that raw sentiment brought the audience to tears, and allowed them to connect more to this wonderful lady.

Next it was Petrina and Suzanne to speak, and what a tough act they had to follow! Petrina mentioned that she has known Vivette since 1990 and throughout this time, it was a pleasure to work with her. As different people came and left, Vivette was always there to open her door to anyone.

She went above and beyond, but also kept staff on their toes. Never one to be quiet, she spoke up when needed, but always for the benefit of those living with her, not for herself. As last person to speak, Suzanne didn’t know what else she could say about Vivette, as everyone else had spoken so highly of her. Vivette is a role model that inspires others, and for Suzanne especially, one she wishes CLOC could clone as future Family Home providers. If something needs to be done, Vivette just does it. Beautiful inside and out.

Terri Gray, CLOC’s Executive Director, presented the new Annie Shorten Achievement Award to Vivette, and expressed her gratitude and appreciation for all that she has done for the agency. She, too, is in awe of such a giving person. While presenting Vivette with the award she said, “this award honours people who have made a significant contribution to the lives of people served by CLOC. People, through a unique achievement or outstanding service, as a member, volunteer, associate or employee of CLOC, in any area that provides a benefit to persons with a developmental disability may receive this achievement award”. This sums up the heartfelt and at times emotional thanks to Vivette perfectly. This is why she received this accolade.

On hand for the presentation was Melanie, Vivette’s daughters Shauna and Von, Shauna’s fiancée Andrew and Vivette’s nephew Anthony. Their pride of her accomplishment and recognition was very evident. Melanie’s smile and her need to be close to Vivette speaks more than words ever will.

Annie Shorten was looking down on us saying “you got it right”.

Vivette Smith

Proud recipient of the

Annie Shorten Achievement Award



- (Front L-R)
- Petrina Peyton
- Melanie Knight
- Vivette Smith
- (Back L-R)
- Suzanne Nobes
- Patrick Grist
- Paul Woodcroft
- Terri Gray
- Aubrey Oppers
- Theresa VanManen
- Andre Laflamme



John Strange Award



John Strange was the past Chair of CLOC's annual spring Gala, a Member of CLOC's Board of Directors and a Community Partner who supported many local charities. To people at CLOC, he was known as 'Mister Community Living'. In his professional life, John was the General Manger of International Pool and Spa. But most importantly, John made a tremendous difference to Community Living over the few short years

that we knew him. John passed away unexpectedly in August of 2013. In honour and in tribute of him, the John Strange Award was created.

The John Strange Award is given annually to 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.

This year the prestigious John Strange Award was presented to a man who has given a tremendous amount of his time to CLOC. For almost 20 years, Paul Dodgson has been a dedicated volunteer. He has provided support to people within CLOC's day programs, both in groups and individually, bringing with him a kind, gentle nature and a quirky sense of humour. For the past few years, Paul has volunteered twice a week at the day program at CLOC's 39 Wellington location, adamant that people experience some form of physical exercise. Paul has been leading a stretching circle, where people use combined movements from yoga and martial arts, to move their bodies while seated. Additionally, Paul can be seen out once the weather is nice, leading the walking group to keep people moving.

Many months ago, CLOC made the decision to present Paul with this award. Ironically, before we had the chance to tell him, Paul announced that he would be retiring from his vol-



Patrick Grist, Gillian Strange-Dell, Alison Andres

unteer work on his 75th birthday, in order to spend more time with his family. So the timing is very fitting.

This award is usually presented at the May event, but unfortunately Paul was unable to join us to accept it at that time. Paul and Alison, who attended Paul's classes, agreed that Alison would accept the John Strange Award on Paul's behalf at CLOC's 65th Anniversary event. Paul was presented with the award on his last day as a volunteer with CLOC. Congratulations on your retirement Paul and thank you for your 20 years of service!



At 39 Wellington Ave.: Terri Gray, Alison Andres, Paul Dodgson, Gillian Strange-Dell, Angela Strange

Here are **Alison's heartfelt words** when accepting the John Strange Award on behalf of Paul Dodgson.

Good evening Everyone:

My name is Alison I have been part of 39 Access for many years.

Tonight I am here to talk about Paul and let you know how important he is to me and everyone at 39 Access.

Paul is our long time volunteer and friend.

He helps us to keep our bodies healthy with our stretching class 2 times a week which includes Washing Machine and Hal-lelujah Shimmy Down.

Paul always comes early to hang out with us, share stories and have a cup of tea.

Paul is really important to us at 39 Access

Paul is like Family.

Everyone will really, really miss him.

We all Thank you Paul for being part of our lives!



Our Appreciation to CLOC Donors and Sponsors

Ajax Community Theatre, Aldo Udovicic, Broker—REmax Crossroads Realty, Angus Glen Golf Club, Apotex, Arby's, Backstage Hollywood Hair, David Barber, Joe Barnett, Boston Pizza, Terri Boyd, BP Interlock & Landscaping/Bob Phillips, Brookfield Homes, Randy Brown, Buffalo Wild Wings—North Oshawa, Jane Burgess, Margaret Burgess, Canadian In-Floor Radiant Solutions, Centurion Asset Management, Cinnabon—Oshawa Centre, Clarington Toyota, Anne Clarke, Don Coggins, David Connaty, Compute, Kay Corbier, Corey Treacy Designs, Costco Oshawa, Crate Designs, CRCS DKI, Darlene Day, Allan Dearborn, Deer Creek Golf Club, Paul Dodgson, Marilyn Dow, Lorraine Dunn, Durham College, Durham Regional Police Services Board, Maria Dykeman, Samir El-Rassi, Equitable Life, Ed Farragher, Thomas Feeney, Floor Trends, Mayor Adrian Foster, William Frankovich, David & Sylvia Gillespie, Steven Goodmurphy, Terri Gray, Patrick Grist,

Gus Brown Auto, Halenda's on Nelson St., Harvey's—North Oshawa, John Haze, Anne Henriksen, Hills Moving, Holiday Inn Bowmanville, Hooper's Jewellers, Horizon Networks Group, International Pool & Spa, Ted Iwanczyk, Jack Astors, Jerome Photography, Mary Johnston, Eugene Jordan, Kedron Dells Golf Club, Mary Keeping, Kernals—Oshawa Centre, KL Baskets, Jean-Claude Legault, Marlene Lehman, David Lloyd, Lone Star Texas Grill, Lululemon—Oshawa Centre, Mary Malish, Dianna Mandzuk, Krystal Manitiis, Debbie and Richards Marsh, Julie Martinelli, Julie Maskell, Mason Bennett Johncox, Chenelle Matheson, Jack McCarnan, Ian McCutcheon, John McKeown, Donna McNamee, MedPro Direct, Metro—Five Points Mall, Metroland, Mike Demaio—Grime Patrol, Mississaugas of Scugog Island First Nation, John Moher, MVS Central Vacuum, Nadim's No Frills, NEBS Fun World, Suzanne Nobes, Ontario Pipe Trades Council, OPG, Lisa Pasko,

Jeffrey Peller, Paul Peyton—Peyton Guitars, Petrina Peyton, Piper Barber Insurance, Pita Deli, Anna Porzuczek, Praxair Canada, RBC, Regional Chair - Gerri Lynn O'Connor, Theresa Rooney, Jeffrey Rouse, Sage Electric, Saje Natural Wellness, Marnie Salenius, Seamless Care, Mohamed Shaffee, Ken Shaw, Starbucks—Oshawa Centre, Yvette Strickland, David Sturtevant, Swiss Chalet—North Oshawa, The Beauty Boutique—Whitby, The Body Shop—Oshawa Centre, The Printing House—Charitable Division, Tommy Gun's Original Barber Shop—Oshawa Centre, E Gwen Traynor, Trent University, UOIT, Upstage Entertainment, Arthur Vanderheyden, Veridian, VOS Independent Grocer, Mary Vukcevic, Carol Watson, Theresa Watts-Fraser, WB White Insurance, Whitby Dunlops, Hans Wunderlich, Nina Yelle

CLOC Board of Directors 2017/2018

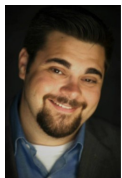
Officers of the Board



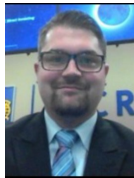
Patrick Grist
President



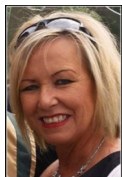
Jean-Claude (JC) Legault
1st Vice President



Mackenzie Moreau
2nd Vice President



Joel Yelle
Treasurer



Catherine Garacci
Secretary

Board Members



Darlene Day
Advocate



Krystal Manitiis



Ed Farragher



Bev Neblett



Nancy Veals



John Haze

Presidents Award Winner for Team Excellence and Innovation 2016 - 2017

SFDL—Supports For Daily Living The Clarington Project

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

SFDL is a wonderful team of volunteers, parents and staff from Community Living Oshawa/Clarington that go above and beyond to ensure that the members of The Clarington Project have the highest quality of supports.

This Committee meets on a monthly basis, collaborates and reviews everything from finances to student placements and with all of their wonderful creative problem solving techniques, can always come up with great ideas.

They also meet at the Clarington Project on a regular basis to assist with hot meals, driving, special events, and the "Clarington Project Gala". The SFDL team fundraised for several years to purchase a new van for The Project, which has enabled people who attend to get out and about in the community with accessible transportation.

This team initiated the idea of looking for a new location for The Clarington Project, and they finally moved into the new Baseline location in April 2017. This move was in process for several years and it was the SFDL Committee that kept on top of all the required changes. There were certainly a lot of road blocks, but none that they couldn't overcome.

Whenever we require an extra hand this committee is always ready and willing to jump in to assist. Their dedication, care and compassion for all the members at The Clarington Project is second to none.



Photo: Bev Winn, Amanda Eastman, Monica Gulati, Elaine Lamont, Ralph Kellet, Sylvia Gillespie, Patrick Grist, (CLOC Board of Directors, President).
Members not in the photo: Terry Cay, Stephen Goodmurry, JC Legault, Craig Nighbor, Marnie Saloni, Andrea Shiersen, Kathy Vandercruysen, Lee Varley.

Mark Forgette Award Winner 2016 - 2017



Carol Marshall

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

Carol was nominated for the Mark Forgette Award because she goes above and beyond in a number of ways:

- ◆ She is an active member of the 'Get Your Bloom On' Garden Contest. Carol spends much time and energy to solicit donations, gardening, planning the celebration and awards. She has done this for the past three years. She takes pride in CLOC and the people we serve. She cares very much about how the locations look and that people have beautiful homes to live in. She gets her colleagues, neighbours, the families and the community involved in making a difference.
- ◆ Carol is an active member of the Spirit Crew and has been involved in a number of activities to increase community and stakeholder participation and engagement.

She coordinated all the food for the Family Membership Event "Pasta Dinner" in 2017.

- ◆ She assisted with the May Gala in 2017 helping to get auction items and volunteering.
- ◆ Carol assisted with CLOC's 150th Celebration Garden and she even came out to help us with the blooming ceremony in May while she was off work.

All of this is above and beyond Carol's paid work time. She truly is a lovely woman who cares so very much about this agency and the people we support.

Community Partner Award Recipients 2017-2018

Harry E. Foster Foundation

Harry "Red" Foster grew up in the family home on Oaklands Avenue in Toronto with his blind and developmentally disabled brother John ("Jackie") during a time when people with developmental disabilities were closeted away from public view. Rather than send "Jackie" to an institution, the Fosters enveloped their most vulnerable family member with love and a sense of inclusion in everyday affairs.

Jackie's "uniqueness" and the segregation experienced by him and those with similar disabilities was not lost on his older brother. "Red" decided to become actively involved in creating awareness of the contributions those with developmental disabilities could make if given the opportunity. Mr. Foster established the Foundation in 1954 to help support the various organizations being formed on behalf of people

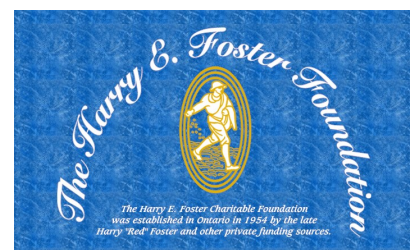
with developmental disabilities.

"Red" was instrumental in the formation and provision of funding for both the Ontario and Canadian Associations for Mental Retardation, O.A.M.R. and C.A.M.R. (known today as the Associations for Community Living). These organizations were established to promote integration and acceptance of people with developmental disabilities. Following discussions with his friends the Kennedys, he organized trips for a group of researchers from Ontario to travel to Washington and participate in a think tank on ways to improve quality of life for people with intellectual disabilities.

Mr. Foster established The Harry E. Foster Charitable Foundation in 1954 to provide "seed monies" to organizations being formed on behalf of people with developmental disabilities. He became a successful broadcaster and advertising executive. However, "Red" never missed an opportunity to

call on his many important contacts to open doors for people with developmental disabilities, whether through direct fundraising campaigns or sponsorship commitments.

CLOC was thrilled to be the recipient of a donation in 2017, which enabled the purchase of a van for the 947 Adelaide location, so people have better access to their community. Thank you to the Harry E. Foster Foundation for your generous contribution and the ongoing work you do on behalf of those with developmental disabilities.



Starfish—Vicky Caruana

ONE FAMILY AT A TIME By Suzanne Nobes

I remember having my first baby, and having my mother around to help and teach me things I needed to know and learn as a new mother. She was kind, gentle, and non judgemental in her teaching methods, yet allowed me to make my own mistakes while celebrating the great job I was doing as a mom.

Imagine not having that role model in your life, and finding out you are going to be a parent, and feeling utterly scared because you don't have any idea about what to do or where to start. That's where Vicky from Starfish comes in. In a partnership with CLOC for over 10 years, Vicky has helped numerous parents who have an intellectual disability, develop good parenting skills so that they too can raise their children in happy, healthy homes. She has seen the challenges, mainly not from the parent themselves but our community, in understanding that with supports, these parents can be successful. She has been with some families when children were born 10 years ago, and are now growing up and going off to camp. When I asked her what are the rewards for the parent, she tells me about the mom whose son in grade 1 wrote his first sentence, which made his mom so proud, she cried. She cried because she got to be part of that achievement in his life.

Over the last decade Vicky has seen attitudes change, and

we now live in a society more accepting of allowing individuals with disabilities the opportunity to be a parent. Years ago, those CLOC supports never got to take their baby home from the hospital. Now they are given a chance to show they can be a good parent for their young one. The community is more helpful, and supporting young families by renting appropriate housing to them. The parents Vicky works with now assist each other to learn and get together to socialize as families.

The main area the Starfish program supports is helping the parent develop proper routines, which is crucial and important for all families. Like having meal time together (which more of us should do, as well) where everyone checks in to see how their day went, playing together, bath time, reading time and bed.

Vicky also provides important advice. There was the story of when a mom wanted to continue to walk her daughter to school, yet the daughter felt she is old enough now to do it on her own. Vicky was able to listen to both, and bouncing ideas together help them develop a good plan that worked for both – that allowed mom to feel that daughter could do this safely without her, while giving the young lady her first taste of independence.

Joining parenting classes can be very helpful, but if you don't know how to implement the things you are learning into your home life, you need support. This is where Vicky also helps out. By attending the classes with them, she works with them to figure out how best to put these strate-

gies in place in their home life. If specialized services such as those provided by Grandview Treatment Centre are needed, she is right alongside the parent so they can do the follow up at home without forgetting things. Repeating these approaches weekly with the families enables them to achieve things in life.

There will always be the gray areas, the extraordinary circumstances where Vicky and her team can help. If there is one thing I hear over and over is "Vicky helped me with this," or "she did this for us". Vicky is one of a kind. She has always gone above and beyond in what is expected of her. These families know they have a gem in their lives and are grateful for that.

Not all families Vicky works with are monitored by CAS, but for those who are, the best reward is when CAS no longer has to monitor the family, because the family functions as a safe, healthy unit. She also works with the parent so that changes in this routine doesn't upset everything. Think of summer vacation as an example. As a kid, my morning and bedtime routines changed, and we all adjusted. For some parents who like things to stay structured, this can be a little more challenging, so she works with them on this.

Every child deserves the best in life. Every family deserves a chance. Every village needs to be involved. This is how we should measure family success.
(If you want to help out this important program, contact Vicky at starfishpsp@gmail.com; you'll become part of their village!)

Learning is a Daily Occurrence

I’ve known Amanda for a few years, but didn’t really get to know her until the beginning of June when she came in for a meeting for our Foundations Program. Funny how you think you know people, but when you get to really talking to each other, the things you learn are amazing.

Amanda is someone to try things. She’s been cheerleading for 12 years, and volunteers at Oshawa Library with the children’s program each week. Attending Five Alive sessions is also important to her, along with bowling, track and field, and skating. She does all types of dance – ballet, jazz, tap, lyrical, and musical theatre. She is a silver medallist in Ontario for rhythmic gymnastics through Special Olympics, however, she is no longer active in the sport. She competes in dance, but not in a group for people with special needs. At the last competition in Scarborough, she got the highest award – diamond for her ballet solo. All three judges gave her a diamond score, so it was deemed a tripe diamond! Hard work really pays off.

Joining CLOC’s Foundations program, Amanda wants to learn to cook more, make new friends, and maybe get a job someday.

Amanda loves to sing and act, and attended a summer camp at Oshawa Little Theatre. She wants to be a dance teacher and is currently assisting her teachers with the younger kids classes.

Amanda was an extra in the movie Jewel with Farrah Fawcett a number of years ago, in Toronto. She is a YouTube star -- with Epic Laces, who she did a commercial for a few years ago. Amanda was bitten by the acting bug, and she now appears as a model for an app that teaches people with disabilities how to complete tasks, step by step. The app, Magnus Cards, is a fun and engaging, and helps those with cognitive special needs learn life skills while building the confidence they need to live independently. It combines a proven way of learning with game design to prepare users for new situations and reinforce everyday routines. It shows people how to do a variety of things – such as what to do at airport, brush their teeth, ordering meals in restaurants, how to bank and how to use local transit. Each picture has words and sound, so people can follow one step at a time, and do these regular types of things on their own. When Amanda told me about this, I was amazed. Technology has come a long way, and this type of app will certainly help a lot of people; allowing them to rely less on support and to gain a sense of accomplishment. (Note: I haven’t tried this app so you’ll need to make your own conclusions on this product).

Amanda really enjoyed being a part of the app and was interviewed by City TV in March at the Toronto Airport to help promote the cards. She couldn’t wait to watch the interview on the news that night, and when she did, she was not happy about one piece.

They said she had autism. Amanda told her mom she has Down Syndrome, not autism. With mom’s help, Amanda e-mailed Magnusmode and they apologized sincerely for their error. It was a teaching moment for both – for Amanda to advocate and speak up for herself, and for the company to ensure they get their information correct. In hearing this, I have also encouraged Amanda to be part of CLOC’s advocate group, as I think she has the ability, confidence and enthusiasm to bring to this type of work.

If you have ever read my stories, you’ll know I want to make you think, and this story is no exception. Don’t assume you know some just because you know *of* them. You need to really get to know them. Let endless opportunities be looked into for the people you support – for Amanda, it was the acting bug – and some research with her family led her to finding this unique talent. We always have to think outside the box, because we don’t know where each path will lead. Lastly, explore all possible hidden talents that a person may have, and pursue them. In Amanda’s case, I’ve asked if she would be willing to be part of CLOC’s advocate group, and she’s going to try it. She might just find that she enjoys it. We’ll only know if she takes the opportunity to try.

Amanda, thank you for sharing with me that June day. You taught me a lot.

Good News Story Curtis Grill

Curtis was first referred to CLOC employment services from ODSP ten years ago, in 2008. He was twenty years old and still living at home . . . a very inexperienced young man. He was able to get a job, but it was a seasonal contract, which wasn’t renewed after three months. Curtis explored other job opportunities with CLOC employment supports, but wasn’t able to find the right fit. When he decided to enroll in post secondary education in marketing, CLOC closed his file, to allow him to pursue his education.

When Curtis reapplied for ODSP employment supports through CLOC in November of 2017, it was clear that he had matured into a very responsible and ambitious man. He was living in his own apartment, despite having to pay market rent, which meant that there was very little left of his monthly ODSP benefits. His dad was assisting him financially by paying his bills, which proved to be the biggest motivator for Curtis. He wanted to find a job so he could be fully independent and not need to burden his dad, who is planning to retire later this year.

It proved to be perfect timing for Curtis, as a job opportunity came up for him just two months later. CLOC services assisted Curtis with some interview preparation and support during the interview, and he was immediately offered a part time cleaning position at an office in Oshawa. Since this was a new career path for him, job coaching was put into place so that he could be trained on all the specific job requirements. That’s when Curtis really blossomed . . . he instantly showed his true determination and strong work ethic. He proved to be a very quick and dedicated employee; self directed and conscientious, with a friendly and positive disposition. Due to the nature of the workplace and its clientele, being professional and respectful while working was crucial to the day to day operation of his place of work. Curtis’ hands on skills were demonstrated in the excellent quality of his work. All employees noticed the improvement in the office . . . “it smells so clean”. The hardwood floors

Inspiring Possibilities

Stories by Suzanne Nobes

were shining and the bathrooms were glistening and continually stocked. Within a month, Curtis was able to take on all of the new tasks of his cleaning schedule, not only effectively, but beyond all expectations.

Yet Curtis still remains very humble. Even when given positive feedback, he responds by looking ahead to see the extra things that he can do. Although this job involves minimal part time hours, it is a crucial position and just enough hours for Curtis. All he wanted was to be able to be financially independent, which is exactly what this job has allowed. How ironic is it that Curtis is now the teacher? By showing us that it is often the simple things in life that give us the most satisfaction, Curtis’ genuine enthusiasm and gratitude every day teaches us that the reward for hard work and personal growth is priceless.

His face lights up when we talk about his most important job, that of being a father. Phillip, who receives supports through CLOC, has struggled all his life. But now things are going well for two valuable reasons – Kandice, his wife, and Aria, his 3 year old daughter.

His face lights up when we talk about his most important job, that of being a father. Phillip, who receives supports through CLOC, has struggled all his life. But now things are going well for two valuable reasons – Kandice, his wife, and Aria, his 3 year old daughter.



His Most Important Job

“The best thing is family”, he tells me. It keeps him sane, and has taught him to think not just of himself, but of his wife and daughter. He has more responsibility now but he loves it. Now he isn’t just hanging around with friends, he’s spending time being a husband and father, roles he didn’t think he’d ever have in his life. As we talk, Phillip says he will always be there for them, and his daughter will certainly not have a difficult childhood like he had. We laughed about Aria’s boyfriends coming into the picture later on in life, and I tell him she’ll be 35 before he is ok with her dating. The subject changes slightly as he jokes with Aria, “we don’t like bugs or boys, right Aria”. She totally agrees with dad (for now!).

It’s hard to imagine how Phillip was raised. He grew up a family that used alcohol and drugs, fought and eventually spilt up. He ended up in foster care system and group homes where he was abused and felt lost and alone. He took a wrong path in life, one that included drugs, alcohol, bad friends, and making all the wrong choices. He lived on the streets, and did things he isn’t proud of. Going to jail for 2 months was when he hit rock bottom. Through the courts it was determined he would be given one last chance to change, or the next charge would land him in the prison system for at least 9 years. That scared him enough to want to do something different with his life.

But how does one change their life when they don’t know anything else? How does someone start to change? Phillip tells me it was simple. Get rid of the bad friends, the drug dealers, living life the hard way.

The support from Community Living was al-

ways there, and he was now ready to take it. Gillian, his Support Services coordinator, was a huge help for him, and she is so pleased to see where his life has now taken him. Phillip says, “You have to want the change. It’s a hard struggle and very lonely when you give up your old life. You have slips and falls, but you don’t give up. You have to throw away the old friends and start fresh”.

Phillip quit drugs and alcohol cold turkey, and said it was really difficult. There was a lot of anger and resentment in him for the way his life had turned out, “But it got me to where I am now, with a family and a better life”, he says. Life will pick up, but you’ll need to want it.

The world is wide open for Phillip’s daughter, and he hopes that she someday becomes a lawyer or police officer, or whatever else would make her happy. He promises her that she will always have both parents. This is a value he believes in, where children need to have both parents to help raise them. Its too hard for one person to do alone. When he sees her being kind and considerate with others, sharing her toys with the other children, it warms his heart. They continue to teach her to be a good person; playing with her, reading to her, and loving her each and every day. She is the most important thing in their life and he promises her he will always be there for her.

In the future, Phillip and Kandice would like a few more kids, and I think Aria would make an awesome big sister when that time comes. It would be nice to have a son, he says, but more girls would be just fine for him. Kandice and Phillip are a good match. They met through friends, and he loves her very much, which has been evident over the years that I’ve seen them together. He says they don’t argue much. He is a calmer person because of her, and the counselling that he did for a while. The counsellor was excellent, and helped make him a better person. He’s rebuilding his relationship with the rest of his family, which is so great to hear, as this too has been troublesome over the years. He helps at the co-op where he lives, and enjoys his neighbours and the way of life there. His daughter’s birthday party this past Saturday included family, friends and neighbours. They’d like to take a trip to Nova Scotia to see Kandice’s family when they can save up enough money. Getting into a bigger townhouse would also be nice. But for now, things are good.

Leaving that day, I could see Aria was surrounded by lot of toys, which could be Phillip’s way of ensuring that she never feels alone. However, I could also see and feel that she was surrounded by love, pure love, so she already has all she needs. Daddy’s little girl has it all.

