



COMMUNITY LIVING
Essex County



Inspiring Possibilities

ANNUAL REPORT

2020/2021



THANK YOU!

TO OUR DEDICATED
SUPPORT WORKERS



JUNE, 2021



Robert Tomek, PRESIDENT

Welcome to our Annual Report covering the period of **April 1, 2020 to March 31, 2021.**

Since our last Annual Report we have all been challenged and changed by the pandemic but we are resilient and we are hopeful. The agency was not untouched by COVID 19. The proactive planning, preparations, consultations with the Windsor Essex County Health Unit, adherence to all guidance and frequent communications to stakeholders positioned the agency well. On behalf of the Board of Directors I want to thank the people we support and their families - the restrictions, separations, and loss of some supports have been extremely difficult. We also offer our thanks to our support workers, our management team and all employees. They are remarkable, creative and dedicated professionals.

Last year a priority was undertaking Strategic Planning. Although delayed by the pandemic it was recently completed virtually and successfully. Our vision and new mission statement and directions appear on the back page of this report.

This year Community Living Essex County is celebrating a milestone 60th anniversary which will be recognized in a variety of ways throughout the year.

On behalf of the the Board of Directors thank you, 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. Some supports are impacted by COVID 19 and virtual supports added.
- unfortunately, COVID 19 and resulting Ministry guidance, WECHU directions, and staffing capacity issues have impacted the provision of Respite and Community Participation Supports.
- own 53 properties, lease 6 and own 66 vehicles with 21 of those being wheelchair accessible vans.
- 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 Reviews

We are very proud of the results of our annual compliance reviews in January, 2021 and along with MCCSS extend our thanks to all our employees for their commitment and dedication to ensure we not only meet, but aim to exceed, requirements and continue to provide the best supports and services possible.

Program advisors from the MCCSS Quality Assurance and Compliance team conducted an unannounced inspection of the agency January 19-29, 2021

Reviewed

12
residential support locations

43
health & safety records of people supported

24
staff training records

Generally **279** indicators are used to assesses compliance. This year the ministry adjusted the number to **86** and assessed the agency's COVID-19 Preparedness and Prevention as per the Ministry of Health's checklist.

98% Compliant on QAM indicators. Two issues of non compliance were identified and immediately remedied

Community Living Essex County received a letter of full compliance from MCCSS on February 2nd.

100% Compliant on the Ministry of Health COVID-19 Preparedness and Prevention Checklist.

The Ministry provided additional complimentary feedback on:

quality of communications coming from the organization with respect to the pandemic.

knowledge, enthusiasm and resilience of our employees.

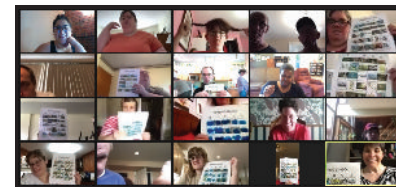
wonderful care and maintenance of our agency homes.

Some Project Highlights

- ▶ New grants include:
 - ▶ **Resilient Communities Fund** Funded by Ontario Trillium Foundation: Looking at how to recover from the pandemic and rebuild by transforming services beginning with community participation supports.
 - ▶ **Helping Seniors Connect Through Tech:** Funded by Levante Foundation c/o Stronger Philanthropy: Remove the barriers facing seniors by developing user friendly how-to tool-kit to increase understanding and comfort using technology.
 - ▶ **Partnership with Adapted Physical Exercise Research Group**, Department of Kinesiology, University of Windsor Funded by Social Sciences and Humanities Research Council of Canada: To research the safe return to exercise during pandemic-related recreational restrictions and the transformative impact of a decade of Fit Together on student volunteers.
- ▶ Our **REAL Xchange** platform is the go to site for resources, knowledge exchange, collaboration and learning by Ontario's Developmental Services Sector.
- ▶ The **Knowledge Translation and Transfer** initiative is a pioneering partnership with Ontario Disability Employment Network and Partners for Planning , with support of the Ministry of Children, Community and Social Services . The goal is to share research results and innovation projects broadly through learning modules and webinars that facilitate adoption of modernization.
- ▶ The **COVID-19 Resources Pillar** is a library of resources, webinars and training from DS sector agencies and associated organizations. It was

established in collaboration with the Provincial Network on Developmental Services with support of the MCCSS.

- ▶ The agency was well positioned to pivot to remote work and virtual meetings. Virtual supports and virtual visits became commonplace to keep people and their families and friends safely connected. Our reliance on technology has grown tremendously and we will soon transition to the Microsoft Office 360 cloud environment. This will allow for greater collaboration and communication and increase work efficiencies.
- ▶ Over 50 **virtual supports sessions** are being facilitated using Zoom per month featuring a great variety of fun and engaging topics. Over 75 people are consistently participating.
- ▶ **Career Compass** This past year many people we support were laid off and all faced new health and safety measures at work. The pandemic also provided opportunities with new positions created with duties around screening and cleaning protocols. Our summer employment program - Youth in Action - was cancelled and replaced with a virtual six week Youth Camp which featured activities, games and skill building.



Community Engagement at a Glance

Fundraising was greatly impacted by the pandemic with the golf tournament and holiday gift wrapping cancelled. Other events carried on virtually with new ones added. All first time virtual events were very successful with great participation and feedback.

- ▶ **41st Ruthven Apple Festival:** \$16,500 raised, 2,300 people reached online, 25 local sponsors. Festival included online entertainment, a marketplace and car show. Apple festival baskets and the Pie Thru were very popular.
- ▶ **26th Jingle Bell Run/Walk and Wheel:** \$6,000 raised by 300 participants over a three day period.
- ▶ **Giving Tuesday Campaign:** \$12,000 raised with Libro Credit Union serving again as the corporate partner matching donations. iPads for people we support were purchased with the proceeds.
- ▶ **2020 Holiday Raffle:** \$20,000 raised with all 1,200 tickets sold out.



Resources for the year ending March 31, 2021 (in millions)

REVENUES	\$	EXPENDITURES	\$
MCCSS	34.3	Accommodation Supports	34.2
Fees for service	6.3	Employment/Community Participation supports	1.9
Fundraising/donations	0.1	In and Out of Home Respite	1.8
Other grants and revenues	0.3	Community Relations/Other	0.1
Investment income	0.1	Administration	3.1
TOTAL	41.1	TOTAL	41.1

Copies of the audited financial statements are available upon request.

Strategic Planning took place over the past year virtually for the first time resulting in a recently approved five year plan. Despite challenges due to the pandemic the planning was very successful and involved excellent representation of all stakeholders as well as a planning retreat. The Board of Directors is very pleased to share the resulting vision, mission and directions for 2021-2026.

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.

Directions

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

Board of Directors 2020/2021

PRESIDENT:
Robert Tomek

1st VICE PRESIDENT:
Sue Desjarlais

2nd VICE PRESIDENT:
Chad Sutherland

TREASURER:
Gillian Heisz

PAST PRESIDENT:
Ron Giofu

DIRECTORS:
Diane Bourbeau

Dan Gemus
Nika Laurin
Michelle Mastellotto
Raymond Renaud
Jason Conrad
(UNTIL MARCH, 2021)

SECRETARY TO THE BOARD/
EXECUTIVE DIRECTOR:
Karen Bolger

Senior Leadership Team

Corey Dalglish,
Director, CL Operations

Rosa Amicarelli,
Director, CL Supports (North)

Debby DeGroot,
Director, CL Supports (South)

Jenna Foley,
Director, CL Supports (Central)

Anne Garrod,
Director, CL Supports (West)

Claire Market,
Director, Human Resources

Gary Belanger,
Director, Finance

Derek Roy,
Director, Marketing
and Innovation



... providing family leadership.

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LEADERS OF TODAY

... providing advocate leadership.

newday@communitylivingessex.org,
519-776-6483, ext. 267

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.



Inspiring Possibilities



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COMMUNITY LIVING
Essex County



60 YEARS OF INSPIRING POSSIBILITIES

Community Living Essex County turns 60 in September, 2021!

Watch for activities throughout the year to celebrate and honour our past and recognize this wonderful milestone.

With thanks to everyone who helps us to inspire possibilities.

You make a difference!

Addendum to 2020/21 Annual Report

Due to changes with the Broader Public Sector Accountability Act 2010, there is now a requirement to have business documents include analysis of financial performance including financial results from one fiscal year to the prior.

This document serves as an addendum to the organization’s 2020/21 Community Living Essex County Annual Report to reflect this new requirement. All future Annual Reports will reflect this update.

Resources for the year ending March 31, 2021, including prior year (in millions)

REVENUES	2019/20 ACTUALS	2020/21 ACTUALS	EXPENDITURES	2019/20 ACTUALS	2020/21 ACTUALS
MCCSS	\$30.8	\$34.3	Accommodation Supports	\$29.6	\$34.2
Fees for service	\$6.4	\$6.3	Employment/Community Participation Supports	\$2.9	\$1.9
Fundraising/donations	\$0.3	\$0.1	In and Out of Home Respite	\$3.3	\$1.8
Other grants and revenues	\$0.6	\$0.3	Community Relations/Other	\$0.1	\$0.1
Investment Income	\$0.2	\$0.1	Administration	\$2.4	\$3.1
TOTAL	\$38.3	\$41.1	TOTAL	\$38.3	\$41.1