





# Sue Desjarlais, PRESIDENT



Welcome to our Annual Report covering the period of **April 1, 2021 - March 31, 2022.**

Since our last Annual Report our successes are plentiful, and we are proud to celebrate them. Our strength as an organization was tested again this year as we continued to be challenged by the COVID-19 pandemic. Our agility, resilience, and strong foundation enabled us to respond to the many challenges that arose, finding creative ways to do our work, and leveraging technology to provide safe and innovative supports and services to people and their families.

We have strengthened existing relationships and made new connections. Virtual support sessions have been a bright spot for many, with new skills gained and friendships formed. With the continued guidance of our ministry and the Windsor-Essex County Health Unit, we have worked diligently to adhere to all public health mandates to keep people safe. And our accrediting body, FOCUS Accreditation, is currently reviewing our submission for re-accreditation in 2022, after an incredible collaborative effort was put forth by working groups and our leadership team this past year to prepare.

While our resources remain focused on keeping our staff and the people we support safe, we continue to actively plan to safely reopen our in-person Community Participation and Respite supports. We are working to reimagine supports and services in our 'new normal' and eventually, our post-pandemic world. Our aim is to provide services that are relevant, safe, community-based and person-directed, to facilitate belonging and inclusion.

We are proud to share the results of our most recent MCCSS Compliance Review in this report. This outstanding achievement can be directly attributed to our employees' diligence and hard work and is a testament to the quality of the supports and services we provide.

We are also incredibly grateful for the tireless dedication of our support workers, who continue to step up every day to ensure the people we support are safe. Our remarkable employees, donors, volunteers, members of the Board of Directors, members, and MCCSS have all contributed to our shared successes. We extend our sincere thanks to all of you.

We look ahead to a bright 2022/23, filled with reconnections, new beginnings, innovation, and possibilities.

On behalf of the Board of Directors, thank you.

## 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, employment supports and virtual supports added.
- COVID-19 and resulting Ministry guidance, WECHU directions, and staffing capacity issues impacted the provision of Respite and Community Participation Supports.
- 53 owned properties, lease 7 and own 68 vehicles with 22 wheelchair accessible.
- partnership with Ensemble (*families*) and New Day, Leaders of Today (*advocates*) ensures people receiving supports and families have a strong voice within the Agency

## Compliance Review

We are incredibly proud of the results of our most recent MCCSS Quality Assurance and Compliance Review. Thanks to the dedication and diligence of our employees, spotless results were achieved with zero non-compliances.

 27 SITES	 54 EMPLOYEE RECORDS
 91 FILES FOR PEOPLE SUPPORTED	 2 NEW BOARD MEMBER FILES



# Some Project Highlights

## Information Systems and Technology

This year our digital transformation continued with a migration to the Microsoft Office 365 cloud environment, paving the way for more streamlined collaborative work and communications along with enhanced security measures to protect the organization against the growing risk of cyber threats. Remote work amid the pandemic for non-support employees was supported by virtual meeting platforms, e-signature tools, mobile equipment, and electronic workflows.

## REAL Xchange

Our REAL Xchange online platform continued to grow this year and has become a go-to resource for organizations in the Developmental Services Sector. Housing a variety of relevant learnings, tools and replicable resources, REAL Xchange is now recognized province-wide as a trusted source of information for service providers.

## COVID-19 Resource Pillar

This library of resources to assist agencies in navigating the pandemic and safely providing supports and services continues to grow. With materials submitted from DS agencies across the province, the library contains hundreds of resources and is maintained in partnership with the Provincial Network on Developmental Services with Support of the Ministry of Children, Community and Social Services.

## Knowledge Translation and Transfer (KTT)

Our Knowledge Translation and Transfer initiative is now entering its third phase which includes the development of learning modules and webinars to promote the adoption of modernized approaches to supports and services. Partner organizations include the Ontario Disability Employment Network, and Partners for Planning, with support from the Ministry of Children, Community and Social Services.

**RX - Knowledge Exchange French Access:** Funded by Canada-Ontario Agreement on French Language Services (FLS) & Ministry of Children, Community and Social Services modules posted on the knowledge exchange pillar of REAL Xchange are translated into the French language.

# Community Engagement at a Glance

**60th Anniversary Celebrations:** \$15,244 raised through our 60th Anniversary Lottery Raffle 2021 marked Community Living Essex County's 60th anniversary. Several celebratory events were held including an outdoor live-streamed Time Capsule burial ceremony in August, followed by a virtual celebration event held in September featuring guests and a congratulatory video reel.

**Home for the Holidays Basket Fundraiser:** \$13,000 raised by selling a total of 150 holiday-themed baskets, sold out within a two-week period in December.

## Resources for the year ending March 31, 2022, including prior year (in millions)

Revenues	2020/21	2021/22	Expenditures	2020/21	2021/22
	Actuals	Actuals		Actuals	Actuals
MCCSS	34.3	36.4	Accommodation Supports	31.2	33.0
Fees for service	6.3	5.6	Employment/Community Participation supports	2.8	2.5
Fundraising/donations	0.1	0.2	In and Out of Home Respite	3.5	3.9
Other grants and revenues	0.3	1.2	Community Relations/Other	0.1	0.1
Investment income	0.1	0.1	Administration	3.1	3.5
<b>TOTAL</b>	<b>41.1</b>	<b>43.5</b>	<b>TOTAL</b>	<b>40.7</b>	<b>43.0</b>

Comparative Figures: Prior year figures have been conformed to the current year presentation.

**Resilient Communities Fund (RCF):** Funded by Ontario Trillium Foundation - **Be You, Belong!**

RCF funding enabled the establishment of **Be You, Belong!** a revitalized approach to service delivery, despite the ongoing challenges of COVID-19. After broad engagement with people served, families and employees, combined with extensive training of our workforce, the agency is prepared to reimagine delivery of our core values of inclusion and belonging, empowering self-direction and skill development as each person builds the life of their choosing.

**Maple Leaf Sport/Entertainment (MLSE) Foundation:** Community Action Grant

**Lead by the Adapted Physical Exercise (APEX) Research Group, Department of Kinesiology, University of Windsor** we are exploring the impact of physical exercise/sport with youth seeking employment. This project has been on the partnership's wish list because statistics indicate people involved in Special Olympics have improved employment outcomes. Over the next 3 years funding will support participants in the agency's summer Youth in Action program to also take part in an APEX in-person or virtual exercise program at no cost.

64 participants have been receiving **Virtual Supports**, choosing any of the 55 sessions of fun, skill building and engaging activities facilitated through Zoom offered monthly.

The pandemic has continued to challenge **Career Compass:** Employment opportunities continue for those we support despite the challenges of the pandemic. Many people have returned to their jobs or embraced new ones. Virtual jobPath pre-employment courses continue, with the addition of weekly virtual chats with the Career Compass team to remain connected. Youth in Action: Summer Work Experience returns this summer with the added exercise component offered in Partnership with the University of Windsor's Human Kinetics Department.

**8th Annual Giving Tuesday Campaign:** \$10,653 raised through a combination of donations and corporate contributions such as Vern's Tap and Grill and this year's matching sponsor Libro Credit Union. Proceeds were used to purchase technology for people receiving services to remain connected to loved ones.

**2021 Jingle Bell Run/Walk and Wheel:** \$8,670 raised by 209 participants from as far away as Toronto joining us.

**42nd Ruthven Apple Festival:** \$15,000 raised, and 17 local sponsors. This year, 200 'Apple Fest in a Baskets' were sold.





# Vision

A community that celebrates inclusion and inspires possibilities.

# Mission

We are committed to supporting people with an intellectual disability to achieve their goals and dreams, empowering them to flourish as full citizens who are valued in their community.

# Strategic Directions

- Transform services and enhance support offerings
- Expand key partnerships and strategic connections
- Strengthen the agency business model
- Enhance stakeholder engagement

## Board of Directors 2021/2022

- PRESIDENT:**  
SUE DESJARLAIS
- 1ST VICE PRESIDENT:**  
CHAD SUTHERLAND
- 2ND VICE PRESIDENT:**  
MICHELLE MASTELLOTTO
- TREASURER:**  
GILLIAN HEISZ
- PAST PRESIDENT:**  
ROBERT TOMEK
- DIRECTORS:**  
DIANE BOURBEAU,  
RON GIOFU, NIKA LAURIN  
(UNTIL MARCH, 2022),  
SHARON O'HAGAN-WONG,  
BRIANNE TAGGART
- SECRETARY TO THE  
BOARD/EXECUTIVE  
DIRECTOR:**  
KAREN BOLGER

## Senior Leadership Team

- Director, CL Operations:**  
Corey Dalgleish
- Director, CL Supports (North):**  
Rosa Amicarelli
- Director, CL Supports (South):**  
Debby DeGroote
- Director, CL Supports (Central):**  
Jenna Foley
- Director, CL Supports (West):**  
Anne Garrod
- Director, Human Resources:**  
Claire Market
- Director, Finance:**  
Gary Belanger
- Director, Marketing  
and Innovation:**  
Julie LaSorda

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.



With thanks to everyone who helps us to inspire possibilities.  
*You make a difference!*