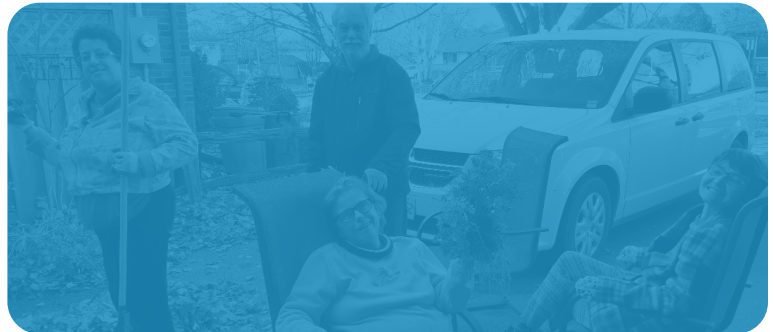
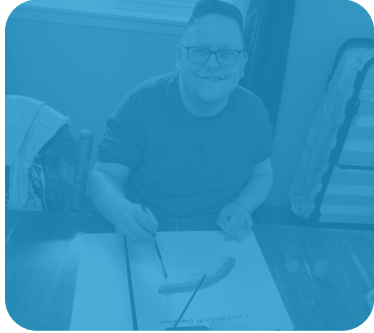


# 68<sup>th</sup> Annual Report 2020-2021





# A Message From The Executive Director



**Terri Gray**  
Executive Director | Community Living Oshawa/Clarington

The theme of this year's Annual General Meeting and Report is *Embracing Possibilities*. Over the past 18 months, we have all been through a lot of change and have encountered many challenges. During this period, we have dreamed of all the things we wish we could be doing, but were unable to with so many safety restrictions in place. Within those dreams were the possibilities that we embraced on our journey down the road to recovery from COVID-19.

CLOC is proud of everyone who has come to the forefront over the past year to change the impossible to the possible, make the best of difficult situations and ensure every day counts in ways no one would ever have imagined possible. Throughout this rollercoaster ride, we have all weathered three (3) separate Emergency Orders to lockdown and stay-at-home, two (2) false starts to recovery and an uncountable number of COVID tests/results/positives/negatives, aches and pains from COVID shots, and finally, that bright light at the end of the tunnel we have waited so long to see. It is our pleasure to bring you our 2020/2021 Annual Report.

CLOC's Annual Report has always been a compilation of business, highlighted with shared success stories, milestones and goals, as well as efforts made to inspire people with developmental disabilities to achieve their full potential, flourish, succeed, and truly be included. As we reflect on the past year, we want to take this opportunity to thank our employees, our union CUPE 2936-02 and 03, volunteers, stakeholders, community partners, families and friends for all they have done to support CLOC and the people receiving supports and services. There is so much to be thankful and grateful for, and at CLOC we don't take anything for granted.

It is with great joy this year that we can talk less about PPE (personal protective equipment) and more about making plans with friends and family and going back into the community. There have been amazing strides attained with CLOC's My Life. My Community. My Way. Campaign, in spite of the pandemic. We have also seen the completion of many goals laid out in our 2019-2023 Strategic Plan.

All of this, while navigating the unpredictable, unprecedented COVID-19 pandemic. This could only be accomplished with the remarkable people who support CLOC, and those who are supported by CLOC.

There are mixed feelings as we enter the AGM this year. We will be saying good-bye to our Board President, Jean-Claude (JC) Legault, as he completes his two (2) year term in the role. Going forward, JC will be fondly remembered as CLOC's 'Pandemic President', and we can't thank him enough for his steadfast guidance and support through these troubled times. It is with our deepest appreciation that we wish JC well in his next endeavours, however, just to be clear, he has no intention of abandoning his volunteer work at the Clarington Project, or any other opportunities available to have a sing-a-long with the people we support within the organization. JC may be leaving the role of President, but he is not ready to think about leaving CLOC. He now steps into the role of Past President, will continue sitting on CLOC committees, and once we are able to start having in-person events again, I am sure JC will be there to support us.

Looking to the future, CLOC is prepared to take on challenges and make changes to ensure that we continue to be a strong, agile and responsive agency. In May of 2021, the Ministry of Children, Community and Social Services (MCCSS) released their Developmental Services (DS) Reform plan, titled "Journey to Belonging: Choice and Inclusion". The future they aspire for includes person directed, inclusive lives, empowerment, choice, equality and sustainability, where people can live as independently as possible. CLOC's journey has always been one of grassroots, and together we are stronger now than ever before. CLOC's vision and strategic directions align with the Ministry's, and we embrace the possibilities that lead to all people being included, succeeding and flourishing.

Because this year has been different than other years, we have made a few changes to reflect that in the Annual Report. Our communication has moved to virtual platforms like Zoom, and our stories are being told through pictures and short videos. With this in mind, we hope you enjoy our special Pandemic Edition.

# A Message From The President of The Board of Directors



**Jean-Claude (JC) Legault**  
Board President | Community Living Oshawa/Clarington

This has been another year filled with challenges and change. When I took on the role of President with CLOC it was to be for a two (2) year term, where I planned to enjoy CLOC events and activities, while interacting with employees, people supported by CLOC, and their families; a balance of the fun with the business of the Board. Instead, I have now coined myself 'The Pandemic President'. I began the Presidency just prior to COVID-19, and have been in lockdown, as has everyone else, for most of my time in office.

As I wrap up my term as President, I reflect on the eight (8) years I have spent on CLOC's Board of Directors, the many events I was able to attend, the activities I participated in, and the many wonderful people I had the opportunity to meet and work with as a Board member. It wasn't until the time came to start transitioning the role to my successor that I saw the many changes that have taken place over my years with CLOC, and realized that I now know how much work goes into each and every decision made by both the Board of Directors and management. Knowing it was time for me to move on to the Past President role and let the upcoming Board of Directors take on the next steps, I never considered the possibility of not continuing with my volunteer work.

## MISSION

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

## VISION

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

I endeavor to continue to provide musical entertainment and exposure to French culture for the people in CLOC's services. I will treasure the memories that I have made with CLOC, and plan to build more in the near future.

I would like to thank the members of CLOC's Board of Directors for their dedication and on-going support to both me, and the organization. Decisions are made, change happens and success is achieved when incredible people, like the volunteers on CLOC's Board of Directors, come together. I take pride in the work that has been accomplished by CLOC's Board of Directors during my term, and I confidently pass on the Presidential seat to Mac Moreau, so that he, too, may take his place as part of this great organization.

“  
*Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful.*

- Albert Schweitzer

”

# A Year in Review - CLOC's Strategic Plan



It seems like such a long time ago that we gathered in person for the Annual General Meeting at Kedron Dells in September 2019. Now, virtual meetings have become the everyday way of doing things. Last year CLOC embarked on it's first virtual AGM as we adapted to the necessary changes in the world. Although the event looked very different than it had in the past, it was successful just the same. CLOC was able to honour its many award winners, take care of the business side, and bring forward a short video showing the resilience and determination of our employees and the people we support as they worked their way through COVID-19, change by change and day by day.

It was our hope and plan to be meeting in person this year, and to have COVID-19 behind us. We are so close, but not yet at that point. This is at the very top of our list for our AGM 2022; to once again meet and greet each other as the family we are.

As we continue to be focused on COVID-19, our attention to the goals of our Strategic Plan also continues. The pandemic experience has pushed CLOC and the Developmental Services (DS) sector to adapt and look for opportunities for change and diversity.

As we finish the first half of our four (4) year Strategic Plan, we look back at CLOC's many accomplishments, in spite of the challenges presented by COVID-19 and the ever-changing world around us.

## Improving Communications, Stakeholder Engagement & Sectoral Advocacy

CLOC has been working diligently on improving communications throughout the past year as the impact of COVID-19 created many guidelines and restrictions that reduced opportunities for people to have in-person contact. The introduction of Zoom to CLOC was welcomed, as it added to our existing Skype platform, to allow for internal and external meetings, webinars and much needed contact between people receiving supports and services and their friends and families. The weekly Communique to staff provides never-ending updates on COVID-19, changes to protocols, guidelines, recommendations, and most importantly, a consistent source of information.

There have been three (3) Employee Town Halls and three (3) Family Town Halls held over the past year in December 2020, March and June 2021. These Town Halls were an opportunity for employees and families to be provided with the most up-to-date information, and to ask questions. The turnout for each of these events was much higher than expected, as people are becoming more comfortable with the virtual platform and want to know what is happening at CLOC. The guidelines laid out by the Ministry of Children, Community and Social Services (MCCSS) for group homes and congregate care, sometimes differ from the general public guidelines, and those of long-term care, and webinars were the ideal place to provide this information.

The DS sector has been advocating over the past year for Developmental Support Workers (DSW). It has been a challenge for many employees to be restricted to a single employer. In conjunction with this restriction, and the stay-at-home order keeping people from their regular routines, the Provincial Government offered a wage enhancement for employees, to help support some of the difficult changes that COVID has created. As the threat of COVID is reducing, the efforts to be able to continue to provide employment stability and enhanced wages has proven to be a key factor in employee retention and sustainability. We will continue to advocate for these improvements for all staff across the sector.



CLOC's Phoenix advocacy group is made up of people receiving supports and services who are interested in advocating to make a difference! The first meeting took place in March of 2020 and immediately afterwards, the first COVID lockdown began. We have not been able to gather in person since then. The desire and responsibility to advocate does not stop that easily. With the Pandemic restrictions, the group moved to a virtual platform to meet, complete surveys and join in many discussions with advocates across the country. The adventure, so far, has been one of the true meaning of advocating: to support a cause.

Anyone interested in joining the Phoenix Group, contact Jen Mann.

## Enhancing Service Innovation & Standards of Excellence

In follow up to last year's Annual Report, we talked about research CLOC had embarked upon for respite care and short break models; to find and develop responsive models of service delivery, including partnerships. CLOC is happy to announce our new respite initiative for adults and children, called "My Stay, My Way". CLOC was able to take on an existing respite home from a partner organization, Durham Association for Family Resources and Support, located on Ashley Court in Oshawa. This has allowed CLOC to create capacity within adult residential services, providing three permanent spaces through our location at Inglewood Crescent. This new addition to our line of services is still in the implementation phase, and we intend to open the Ashley Court location by the end of 2021.

In the fall of 2019, CLOC began foundational work, prior to engaging in our next round of accreditation. This included a two (2) year path of training and coaching to enhance leadership capacity, and collaborative performance management. CLOC employees selected for this training have completed the two (2) year commitment specific to person-centred, individualized, community-focused services, and will help CLOC move forward strategically as a strong, agile, flexible, and responsive service delivery agency. The program provided a springboard to strengthen leadership across the organization and grow succession opportunities.

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. The intention is for this space to serve to enhance social connections, community inclusion and reduce social isolation. The grand opening of the completed space was scheduled for April 2020. Due to COVID-19, we continue to wait for an opportunity to launch this new space to the broader community.

Once again, CLOC is proud to be the recipient of an Ontario Trillium Foundation (OTF) Capital Grant for \$150,000 to improve many areas of our 947 Adelaide Avenue East Oshawa location. This is one of CLOC's main buildings, and over the years it has hosted many activities and services. There was some structural maintenance to be addressed, as well as some upgrades to accommodate the new plans being laid out for the location.

The installation of mobility tracks, upgraded washrooms, and the improvement needed to create an in and out path of single direction for exterior doors were completed. The final result is a safer, more functional location, which will meet the needs of more people. It is with this funding that CLOC is able to attain the goals of inclusion and support.

## Modernizing Organizational Capacity & Improving Financial Sustainability

In April 2019, CLOC launched the My Life. My Community. My Way. (MLMCMW) fundraising campaign with a goal of raising \$500,000 over a four (4) year period. We were off to a great start the first year, before the impact of COVID-19. Although there were many challenges with funding for all of the extra requirements for COVID-19, the MLMCMW campaign was still successful in moving into year two (2). The creativity, enthusiasm and support of the Fundraising Cabinet was expanded with the creation of the Virtual Fundraising Committee. In the spring of 2021 CLOC offered a virtual 50/50 draw and Steps to Inclusion Virtual Walkathon. Both were successful beyond expectation. As we to strive meet the final goal of the Campaign, we continue to rely on CLOC's supporters to help us cross the finish line!

## Use of Technology Across The Organization to Enhance Quality & Efficiency

The use of technology throughout the pandemic has helped people embrace possibilities more than we ever could have imagined. As the threat of COVID-19 recedes, we reflect on the difference the technology of today has made in our lives. With so many people feeling isolated and alone, technology was able to bring many people together. Whether it was a phone conversation, a video call where it almost feels like you're there because you can see them, or the full 'window visit' where you can stand outside someone's window and talk to them on the phone, technology proved to be the closest thing to being right there.

The evaluation of assistive technology to provide support and enable independence of people receiving services continues to be a priority and will be our focus over the next year. We look forward to finding new opportunities to benefit people receiving supports and services through CLOC.



# Campaign Update



# Donors & Sponsors



## Campaign 2019 - 2024

(Extended one (1) year to accommodate the impact of COVID-19 in 2020).

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 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.

CLOC has worked very hard over the past 2 years to raise funds to assist with personal needs and experiences. Originally, CLOC's MLMCMW Campaign was planned as a four-year venture with a \$500,000 goal. However, the impact of COVID-19 reasoned an extension of one year to make up for the lost opportunities of 2020. In addition to the extension of the Campaign, the Fundraising Cabinet created a small Virtual Events Committee, whose mandate has been to deliver engaging, fun, online fundraising initiatives over the course of COVID-19.

At the end of the 2nd year of the Campaign, we are pleased to have raised more than \$320 thousand dollars, thus far, which is 64% of our five year goal. This has enabled CLOC to make up some of the funds lost with the diminishing of in-person partnerships.

As we move forward with the Campaign, we continue to see additional partnerships within the community, rekindle past relationships and find ways to be innovative and creative to draw new interest and awareness to this amazing organization. The 'My Life. My Community. My Way.' Campaign could not have maintained itself over this difficult year without the generosity of our donors and sponsors.

The logo for United Way Centraide Canada, featuring a stylized red and white icon of a person with arms raised, next to the text 'United Way Centraide Canada'.

In November 2020, CLOC successfully applied for nearly 24 thousand dollars from the United Way of Durham Region - Emergency Community Support Fund (ECSF) in order to provide four months of activity, hygiene and food relief kits for the people we serve.

Monthly, from December 2020 until March 2021, 300 people receiving services from CLOC received kits to help them stay engaged and connected, and relieve other pressures associated with isolating at home during COVID-19. There were 145 people who received hygiene and food support in addition to the activity kits that all 300 people received. These kits were much-needed and very well received by the people CLOC supports, and their families, and would not have been possible without the financial support of the ECSF, and the community support of several donors who helped to supply some of the items.

The logos for the Ontario Trillium Foundation and the Fondation Trillium de l'Ontario, featuring a stylized green trillium flower.

CLOC was successful in our application for a Trillium Grant for renovations at 947 Adelaide. Structural improvements will be addressed as well as updates within the facility to improve on accessibility, social distancing and overall sustainability.

The logo for the Ontario Ministry of Children, Community and Social Services, featuring a stylized orange and white icon of a person with arms raised, next to the text 'Ontario Ministry of Children, Community and Social Services'.

The interactive Zoom introduction to French culture and language for people supported was a great success. This was made possible through a grant from the Canada-Ontario Agreement on French Language Services, Annual Regional Projects (CANOE). We look forward to seeing many of the participants continue to learn about more aspects of French culture.

Agostino & Nancy's No Frills  
Susan Andres  
Stacey Austin  
Jessica Bain  
David Barber  
Benevity Community Impact  
Luc Bonin  
Sam Botsikos  
Helene Boudreau  
Randy Brown  
Sarah Cassidy  
Suzanne Christie  
Colette Cleroux  
Donald Coggins  
Carol Cole  
Contagious Designs - Melanie Kopstick  
CRCS DKI  
CUPE Local 2936  
Bernadette Cusson  
Suzanne David  
Cody Deaner  
Janice Dewland  
Joanne Dionne  
District 13 OSSTF  
Stephanie Doan  
Madejda Duquette  
Elexicon  
Lorraine & Edward Farragher  
Robert Fillion  
Elizabeth Fitzsimmons  
Sylvia Fletcher  
Gisele Fleury-Fournier  
Mary Ann Fox  
Frankovich Family  
Frantastic Events  
Simon Fresquez  
France Gauthier  
Marnie Gay Easveld  
Terri Gray  
Scott Gregory

Dianna Halliday  
Gerald & Lois Heaton  
Gilles Hebert  
Christine Hennessy  
Terri Hill  
Jenkins Business Equipment & Furniture  
Lorraine Johnson  
Don Jones  
Brenda & Wayne Klinowski  
Pamela Knapp  
Knights of Columbus  
Daniel Lee  
Paul Legault  
JC Legault  
Philippe Legault  
Agnes Lussier-Dow  
Mack Law  
Mary Malish  
Dianna Mandzuk  
Maniaccio Family  
Maple Grove United Church  
Guy Marleau  
Martinelli/Wunderlich Family  
Veronique Masse  
McDonalds - Oshawa & Clarington  
Anne McDonnell  
Tammy McMillen  
MedPro Direct  
Sandra Monaghan  
My Tribute Gift  
Patricia Nichols  
Suzanne Nobes  
Ontario Pipe Trades Council  
OPG  
Oshawa Camera Club  
Paddy's Market  
Margaret Parkes  
Peace of Home  
Petrina Peyton  
Robert Phillips

Yvonne Prentice  
RA Campbell Dentistry  
Helmet Regal  
Margaret Reid  
Sue Reid  
Marc Renauld  
Katie Richards  
Evelyn Roberge-Pellerin  
Rotary Club of Whitby Sunrise  
Royal Canadian Legion Branch 322  
Carolyn Russell  
Marnie Salenius  
Seamless Care  
Tiffany Sherwood  
Leslie Skiba  
Linda Smith  
Stephanie Stamatakis  
Bev Sturtevant  
Nikki Suggitt  
Doug Sweet  
TDSB - IT Services  
Thirty One - Amy Dunne  
Cheryl Timmons  
Linda Tozzi  
Upscale Reality Inc. - Jennifer McLean  
Lee Varley  
Christine Vos  
W.B. White Insurance  
Angel Walsh  
Ilse Ward  
Pamela Warrilow  
Micheal Waud  
WestRock Company of Canada Inc.  
Bev Winn  
Willie & Donna Woo  
Travis Wood  
Katie Wootton  
Barbara Wroe  
Your Thoughts 2 Wood



# Treasurer's Report

## Submitted By Joel Yelle Secretary/Treasurer, Board of Directors

It was March 2020, the end of CLOC's fiscal year, when COVID-19 became a part of everyone's life. Worldwide, a State of Emergency was declared, and CLOC began the process of adjusting to the many needs that would come with the pandemic. CLOC is pleased to present a positive year, financially, in spite of COVID-19. Revenues increased from \$20,342,995 to \$21,696,881. Expenses were higher over the past year with some costs and expenses being attributed to COVID-19. Please note the excess of approximately \$116,883 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 (MCCSS) is 93.8% 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 94.91% of CLOC's expenses with an additional 5.09% for administration.

As CLOC has continued to grow and navigate through the pandemic, the lean administration has been reviewed and additional resources have been added to ensure strength and sustainability. There have also been upgrades to several systems within the organization to maintain and improve efficiency and quality.

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

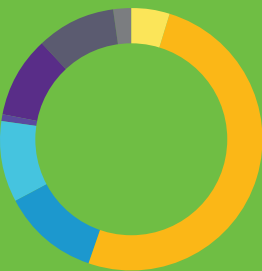
## Community Living Oshawa/ Clarington Financial Statements For Year End March 31, 2021

CLOC's Year-End document is approximately 50 pages. With good environmental practices in place, we recommend that you review the content on CLOC's website:

[www.communitylivingoc.ca](http://www.communitylivingoc.ca)



# Finance



- Central Administration | 5.09
- Adult Programs | 51.66
- Children Programs | 11.81
- Community Supports | 10.24
- Fundraising | 0.44
- COVID-19 Related | 9.79
- Passport Individualized Funding | 10.17
- Employment Supports | 0.81

## Expenses

Salaries	16,768,690
Training/Travel/Communications	557,169
Purchased Services – Client and non-client related	873,621
Building/Accommodation	805,778
Office/Advertising/Miscellaneous	187,064
Individualized Funding	2,193,692
Amortization/Loss on disposal of capital assets	193,984
<b>Total Expenses</b>	<b>21,579,998</b>

## Revenue

Ministry Revenue	20,365,558
Sales/Fee for programs	1,122,650
Fundraising/Donations	80,184
Other Revenue	128,489
<b>Total Revenue</b>	<b>21,696,881</b>

## Excess of Revenue Over Expenses

(expenses over revenue)	<b>116,883</b>
-------------------------	----------------

Please note the excess of approximately \$116,883 is not actual surplus, but in fact GAAP entries with a portion converted to capital assets and accumulated unrestricted deficit.



# Service At a Glance

# President's Award Winner - 2019/20



33

Residential Locations



360

CLOC Employees



593

People Receiving Supports  
and Services



21

People Provided with  
Summer Respite



175

People Provided  
with Brokering for  
Passport Funds

## Virtual Engagement



190,323

Website Visits

3,013

Social Media Followers

168,985

Social Media views  
for the year

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

### 39/43 Wellington Day Services

The team at 39/43 Wellington are clear examples of everyday Heroes.

While none of them wears a cape or can jump a building in a single bound, they are people to be admired for outstanding achievements, and for noble qualities. They have demonstrated that when the going gets tough, they just keep going. Since March 13, 2020, the team from 39/43 have clearly demonstrated the core competencies of resilience and initiative.

On March 13, 2020, the world changed. Community Living Oshawa/Clarington, like the rest of the world, had to learn quickly about COVID-19. The day services team at 39/43 Wellington learned day services were suspended and things would resume as soon as possible, never thinking it would take months.

On Monday, March 16, 2020, the team from 39/43 Wellington arrived prepared to work; they were willing to do whatever, as COVID-19 was uncharted territory. They took the time to clean out cupboards they had not had a chance to clean in years. They re-organized and threw away items they had neglected. As one week quickly turned to two, the team was looking for additional ways to help.

This team made hundreds of masks for every individuals (supported or employed) at CLOC, turned old dress shirts into gowns that could be washed and worn by staff to ensure they were protected from COVID and spent hours sewing buttons on to mask straps.

They became extreme shoppers; they shopped for bulk items, making numerous trips to grocery stores due to the limitations placed on items. They delivered cookies, dinners, dessert, masks and even the mail to every single residential program within the agency. Nothing about their job was the same but they came to work, day in and day out, willing to help in any way possible.

I think it is very clear now how the people are going to handle this new normal - they are going to handle it with the support of their staff, the same way they always have - now they just wear a mask and stay socially distanced.

The initiative and hard work has been outstanding and many of the supervisors now overseeing the day program staff are amazed at their gifts and talents. The list of tasks these women have taken on is extensive. They have done everything from creating a garden to cleaning up files that needed a little attention. No job was too big or too small. Everything was done to ensure that people they supported were well looked after.

Although they have been away from their "regular" job since March 13, 2020, they have kept the focus on the individuals they support and helped them to adapt to the unique situations we currently face. They have had to deal with their own feelings and emotions surrounding a global pandemic and help walk the individuals they support through unknown territory. They have all done this with great humility. The Team has educated themselves and the people they serve to understand why they cannot see their friends or families, or go out for dinner or a number of other countless activities that are so important to the individuals they support. They have created new routines and experiences for supported individuals, they have looked outside of the box to solve problems, and they have done it all for the people they support.

## President's Award for Team Excellence & Innovation

Community Living Oshawa/Clarington presents this certificate to

39/43 Wellington Day Services



# Mark Forgette Award Winner - 2019/20

# Sky Leigh

"Sky goes above and beyond for all of the people at Pinecrest on every shift. She is incredibly dedicated to ensuring that not only the individuals are supported, but that the staff are well trained on how to support each other and every individual in their own unique routines.

Sky is always doing special crafts and activities with the people at Pinecrest, tailored to their individual interests. From painting to baking, you just never know what is on the agenda.

At Christmas, Sky made each person at Pinecrest a sensory blanket in their favourite colours and textures so they had something cozy to cuddle up. They are absolutely beautiful.

One of the gentlemen struggles to sleep at night, so Sky has him doing chores with her to help tire him out. He helps to make the meals for the next day, which he absolutely loves doing.

Sky doesn't hesitate to assist wherever needed, and often takes that one step further and will be the first one to jump in to assist fellow staff with home care for their cats. Sky to the rescue! Yes, even Kitty Puss has a bed and clothing that Sky has made.

A few years ago, a person living at Pinecrest wrote a nomination letter for Sky with assistance from staff, and it was amazing. I feel Sky is truly deserving of this award!"

Thank you to the Forgette family for supporting this award, and congratulations to Sky, CLOC's Employee of the Year for 2019/20.



# A Picture is Worth a Thousand Words:

**Frederick R. Barnard, December 1921**

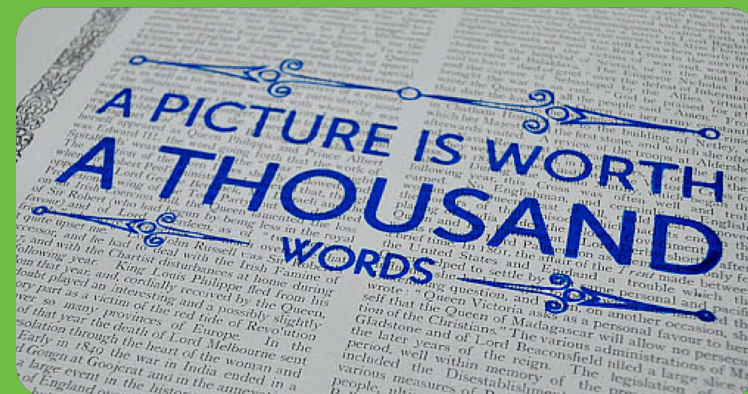
The saying has been around for 100 years and is as true today as it ever was. It was originally, 'A look is worth a thousand words', and meant that looking at one picture could tell you a story more clearly than printing a thousand words. The saying has been slightly modified over the decades, but the meaning has stayed true.

There are times in our lives when we are unable to find the exact words to express our emotions, sadness, joy or confusion, but our body language and facial expressions will tell others around us what these feelings are. If a photo is taken at the precise time when someone is surprised, excited, or afraid, people would know what the reaction means without words being spoken or printed.

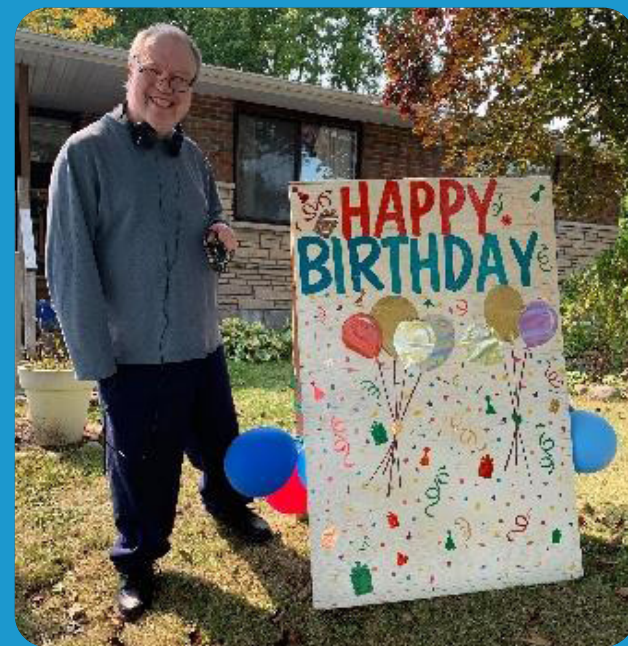
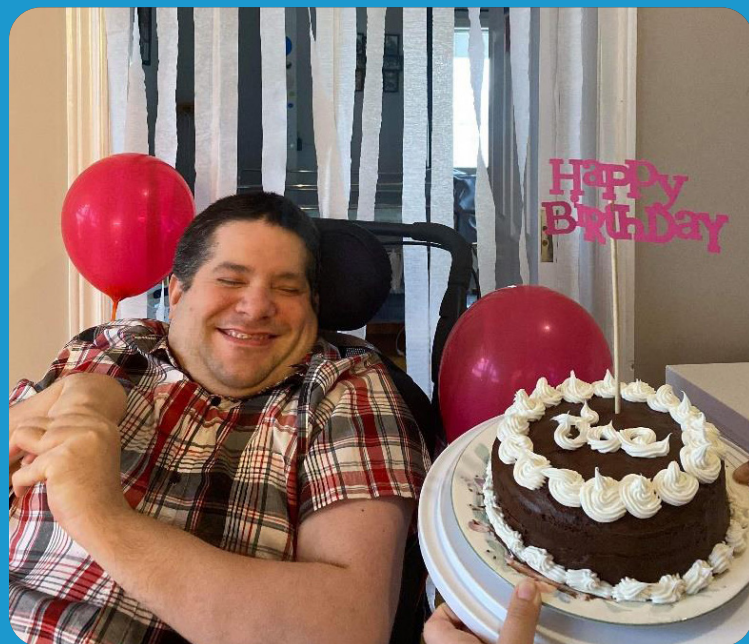
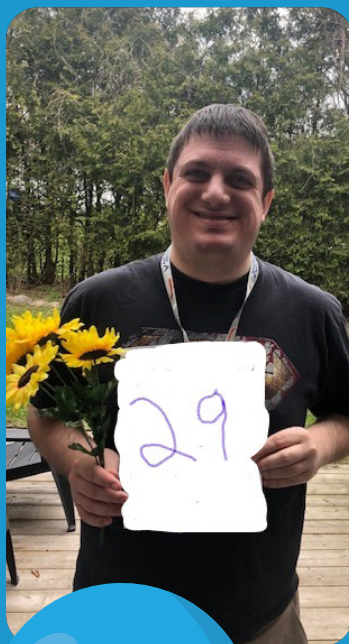
How many times in our lives do we wish we could have captured someone's expression, their face or body language, when something special happened to them or around them? Or the tears of joy over good news they received?

This year we want to take you on a photo journey through the family that makes up Community Living Oshawa/Clarington, and share with you so many of these moments. The credit for the wonderful photos on the next few pages goes to the amazing photographers (or lucky to be in the right place at the right time, people) who captured the moments, and to the person/people who were captured.

We have added a few words here and there to give you a bit of an understanding of what was going on at the time. Some of these photos have been shared within the organization already, and they were selected carefully to ensure you enjoy each smile and expression as thoroughly as we all have.







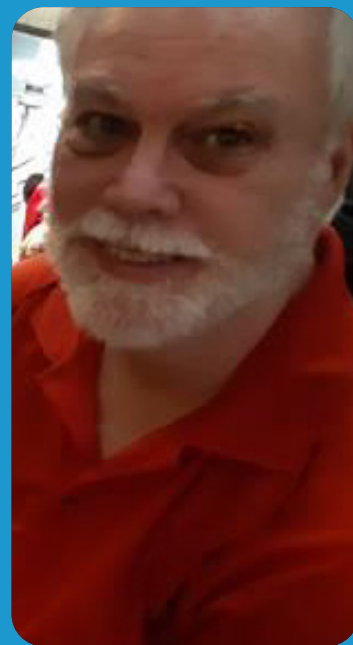
A birthday is a special time  
For each and everyone  
To celebrate another year  
The past, and what will come



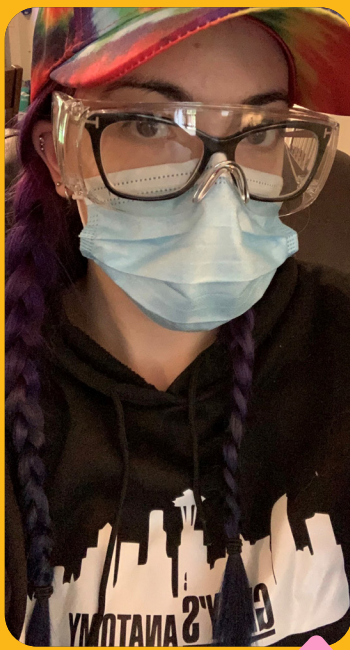
The families all load their cars  
And staff and CLOC friends too  
To do the drive-by honk and wave  
Especially for YOU!



Another year to celebrate  
And next year hoping that  
We all can get together with  
The birthday cake and hat!!!!







A hat can change the way you look  
The way you feel and think  
Transform you from a baseball champ  
To cowgirl all in pink

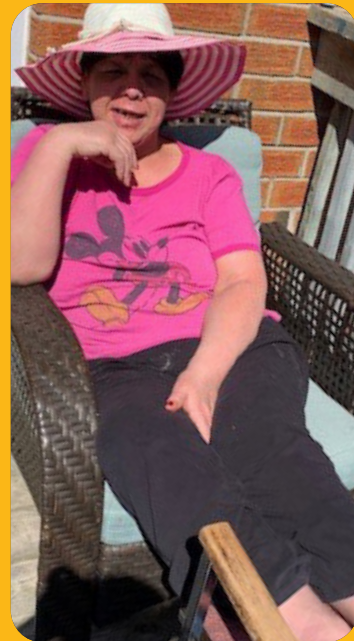
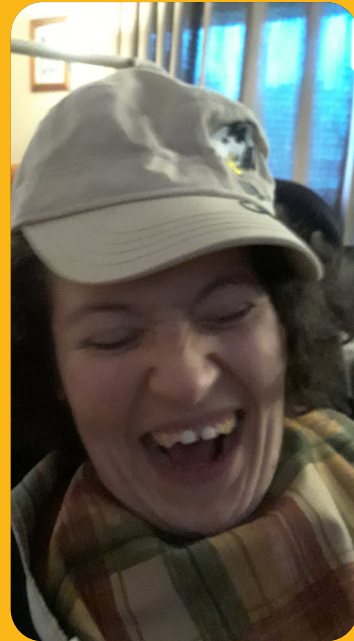
From debonair to caveman chic  
A hat is lots of fun  
It hides that messy bedhead hair  
And shades you from the sun

So when you find that special hat  
Your favorite one of all  
You pick it up and put it on  
It makes you 10 feet tall



If I could wish upon a star  
My wish would be for us  
That all this COVID stuff would end  
And throw away the fuss

A little here, a little there  
We all will meet once more  
Together we will talk and share  
Just like we did before

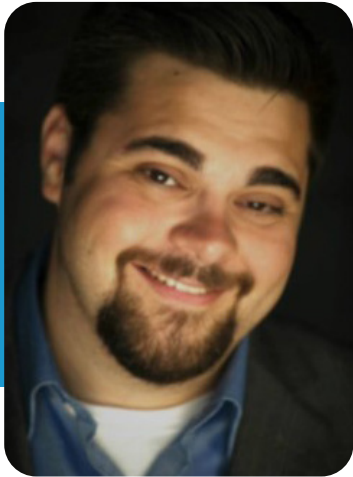




# CLOC Board of Directors - 2020/21



JC Legault



Mac Moreau



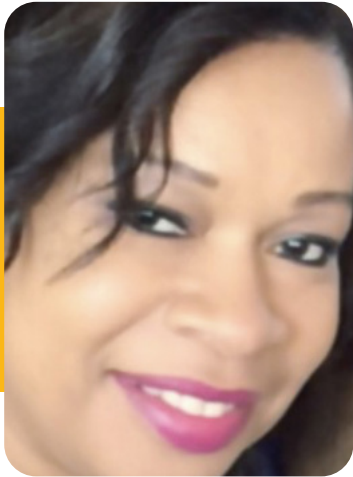
Joel Yelle



Wayne Klinowski



Krystal Manitus



Kay Corbier



Darlene Day



Frank Cormier



Amanda Willett



Amber Derby



Julia Fineczko

# Community Partner Awards



## Agostino & Nancy's No Frills

Agostino and Nancy's No Frills, on Bloor Street in Oshawa, provided CLOC locations with essential groceries at the beginning of the pandemic when certain items were scarce. After a couple of months, Nancy approached a CLOC employee that was loading groceries, and asked her who she was buying for. Nancy helped the staff that day, all the while talking about how she can help make grocery shopping during COVID easier for everyone at CLOC. The staff explained to Nancy the uniqueness of our agency - the many locations, special diets and specific needs. Through that conversation, Nancy said "Our store can help you out". That was when we knew CLOC had found the grocery store of choice. The No Frills team provided our agency with important grocery items regularly that could not be found at other stores. Items such as milk, bread, meats, veggies and eggs were limited at many stores during the beginning of the pandemic, and Agostino and Nancy made sure we did not go without. They also donated pies to all of the residential homes for Thanksgiving this past year. Nancy helped us manage the ordering system in a way that was effective and served the needs of the agency. They went above and beyond the daily expectations of a store owner.

As time went on, Nancy and her store began to use a new online grocery ordering system, PC Express. This was new to them, and very new to our agency. At that point we realized that we had lucked out with this community partner and settled into our new relationship. Nancy went above and beyond to ensure our agency had grocery orders filled regularly. She always has the best intentions for the agency, working with those we support, their needs, and budgets. Nancy and her team support CLOC employees with their online system, and are always available for calls to confirm orders, substitutions, sales, points rewards, payment options and answer questions. Since that first day of conversation, and throughout the pandemic, Agostino and Nancy's No Frills team have supported Community Living Oshawa/Clarington. Agostino and Nancy's No Frills has now become a household name throughout CLOC, and we are pleased to present them with CLOC's Community Partner Award.



## Feed the Need in Durham

CLOC's relationship with Feed the Need (FTN) began more than 5 years ago. This wonderful organization is very accommodating to not only the agencies that use their services, but also to the people receiving the food donations they distribute. Over time, they have been able to give out a variety of fresh produce, fruit, canned goods, pastas, baby formula, and even pet food when it is available.

FTN are open to helping people more than just the typical once a month – they are always there when needed. This has been very beneficial during the pandemic, when jobs were lost, and individuals and families became more uncertain about where their next meal would come from.

Staff at Feed the Need are fantastic, and have assisted CLOC employees with on line training to use their new database. They always respond quickly to calls and provide a friendly smile when donated food is being picked up at their warehouse. They also do regular check-ins with agencies like CLOC who use them, to see if there is any other way that they can help.

CLOC's Support Services and Supported Independent Living programs both utilize the FTN program to ensure that those they support are eating healthy, nutritious meals, and don't go hungry. Many people that CLOC provides support to live on a limited income, with little left at the end of the month for food after rent, utilities, and other bills are paid. CLOC is grateful to have this partnership with FTN, as they provide another means of assistance for those we serve.

We are extremely happy to present Feed the Need in Durham with the 2020/21 CLOC Community Partner Award.





# Thank You To CLOC'S Employees, People Receiving Services, Families, Community Partners & Stakeholders

We could not have done this without  
each and every one of you!



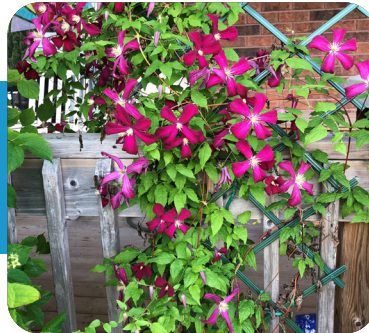
Thank You



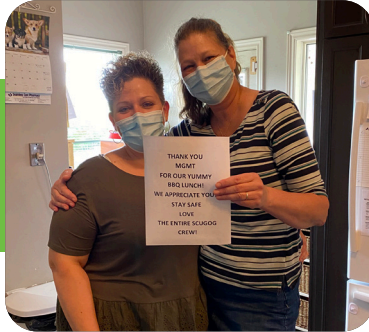
Merci



Thank You



Merci



Thank You

On April 21, 2020 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 have worked long hours, with short breaks, and multiple challenges during COVID-19. There have been many recipients of the random draws. The generosity of sponsors and personal donations have made this endeavour possible. It started as a gesture to show the great appreciation to those who worked so diligently through the most challenging times from the onset of COVID-19. It has continued through to today, as the battle against COVID-19 continues.

## Contact Us

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