

2021-2022 ANNUAL REPORT





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A NOTE FROM OUR BOARD PRESIDENT & EXECUTIVE DIRECTOR

We had hoped that when we wrote this message the pandemic would be well behind us, unfortunately this past year we continued to deal with the impact of the pandemic. We are always impressed with the resiliency of the supported individuals, the families and our employees as they continue to find ways to ensure that we keep individuals connected to what is important to them.

Over the last year we engaged with stakeholders to gather feedback leading to our new three year strategic plan that will provide focus and direction for our organization. We will strive to achieve the following

Strategic Directions between now and 2025:

1. Work toward service excellence related to all areas of service delivery with supporting qualitative and empirical metrics that inform and support decision making, communication, processes and workloads.
2. To review and adapt service delivery to promote increased levels of inclusion, person-directed approaches and the formation of natural relationships in the community.
3. Better understand and assess supported individuals' experiences in conjunction with service excellence in order to strengthen practices that can be shared within the agency.

4. Highlight the "employee experience" in order to strengthen engagement and further promote service excellence.

5. Implement and/or strengthen practices that will promote our key drivers of achieving Service Excellence and becoming an Employer of Choice.

The commitment and guidance of the Board of Directors is critical to the agency's continued success and sustainability. We are grateful to the 2021-2022 Board of Directors for volunteering their time to provide their governance leadership. Thank you to Alison Lawrence, Marnie Cassidy, Karyn McIntyre, Tammy Thompson, Michelle Wright, Jason MacDonald and Colin Graham.

We continue to recognize and appreciate the relationship we have with our many stakeholders, including the Ministry of Children, Community and Social Services, our community service partners, sponsors, donors, those we support and their families, our volunteers and our dedicated staff.

Respectfully,
Gail Walden, Board President
Andy Swan, Executive Director

OUR VISION

An Inclusive Caring Community.

OUR MISSION

In Collaboration with stakeholders, CLKD promotes & facilitates the full participation of people to lead enriched & meaningful lives.

OUR PRINCIPLES & VALUES

Safety - Means more than the avoidance of harm. Safety begins with a genuine belief in inclusiveness through which our emotional, physical and psychological needs are recognized and nurtured. Safety enables each of us to reside in a place of support that then allows us to move outside of our comfort zones and to learn and grow as we embrace the dignity of risk.

Respect - Requires the full acknowledgment of the unique abilities, talents and gifts, aspirations and goals of each person as a unique individual. Through a person-directed approach we will work with individuals to explore meaningful and enriching experiences.

Collaboration - Is at the centre of everything we undertake. In order to have a meaningful impact in all aspects of our work, it is necessary to maintain clear communication, to honour commitments, to have high expectations and to serve one another with the highest levels of mutual accountability.

Service Excellence - Speaks to the importance of achieving and maintaining the highest standards of performance in the delivery of person-directed services through evaluation and reflection within a culture of continuous learning and the development of innovative practices. Service excellence requires that attention is paid to both our processes and desired outcomes through self, team and agency- wide evaluation of our work through the lens of our Core values, our Mission and our Vision statements.



OUR SERVICES & SUPPORTS

38

INDIVIDUALS
SUPPORTED

COMMUNITY PARTICIPATION SUPPORT

Individuals are connected to a variety of community based opportunities that match their interests and fulfill their personal goals. Individuals are encouraged to explore new activities, discover hidden talents, strengthen skills and build authentic connections with peers and members of the community.

30

INFANTS
SUPPORTED

INFANT & CHILD DEVELOPMENT

The Infant & Child Development program provides support for families parenting a baby or toddler who is at risk for a delay or has a delay or disability. Families receive resources related to their child's specific needs and are connected to community services. Facilitated music groups, information sessions with local experts and in-home visits help develop a strong foundation of support for young children and their families.

55

ADULTS
SUPPORTED

JOBSWORK

Building on their strengths, interests, abilities and experience, individuals enhance their career readiness through a person-centred discovery process. JobsWork staff support the entire job search process, from crafting resumes to providing on-site job coaching. They also work closely with employers to understand the needs of local businesses and support them to welcome employees of all abilities into their workforce.

18

ADULTS
SUPPORTED

ACCOMMODATION SUPPORTS

Individuals are supported to live as independently as possible in comfortable, caring and safe residential homes. Support is available 24 hours a day to ensure a high quality of life, foster personal growth and facilitate participation in all aspects of community life. The residential teams respect each resident as an individual, honouring their personal values and being sensitive to meeting their unique needs.

80

FAMILIES
SUPPORTED

The Family Support team serves families who have a child or adult family member with a developmental disability. Support is tailored to each family's needs but may include case management, short and long-term planning, funding coordination, advocacy and transition support. Family Support coordinates the popular Youth Connection summer program, skill-building opportunities for children and peer support networks for caregivers.

22

ADULTS
SUPPORTED

SUPPORTED INDEPENDENT LIVING

SIL is attuned to the needs of the individuals utilizing this program, providing daily supports to maintain independence and fulfill identified goals in Individual Support Plans.


34

CHILDREN
SUPPORTED

OUT OF HOME RESPITE

Out of Home Respite (OHR) provides supports to the highest needs children under 18 years of age across both Bruce and Grey counties. 34 children received funding to hire a respite worker to provide families a much needed break. This year was particularly difficult for families to secure respite workers due to restraints of lock-downs, increased risk, and vulnerability for children with high needs. A combination of vigilance and flexibility enabled parents to find resources to provide supports when the lifting of pandemic restrictions allowed.

OUR IMPACT




The **Community Participation Support (CPS) program** provided a combination of both virtual and in-person supports this past year. Our virtual activities, including: live chats, Expression Sessions, Games Night, Lunch and Laughter, and our colouring group have been well attended, and the people we support have requested that we continue to offer virtual programs even as other community-based activities re-open.

The **CPS** team has spent this past year working with individuals to determine their personal goals and interests in community-based activities including recreational, social, volunteering, advocacy, and skills development. Staff have worked with individuals to connect them to existing programs and opportunities to promote community inclusion and independence.

Individuals have developed skills in planning their own activities, with support from their Community Support Workers. With the lifting of many pandemic-related restrictions, individuals have begun to access public swims, make plans to meet friends at the walking track, attend yoga classes, go out for coffee or lunches, or just “hang out” at a friends’ house. The Kincardine Royal Canadian Legion Branch 183 has continued to donate space to our program on Wednesdays, where we run small-group activities each week.



Over the course of the pandemic, the **Supported Independent Living (SIL) program** has seen tremendous growth in the people we support. They have enhanced their abilities to use different technologies to communicate with others, attend virtual activities and appointments, and many have become proficient at online shopping! We have been able to provide a hybrid of in-person and virtual supports, and this has resulted in the increased capacity of the SIL program to continue to meet people where they are at, providing the supports they need, when and how they need them.



Youth Connections Relaxed public health restrictions enabled the Youth Connections program to offer more in-person opportunities in the community. Jenna Franklin joined the team as the Youth Connections Leader and planned a fun-filled and engaging summer for over a dozen youth. For many youth, the highlight of the summer was the volunteer opportunities at locations such as the Fish Hatchery and Bruce Botanical Food Garden. There were also plenty of opportunities to strengthen friendship and social skills, with small group trips to Family Funland, Dairy Queen and the beach.

Over the past year, our **Children's Services Team** continued to serve more than 110 individuals and families using a hybrid delivery model, offering both in-person and virtual supports. The team saw an increase in the number of phone calls and emails from caregivers looking for support for their child's social, emotional and academic development. The changing pandemic restrictions, public health guidelines and intermittent school closures caused many disruptions in children's routines and made planning for the future more challenging. The team used a variety of approaches, including person-centred supports, informational blog posts and working in partnership with other service providers to meet the needs of individuals and families.

Enhanced Virtual Service Delivery

Recognizing the importance of face-to-face interactions, the team continued to utilize virtual platforms, such as Zoom, Microsoft Teams and Face-time to connect with families, colleagues, school staff and service networks. The Infant Development program, in particular, incorporated new technologies and approaches to make virtual visits as effective as possible. Green screens, interactive storybooks, online games and screen sharing helped to keep supports dynamic and engaging. The Baby & Me Music Groups also continued virtually, keeping younger families connected during various stages of lockdowns.



Entertainment at Home

As we continued to navigate the pandemic, residents at CLKD continued to grow their network of entertainment. The wide variety of movies and shows on Netflix and different music options, along with exercise options on YouTube, kept everyone entertained. Many of us learned new board games, card games and brushed up on some old favourites. Pokémon became an exciting game that connected many residents while enjoying the time outdoors "catching" Pokémon. Many residents enjoyed baking, cooking and playing their instruments during jam sessions with roommates. Gardens became a big part of our backyards and we learned so much about planting seasons, which vegetables thrived well with each other and which didn't do so well. We tried new vegetables and enjoyed some favourites right from our gardens.

We are so fortunate to live in such a beautiful community where the lake is so close by. It has been so soothing to walk the boardwalk along the beach and wave to passers-by. Now that the weather is getting nicer, we are excited for all the fun things summer brings; bbq's, picnics, Special Olympics activities, pipe bands, parades, etc.

We are truly blessed to have each other and live in such a beautiful and caring community.

A LEARNING ORGANIZATION



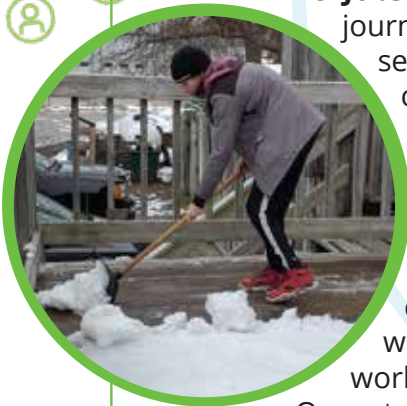
As the pandemic continued, the Family Support department recognized the increased need to offer innovative and skill-building programs to local children and youth. With the support of Enbridge, the Family Support staff were able to research and identify several high-quality programs designed to improve the independence and resilience of children and youth. Beginning in February, Children's Friendship Training was offered virtually in partnership with the Geneva Centre for Autism. Over the winter, Family Support staff completed all necessary training and will soon be able to regularly offer the Safety for Independent Living course and the PEERS Social Skills program to local youth.

Education and Outreach

Advocacy, education and outreach activities are an important part of the team's mission. The monthly

blog series continued, covering topics such as healthy hygiene habits, bullying, the power of play and financial planning for families and caregivers. To celebrate Inclusive Education Month, the team created an informational video and gathered resources related to the concept of Universal Design for Learning. A video about Down Syndrome was also created as an educational resource to spark classroom conversations during the Lots of Socks Day campaign in March.

The spring issue of Grey Bruce Kids magazine featured the article "Creating a Culture of Acceptance: Answering your child's questions about disability". Individuals and caregivers accessing Family Support provided photos, stories, personal experiences and advice to help bring the article to life.



The **JobsWork Program** is currently supporting 55 people on their employment journey. The focus over the last year has been all about re-engaging with both job seekers and employers. JobsWork has worked diligently to reconnect with community partners including business owners, the 4-County Labour Board, the Bruce County Economic Development Team, and Employment Ontario services. Our partnerships have resulted in 9 new jobs over the past year, including 3 jobs for youth who are still in high school. We have also assisted in reconnecting 2 people to jobs that were on hold due to the pandemic. JobsWork offers a mixture of in-person and virtual options for people to complete pre-employment activities and participate in employment-based workshops that will support our job seekers to find meaningful and fulfilling work opportunities. Through the continuation of the government of Canada's

Opportunities Fund grant, JobsWork was able to develop an enhanced Employer Support program. This program provides inclusion-based educational workshops for employers, and planning/facilitation services for those who employ individuals with disabilities. JobsWork can offer creative solutions to labour shortages, and can work directly with employers to match individual's skills with job vacancies that are essential to the successful operation of local businesses.

CAPACITY BUILDING, COMMUNICATION & CONNECTION

Building Capacity; Supporting Transitions

One of the key roles of the **Family Support team** is to help child, youth and families navigate transitions, such as entering school, moving from elementary to secondary school and planning for adult life. For some families, getting through each day can feel overwhelming, but the team works to gently open up conversations about the future and encourage youth and families to dream of the possibilities and opportunities that could lie ahead. The team is working to improve various transition and planning supports to encourage personal goal setting, continued learning and a true person-centred plan. These improvements include enhanced funding and service plans as well as drafting a set of Transition Planning Workbooks for youth and their families.



individuals we support so we wanted them to be able to enjoy them as best as possible.

Some individuals enjoyed Facetiming with their friends and family. Exchanging smiles onscreen and continuing to connect with loved ones meant the world. So many people learned new skills in connecting virtually and made new connections with family and friends that they had not seen in quite some time.



Community Participation Support (CPS) team members are actively building on the current repertoire of opportunities in our community, and developing individualized plans with the people we support, based on their feedback from our recent Community Participation Survey. This will allow us to determine the right level of supports required to ensure an individual's successful participation in community.

Communications

Our annual **"Lots of Socks"** campaign gained even more momentum this year with Kincardine Dentistry pulling ahead of Huron Heights in the final hours. This year saw the highest number of participants yet with over 120 posters distributed.



Our **CLKD Charity Golf Classic** returned in 2021 with staggered start times and an outdoor, take-out lunch as restrictions began to ease. It was a fun day with amazingly positive energy and a successful sold-out fundraising event.

CONNECTIONS

Our **Residential Program** didn't let Covid-19 stop them from having fun! Even though programs were cancelled due to the pandemic, we learned to enjoy them and have fun in the comfort of our own homes. We brought the Kincardine pipe bands, car shows, the Scottish festival and many other exciting events in to the locations through YouTube. Some individuals enjoyed church service and music, not just on Sundays, but anytime of the day they wanted to listen to it on YouTube! We recognized that a lot of events were cancelled, but we knew how important they were to the



SIL Participants have developed connections with community resources such as transportation, delivery services, and home-based provisions such as cleaning and medication monitoring. Relationships with friends, family, and neighbours have been strengthened for individuals in our SIL program, and many have expressed that they are feeling better able to manage their daily lives than ever before. This has enabled our SIL team to focus supports on continuing to build on independent living skills such as: cooking, budgeting, and getting reacquainted with some much-loved community activities as pandemic-related restrictions are lifted.



GOVERNANCE & LEADERSHIP

BOARD OF DIRECTORS

Gail Walden – President
 Marnie Cassidy – Vice President
 Jason MacDonald – Past President
 Alison Lawrence – Treasurer
 Karyn McIntyre – Director
 Tammy Thompson – Director
 Michelle Wright – Director
 Colin Graham – Director

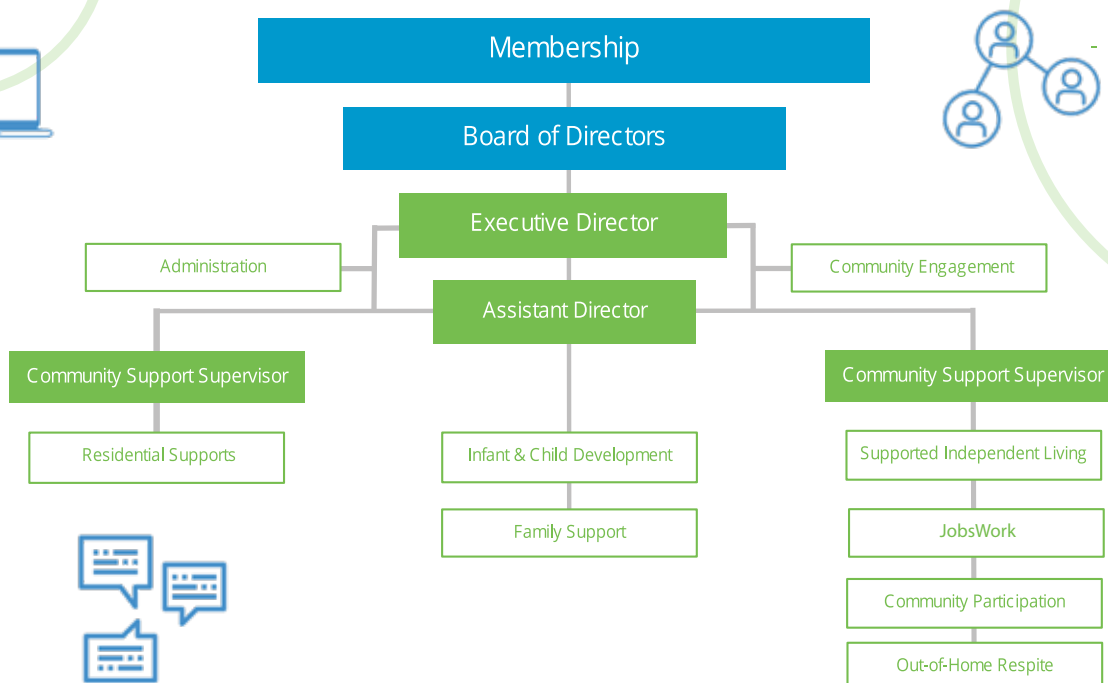
MANAGEMENT & STAFF

Andy Swan - Executive Director
 Audrey Schlatman - Assistant Director
 Stacey Palmer - Supervisor
 Kim Andrews - Supervisor



44 full time, part time and relief staff

ORGANIZATIONAL CHART



SUMMARY OF FINANCIAL STATEMENT

Statement of Financial Position as of March 31, 2022

Assets	2022	2021
Cash & Accounts Receivables	650,294	629,988
Property & Equipment	1,529,206	1,572,644
Other (Incorporation Costs)	100	100
	2,179,600	2,202,732
Liabilities		
Cash & Accounts Payable	288,281	284,710
Long Term Debt	602,589	647,736
Deferred Contributions	862,954	890,795
	1,753,824	1,823,241
Fund Balances		
Invested in Property & Equipment	63,663	34,113
Unrestricted	357,070	486,977
Externally Restricted	5,043	(141,599)
	425,776	379,491

PARTNERS & SUPPORTERS

As we work to build an inclusive community that embraces and creates opportunities for individuals of all abilities, CLKD is grateful for the assistance of our valued funders, sponsors and donors. We are also grateful for the numerous events, fundraisers and in-kind donations that were organized on behalf of our agency.



Doreen Soloduka
 Anne Rock & Chris McCullough
 B. Sullivan
 Wyatt Candler
 Lexi Candler
 John Patterson
 Bonnie Ritchie
 Arla Dahmer
 Bernadette Scott (retirement gift)
 In Memory of Archie Stewart
 In Memory of Larry Munro
 In Memory of Ruth Harrison
 In Memory of Shirley Ackert
 In Memory of Michael Stone
 Maple Leafs Foods
 Susan Bartley
 Linda and Andy Farrington
 Dianne Simpson
 Jim Schut
 Sandra Beirnes

William Young
 Lynn Shewfelt
 Jennifer & Malcom Mackenzie
 Patricia Lytle
 Beth French
 Rick French
 Anita & Gary Rutledge
 Linda Munro
 Kincardine Dentistry
 Tammy Thompson
 Don and Angela Hazlewood
 Kerry Lynn & Doug Johnston
 Paulette & Lloyd Raspberry
 Barbara Battersby
 Sika Canada Inc
 Beth Blackwell
 Peter Marks
 Gwen Hambly
 Kate Kerr-Lawson
 Laura Norman
 William Sharpe

Angus Sharpe
 Kathy & Allan MacKay
 Tammy & Manny Page
 Nancy Warren
 Barb & Joh Schlatman
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 Leah Lance
 Jan Johnstone
 Wendy Hancherow
 Sharon Swan
 Charles Liddle
 Alissa Paxton
 Maureen Sullivan
 Carol Noonan

Patricia Lytle
 Miranda Graham
 Don & Mary Harris
 Jacquelyn Schlatman
 Shirley Mercey
 Susan Fraser
 Jim Schlatman
 Clare Refvik
 Linda McCullough
 Shirley Mackay
 Jamie Perrault
 Jane Schiestel
 Kirk & Carol Gustafson
 Michelle Brooks
 Nexus Human Capital
 Sue Swan
 Kim Andrews
 Vivian Kennedy
 Marie Ruetz



COMMUNITY LIVING
Kincardine and District
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