



ANNUAL REPORT
FISCAL YEAR 2020-2021

No Barriers... Just Life



OUR VISION

No Barriers – *Just Life*

OUR MISSION

ADVOCATE. MENTOR. COLLABORATE.





COMMUNITY PARTICIPATION

Full participation in the community is an important part of full inclusion. Our services are moving away from services in our buildings. Instead, staff support people seven days a week and evenings to take part in activities in the community. This is individualized support based on what each person wants. This is quite an undertaking and the pandemic has given us a pause and a chance to reset and plan with each person. This includes helping people manage their Passport Individualized dollars.

RESIDENTIAL SERVICES

The Residential Services department provides 24 hour supports to people in homes located throughout our communities, with an emphasis on maximizing daily living skills to achieve the highest possible level of independence and community involvement. We have sought to incrementally reduce the number of people living together to be able to offer more personalization of services.

SUPPORTED INDEPENDENT LIVING

Supported Independent Living offers people the support they require in their own homes in accordance with their individual needs. The degree and type of supports required are determined by the people themselves, their families,

various service professionals and the person's Direct Support Professional.

HEALTHY GENERATIONS

Healthy Generations provides services to families raising children with Fetal Alcohol Spectrum Disorder (FASD). The primary focus of this program is to support children aged 0-6 and their families.

HOST FAMILY HOME

Host Families in the communities offer alternative residential options for adults that provide the person with an opportunity to become an integral member of a family and at the same time live in a community setting.

VIDEO CONFERENCING

Video Conferencing delivers clinical, educational and administrative information to individuals, families, caregivers and professionals. It is through this technology that our Agency is linked with our Ministry designated clinical service provider, Surrey Place Centre and other partners.

EMPLOYMENT SERVICES

The Employment Services department provides people with the opportunity to learn the skills needed to gain employment in the community. The Supported Employment component provides supports to businesses that employ people.



RESIDENTIAL SERVICES

32 People Supported This Year

SUPPORTED INDEPENDENT LIVING

42 People Supported This Year

COMMUNITY PARTICIPATION SUPPORTS

91 People Supported This Year

FAMILY HOME PROGRAM

14 People Supported This Year

EMPLOYMENT SUPPORTS

22 People Supported This Year

HEALTHY GENERATIONS

18 Caregivers

12 Children

MMW VIDEOCONFERENCING PROGRAM

Unknown at time of printing

EXECUTIVE DIRECTOR CORNER



We have been able to get through another year of the Covid-19 Pandemic. Our goal for people supported and ourselves was not just to survive, but to thrive. We have worked hard at not having Covid-19 define us although it has taken much of our attention as an agency. In the middle of it all, we have listened to staff and people supported, initiated wellness initiatives, and incrementally planned for major changes in how we deliver some services. We could not do all of this without our dedicated staff and stakeholders in all sectors including other developmental services agencies in the region, specialized clinical supports through MMW (Surrey Place Centre), MCCSS our funder, local Mental Health and Addictions, emergency and police services (OPP and Dryden Police) our hospitals and Unifor, our Union to name a few. We are all learning about supporting people with a harm reduction model that respects people's choices and considers safety and risk planning.



Change is hard for everyone, but we have such dedicated and resilient staff, management and people we support. We truly have been in this together as we seek to live our Vision of **No Barriers – Just life**. Our Mission of **Advocate, Mentor and Collaborate** has been put to the test. We have had lots of discussions both informally and formally about why we do what we do and what our collective values are. Later in this document you will see some progress on values clarification and our aspirations, which of course is a work in progress.

EXECUTIVE DIRECTOR CORNER

We started a Diversity, Equity and Inclusion Committee and have been on a journey to do our part for Truth and Reconciliation and promoting belonging for all.

Our Quality Assurance department has been refining Person Directed Planning, Personal Outcomes, Core Gift Master Facilitation training, and Accreditation activities. Our HR department has initiated many staff wellness initiatives to help us all with personal wellness. Staff can access many tools directly from the staff portal connecting them to Gfit and other physical and emotional supports.

I want to thank all of our teams for their courage, commitment, kindness and dedication to the people we support and to their co-workers. At all levels in our sector and in fact in our world, the levels of stress have been elevated as we have navigated the frequent changes in procedures and programs which have greatly affected everyone's life and wellbeing in both our personal and work lives. Again, through all of this, our teams have worked towards growth mindsets and innovation. We learn by listening and trying new things.

Diversity is our strength and we need and appreciate everyone. We encourage authenticity and through regular staff surveys we hear from our staff about how we are doing and how we can improve. This is a continuous process that we are committed to as we resource and empower our staff and the people we support to have their best lives.

Sherry Baum,
Executive Director

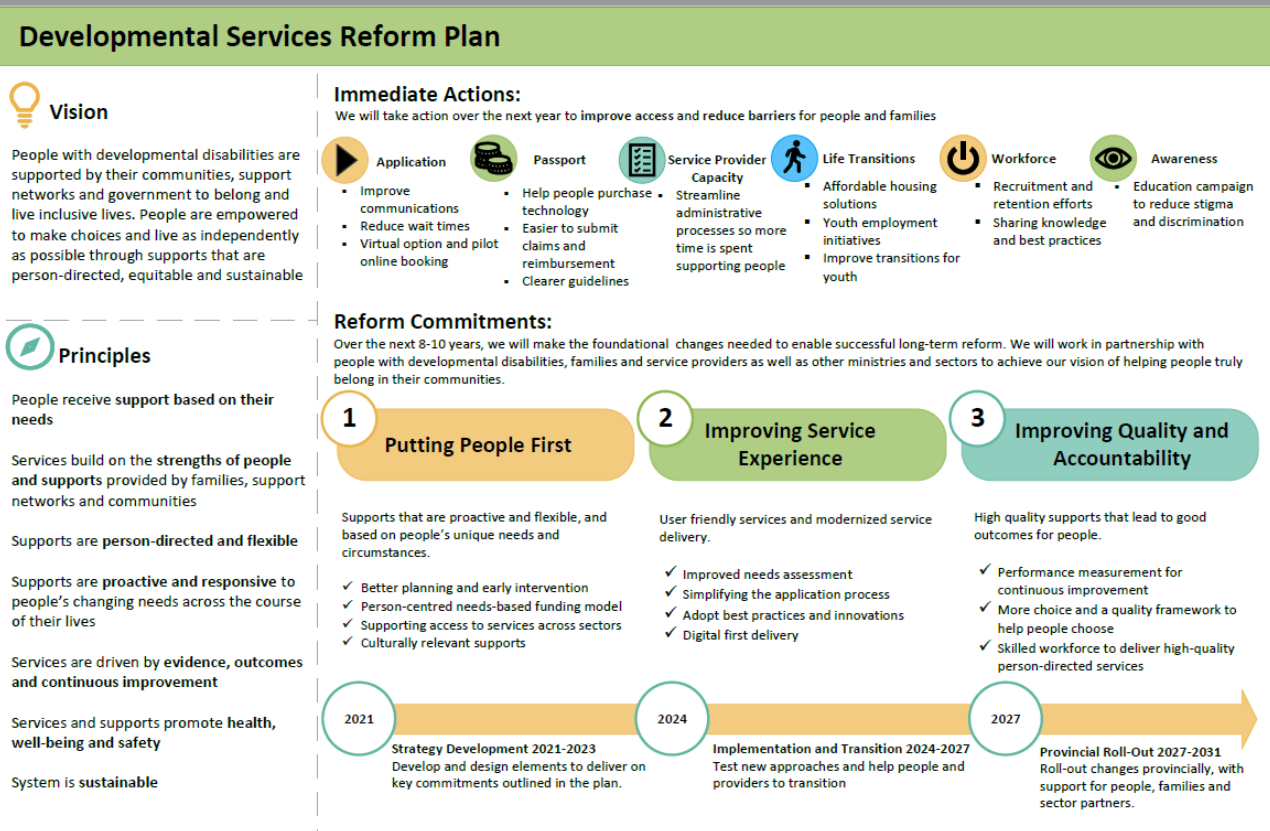


JOURNEY TO BELONGING: CHOICE AND INCLUSION

Ministry of Children, Community and Social Services

Developmental Services Reform Plan

Journey to Belonging: Choice and Inclusion



Journey to Belonging: Choice and Inclusion

<https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>

Journey to Belonging video:

<https://youtu.be/vZwKLafzZ3s>

Plain language version:

https://www.mcscs.gov.on.ca/documents/en/mcscs/developmental/DS_Reform_Plain_Language-en.pdf

STAFF YEARS OF SERVICE AWARDS 2020



35 YEARS

Lilly Toews-Parsons

30 YEARS

Barb MacDonald

20 YEARS

Lisa Biczok

Lori Potter

15 YEARS

Marilyn O'Quinn

Lhasaja Johnson

10 YEARS

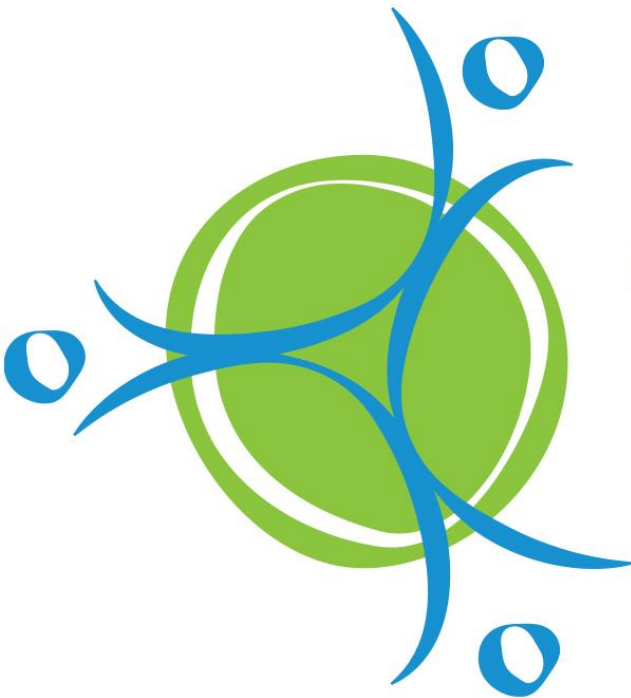
Ursula MacIsaac

5 Years

Darci Webb-Laderoute

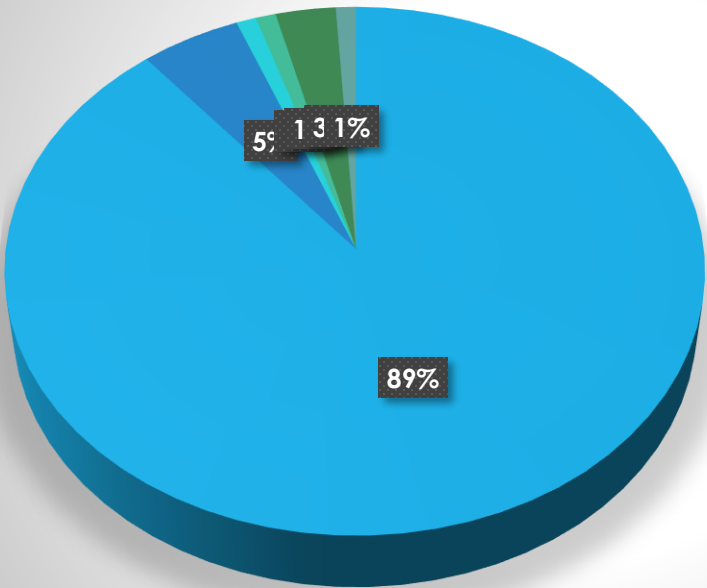
Jessica Palker

Alexa Nault



REVENUE

Revenue 2020-2021 Fiscal Year



- Ministry of Community and Social Services 89%
- Lutheran Community Care Centre/ Family services Toronto (Passport) 5%
- Surrey Place Centre 2%
- Rental Revenue 1%
- Other 3%
- Public Health Agency of Canada 1%



Board of Director's as at April 1, 2021

Laurie McCarthy
Humberto Pacheco
Ben McNabb
Lyn Manitowabi

Are you Ready to make a difference?

***Become a board member
and help your community.***

Our board of directors are responsible for advancing the agency's philosophy, goals, vision and mission through strategic directives and governance. The executive director is responsible to the board for operationalizing the agency's strategic directives.

Our board member roles offer:

- A rewarding and challenging opportunity
 - Advocacy locally and provincially
- Opportunity for professional development
- Opportunities to sponsor events in the community
 - Personal satisfaction

VALUES AND ASPIRATIONS



CLDSL Values and Aspirations

Know your Why before you Figure out How

Rights and Dignity – Why?

Universal value for all people

- ❖ We believe that all people have value and deserve respect
- ❖ We subscribe to a Code of Conduct and Professionalism
- ❖ We Encourage self-determination*
- ❖ We Promote responsibility and informed choice
- ❖ We Nurture autonomy and empowerment in the people we support
- ❖ We Develop Just Enough Supports models of support*
- ❖ We support Supported Decision Making*
- ❖ We advocate for these inherent rights
- ❖ We value self determination

Wellness – Why?

People are not just Surviving, but thriving.

- ❖ Psychological, Emotional, Environmental Health and Safety*
- ❖ Workplace/Life balance is our goal
- ❖ Trauma informed
- ❖ We use harm reduction* models

Inclusion – Why?

People want to belong

- ❖ Diversity*, Equity* and Inclusion*
- ❖ Bringing your whole self to work
- ❖ Social Role Valorization/Authentic Valued roles*
- ❖ We build Social Capital*

Community First Approach – Why?

People live in the community

- ❖ We believe in Community Living and Learning
- ❖ We use Asset Based Community Development*

- ❖ We Promote building stronger relationships in the community
- ❖ We collaborate* with others to improve our communities for all

Leadership at All Levels – Why?

We all have something to contribute.

- ❖ Communication and transparency at all levels is our goal
- ❖ Mentorship* is used at all levels
- ❖ Everyone is an Ambassador*

Person-Directed Focus that Promotes Strengths & Gifts – Why?

People want to control their own lives

- ❖ We use Person-Centered Approaches*
- ❖ We believe everyone has a Core-Gift*
- ❖ We use Personal Outcome Measures*

Quality Assurance – Why?

We have accountability to the people we support

- ❖ Seeking Accreditation with CARF*
- ❖ Quality of Service* and continuous improvement
- ❖ Performance Outcomes*

Employer of Choice – Why?

Empowered, community minded staff are our best resource.

- ❖ Professional and personal development
- ❖ Learning Organization*
- ❖ Extensive Onboarding
- ❖ Staff engagement surveys
- ❖ Collaborative performance management*
- ❖ Developmental Services Core Competencies*
- ❖ Growth Mindset*

VALUES AND ASPIRATIONS

Glossary

Advocate:

To support a person or a cause through a variety of means including supporting personal rights and freedoms. This can be personal, local or on a larger systemic scale.

Ambassador:

We do this work because we believe in something. An ambassador stands for our Vision of our agency which is No Barriers – Just Life. An ambassador promotes our Mission to Advocate, Mentor and Collaborate. We are all ambassadors at all levels.

Asset Based Community Development:

“ABCD’s emphasis on strengths, connections, citizen leadership and its recognition that individual gifts become powerful when they are connected together echoes deeply with our own practice and approach to community change. In our experience, communities that collaborate are more successful at addressing complex issues like poverty, equity, community safety and community well-being because they are able to harness the talents, knowledge and strengths of diverse perspectives.” ABCD Canada

<http://www.deepeningcommunity.org/abcd-canada-home>

CARF - About CARF:

CARF is an independent, non-profit organization focused on advancing the quality of services you use to meet your needs for the best possible outcomes. CARF provides accreditation services worldwide at the request of health and human service providers. Whether you are seeking rehabilitation for a disability, treatment for addiction and substance abuse, home and community services, retirement living, or other health and human services, you can have confidence in your choice. Providers that meet our standards have demonstrated their commitment to being among the best available.

<http://www.carf.org/home/>

VALUES AND ASPIRATIONS

Collaboration:

To work together with others on a shared cause.

Collaborative Performance Management:

Our goal is to help people do their best work every day. Although we do coaching we feel the best way to do that is to help staff set their own goals for their own personal development. We will help them reach those goals with resources and encouragement.

Core competencies:

The Developmental Services Human Resource Strategy (DSHRS) is a partnership between the Provincial Network on Developmental Services (PNDS) and the Ministry of Community and Social Services (MCSS). The overall and specific objective of this partnership and the DSHRS is to improve and maintain the quality of human resources in the development services sector and to support a provincial system of accessible, fair and sustainable community-based supports.

<http://www.ontariodevelopmentalservices.ca/>

Core-Gift:

"Your Core Gift is a unique offering that you have to share with others. It is connected to and strengthened by your life experiences—particularly your challenges. Knowing your Core Gift means you can better share it with others, provides focus to your sense of purpose and well-being, and guides your decision-making on your path forward. It develops throughout your lifetime, touches all parts of your life, and becomes more impactful each time you face new challenges or give your Core Gift in service to others." <https://www.coregift.org/>

'Diversity is having a seat at the table; inclusion is having a voice, and belonging is having that voice

VALUES AND ASPIRATIONS

Diversity:

Diversity is about empowering people by respecting and appreciating what makes them different, in terms of age, gender, ethnicity, religion, disability/ability, sexual orientation, education, and national origin. Diversity allows for the exploration of these differences in a safe, positive, and nurturing environment.

Equity:

Equity is the process to ensure that processes and programs are impartial, fair and provide equal possible outcomes for everyone.

Growth Mindset:

People who believe their talents can be developed (through hard work, good strategies, and input from others) have a growth mindset. People who have this mindset naturally feel more empowered and committed.

<https://fs.blog/2015/03/carol-dweck-mindset/>

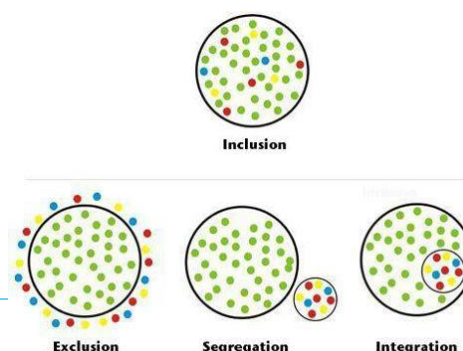
Harm reduction:

Harm Reduction is an evidence-based, client-centred approach that seeks to reduce the health and social harms associated with addiction and substance use, without necessarily requiring people who use substances from abstaining or stopping. *CMHA Ontario*

Inclusion:

A picture speaks a thousand words. Inclusion means to be welcomed and included in the community as you are.

“The passion for stretching yourself and sticking to it, even (or especially) when it’s not going well, is the hallmark of the growth mindset. This is the mindset that allows people to thrive during some of the most



VALUES AND ASPIRATIONS

Just Enough Supports model of Support:

The Just Enough Supports Model is a proactive approach that takes the opportunity to make a concerted effort around developing alternatives to paid support, which promotes better choice and control for people. Natural networks, community based supports, and technology are explored with staff assisting in helping someone maintain more independence. This is a framework developed by Helen Sanderson Associates and articulated well in a video series by Live, Work Play.

<https://liveworkplay.ca/our-impact/>

Learning Organization:

A learning organization is a group of people working together collectively to enhance their capacities to create results they really care about.

Mentor:

To come along side others to build them up to build their competence, resiliency and confidence and lead by example.

Performance Outcomes:

In a continuous improvement environment we want to always be working on performance goals in our programs in order to improve our services and supports to the people we support and our staff.

Personal Outcomes Management System:

We help people we support form their own goals in the following areas

- Health and Wellness – Any goal whose primary function is to enhance physical health (e.g. exercising, better eating)
- Community Presence and Participation – A goal whose primary function is to increase or maintain an individual's community involvement (e.g. volunteer jobs, recreational activities, travel for leisure purposes, places, groups, membership, customer, etc.)
- Independence, Choice and Control – A goal whose primary function is to assist an individual to have greater control over their lives (e.g. expressions of individuality, increasing choices, appreciating risks, decision making)

VALUES AND ASPIRATIONS

- Relationships – The primary function of this goal is to broaden, maintain or strengthen a relationship with family, a peer, friend or an unpaid support.
- Learning – A goal whose primary function is to assist an individual to increase their knowledge, but is not necessarily related to increased independence (e.g. exploring interest, trying something new, becoming more proficient at something)

Person-Centered Approaches

Person-centred practices are used with people, teams and organisations. By working in this way, we can make sure that people are truly listened to and are kept at the heart of all decision-making; how a service is commissioned, provided and organised.

Person-centred practices are used in teams and organisations to ensure that we focus on what matters to the people we support and their families, and pay attention to how to support staff as well.

<http://helensandersonassociates.co.uk/ca/>

Quality of service:

We have two “customers” that our agency serves. They are the people we support and our staff. We want both of their experiences to be marked by excellence and satisfaction.

Social Capital:

Studies show that people who have important relationships in their lives are healthier, happier, safer, advance more quickly, and achieve more in life. They also show that vulnerable people, including people with developmental disabilities, have less social capital. Social capital refers to the connections and relationships that develop around community and the value these relationships hold for the members. (This framework has been developed in our sector by Al Condeluci)

<http://www.alcondeluci.com/about>



HIGHLIGHTS



It's times like these that demonstrate the importance of Direct Support Professionals.

THANK YOU FOR EVERYTHING YOU DO!

#developmentalservicesmatter

HIGHLIGHTS



National Day
for Truth and
Reconciliation

"Truth" Artwork by Portia Chapman

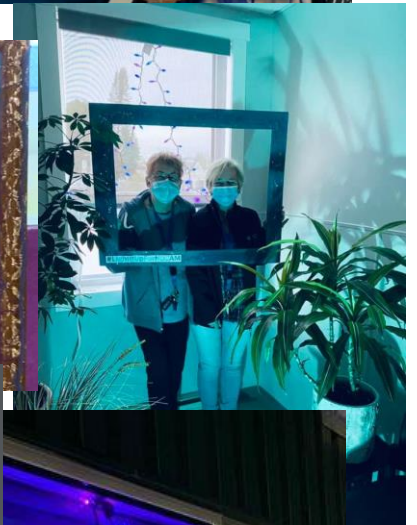


HIGHLIGHTS



October 21, 2021 is the day/night to Light It Up! For NDEAM.

What is Light It Up! For NDEAM? Light It Up! For NDEAM is a one-night, national co-ordinated special lighting event in recognition of National Disability Employment Awareness Month (NDEAM). Businesses light up in purple and blue.



ENGAGE TALENT!

Almost **1 in 4** Canadians have a disability. Here's why they should be part of your team:

78% of Canadians are more likely to buy from a business that hires people who have disabilities*



Businesses hiring people who have disabilities experience a **72%** increase in productivity**



Inclusive Businesses grow profits up to **3X faster** than their competitors***



#NDEAM2021 #DISABILITYINCLUSIONEVOLUTION #ENGAGETALENT

1. Statistics Canada Survey on Disability 2017 (22K). 2. A hidden market: The purchasing power of working-age adults with disabilities. American Institutes for Research, April 2018. 3. 2018 Accenture study. 4. Corporate Leadership Council www.clcglobal.com/public/corporate-leadership-council/home.html

