

**COMMUNITY LIVING**  
Sarnia-Lambton



*Inspiring Possibilities*

**Annual General Meeting**  
**November 7, 2019**  
**6:30 pm**  
**at the**  
**Activity Centre**  
**1091 Wellington Street**  
**(Wellington at Murphy)**

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# 2019-2020 AGM PRESIDENTS REPORT

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The Board of Director's role is to support our mission statement, "Our vision is that all persons live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively." It is our legal responsibility to support and protect the corporation from any undue risk. The Board oversees the operations within the organization and supports the Executive Director in their role. I would like to acknowledge the efforts of our local community minded volunteers that give their time freely to support Community Living Sarnia Lambton as they sit as Board Directors.

The Board of Directors work together with our supported individuals and their families, staff, management and community partners to create the Community Living Sarnia-Lambton Strategic Plan. It is our "roadmap" moving forward. The strategic plan reflects the experiences, inspirations and hopes of the more than 300 people who provided input. We are committed to continue to work towards implementing, evaluating and achieving our goals within this plan by 2020.

My fourth year as President has been both busy and productive. With the support of the Board and with the hard work of our Executive Director, John Hagens, and his team, we have met many milestones as part of our "Strategic Plan Working Towards 2020." With this in mind it is time to consider where we plan to go in the future as this strategic plan comes to an end by the next AGM as does my eligibility to continue in the role of president.

As an organization we have been able to enhance our services as we accommodate more residents in a variety of group home and supported independent living settings. We continue to explore other types of support models, such as Host Homes, to meet the needs of individuals in our community and offer more choices to meet those needs. We have seen significant growth in our Passports program. As of April 2019, we were supporting 78 individuals in the Passport Program and over the span of a year we are now supporting 156 individuals. We have continued to upgrade our fleet of vehicles. We have added two more accessible vehicles to our fleet this year. Access to transportation allows us to enhance services for a variety of programs and provide better access to the community.

Our Lougar Street building officially closed at the end of April 2020. We are looking to make full use of our remaining facilities to best serve the needs of those individuals and families that we support. We have been able to focus on enhancing personal planning and self-advocacy with the start-up of our new program that was designed to replace previous sheltered workshop activities. Management and frontline staff have received professional development opportunities to assist with this transition, but we will need the community to support efforts now and into the future to be successful.

Our jobPath program continues to achieve milestones that support the success of other programs that we provide within the organization. I attended and participated in a "Discussion Panel" in July to a parent lobbying group in Toronto as they wanted to learn more about best practices in Ontario as they develop similar programs in the GTA.

We have worked to improve communication with the people at every level of the organization that we serve with access to our website. Members of our management team and outside agencies present to the Board on a regular basis. In June as a result of attending the OASIS Conference we hosted a presentation by Chris Beesley, Community Living Ontario's President. He took time to inform the board about our provincial organization's role and updated us about some of their provincial and national initiatives. Information garnered from these presentations keeps our Board of Directors up to date on current issues. It allows us the opportunity to stay informed and as we continue to work towards improving and offering a variety of options to the people we support.

Our recent annual Quality Assurance Measures (QAM) review conducted by MCSS in August 2019 led to another successful outcome. I would like to acknowledge the efforts of everyone within our organization and thank them for their efforts with this endeavour.

At the board level, we continue to improve on Board Governance. As Board President, I submit an annual plan and report my progress to the Board on a trimester basis. We have developed a similar model for our Executive Director. Annual plans continue to provide accountability and direction as we strive to meet various objectives in our Strategic Plan. We complete an annual Board Evaluation by the Board of Directors that provides feedback on the effectiveness of our board and what we can do to improve. We also do an annual review of our Executive Director performance as we can continue to support him in his role.

I am also pleased to acknowledge that our organization presently has representation with both the Lambton Kent District School Board and the St Clair Catholic District School Board on their Special Education Advisory Committees. This allows us to provide input to the local school boards about our initiatives and concerns and support the board's lobbying efforts with the Provincial Ministry of Education. In May we were able to bring in a guest speaker to Great Lakes Secondary School and did a presentation about self-advocacy to an audience of over 800 students and staff during our Annual Month of May Awareness Campaign.

I am excited to see the efforts of our Board Recruitment Task Group continue to pursue the addition of student representatives from Lambton College to join our board and provide further diversity within the organization. I would also like to acknowledge the following board members for their dedicated service to CLSL that will be completing their roles as board directors. Rachel Veilleux (2 years), Rob Tuer (10 years) and Kevin Schenk (14 years).

In March of this year we were faced with one of the worst healthcare crises in recent history. The Covid-19 Pandemic had a direct effect on what services we are able to offer in a safe manner. CLSL is continuing to support individuals, families and staff all while keeping safe practices front of mind to protect people's lives. There is no doubt that this will have short- and long-term effects on our organization

Thank you,

Chris

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# 2019-2020 AGM EXECUTIVE DIRECTOR'S REPORT

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Each Annual General Meeting that I've attended has given recognition to people we support by valuing them for allowing and entrusting Community Living Sarnia-Lambton to share and support them in their personal life journey. Also, we give recognition and appreciation to employees who have chosen Community Living Sarnia-Lambton as a career path or as a component of their career path in support of people who have a disability and their families. And, likewise, we give recognition and appreciation to volunteers who donate significant aspects of their personal lives in service to Community Living Sarnia-Lambton by serving as Board Directors.

We do this because collectively we form a citizenry of people who believe in "*Our vision that all persons live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively,*" and we especially commit to this vision in support of people who have developmental, intellectual and other disabilities and their families. Our Mission is to provide supports and services that promote individual choice and life goal aspirations, guided by values that reflect dignity, respect, individual choice, teamwork, and community partnerships.

All this blends as a concert when reflecting on the supports shared and provided during the lives of five people when among us and who passed away during 2019-2020, namely Billy Benson (Mar, 2019), Mike Jacklin (May, 2019), David Cassin (Nov, 2019), John Matheson (Mar, 2020) and Dan Chick (Mar, 2020). Of these five persons, three of them were the children of our pioneering parents and families who founded and inaugurated the "Sarnia Association for Retarded Children" and established "New Hope" school during 1955 and 1956 in the absence of public funding for the education of their children and out of determination to enable their children or experience full citizenship in their own community. The Sarnia-Lambton community embraced their hopes and dreams, which continues to this day and is evidenced in our valuing of the people we currently support and their families, and in our recognition of our employees and volunteer Board Directors at our 2020 AGM.

We are now in the process of finishing our most recent strategic plan, which has served as a vibrant guidepost for CLSL for the past three years. With a clear lens through which to focus, we've been able to achieve, e.g.:

- our goal of attaining vehicles and accessible minivans/full-size vans for all our homes and program sites, with the goal being that of enabling our residents and support participants to fully participate in the community and for our employees not to have to use their own vehicles.
- an increase the number of people supported with Passport funding from seventy-eight (78) to one hundred fifty-six (156).
- the provision of laptops for most of our management staff to enhance mobility and which was fortuitous with the onset of the Covid-19 pandemic in March 2020. This enhancement enabled management staff to work from home or decentralized settings as needed, and simultaneously enabled them to communicate with their residential sites and among each other via MS Teams.
- attaining the space occupied by Flowers Plus at CLSL's administration offices and to assign it to Employment Transitions, enabling it for the first time to be strategically located in a store-front setting on a significant main street accessible by public transportation from all directions
- upgrading CLSL's Augusta respite home with a Federal Accessibility grant to become fully accessible

In summary, our collective citizenry of Board Directors, volunteers, strong and enduring management personnel, committed employees and ever faithful and vigilant parents and families has helped significantly in sustaining our group (aggregate) living environments during this unprecedented and challenging COVID-19 pandemic. Such commitment bodes well for the future of Community Living Sarnia-Lambton and its important new phase of committing to its next Strategic Direction and Plan.

*John Hagens, Executive Director*

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# 2019-2020 HUMAN RESOURCES REPORT

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Human Resources has continued to evolve, to learn and to be challenged during the past year, mainly through the development of relationships, technology and, towards the end of the fiscal year, a Global pandemic.

With perseverance as a team, we have been witness to a growth in the respectful relationships between staff and management and in an increased willingness for communication and an openness toward change. Most importantly, due to COVID-19, we have witnessed dedication to staff roles and to the people supported that, to this extent, has never been seen before.

Technology has been providing us with many lessons over the past few months. We are continuing in our learning by embracing social media, whether it be Facebook, Twitter or Instagram, etc. It is often an essential link between staff and management. We have come to the realization social media is quite possibly where we find our future hires. Technology has provided us with a new medium for the hiring process as currently all interviews are held virtually. Management too, have begun to rely entirely on technology. Virtual meetings with staff and management has provided us all with the possibility for an instant, on the spot, one on one communication, which has proven to be essential for keeping staff engaged by providing them with dedicated time to share their concerns and ideas.

We have experienced an unprecedented challenge in Human Resources these past few months specifically, with changes in Government Legislation and Regulations concerning COVID-19. At the onset, some of these publications were changing hourly, then daily and onward throughout the changing landscape of this relentless pandemic. These changes forced us to continually develop new rules and guidelines that may very likely be our new norms.

In collaboration with the management team, we continue to improve in the area of performance management by scheduling regular manager-employee meetings that provide opportunities for ongoing coaching and encourage employee growth. We have found this minimizes the stress of performance reviews as has been reported in the past. Also, the HR team continues to grow its knowledge base and its capacity to address situations promptly and efficiently giving us the ability to more effectively set boundaries and enforce compliance of policies and procedures, leading to more defined expectations.

Introducing a Human Resource Department to our employees and management team is no longer as much of a challenge in this past year. As we are continuing to implement changes as situations arise, we are motivated to continue placing our attention on building employee relations.

Recruitment is an ongoing challenge due to increased competition for qualified workers and the fact that other agencies in our sector are drawing from the same pool of skilled workers. This situation compels us to work towards developing creative strategies to improve recruitment and retention.

Reducing staff turnover is also an ongoing challenge. At times, staff turnover can be beneficial when dealing with poor performers; however, HR must continuously be on the lookout for ways of maintaining employee retention.

## **Key Strategies moving forward:**

- Enhance our recruitment processes and strategies by providing training on interviewing techniques that will result in an improvement in sourcing and hiring the quality workers we desire.

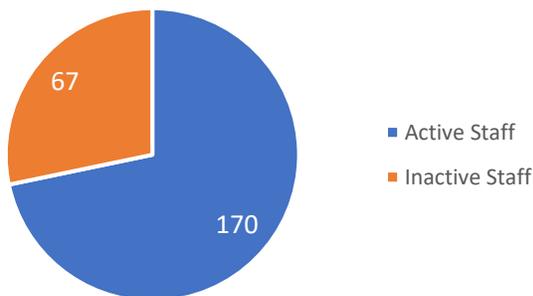
- Continue building our Orientation and Onboarding processes. To keep successful applicants engaged and actively reporting for work, we need to streamline timelines for start dates and training.
- Update and introduce new policies. Several of our current Policies, due to the changing times, are outdated and need to be modernized to help us deal with contemporary issues.
- Reduce staff turnover. We are now gaining intelligence and identifying patterns pertaining to turnovers by providing our employees with exit interviews allowing a better understanding of what we need to focus on to retain our workforce.
- Continue to optimize the number of full-time positions to help stabilize the workforce by providing opportunities for our employees to attain employment with added benefits.

By having implemented these changes and strategies for moving forward, Community Living Sarnia-Lambton has become a more desirable organization for those aspiring for a career in our sector. We are recognizing that our most recent applicants are coming to us with a higher quality of education and experience and, in turn, are helping pave the way towards more professional, caring, and capable supports.

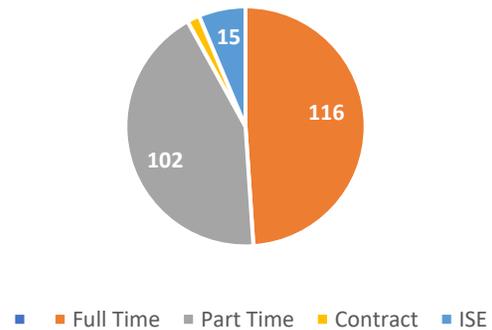
HR needs to ensure that our employees stay engaged, feel a sense of purpose, and see a path for personal and professional growth.

*Below are charts that represent current Human Resource Metrics*

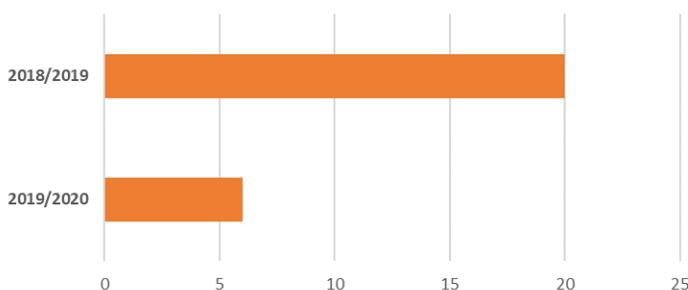
### CURRENT STAFF



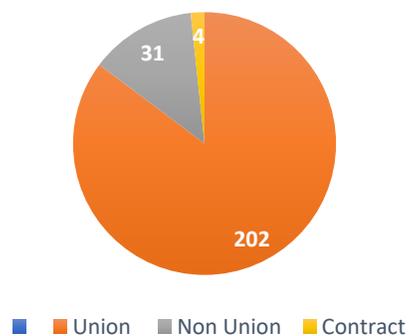
### STAFF CATEGORY - A



### PART-TIME STAFF PLACED IN FULL-TIME POSITIONS



### STAFF CATEGORY - B



*Gail Bassett, Human Resource Manager*

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# 2019-2020 COMMUNITY EMPLOYMENT REPORT

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Community Living Sarnia-Lambton offers a variety of service options for individuals who have a desire to work within the community.

## **Employment Transitions**

**Employment Transitions (ET)** assists individuals to gain and maintain long-term competitive employment in the community, by matching individual interests with employer needs and by providing on-site job coaching as required.



In May of 2019 the Employment Transitions team went under some major changes. Bob Vansickle who was the Manger of Employment Options for 27 years left Community Living Sarnia-Lambton to move on to a job at the Ontario Disability Employment Network (ODEN). Laura Stokley, who was the coordinator of employment options was moved into the role of Manager, taking Bob Vansickle's spot.

During the 2019/2020 fiscal year, 94 individuals were working in paid jobs, full-time or part-time, regularly or seasonally, dependent upon the requirements of their particular job. Jobs range in nature from restaurants and office work to lawn care and maintenance. In early March may individuals were laid off due to COVID-19 and the employment team spent the last 2 weeks of March assisting many individuals navigate the muddy waters of CERB and helping them transition to a temporary time without employment. Approximately 64% of individuals supported were laid off as of March 31st 2020.

## **Summer Employment Transitions (SET)**



Was developed to assist high-school and college students with disabilities, ages 16 – 29 years old, find summer employment through the provision of job search and intensive job coaching. The goal is to assist young people in their transition from school to work upon graduation.

In the summer of 2019, we were able to hire 17 job coaches (University & College Students) to support 52 students with disabilities in 56 jobs (some students worked more than one job) through 32 different employers in Sarnia-Lambton. A very successful summer once again!



On July 26th, 2019, the 12th Annual Mayor's Boat Cruise, sponsored by TD Bank, took place thanking employers from Sarnia-Lambton who hired a person with a disability through our employment services. Employers and business representatives alike enjoyed the river cruise. Food and drinks were all donated by The Dante Club, Global Donuts and Deli, The Superstore, Food Basics and David's Tea. It was a beautiful, hot sunny day and it was a huge success -- what a

great way to celebrate CLSL's appreciation of local employers!

### **JobPath**

jobPath also underwent some staffing changes and a new coordinator, Heather Allen, was onboarded at jobPath in September 2019. jobPath had an exceptional year assisting a large number of people experiencing a barrier to employment to determine their future work action goals. jobPath's project officer was very pleased with the goals the employment team was hitting.



*Becky Boersma, Director, Community Employment & Day Options*

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# 2019-2020 AGM COMMUNITY PARTICIPATION & DAY OPTIONS REPORT

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Many individuals, who are not able to or who choose not to participate in production-based community employment on a full-time basis, seek a variety of alternate options, intended to not only provide stimulation and community participation throughout the day, but also provide much needed daytime respite for their families / caregivers.

**Day Options** are tailored to meet everyone's attendant care, social skill development, life skill training, physical activation and community outreach needs. They are individually driven and focus on building strong community connections.

In the year 2019/20, 95 unique individuals participated in base budget programming (on a full-time or part-time basis) in one or a combination of the following programs. A further 14 individuals were involved in Day Option supports through fee for services using their Passports (or other privatized) funding.

## **Wawanosh Community First**

As the transition from sheltered work to alternate services continued, enthusiasm grew, and new initiatives began to take shape. Monthly Event Calendars were developed, and people were excited to choose activities that best suited their interests. And, though hub activities and activation sessions continued to flourish at both Wawanosh facilities (Lougar and Confed), many other activities expanded into venues throughout the city / county.

More people were able to make connections and participate in community classes and activities, such as those offered by the Strangway Centre or the Sarnia Library; other people were eager to volunteer their time in other non-profit organizations, such as the Inn of the Good Shepherd, the Salvation Army, and Bluewater Health. A few individuals have been able to fill their week with alternate activity (with on-going minimal supports) and no longer attend Wawanosh on a regular basis. As we continue to expand upon Community First activities, we will be assisting more individuals to do the same.

In February 2020, all services were transferred from Lougar to Confed. and though we expected some bumps along the way, people readily adapted, and a smooth transition occurred. In March 2020, all remaining industrial equipment from previous sheltered work activity was sold and the building that was leased for many years was vacated and returned to the landlord.

On the staffing front, Sheila Piggott, long-time employee of 13 years, retired December 30, 2019. Though she will truly be missed, we wish her all the best in her future endeavours.

## **Seniors**

Designed for individuals over the age of 55, CLSL's **Seniors program** operates 5 days/week and is based out of Wawanosh Enterprises on Confederation Street

The Seniors program focuses on the maintenance of one's health and independent living skills and assists in one's pre-retirement planning process. Through varying fun and interesting

activities, seminars, or community inclusion opportunities, up to 15 unique individuals are provided with physical, mental and emotional exercise / stimulation each day. Wherever possible, community connections are encouraged and developed (e.g., support in community programs such as day programs for seniors, chess clubs, quilt clubs, etc.).

## **Activity Centre**

As at Wawanosh, daily supports and services are tailored to meet individual social skill development, life skill training, physical activation and community outreach needs. However, due to behavioural and/or medical challenges those attending the Activity Centre face, the focus leans toward providing more attendant care than in other locations.

Shawna Wilson, Supervisor of the Activity Centre, joined our team in July 2019. She had previously worked as an Educational Assistant with the school board and as a Direct Support Professional with CLSL's Children's Respite Program. Shawna brings leadership, skill, enthusiasm and great compassion to her role. We are glad to have her on our team.



THANK YOU to all – staff, participants, families/caregivers and customers -- for your hard-work, dedication and on-going support. We couldn't do it without you!

*Becky Boersma, Director, Community Employment & Day Options*

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# 2019-2020 COMMUNITY TRANSITIONS & SERVICES NAVIGATOR'S REPORT

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The purpose of the Community Involvement Program is to facilitate inclusion of people with intellectual disabilities in their community. This is achieved through participation in existing community based recreational, leisure and social activities. Such involvement is made possible with the support of volunteers and community groups and organizations who help to match the interests and needs of the participants.

The following activities were well attended and have grown from year to year:

- The 10-pin bowling league continued to grow and Marcin Bowl continued to offer two Saturday morning leagues. The Sunday night league continued to be very popular. In total, there are over 85 bowlers. Unfortunately, due to COVID-19, the season ended early and there was no Banquet this year.
- The Friendship Clubs continue to be a great social and educational experience for many individuals. Their coordinators are always able and willing to locate a "special friend" matched as a teacher. The Friendship Clubs had planned opening in closing barbeques for the 2019-2020 season, but unfortunately there were no closing barbeques in 2020 due to the Covid-19.
- Dances were always a hit, with an average attendance of 150 people. The Youth Group at Grace United Church remains very active in their assistance with set-up/clean-up and in providing beverages through the night. The dances were held in April, May, September, October, and November of 2019, and in January and February of 2020. Due to COVID-19, the March dance was cancelled. In the Fall of 2020, we will look at offering the dances using the ZOOM platform.
- Pathways Health Centre for Children continues to offer an adult social swim. The Wednesday evenings swim that is set aside for persons supported by Community Living Sarnia-Lambton is well received, and participants also very much enjoy the therapeutic pool experience. The pool closed in March 2020 and has not yet re-opened at this time.
- As an agency, we assisted Special Olympics Ontario in getting the word out about more recent programs it was offering. We partnered with the Special Olympics Coordinator to share resources and coordinate schedules to prevent overlap and thereby creating more options and choice for people.
- Bus trips also grew in participation. Many attended the trip to Rogers Centre for Community Living Ontario's "Day with the Jays" in May 2019, which was a great success. This year, due to the overwhelming response, we booked two coach buses.
- Also offered and highly attended during the Summer of 2019 were bus trip attractions in Grand Bend, Toronto Zoo and Behind the Falls in Niagara Falls. All trips had two coach buses provide transportation to the event.
- As our Association's Community Transition & Services Navigator, I liaised with Lambton College to support the students in the C.I.C.E program as well as with students from the DSW, SSW and CYC programs. This support consists of going into classrooms and doing presentations, helping coordinate field placements and, as well, sit on the Professional Advisory Committee at the College.
- Volunteers were key enablers in all the above activities, and without their gifts of time, generosity and talent, these opportunities would not have been forthcoming to the people we support. Thank You!

Community Living Sarnia – Lambton remains committed to continue with these activities for all those who wish to participate. The Association's Community Transition & Services Navigator continues to be partially involved in organizing these activities, to ensure their ongoing success. However due to the COVID-19 situation occurring in the upcoming 2020-21 year, some of these activities will be modified or completed in a different manner.

With funding from the United Way, Community Living Sarnia-Lambton continues to provide planning supports for the people and families it serves. We completed our first year of a 3-year contract with the United Way of Sarnia-Lambton.

The program exceeded all the projected objectives for the first year of the contract. The Community Transition and Services Navigator was able to:

- Provide supports to youth and young adults, age 14-29, in transition from school to work and home to community. Examples of these supports included teaching independent living skills, such as budgeting, street safety, hygiene, cooking, and apartment living skills. Building independence and ensuring optimum inclusion in their home community, to the extent participants choose, has consistency been the focus.
- Connect families to beneficial supports, such as linking them to other families, exiting community services and natural supports within their community
- Support senior families who still have a son/daughter living at home with them, such as by providing assistance in developing and implementing strategic support plans for their adult children, for their adult to gain greater independence and to enhance community inclusion. As well, some senior parents were linked to other support service within their community.
- Support senior persons who lived independently and who had an intellectual/developmental disability, to become significantly more included and active within their community, as well as become connected to other senior support services available to them.

I am pleased to say that we met and surpassed all our targets for the first year of our contract with the United Way. During this funding period, I was responsible for filing quarterly reports online to give our updates and success of meeting our target objectives. With my role of Navigator, I have also had the Passport Program come under my umbrella, which has been a great program to assist individuals with support needs and funding for enhanced community participation. It was a rewarding year for the most part until COVID-19 arrived. After its arrival, my job duties have also encompassed supervisory and administrative supports for residents in CLSL's housing program and in providing online and phone supports for other CLSL participants needing to remain at home and self-isolate. I truly enjoy meeting with these individuals and their families, and even after the closure of some programs due to the pandemic, I continue to support families and individuals who live on their own.

*Norma Hills, Community Transition & Services Navigator.*

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# 2019-2020 AGM CHILDREN AND ADULT RESPITE SERVICES

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Our Respite Support Services supports families who have children and adults living at home with a wide range of abilities, including those with developmental and/or physical disabilities, those who are medically fragile and children with mental health issues.



Respite supports are offered to individuals and their families in their own home, in the community, and in out-of-home programs. Various funding sources are accessed by families or within our community to cover fees for service or to accommodate those requiring more specialized supports. We strive to meet with all families to explore individualized respite support plans geared towards personal and family needs and interests in an effort to remain creative and responsive.

Our Children's Program normally offers three key options: 'out of home' respite at one of our 3 respite homes, weekly group activity programs at the Activity Centre and the Summer Youth Adventures (SYA) Day Camp. We are also able to meet individual support requests for daytime or overnight visits at one of the respite homes or 1:1 matches, usually using Assistance for Children with Severe Disabilities (ACSD) or Special Services at Home (SSAH) or in response needs identified through Community Resolution Table (CRT) and/or STARRting Point. New referrals average 2 per month for regular children's respite.

In addition, we provide a wide range of creative respite supports for local children identified as having Complex Special Needs (CSN). This is a very specific and detailed designation for children and youth who "require multiple specialized services (e.g. rehabilitation services, autism services, developmental services, and/or respite supports) due to the depth and breadth of their

needs. They may experience challenges related to multiple areas of their development, including their physical, communication, intellectual, emotional, social, and/or behavioural development and require services from multiple sectors and/or professionals."

We continue to administer the Children's Mental Health (CMH) respite funds within Lambton County. Referrals for this service are coordinated with STARRting Point at the Family Counselling Centre (FCC). We work closely with the FCC, Children's Aid Society, St. Clair Child and Youth Services, Pathways Centre for Children, Bluewater Health, the Child and Parent Resource Institute (CPRI) and both local school boards. It is a group based model that meets once a week for 3 hours.

Children's Respite supports one-hundred-thirty (130) children through funding by MCCSS. It is of special note that our CMH program is tasked to provide support to ten (10) children this year and with our group model approach we were able to serve twelve (12) children in 2019/2020. Adult Respite supports eight-four (84) adults also funded by MCCSS.



Due to ongoing uncertainty surrounding COVID-19 and under Ministry of Children, Community and Social Services (MCCSS) guidance, we made the difficult but necessary decision to continue to alter and limit our Children's and Adult Respite Services.

In a year full of unprecedented changes, 2020 has taught us to be open-minded, creative and resilient. In the past few months, we have experimented with virtual Zoom and Facebook activities and family check-ins; social distanced driveway visits, drop-offs of activity bags and sidewalk drawings; helping to develop practical resources like PECS for families; and short break respite sessions.



The new summer version of Children's short break respite sessions ran from July 6 – September 5. In September we began a new version of short break respite at Augusta, operating on evenings and weekends. Families have access to one 3 hour session either per week or bi-weekly depending on registration numbers. The CMH group also resumed once per week in July and will continue for the Fall.

***A Family's Note of Appreciation:***

Just wanted to send you a quick note of thanks! You amazing people over there at Community Living have made a HUGE difference in our lives during this quarantine & summer. Our son had a great time at "camp house". He was so excited to go & had so much fun. He certainly did not want to come back home...lol. Between the activity kits, sidewalk drawings, cool online videos, camp house & just the calls and check in messages I have been getting - your amazing group of people has truly made a massive difference in Gibby's (and our) life.

Thank you, thank you, seriously though.....THANKS!!!!

In order to participate in Adult Respite supports a referral must be received from Developmental Services Ontario (DSO). On average we receive 2 new referrals per month from the DSO.

We provide transitional life skills experiences and training for adults at our program locations, in one's home or in the community. It enables adults, their families and support staff to assess their respective skills and needs in settings away from home in an effort to initiate their transition to living on their own and/or living with appropriate roommates.

Some adults we support were also in receipt of Passport and Stepping Stones funding. We received numerous requests to develop creative day options, especially for those who did not meet criteria for employment support services. In partnership with these families, Adult Respite offered day options on Wednesdays at its townhouse and in the community. People supported enjoyed day outings, scrap booking, cooking, baking, transit training, socializing and many other activities, all based on personal goals and interests.

We ran a cooking class at the Activity Centre that was a success. All participants thoroughly enjoyed their time with others, cooking food everyone wanted to eat. In the Fall/Winter we offered Sunday Funday at the Activity Centre from 1pm- 4pm providing a light snack and refreshment. Once again, Community Living is listening to the participants and starting to offer new and exciting activities that everyone has an opportunity to participate in or help plan.



Further, we continued to enjoy a strong partnership with the Order of Alhambra in Grand Bend. Monthly "Alhambra Day" Saturdays remained very popular for individuals who reside in the county. We were able to provide transportation for individuals from Sarnia to also participate. We partnered with St. Francis Advocates to offer a county dinner outing the third Thursday of the month in Forest and a movie night at Kineto Theatre.

Collaborating with another agency gets the word out and gets more people together.

Our Adult Zoom programs during the pandemic included Yoga, Zumba, Breakfast Club, Grub Club, Art with Anara, games, and Girl Talk. Any supplies needed to participate in the Zoom sessions were purchased and delivered to our participant's homes. It was our pleasure to have one of our participants, Anara, teach the art class online each week. Two art pieces from these classes were chosen and printed as CLSL thank you cards.



In September we started to re-open on-site respite. We are offering participants 3 hour sessions/week with 1:1 support at a respite apartment. Everyone who participates has their own personalized activity bin. These supports will be evaluated on a monthly basis.



During the COVID-19 pandemic, staff from both Children and Adult respite have been redeployed to the Housing Department. We are grateful for their willingness and flexibility to move where they were most needed. In addition, several respite staff became part of a Grocery Team. This team operates under Connie Smits out of our Activity Centre and is responsible for purchasing and sanitizing all groceries and supplies for the group living homes.

While we are saddened that we can't operate "regular" respite (camp, overnights, large groups, community events) we cautiously and continually keep planning the best path forward. Thank you to our families, employees and community partners for your continued patience and understanding. We will continue to do our best to work with each family towards safe and meaningful respite support.

***Kristy Bodkin and Connie Smits, Children and Adult Respite Supervisors***



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# 2019-2020 AGM HOUSING SUPPORT REPORT

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## *Kemsley Home*

CLSL is very fortunate to have opened a new home in 2019 to transition two wonderful men, **M** and **J** into 24/7 supported housing. As with many transitions, there are hurdles to overcome; however, with a strong support team, great brainstorming, and creative supports, we are making great progress. At the beginning of COVID-19 discussions began on how to layout the home in a creative way to better support these men in their home. CLSL is now in full renovation mode for extra living space within the home, including an extra washroom. During this time, **J** has been 'hunkering down' with his family, and **M** has been busy feeding his fish, building a new home for his chickens, and cutting his grass. His back yard has become a wonderful oasis while isolating a home due to COVID-19.

## *McCaw Home*

Even though many people are at home with limited things to do, **E** has been fortunate for the opposite to be true. **E** continues to enjoy going out each day for walks and keeping busy in her community, and has been able to enjoy many local parks, water fronts and new territories to explore. **E** has discovered Greenhill Gardens in Wilksport and Miracle Max Minions in Bayfield, as only two areas that have provided a beautiful space to enjoy walking and visit nature.

The one thing that **E** has been missing the most is family. However, technology has been a blessing to keep in close contact with her mother every few days and is looking toward the joyful day when she'll again be able to see her in person. **E**'s extended family has been spending some wonderful times going for walks and visits in her backyard.

*Michelle Griffin, Supervisor for Kemsley and McCaw Homes*

## *Colborne Home*

Following are some of highlights with regard to residents' goal achievements and the hard work our amazing staff team has shown over the past year:

- We have had quite a few new staff persons join our team, each of whom has brought new ideas and an openness to learn about the lives of our three residents, and how each resident likes to be supported in their own unique way.
- Through collaboration with Regional Support Associates, parents, and loved ones, our residents have become more involved in planning their daily activities and have had the opportunity to express themselves freely and meaningfully.  
For example, a resident and staff member collaborated to create a "women's walking group" social club revolving around her goal of wanting to work on strengthening some meaningful relationships she has in her life, while also focusing on her own health and fitness goals. They then established a group of like-minded peers, all looking to get out into the community and engage in fun events, as well as to achieve health and fitness.

- We have also been supporting our residents in educational activities that revolve around emotions. This has better enabled them to express themselves in a meaningful way. For example, we have put in place regular “emotional check-ins” using a concept called “Zones of Regulation.” This has helped them take control of their own emotions, so that they can better communicate with support staff and each other on how they are feeling at any given moment.
- One of our residents who loves music has been following a regular summer concert circuit that takes place at various parks and amphitheaters around the city. He has enjoyed getting a taste of all different genres of music, from classical, to country and rock. He loves getting into the groove and dancing with his staff. He also had a chance to see Sharon, Brahm and Friends, who sing his favorite song “skinnamarink”.
- We support one resident with shoring up his communication skills. He now has a laptop of his own on which to type messages to his loved ones, especially his mother.
- We’re enjoying a new van, which has allowed us to drive longer distances and to open the world a little bit more for the people we support.
- And, we now have had a second raised garden in our backyard, providing the option of growing produce with our residents. This has tied in nicely into their goals of participating in food preparation and sharing the love of cooking with our staff.

*Jason Richmond, Supervisor for Colborne Home*

### ***Essex and Murphy Homes***

In February 2020, I took on the role of supervisor for the residential locations at Essex Street and Murphy Road. During this time, it has been a true pleasure becoming familiar with the people supported and the direct support professionals (DSPs) at these locations.

I have had the opportunity to see many transformations and the one that has given the people supported at Essex much joy is their new outdoor space. The backyard is now fully accessible for wheelchairs and for people with mobility concerns. They are now able to walk from one side of the duplex to the other side. The gardens, mulch and picnic tables are all a great asset and they have been used regularly for outdoor visits. Seeing the smiles that are brought to the faces of the people supported and family is the best.

Murphy has been busy with all the people supported at that location. They have made many colourful window displays ensuring that their artwork is strategically placed for the neighborhood to see. Playing games, engaging in walks, and watching the DSPs teach new skills such as knitting and crocheting to the men in the home is a delight. The home is busy each and every day, with lots of laughter and great home cooked meals.

*Dorothy Verkaik, Supervisor for Essex Home and Murphy Home*

### ***Champlain Home***

Throughout this past year, Champlain has truly embodied the concepts of resilience and creativity.

A year ago, we would never have imagined that we would be experiencing a pandemic and learning to find a new, healthy form of ‘normal’ within a home that actively pursued seemingly unattainable goals with a fierce drive focused on person centered growth, choice and

development. They went from a home with its residents always in the community, tackling one adventure after another, to being forced to remain, for the most part, within the confines of their four walls and property.

However, the team took on this challenge like they always do and surpassed all expectations!

There has been a lot of 'outside the box' thinking by both staff and the people supported - technology has brought families together more than ever! Video calls, once so intimidating to parents, has now been a regular occurrence.

The whole team jumped in feet first and said: "let's do this!" and then proceeded to overcome obstacles in their path.

#### *Some highlights:*

For **T**'s 70th birthday, we did a 'Day of **T**' - he woke up to birthday signs on the lawn, toured the city in a van decorated just for him - drove past his favourite places, family home, other CLSL homes after grabbing his beloved coffee and donut in the drive thru. Supper was catered in-home by Lakepoint. A seafood feast for a Nova Scotian born and raised! He smiled for days!

July brought with it a new resident! **B** moved in and quickly formed a bond with **J** since they could both communicate via sign language! This has broadened social circles for both **J** sign skills! They both take lead in 'teaching' staff and peers a 'sign of the day' - sometimes silly, sometimes important. **B** is also a fan of karaoke and that alone, makes him fit perfectly into that home!

An order of sensory items from Flaghouse has provided hours of entertainment inside and outside, creating opportunities to forget about the pandemic and spend time outside riding scooter boards in the adjacent church parking lot or a rousing game of ladder ball - the creativity that comes with teasing each other is a sight to see!

Van hide and seek has occupied many hours. One van parks (hides) while the other has to try and find them. The van that is hiding will send a photo around them to the other van; then they guess ... if their guess is wrong, they are sent another photo with more detail and so on ... the people supported request this game often!!

A great way to socially distance and keep everyone entertained!

*Shannon Grimme, Supervisor for Champlain*

#### *Finch Home*

The men residing at our Finch home enjoyed many outings and vacation activities throughout the year. Trips to Toronto for the weekend, bus trips to see the Bluejays, along with weekly outings to community events were some of the highlights.

We were very fortunate to have received a new accessible van during the year, which promoted additional opportunities for residents who require an adaptive vehicle.

Even though our residents are aging, everyone has still been able to actively engage in activities on a 1:1 basis enabled by our Passport program.

Sadly, during the year, one of our residents passed away. **D** had moved into our home after residing at the Southwestern Regional Centre in Blenheim, Ontario for most of his life. He is sadly missed by his housemates and his support staff of many years.

### ***Tom Hodgson Home***

The four men residing at our Tom Hodgson home participated in many outings and community-based activities throughout the year. **P** was still actively engaged in the Track III skiing in London, Ontario where they utilize volunteers to help and build the individuals skills and abilities.

Bus trips to Toronto and special interest activities in the community were some of the highlights enjoyed by our residents. The Passport program also offered additional opportunities for 1:1 activity.

During the year, one of our residents passed away. **M** had been residing at our home for several years. He will be sadly missed by all his friends and support staff. We worked closely with our local Hospice in support of **M**, which was a very enlightening and educational process for his support staff.

*Warren Robertson, Supervisor for Tom Hodgson Home and Finch Home*

### ***Euphemia Home***

Euphemia is a home for four residents who are medically fragile. It has a large team of support professionals who all promote community inclusion, and the more challenging to make this happen the better. This is very important to us at Euphemia. Our residents regularly attend and enjoy the Friendship program, dances, bowling, walking groups, picnics, van rides, swimming and many other activities, and one of our residents attends a day program four (4) days per week. Enriching our residents' social relationships is important to us, as we encourage family visits and host seasonal parties with their fellow peers. Whether our residents require assistance with professionals, such as RSA, to support their needs, or with medical care or community inclusion, etc., our direct support professionals deem themselves to be their advocates, as our residents lack communication skills, and support each one of them in a person centered manner.

*Norma Hills, Acting Supervisor for Euphemia*

### ***Supported Independent Living Program (SIL)***

CLSL's SIL program has seen several changes this year, as did many support services contending with the COVID-19 pandemic.

We support over twenty-five (25) people through our SIL program in their own apartments or living in a small group setting in the community. Most of them received new laptops, cell phones or tablets to assist with our new virtual world of communicating. Families have been very supportive and understanding.

We have adapted to communicating virtually with each other, family, and friends. Some have even delighted in the extra time spent engaged in video gaming or watching television and movies!

Everyone has done an amazing job adapting to little or no contact with family and friends, and not having any of our usual day trips, getaways, social skills classes or large group birthday get-togethers.

Many are appreciative of having the grocery shopping team do the grocery shopping and delivering it to their doorsteps, and we send a big thank-you to the whole shopping team.

We are planning a large group birthday celebration as soon as we can! Bon Appetite!

*Amanda Nichols, Supported Independent Living (SIL) Supervisor*