



2020-2021 ANNUAL REPORT

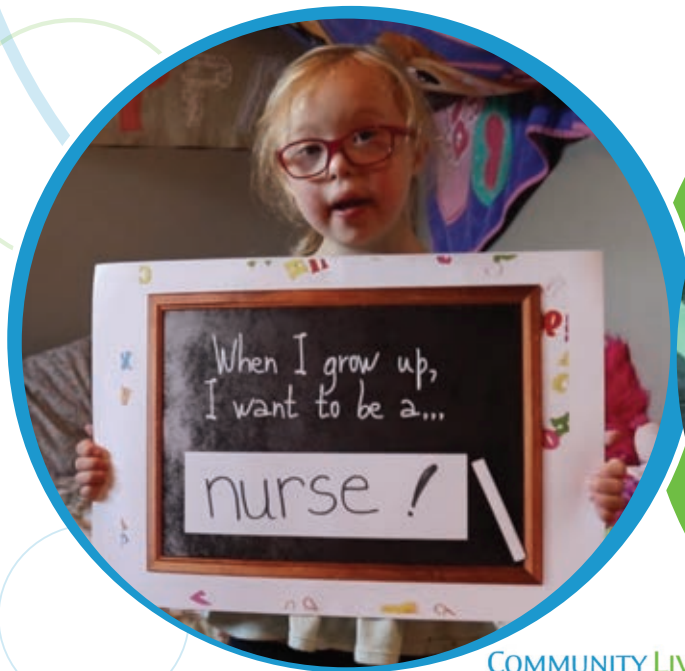




TABLE OF CONTENTS

- 03** A note from our President & Executive Director
- 04** Our Mission, Vision and Values
- 05** Our Services and Supports
- 06** Our Impact, Highlights from 2020-2021
- 11** Governance & Leadership
- 11** Organizational Chart
- 11** A note from our President & Executive Director
- 12** Partners & Supporters
- 14** Summary of Financial Statement
- 15** Membership Application/Renewal



A NOTE FROM OUR BOARD PRESIDENT & EXECUTIVE DIRECTOR

We are writing this message after a year unlike any other in our lifetime. CLKD had to pause, pivot, and re-imagine some of our services, our concepts of safety, the way we work, and our ways of being together. Through all of these changes and challenges we continued to focus and challenge ourselves to build capacity and remain connected. We expanded our technological knowledge, explored new ways to remain connected and check-in with individuals, families and one another and to leverage opportunities that arose.

We strongly believe that our organization's commitment to training initiatives such as Collaborative Performance Management and Conscious Care and Support were helpful in working through the struggles that the pandemic has presented us.

We would like to express our gratitude to our employees who demonstrate ongoing and unwavering commitment to the people we support, their families and the community while remaining creative and embracing the many changes that we were faced with.

It is important to recognize that this year has been difficult for everyone we support, the individuals and their families. I know that our staff have worked hard to stay in touch and remain connected with you and we are grateful for your patience and understanding as we have navigated the pandemic.

We would like to recognize and thank the 2020-2021 Board of Directors who volunteer their time while

juggling their many other responsibilities to provide guidance and leadership. Our thanks to Gail Walden, Alison Lawrence, Marnie Cassidy, Karyn McIntyre, Tammy Thompson, Michelle Wright and Phillip Craig.

We remain appreciative of the positive relationships we have established with our stakeholders, including the Ministry of Children, Community and Social Services, our community service partners, sponsors, donors, supported individuals and their families.

Community and how we build social connections has been impacted in a major way. This has resulted in many being significantly less connected to their broader community and we are very hopeful with the recent increases to vaccine supply and the province entering step one of the re-opening plan we will begin to reconnect with our many community partners and stakeholders.

COVID-19 and the global pandemic has had a profound effect on all of us. We are hopeful that the path out of the pandemic is ahead and we will continue to pursue our vision of an inclusive caring community, where all people belong and have equal opportunity to participate.

Respectfully,
Jason MacDonald, Board President
Andy Swan, Executive Director

OUR MISSION

In partnership with their families and the community, CLKD promotes and facilitates the full participation and inclusion of people who have a developmental disability to lead enriched and meaningful lives.

OUR PRINCIPLES & VALUES

Quality of life for each individual that provides for basic needs and community supports, is safe, fosters good health and provides choices, along with opportunities to take risks. Respect and dignity for every person and as an individual being sensitive to their different needs and perspectives, protecting their confidentiality and their experiences. Being a Learning Organization that continually evaluates its work, employs best practices and is innovative in its approaches. Being accountable to the individuals and families we serve, the community and our partners through: The provision of quality programs and services, The achievement of positive relationships, Being ethical in all we do and Being fiscally responsible with our resources. An organizational culture that continually values and recognizes the contributions of staff and volunteers; fosters strong team approaches; supports effective staff training and is open, honest and inviting in its communication practices. Working collaboratively with our stakeholders and community partners in developing and providing programs, supports and services that are responsive to the changing needs of individuals and families. Engaging in lifelong planning with individuals and families, across all ages, ensuring they are informed, prepared and able to adequately respond to the changing needs within their life cycle.

OUR VISION

An Inclusive Caring Community, where all people belong and have equal opportunity to participate.



OUR SERVICES & SUPPORTS

38

ADULTS
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.

29

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 supported to develop links 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.

51

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.

82

INDIVIDUALS
SUPPORTED

FAMILY SUPPORT SERVICES

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 coordination, short and long-term planning, respite, advocacy and transition support. Family Support coordinates popular inclusive cooking programs as well as the Youth Connections summer program.

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 pandemic brought upon new challenges this past year with restrictions on in-person supports and programs. Staff at CLKD rose to the challenge of the pandemic by pivoting supports and programs where possible, and worked hard to ensure residents maintained their health, well-being and safety. Organizational training helped staff and individuals supported stay resilient throughout stay-at-home orders and restrictions. CLKD worked to connect individuals to virtual activities and entertainment within the community as well as hosted virtual social meets to reduce social isolation during lockdowns. CLKD supported individuals to learn the technology required to connect with friends, loved ones and supports virtually and secured devices with the help of the United Way Grey Bruce to lend to those who needed it.



A LEARNING ORGANIZATION



The focus in 2020 was all about safety, well-being and resiliency. The benefits of the organization-wide Person-Centered Thinking and Conscious Care and Support training were displayed throughout the year as staff and supported individuals stayed safe, stayed well and truly showed their resiliency.

Community Living Kincardine and District is committed to being a learning organization. Numerous trainings were scheduled in early spring 2020 with both CLKD programs and other community organizations. With the announcement of the pandemic in March 2020, all in-person training was canceled. This meant pivoting to online platforms to deliver training both internally and externally.

Well-being blogs were written for the Website, training was reconfigured and now both staff and trainers are proficient and comfortable 'on screen'.

Ongoing support was provided through delivery

of Pathways to Positive Impact, a ten part biweekly in-service called Inspiring Balance, and the development of a Learning Series.

These trainings were designed in response to needs and interests of participants. They are modeled on a learning cycle of knowledge acquisition, planning, acting and then reflecting on learning to re-align efforts and implement enhanced supports based on shared experience and learning. Continued growth and increased independence have been identified as the greatest impact by participants.

In spite of the challenges of the pandemic restrictions, staff expressed a sense of resiliency and attributed this to the past number of years investing in building capacity in CLKD's staff through training.

David Chalmers delivered Collaborative Performance Management for new staff in 2020 and a Leadership Team was formed and participated in Pro-Social research through Brock University.



STAYING WELL & BEING RESILIENT

PANDEMIC REVIEW COMMITTEE - EST. 2020

The Pandemic Review Committee was established to guide Community Living Kincardine and District in providing recommendations for a Pandemic Preparedness Plan, Infection Control and Prevention Plan, and CLKD's Return to the Workforce Plan, to ensure that the resources, supports and information are in place to carry out the plans, to ensure that staff and supported individuals' health and safety is considered at all times, to educate all staff and supported individuals about the plans and their implementation, and to help CLKD foster resilience.



It was a year of adaptation for the **Residential Program**. With the first lock-down, the **Residential Program** took action to bring entertainment and community connections home. Residents were supported to purchase and learn technology that would allow them to see and visit with their loved ones virtually.

Upgrades to entertainment were immediately added to homes. Smart TV's and apps such as Netflix, Disney Plus, Cineplex Movie apps and YouTube were used to help people stay entertained while staying safe at home. Sensory equipment, new furniture and backyard games were welcomed additions to the residences as people filled time at home with some of the activities they used to enjoy in the community. Gym's and activity centers being closed initiated the purchase of exercise equipment and connecting virtually to workout classes and exercise programs. A new found appreciation for horticulture emerged at Kingsway and Saratoga as garden boxes were added to the backyards for residents to plant and grow their own gardens. Hobbies, new interests and new skills, such as knitting, sewing, cooking and self care ensured residents stayed mentally and physically healthy, happy and resilient during the pandemic year.

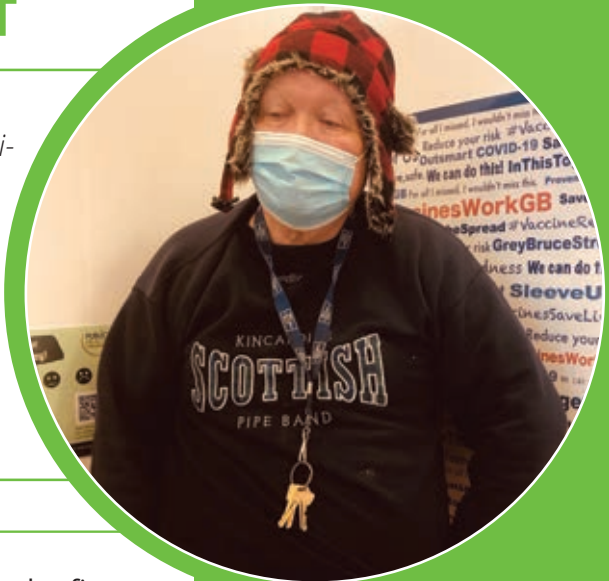
Our frontline staff helped to keep residents entertained with new games, ways to celebrate holidays and events, taking walks outside when safe to do so, decorating and window painting all while continually adopting ways to ensure the safety of all staff and residents. We truly appreciate the hard work and dedication of our frontline staff.



VOLUNTEER PROGRAM

We pivoted to a virtual volunteering capacity. The majority of volunteers were very happy to stay committed to their matches and find ways to continue communicating and having virtual social time.

CLKD also welcomed part time Admin Staff member Sharon Woods as the new Volunteer Coordinator.



PIVOTING SUPPORTS



The **Community Participation Support (CPS) program** made the shift to virtual programming with social group chats, games nights, spa night, movie night, concerts, art classes, dance classes, public speaking, and much more! This shift has increased capacity in technology use, has kept people connected, and has provided a new way to reach people in our program.

Space donated to the program by the **Kincardine Royal Canadian Legion Branch 183** made it possible to provide some in-person small group activities while maintaining public health guidelines.

Modifications to service delivery due to health and safety protocols enabled us to connect with individuals 1:1 out in the community. This gave us the opportunity to get to know people in a different way and think about other interests and connections that could be made in the community

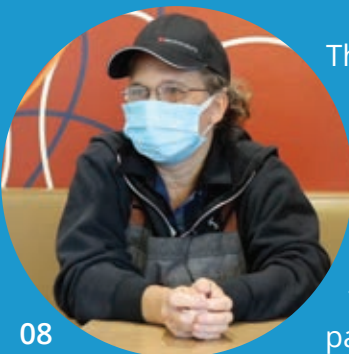
Staff were able to provide some in-person supports to residents, offering some recreational programming opportunities while following the Covid-19 congregate care guidelines.



Many people supported through the **Supported Independent Living (SIL) program** have developed an increase in independence over the course of the pandemic. Individuals are connecting with neighbours, friends, and family members as natural supports and finding that they rely less on support staff to meet their needs.

Staff have supported their caseload to use technology to join meetings and virtual activities, order groceries online, and participate in wellness check-ins with their CSWs.

Connections with service providers in the area have increased service options for individuals during the pandemic. These include the delivery of hot meals and freezer meals through Home and Community Support Services, an increase in the capacity of individuals to arrange their own transportation through Saugeen Mobility or local taxi services, and accommodations made by local grocery stores to help individuals access essential items from the comfort of their homes.



The **JobsWork Program** caseload has risen to 53 people supported in their employment journey. 18 adults and 2 youth continued to access service throughout the pandemic, while others have paused accessing service while receiving Covid-19 benefits. **JobsWork** has provided virtual workshops on a variety of topics that can impact working/returning to work during a pandemic (e.g., health and safety, motivation, anxiety, etc.). The program has provided support for job seekers on how to prepare for, and participate in, virtual interviews.

The D&K Window Washing business has continued to thrive throughout the pandemic!

PIVOTING SUPPORTS

Family Support and **Infant Development** supported 110 families throughout the year during the Covid-19 pandemic. We couldn't have predicted that one year later we are in almost exactly the same place as when it all began, except that we have grown our skill level and developed new capacities of how to positively support children and families during this time. We never stopped supporting, advocating or sharing information with families, but instead shifted to an approach to continue to be the support that families needed now more than ever.

We provided regular wellness calls, emails and virtual meetings with families and delivered **donated gift bags from Bruce Power** to families in Tiverton, Kincardine and Ripley. Informational monthly blogs were created and shared to families, in addition to our monthly newsletter submissions for additional support.

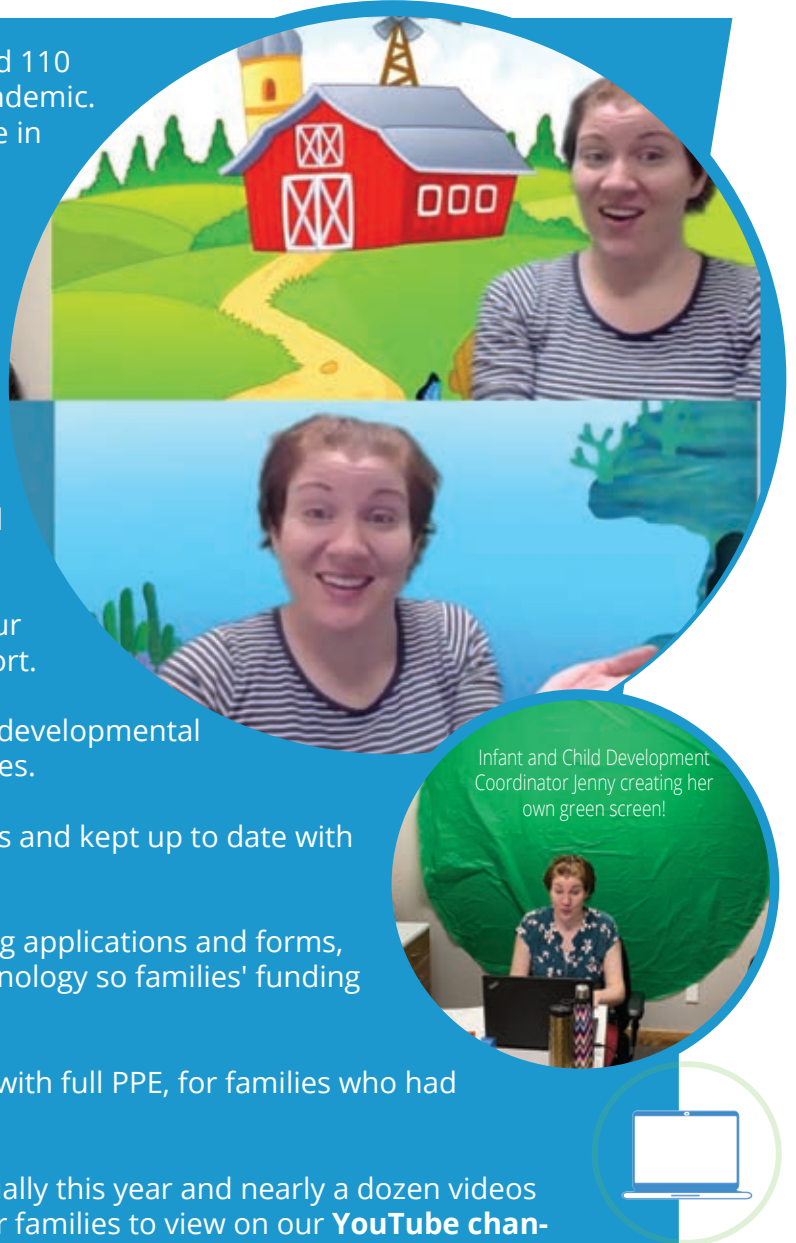
Families also took advantage of having personalized developmental activity packs made up and dropped off to their homes.

Staff participated in a variety of training opportunities and kept up to date with the ever changing ministry guidelines and programs.

Families were supported with annual ministry funding applications and forms, and paperwork was filled out via screen sharing technology so families' funding opportunities stayed up-to-date.

In the fall, staff were able to do a few in-home visits, with full PPE, for families who had time sensitive needs.

Baby and Me Music Group reached 20 families virtually this year and nearly a dozen videos were filmed of songs, stories, and nursery rhymes for families to view on our **YouTube channel** at their leisure. Baby and Me Groups are **generously supported by the NWMO**.



Infant and Child Development Coordinator Jenny creating her own green screen!

Youth Connections ran virtually with some in-person, one-to-one, outside and physically distanced visits and limited outdoor volunteer opportunities. Each week we ran virtual group chats with theme activities such as scavenger hunts and trivia. We also hosted a private Youth Connections Facebook page to share pictures, recipes and stories with each other all throughout the year.

As public health directions changed we were able to offer one-on-one and small group activities outside and participated in outdoor volunteer opportunities at Botanical gardens, RVilla Retirement home, Malcolm's Place, Beach gardens and the United Church. The **Township of Huron Kinloss supported the volunteer opportunities and some recreational activities** within the Township of Huron Kinloss through their wellness grant.

The youth enjoyed having the opportunity to leave their home, do something productive in the community, and see their peers through the summer.

CAPACITY BUILDING, COMMUNICATION & CONNECTION

This past year has given Community Living Kincardine & District an opportunity to slow down and really take time to evaluate supports and services, connect with co-workers and supported individuals to ask what to start, stop and continue with regards to supports and services, communication and connecting. We have taken time to connect not only within our organization but also with other organizations, community groups and local businesses.



portive workplace culture that allows for capacity building. Check-ins with co-workers became a workplace norm and surveys were sent out to staff and supported individuals and their families to gather feedback and strengthen support through the pandemic and forward. The Leadership Team continued to meet throughout the year, even after ProSocial, to focus on Communication, Connection and Capacity Building across the organization.

We focused a lot on communications both internally and externally to ensure people felt safe and supported to stay healthy; both mentally and physically. During the first lockdown, Community Living engaged community members, supported individuals and followers to join us in fun photo and video challenges and continued to reach out with wellness blogs based on our Pathways to Positive Impact and Conscious Care and Support training throughout the year.



We focused on “Care for the Caregiver” by lightening the burden of being a front line worker during the pandemic through themed office decorating and special visits by some furry guinea pig friends for “Pigentine’s Day and PigMas”.

“Unstoppable Tracy”, presented by Bruce Power and showcased on Bruce Telecom’s Bruce TV, and Peter Marks from a Centre for Conscious Care and Support were shared with the community to provide inspiration, hope, tips and information on how to “get through this together”.

We made fun new connections through our “Skate with Santa” by **partnering with UBC Local 2222 and the Municipality of Kincardine’s Tourism** staff and maintained very close contact with the **Grey Bruce Health Unit** who helped guide us through restrictions, lockdowns, procedures and finding PPE. Local businesses including **Bruce Power** and **Kincardine Dentistry** helped to ensure front line staff had **adequate PPE** through the early days when supplies were limited.



Our annual **“Lots of Socks” Campaign** was successfully carried out and a welcoming break from pandemic news. The campaign helped to lift spirits and carry us through the end of the winter. Despite the Pandemic, participation remained high from local businesses. In the end, the **OPP Kincardine Detachment faced off against BDO and won the Golden Sock Award**.

A **Leadership Team** was created in the fall of 2020 to participate in ProSocial Research with Brock University. ProSocial gave the leadership great insight on creating a sup-



Over this past challenging year, our organization focused on capacity building, creating a positive workplace culture supporting staff to provide optimal support to our clients and connecting internally and externally to become stronger, more resilient, and even better supporters.



GOVERNANCE & LEADERSHIP



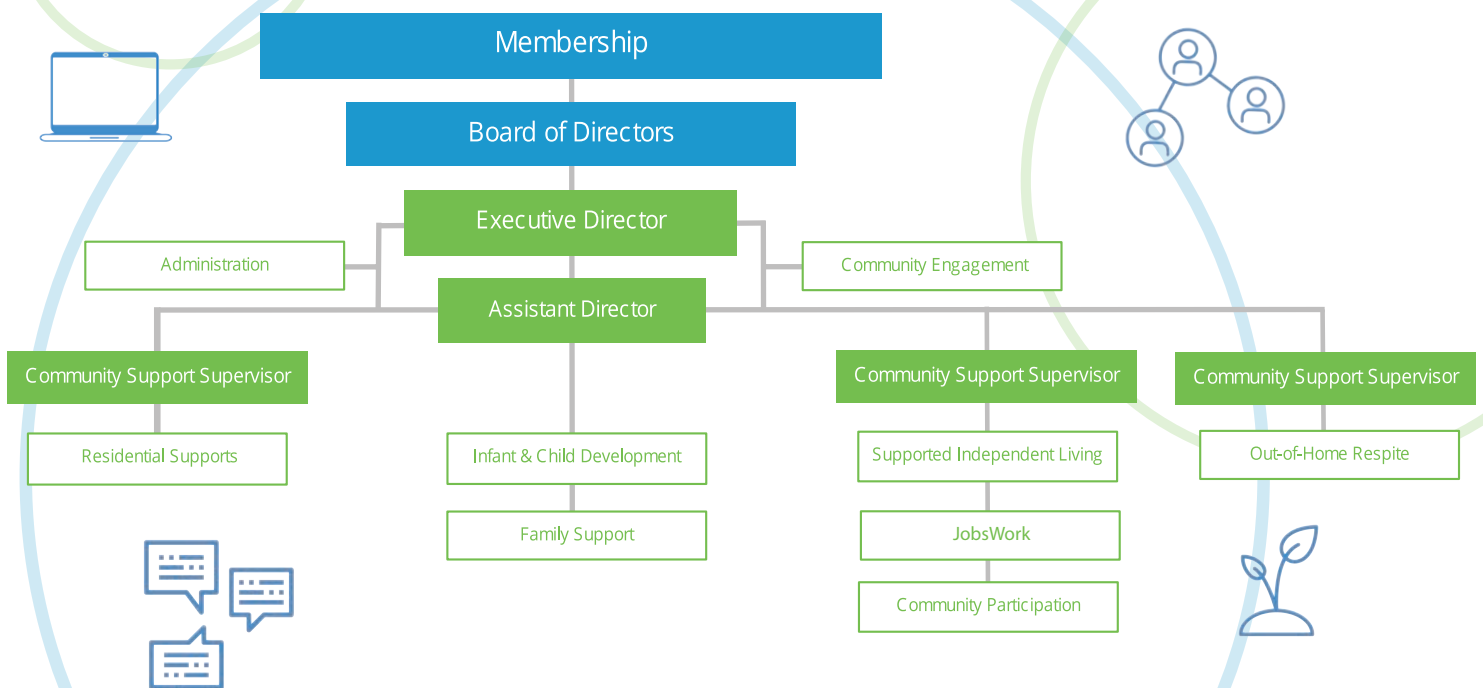
BOARD OF DIRECTORS

Jason MacDonald – President
Gail Walden – Vice President
Alison Lawrence – Treasurer
Marnie Cassidy – Director
Karyn McIntyre – Director
Tammy Thompson – Director
Michelle Wright – Director
Phillip Craig – Director

MANAGEMENT & STAFF

Andy Swan - Executive Director
Audrey Schlatman - Assistant Director
Jane Hoy - Supervisor
Cathy Pennington - Supervisor
Kim Andrews - Supervisor
44 full time, part time and relief staff

ORGANIZATIONAL CHART



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.

SPONSOR SPOTLIGHT



Through the early stages of the Pandemic when PPE was in short supply, Bruce Power stepped up to donate much needed PPE and sanitizer to CLKD. Bruce Power also donated bags of essential items to supported individuals in the summer of 2020. Bruce Power continues to be a valued supporter of our agency and we are truly grateful for their generosity.



The Amazing Race Kincardine third party fundraiser hosted by Amanda Saxton and Crystal Burt raised **\$10,000** in support of Community Living Kincardine and District in August 2020.



PARTNERS & SUPPORTERS

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**Moore Wealth Management of
RBC Dominion Securities**

 **the co-operators®**
Jennifer Cook & Associates

2^mPower
Empowering Solutions

 **CUSW**

**Health &
Wellness Fair**



**Jessica Cormier
Studios**



**Ripley & District
Lions Club**



Tiverton Lions Club



**Huron Shores
Lions Club**

Anita & Gary Rutledge
Anna Veenman
Barb McKay
Bonnie Stark
Carrol Clifton
Carol Love
Chris McCullough/ Ann Rock
Clayton Ford
Colette Griffin
Debra Gaudet
Dianne Simpson
Donald F. Matheson
Donald Simpson
Donna MacDougall
Doreen Soloduka
Doug & Bonnie Emmerton
Elmer Lamont
Gil & Leona Graham
Gordon Thompson
Gus & Mary Anne Longo
Hanna Siekierska

In Memory of Donna Briere
In Memory of Linda McLeod
In Memory of Michael Stone
Jaye Boyer
Jennifer & Malcolm MacKenzie
Jim Schut
Joanne Petrouna
John & Linda Campbell
John & Tracy Husk
Karen Goodwin
Karine Arciszewski
Kerry Lyn & Doug Johnston
Larry & Bobbi Biggs
Larry & Merri Kirk
Larry & Tammy Griffin & Family
Leah Lance
Linda McInnes
Lynn Shewfelt
Mary Lou Franklin
Mel Smillie
Nathaniel Swaan

Nick and Mary Ritter
Pamela Adams
Pauline Wheeler
Rod & Karen Shanks
Shannon McLeod
Shelley Purdon
Suan Olijnyk
Sylvia Phelps
Vicki Farrell
William Young

SUMMARY OF FINANCIAL STATEMENT

Statement of Financial Position as of March 31, 2020

| Assets | | 2021 | 2020 |
|---------------|----------------------------------|------------------|------------------|
| | Cash & Accounts Receivables | 629,988 | 556,122 |
| | Property & Equipment | 1,572,644 | 1,627,706 |
| | Other (Incorporation Costs) | 100 | 100 |
| | | 2,202,732 | 2,183,928 |
| Liabilities | | | |
| | Cash & Accounts Payable | 284,710 | 245,532 |
| | Long Term Debt | 647,736 | 690,838 |
| | Deferred Contributions | 890,795 | 922,459 |
| | | 1,823,241 | 1,858,829 |
| Fund Balances | | | |
| | Invested in Property & Equipment | 34,113 | 14,409 |
| | Unrestricted | 486,977 | 452,289 |
| | Externally Restricted | (141,599) | (141,529) |
| | | 379,491 | 325,099 |

Copies of the audited financial statements are available upon request



Membership Application / Renewal

Name: _____

Address: _____ City: _____

Postal Code: _____ Telephone: _____

E-mail: _____

YES, I wish to become a member or renew my membership with Community Living Kincardine & District. My membership fee is enclosed for:

| | | | |
|---|-----------------|---|---------------|
| <input type="checkbox"/> General Membership | \$10.00/person | <input type="checkbox"/> Self-Advocate | \$5.00/person |
| <input type="checkbox"/> Life Membership | \$100.00/person | <input type="checkbox"/> Corporate Membership | \$100.00 |

General Membership – Open to any person who is 18 years of age or older, who supports the purpose and objectives of the Association and who pays an Annual Membership Fee, and who is not an employee or spouse of any employee of this Association. Full voting privileges.

Life Membership – Open to any person who supports the purposes and objectives of the Association and who pays a Life Membership fee. Must meet the requirements of General Membership. Shall be valid from the date of purchase for all future membership years. Full voting privileges.

Self-Advocate Membership – Open to any person who supports the purposes and objectives of the Association and who pays a Self-Advocate fee. Must meet the requirements of General Membership. Must be eligible to receive services. Full Voting privileges.

Corporate Membership – Open to any company which supports the Mission and objectives of Community Living Kincardine & District and pays a corporate membership fee. No voting privileges. Each corporate member will be acknowledged at www.clkd.ca

(Appendix A)



COMMUNITY LIVING
Kincardine and District



Inspiring Possibilities

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f. 519-396-4514
286 Lambton Street
Kincardine, ON
www.clkd.ca