



COMMUNITY LIVING  
Essex County  
*Inspiring Possibilities*

# ANNUAL REPORT 2019/2020



JULY, 2020



## Robert Tomek, PRESIDENT

Welcome to our Annual Report covering the period of **April 1, 2019 to March 31, 2020.**

We're in this together. And on behalf of the Board of Directors it has always been our privilege to be a part of this agency. This year more than any we extend a standing ovation to all our remarkable stakeholders – the people we support and their families, donors, volunteers, members, community partners, all employees, management, and in particular our dedicated support workers.

The past year was filled with many great initiatives, memorable celebrations and meaningful accomplishments – some of which are highlighted in this report. There is always so much to recognize and be proud of. The past year ended with the arrival of COVID-19. The “new normal” is still a work in progress and we are all navigating our way through it together. We have remained resilient, creative and continue to seek out opportunities and connections throughout these challenging times. A priority in the coming year for the Board is undertaking our next Strategic Plan. The past five-year plan has served and guided us very well. We look forward to the future, working together, thriving and adapting to continue to provide the best supports and services possible. Stay safe and keep inspiring possibilities.

## Current Snapshot

- largest Developmental Service Sector service provider in the West Region
- largest non-profit employer in Windsor - Essex County
- CUPE Local 3137 represents direct support employees and administration officers
- support over 700 children, youth and adults
- provide community participation, accommodation supports, family supports, respite options, enhanced specialized services, and employment supports with the recent introduction of virtual supports
- own 53 properties, lease 6 and own 66 vehicles with 21 of those being wheelchair accessible vans
- continued partnership with Ensemble (*families*) and New Day, Leaders of Today (*advocates*) ensures people receiving supports and families have a strong voice within the Agency



## CAREER COMPASS

Career Compass supported over 130 people in 2019/2020 at various levels of employment across the county. With the help of 5 Employment Summer Students, our student summer work experience program Youth in Action, matched 27 youth to summer jobs in 2019. With support from our local school boards, jobPath has been facilitated at 4 high schools to date. COVID-19 has suddenly and drastically impacted employment and supports. Future planning will include development of additional virtual opportunities for skill building and learning.

## Information Systems and Technology

In 2019/20 we continued to advance our digital transformation, converting a significant portion of our daily work online and rolling out new apps such as MS Teams, MS PowerApps, and FormStack for enhanced efficiency and productivity. In addition, the agency upgraded IT hardware such as desktop computers and laptops and completed internet services upgrades at support locations. Fortunately, we were well-positioned to transition non-support employees to secure remote work amid COVID-19.

Through past initiatives and best practices many people we support were also well positioned to transition to or increase their participation in online opportunities and virtual visits. Looking ahead we will continue our digital transformation, prepare for a full cloud migration and implement solutions to support the delivery of quality virtual supports and services.



# Some Project Highlights

Results for grant funded projects have been outstanding. All projects are enriching the lives of people and families we serve, strengthening collaborations, and establishing new relationships and improving our community reach and awareness.

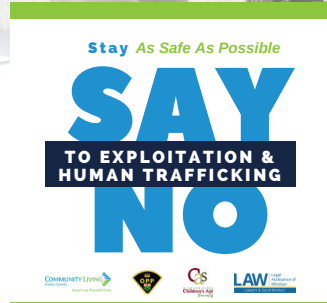
**FIT TOGETHER:** Funded by the Ontario Trillium Foundation. In partnership with the University of Windsor's Human Kinetics Department. 165 participants, 116 student volunteers, 7 free exercise programs. Creation of dynamic, accessible online video exercise/gym etiquette manual. Provided significant data for future academic papers. Some volunteers have changed career focus to DS Sector.

**As Safe As Possible (ASAP):** Funded by Ontario's Safer & Vital Communities Fund. Multi Sector collaboration, created 2 ground breaking trainings. One empowers people with disabilities to "say no" to victimization and exploitation; the other builds awareness with justice professionals providing practical information to improve service. ASAP's expanding local, provincial and international connections are valuable assets to reduce risk, keep people safe. **Caesars Windsor Cares** is funding interactive game-based scenarios to enhance the ASAP training and learning.

**eVantage:** Funded by the MCCSS Employment and Modernization fund. A seven member provincial consortium with employment service providers piloted mainstream apps, discovered how they can be embedded in the service delivery model and ultimately led to meaningful employment for those receiving supports.

**INSPIRATION 100** grant through Windsor Essex Community Foundation: we were very fortunate to receive this grant which will fund the purchase of assistive technology for people supported.

**Ontario Priorities Housing Initiative (OPHI) Program:** combined Federal and Provincial government initiative administered by City of Windsor. Funding for the conversion of an outdated house in Kingsville to a new, fully accessible, energy efficient home.



## Community Engagement at a Glance

Some of our annual fundraisers celebrated milestone years in 2019 and all events and initiatives saw great increases in participation and funds raised. Thanks to everyone who played a part.

- ▶ **29<sup>th</sup> Annual Charity Golf Classic:** \$21,000, 132 golfers, Sutton Creek Golf Club, Essex.
- ▶ **40<sup>th</sup> Ruthven Apple Festival:** \$50,000, over 100 vendors, thousands of visitors. Thanks to Colasantis Tropical Gardens, Kingsville.
- ▶ **25<sup>th</sup> Jingle Bell Run/Walk and Wheel:** \$12,000 raised. 546 participants. Thanks to Ken Knapp Ford, Essex for hosting.
- ▶ **Giving Tuesday Campaign:** \$16,000 raised. 58% increase in funds raised over 2018. Thanks to corporate partner, Libro Credit Union, who matched the first \$6,000 in donations.
- ▶ **Gift Wrapping Booth:** \$16,000. 28% increase over 2018. Over 100 volunteer wrappers. Thanks to Devonshire Mall for ongoing support.



## Resources for the year ending March 31, 2020 (in millions)

REVENUES	\$	EXPENDITURES	\$
MCCSS	31.1	Accommodation Supports	29.8
Fees for service	6.7	Employment/Community Participation supports	2.8
Fundraising/donations	0.3	In and Out of Home Respite	3.4
Other grants and revenues	0.6	Community Relations/Other	0.1
Investment income	0.2	Administration	2.8
<b>TOTAL</b>	<b>38.9</b>	<b>TOTAL</b>	<b>38.9</b>

Copies of the audited financial statements are available upon request.

## Vision

A community that celebrates inclusion and inspires possibilities.

## Mission

We are committed to support people in achieving their goals and dreams and to realize their value as full citizens in their community.

## Guiding Principles

- The value of each person as an individual citizen.
- Individualized and flexible supports
- Choice, control and safety for each person supported.
  - Support networks.
  - Community partnerships
    - Advocacy
    - Accountability.

## Goals

1. Improve access to services for people requiring support and their families.
2. Offer people requiring support and their families innovative, flexible and affordable support.
3. Design a responsive and sustainable business model.
4. Provide leadership and innovation in a modernized Developmental Services Sector.

## Board of Directors

2019/2020

PRESIDENT:  
**Robert Tomek**

1<sup>st</sup> VICE PRESIDENT:  
**Sue Desjarlais**

2<sup>nd</sup> VICE PRESIDENT:  
**Chad Sutherland**

TREASURER:  
**Gillian Heisz**

PAST PRESIDENT:  
**Ron Giofu**

DIRECTORS:  
**Diane Bourbeau**  
**Michelle Mastellotto**  
**Diane Neves**  
**Raymond Renaud**  
**Mike Siblani**

SECRETARY TO THE BOARD/  
EXECUTIVE DIRECTOR:  
**Karen Bolger**

## Senior Management

**Corey Dagleish,**  
Director, CL Operations

**Rosa Amicarelli,**  
Director, CL Supports (North)

**Jenna Foley,**  
Director, CL Supports (Central)

**Lee-Anne Dupuis,**  
Director, CL Supports (South)

**Anne Garrod,**  
Director, CL Supports (West)

**Claire Market,**  
Director, Human Resources

**Gary Belanger,**  
Director, Finance

**Julie LaSorda,**  
Director, Marketing  
and Innovation



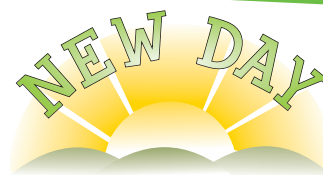
... providing family leadership.

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519 776 6483, extension 225

With thanks and  
in recognition of ...

... our major funder - the Ministry of Children,  
Community and Social Services.

And with acknowledgment and appreciation  
to the Ontario Trillium Foundation Fund.



LEADERS OF TODAY

... providing advocate leadership.

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With THANKS to **EVERYONE**  
who helps us to inspire possibilities. You make a difference!!