

69th ANNUAL GENERAL REPORT

Tuesday, June 25, 2024



OUR MISSION & VALUES

The mission of Community Living Burlington is to enrich the quality of life and to promote full and meaningful inclusion in our community of people who have a developmental disability.

OUR GUIDING PRINCIPLES

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.

OUR VALUES

Dignity: Each person is unique, to be respected and empowered.

Accountability: Everyone at Community Living Burlington is responsible for the safety, security and well-being of the people we support.

Human Resources & Leadership: We value the staff & volunteers that enable the organization to achieve the highest quality of service to the people we support.

Advocacy and Inclusiveness: We value, promote and protect the right to full participation within our community.

Service: We are committed to an exceptional service approach based on the uniqueness of each person we support.

Partnerships & Outreach: We value and promote collaboration with our community.



COMMUNITY LIVING BURLINGTON BOARD MEMBERS

BOARD OF DIRECTORS 2023-2024

Board Chair	Graham Browne		
1st Vice	Jessica Stevenson		
2nd Vice	Cam Jackson		
Treasurer	Danish Baig		
Director	David Baines		
Director	Prashant Kamath		
Director	Alyson Kirkwood		
Director	Mike Lockington		
Director	Joe Nemet		
Director	Ellen Simpson		
Director	Cathy Thomson		
Director	Kathy Watts		

COMMITTEES OF THE BOARD

Audit, Finance and Risk Committee

Ethics Committee

Human Resource and Governance Committee

Resource Development Committee

As we reflect on the fiscal year 2023/2024, which ended on March 31st, we are reminded of the ways in which our employees, volunteers, family members, service delivery partners and the people whom we serve came together to build and celebrate our community at Community Living Burlington.

In the Annual General Meeting Report, we have highlighted some of the exciting achievements, events and new initiatives that were experienced throughout the year. These highlights demonstrate how our community has continued to reinforce what we do best while building new programming and even new infrastructure to address underserved as well as the emerging needs of those whom we serve.

Though much of our effort and focus was on restoring pre-pandemic levels of service and programming, we also addressed emerging needs (highlighted by employees, family members and the people we serve) such as the creation of new options for services for Seniors (most notably, Central Perk), new programming for children and youth called Reverse Respite, and an intensified focus on Wellness Services and the construction of a Wellness Centre at our Mainway facility.

We continue to increase our visibility and engagement with the City of Burlington and Halton Region through another successful Walk'n Roll event at Spencer Smith Park and by being selected as the designated local charity for last autumn's Tim Hortons Holiday Smile Cookie Campaign. Not only did we benefit financially from this high profile campaign, but we also benefited through raising awareness of the contributions Community Living Burlington makes to the quality of life in the City of Burlington.

We also rolled out our updated Strategic Plan through workshops with employees, family members and the people whom we support. We received both strong support for the overall direction of the Plan, but also a clear willingness to participate in formulating and implementing the actions that will be required to make the new Plan a reality. Continuous communication was strongly encouraged by all stakeholders, and the Board, leadership team and staff will work together to ensure that timely and helpful communication will be provided on an ongoing basis.

These accomplishments, along with many others, were achieved without compromising the integrity of our financial position. We continued to manage and invest prudently to ensure that we provide high quality services in safe surroundings while keeping our books in balance.

Despite our prudent financial approach, we nevertheless face the headwinds of significant increases in the costs of everything from food and consumables to salaries and wages, and without some reasonable increases to our level of core funding, we anticipate being under financial pressure in the years ahead.

Executive Director/Board President Report Continued

By: Judy Pryde & Graham Browne

For that reason, we need the support of all members in our efforts to highlight the need for additional core funding from our Provincial Ministry funders and will be reaching out to you in the months ahead. We are actively engaged with OASIS (Ontario Agencies Supporting Individuals with Special Needs) and Community Living Ontario, who recently launched a province-wide campaign to help the public and our funders understand the ongoing pressures agencies have.

The campaign also highlights other pressing issues in the Developmental Services sector – most notably, an urgent need for more adequate housing for people who have a developmental disability. The number of adults who are waiting for supportive housing and community support during the day continues to grow yet the options for families in Halton do not come close to meeting the demands.

To help us bring these challenges to the public's attention, we ask that our members look to the "5 to Survive" Campaign for further information. This can be found at https://communitylivingontario.ca/what-we-do/advocacy-education-awareness/five-to-survive-campaign/.

Community Living Burlington remains committed to its mission of enriching lives and promoting inclusion. The achievements of 2023-2024 set a solid foundation for our continued success and growth. We thank our volunteer Board members for their support and engagement this last year as well as our members, donors, and partners for their unwavering support.

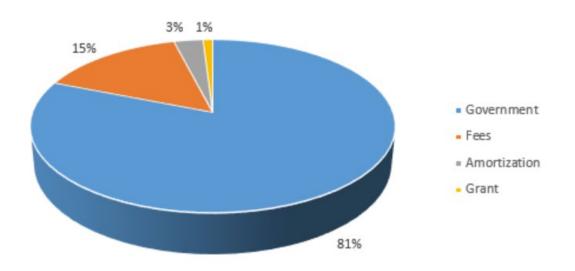
A special thanks to our employees, who have stayed strong and committed to the people we support and Community Living Burlington.

Graham Browne CLB Board President Judy Pryde Executive Director

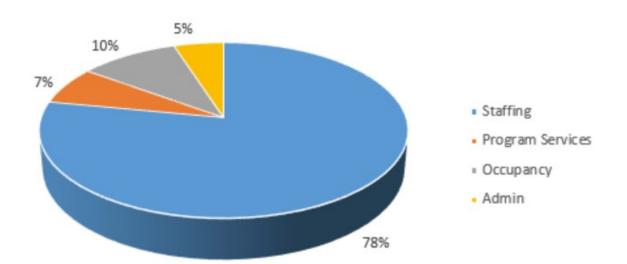
Financial highlights for the year ending March 31, 2024, in '000s

	2024		2023	
Total Assets	\$	10,547	\$ 9,149	
Total Liabilities	\$	6,141	\$ 5,275	
Total Revenues	\$	26,532	\$ 24,510	
Total Expenses	\$	26,134	\$ 24,460	

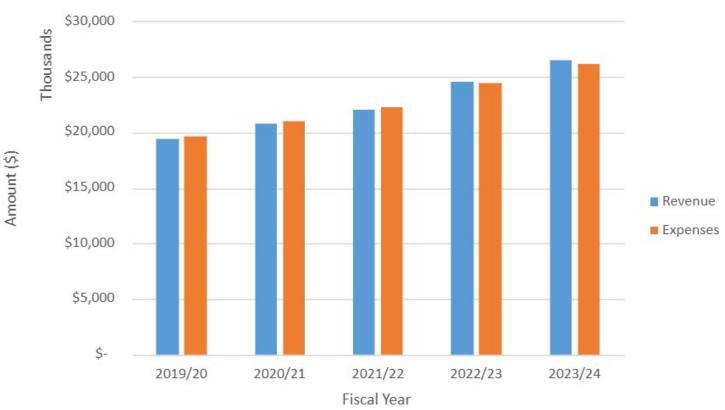
Total Revenue by Category FY 2023/24

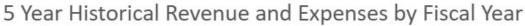


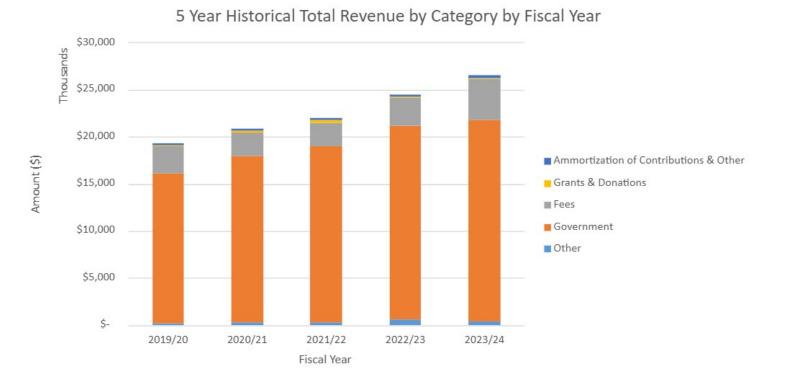
Total Expenses by Category FY 2023/24



2023/2024 Financial Report







"Possibilities are Endless"

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A Year of Happiness and Sweet Success

November 2023 was filled with happiness, community spirit, and delicious treats!

From November 13 -19, 2023 Tim Hortons locations throughout Burlington were bustling with activity as they baked and sold Holiday Smile Cookies. This campaign was not just about enjoying a tasty treat but spreading happiness and making a meaningful impact in our community. The campaign's structure ensured that every Smile Cookie sold would contribute to two wonderful causes: 50% of the proceeds were allocated to the Tim Hortons Foundation Camps, while the remaining 50% directly supported Community Living Burlington.



Throughout the campaign, the people we support played a crucial role, contributing by decorating Smile Cookies, welcoming guests into the restaurant, and encouraging those in the drive-thru to purchase cookies. The response from the Burlington community was very positive. Families, friends, and supporters came together to buy cookies, with each sale helping to create a brighter future for the CLB community.



The Tim Hortons Holiday Smile Cookie Campaign was a huge success. Through the collective efforts of everyone involved, we raised an impressive total of \$75,019. This incredible achievement was made possible by the generous support of the Burlington Tim Hortons restaurant owners and all the outstanding individuals who purchased Smile Cookies. At the end of the campaign, we proudly accepted a cheque for \$37,509. This substantial contribution will go a long way in supporting our programs and initiatives, helping us to enhance the lives of those we support through our Wellness Centre.



We thank the Burlington Tim Hortons restaurant owners for selecting us as a beneficiary of the first-ever Holiday Smile Cookie Campaign. We

also thank every community member who bought a cookie, spreading smiles and kindness with each purchase. Your generosity and support have made a real difference.

As we reflect on the Holiday Smile Cookie Campaign, we are reminded of the power of community and the joy that can be found in simple acts of kindness. Together, we are building a brighter, more inclusive future, one smile at a time.



Employment Services Transformation

By: Connor Rothwell & Debbie Turner

For nearly 30 years, the Employment Services team at Community Living Burlington has been advocating within the local business community in collaboration with the people we support. Effective April 2023, the Government of Ontario changed its Employment Services system by creating a new service delivery model that integrated programs for Ontario Works (OW) and Ontario Disability Support Program (ODSP) with Employment Ontario (EO). The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) named FedCap Canada as Halton Region's Service System Manager.

Significant changes can bring road bumps, but the Employment Services team has worked diligently to adapt to the new system. This year, the team achieved over 170% of their overall contractual commitment by enrolling approximately 40 new job seekers into the program while continuing to provide support through our Supported Employment Program.

Through this new model, the team has been involved in intensive training regarding mental health first aid and awareness, Indigenous cultural awareness, anti-racism, motivational enhancement, traumainformed care, and justice system knowledge. In November 2023, the team presented a webinar on supporting job seekers with developmental disabilities. This webinar educated other employment service teams in the Halton region on the benefits of hiring people with developmental disabilities. It highlighted the types of individualized services that promote success for the people we support.

These new training programs have given the team more knowledge and a better understanding of the various people who enter our services. When working to create success in the workplace, it is important for the team to identify the job seekers' abilities and the barriers they face.

The team engages with enrolled job seekers through a new Pre-Employment workshop called the Power of Possible. This dynamic workshop created by FedCap includes 30 hours of activities to support job seekers as they prepare to enter the workforce. The program includes practice job interviews, tools to search independently for job leads and networking opportunities, resume development, and goal setting. Earlier this year, Connor Rothwell, our certified POP instructor, facilitated the inaugural POP workshop and received fantastic participant feedback. We are thrilled to complete our second cycle of POP workshops this May.

Over the summer, several successful job seekers were featured on CLB's social media accounts. The Employment team works closely with local business partners to create long-lasting professional relationships, and Tim Horton's has been a valuable partner for many years. Since then, another job seeker has found employment at a local Tim's. Owen B. started his position in January and has received spectacular feedback from his manager. Owen's excitement for his new position has been shared by the Employment team. When asked about his experience working with Employment Services, Owen said, "I love how friendly and helpful everyone is!" Congratulations to Owen on his new position!

The Employment Services team includes:

Dayalini MathaiManager of Employment ServicesAmber ArmstrongEmployment SpecialistRyanDebbie TurnerEmployment SpecialistConr

Ryan Mascall Connor Rothwell

Employment Specialist Employment Specialist









Avison Young - Best Buy - Blk Swan Kitchen Hub - Burlington Gymnastics Club - Canadian Tire Canada Centre for Inland Waters - Champion Print Studio - Collective Arts Brewing Community Living Burlington - Costco - Denninger's - Fortinos - FreshCo - Great Lakes Scenic Studio Home Depot - Innomotive Solutions - Jack Astor's - Kids & Company - Lids - Longo's Mark's Work Warehouse - Metro - PKP Services - RONA - Shipway Stairs - Shopper's Drug Mart - Sobeys Staples - Swiss Chalet - The Auto Station - The Burger's Priest - Tim Hortons - Treasure Hunt Turtle Jack's - U-Haul - Value Village - Vernadee Stables - Walmart - Wendy's











The Reverse Respite Program

The COVID-19 pandemic created a disturbance and disruption to many respite programs where some had "closed or paused," making it difficult for caregivers to get the help that was important to them and those that they cared for. Many organizations came together to try and solve the problem by creating a Reverse Respite Program. The creation of this program has proven to be very helpful and shows us just how important it is to find new ways to support families.

Community Living Burlington, through the Reverse Respite Program, helps families by providing in-home support for children and adolescents 0-29 years of age with developmental disabilities. The program is unique in that it ensures that the individual stays in their home environment, making it comfortable for them to remain in their own surroundings. Rather than have a child or adolescent relocated or displaced somewhere else, a support worker comes to their home.

CLB has been instrumental and helpful to families needing help by providing funds to pay for a support worker's services to give In-Home Support. This service provides a level of comfort for each and everyone in the program. This supportive measure can make the child feel safe and secure where they are most familiar as they remain in their own living environment.

The In-Home Support service takes some of the load off parents and guardians, as the caregiver can take a short break from the daily routines of care that are necessary in the dwelling. The support worker can then take care of the child, allowing the caregiver time to relax and come back refreshed after staying away for two nights in a hotel.

The benefit of the program is that it provides financial support. Approved caregivers can receive up to \$1,300. The intent of this is to provide up to \$300 for a two-night stay in a hotel and up to \$1,000 In-Home Support for two nights and two days of care from a support worker.

Community Living Burlington works with other groups like Central West Specialized Developmental Services, Reach Out Centre for Kids (ROCK), and Erinoak Kids to tell families about the program. To be part of the program requires approval. Service Coordinators help families apply for funding. Once an application is submitted, a review committee determines which families receive support.

There have been numerous success stories documented between December 2023 and March 31, 2024, where the program was instrumental in helping 27 families, including the following.

"This was a huge relief for our family. It allows our daughter to remain at home with a worker who knows her."

"We are extremely grateful for this funding. We really needed a break and a change of scenery. We could breathe when we need to."

"This has been the most wonderful break. Thank you, a million times, over."

Clearly, the program is a success and an innovative way to support families with children and adolescents who have developmental disabilities. In summary, it can be said, that by providing in-home care and giving caregivers a chance to rest, the program helps everyone involved, feel more supported and cared for. This program is a great example of how we can adapt and find new solutions to help families in need.

The Wellington Terrace Community Wellness Hub

By: Deanne Wilde

The Supportive Independent Living (SIL) program at Wellington Terrace has been working with the Community Wellness Hub and the Region of Halton, that offers an array of services to enhance residents' independence and well-being.

Launched as a pilot project in 2021, the Hub aims to keep seniors at risk of hospitalization and institutional care, living happily and healthily in their homes for as long as possible.

The Community Wellness Hub represents a collaborative effort involving over 15 local health care, social services, and housing providers. Its mission is to provide comprehensive care and support through trusting relationships and an integrated approach, proactively addressing physical, mental, and social issues before they escalate into crises requiring acute care.

Those seeking services are introduced to Jennifer Johnston, the Hub's Community Connection Coordinator. Jennifer conducts intake assessments and takes the time to understand each individual's needs and recreational interests, ensuring that services are tailored and optional.

Nancy F. has been enjoying the exercise classes offered through the Hub. She appreciates the convenience of having access to such programs within her home, which motivates her to participate. Nancy also enjoys recreational activities, such as crafts, social gatherings, and birthday celebrations, which have helped her meet new people and feel more integrated into the community since moving to Wellington Terrace.





Michele L. found comfort in the counseling services available at the Hub following the loss of her mother. These services provided her with a safe space to process her grief and adjust to living alone again. Michele also values recreation programs, especially birthday celebrations!

The Hub's comprehensive offerings are widely utilized by SIL residents, who participate in recreational programs and access health services daily. From borrowing tablets to connect to the internet to attending health and wellness workshops and having their blood pressure checked weekly by Paramedic Steve, the friendly staff are dedicated to integrating and encouraging residents to make the most of the available services. The Hub also provides a monthly calendar outlining scheduled events and services, which are publicly funded and strategically implemented to fulfill its mission.

The Community Wellness Hub at Wellington Terrace has become an invaluable resource for SIL individuals, fostering a supportive environment that promotes independence and enhances the quality of life.

Building a Healthier Tomorrow

Community Living Burlington's Wellness Program has seen remarkable growth and achievements in the past year. Our ongoing commitment to nurturing health and wellness within our community and building partnerships with healthcare professionals has been essential to our success.

We are proud to announce we were awarded a grant of \$150,000 from the Ontario Trillium Foundation – Capital Stream, to enhance, expand our services and create a Wellness Centre. This funding will be instrumental in facilitating vital projects and initiatives, enabling us to elevate the quality and scope of our services. Through this initiative, we aim to broaden our reach to a wider audience and meet a diverse range of wellness needs within our community.

Exciting changes are on the horizon at the Mainway warehouse. The upcoming Wellness Centre renovations will see the addition of treatment rooms, a therapy gym, and the addition of fitness equipment. These enhancements are designed to focus our support on mobility, strength, and mental health, creating a safe and inclusive environment for all.

Furthermore, the Board of Directors has approved the allocation of funds raised at Walk'n Roll 2023 and proceeds from the Tim Hortons Holiday Smile Cookie campaign towards this project.

The collaborative efforts of our Wellness Team have been pivotal in expanding our outreach and impact, offering a more holistic approach for the people we support. These partnerships will continue to strengthen, aiming to provide a comprehensive 'one-stop' service approach.

Looking ahead, we are excited about the Wellness Centre's potential. With confidence in our ability to achieve significant milestones in the upcoming year, we eagerly anticipate sharing our successes. Together, we are building a healthier, happier community, and we invite you to join us on this journey.

We look forward to transforming this space into a thriving centre of wellness for everyone in our community.



Central Perk - Seniors Day Program

By: Sharon Hewitt, Samya Mohammed, Sandy Phillips

As our population ages, it becomes crucial to create supportive environments that enhance the well-being of older adults. In response to this need, in June 2023, our Mainway Day program employees submitted a proposal that addressed supporting older adults differently. As a result, Central Perk launched February 2024, a groundbreaking seniors' day program.

The program's vision is centered around choice. Rather than building and achieving traditional goals, participants frame their day using the "You Choose" model, an activity-based approach at Central Perk. Each day, participants have choices tailored to activities appropriate for their age group or mobility level.



Division by age group allows for a relaxed pace, avoiding rushing or pressure to attend a traditional day out in the community.

This group is designed for adults aged 55 or older who are social but no longer interested in regular programs that are too structured and fast-paced, making it difficult for them to participate.



The program runs from 9 am to 3 pm, with our "You Choose" programming structured from 10 am to 2 pm. The day begins with a morning social circle to share weekend or evening activities, followed by morning stretches. Each week is planned with the people we support, offering a variety of activities such as art, music, sign language classes, Bingo, karaoke, card games, and board games. Additionally, we are just steps away from a beautiful park for walking and enjoying the outdoors.

Central Perk has been operating for several months and is a great success. We receive positive feedback from employees, letting us know that the people they support in the supportive living homes look forward to coming each day and are very happy when they return home. Some families have shared that when their family members go home on weekends, they chat about the program and share in the excitement.

Participant Testimonials:

Linda – "I feel a part of a team. I enjoy helping peers play Bingo and card games. I'm always willing to go out and participate in physical activities." Wanda – "I started attending two days a week but quickly changed to five days a week. I enjoy the music and art classes and love going for walks around the park." Sharon – "I enjoy working with staff for math and reading skills. I also look forward to art and music and Bingo."

We continue to grow and look forward to future programming, including gardening, cooking, baking classes, and so much more.

Unlocking Potential: Hiring Students Through Canada's Summer Jobs Program By: Daya

By: Dayalini Mathai

Thanks to the Government of Canada, Community Living Burlington received funding from the Canada Summer Jobs Program. This funding allowed us to hire four summer student employees in 2023, providing them a valuable opportunity to develop skills through meaningful summer employment. This program was more than just a job; it allowed students to discover new passions, connect with incredible people, and contribute to advancing CLB's mission.

We want to congratulate the following summer student employees for being part of the CLB team: Brett Adams, Caitlin Deery, Sarah Watson and Morgan Chesterton. They significantly contributed to our supported living services and day programs, enhancing our commitment to a diverse and inclusive workforce.

The Canada Summer Jobs program provided our summer employees with valuable opportunities for growth and development. The students were able to develop essential skills such as teamwork, communication, problem-solving, and leadership skills, which are vital for their future careers. This hands-on experience complemented their academic learning, making them more well-rounded and prepared for the job market. We are thrilled to share that two of our four summer student employees successfully transitioned into staff positions and continue to be part of our CLB team.

Caitlin Deery, one of the summer students, shares her journey: "I greatly enjoyed my time as a student with CLB! I learned a lot about the day to day aspects of the job and developed strong connections with the people in the house I was placed at. Having the summer student role really helped prepare me for what I could expect on the daily in this field. I think the placement really helped shape me into the CLB staff I am now!"

We want to thank all the exceptional summer student employees. Your contributions have not only enriched our teams but also made a significant impact on the lives of the people we support. Your enthusiasm, fresh perspectives, and positive energy have been invaluable. We wish you continued success!



Resource Development Updates

Walk'n Roll

CLB's signature event, Walk 'n Roll 2023, marked the 43rd anniversary of the fundraiser. We had a great time at Spencer Smith Park on a beautiful day. The event featured incredible entertainment and fantastic food, providing a wonderful opportunity to connect with friends as we completed the walk together.

A special thanks to Route 56 for being our title sponsor and to their entire team for volunteering on the day of the event.

We truly appreciate the support we've received from grants, funders, donors, and community supporters. Together, we raised over \$42,000 in donations, including over \$28,000 in sponsorships. These funds have significantly impacted our organization as we strive to create a wellness centre specifically designed for the people we support.

Thank you for your continued support!

United Way of Halton & Hamilton Warehouse Partnership

In collaboration with the United Way Halton and Hamilton (UWHH), the Warehouse Project CLB has benefitted from over \$21,867.40 in in-kind donations. These contributions encompass a variety of essentials such as household items, hygiene products, electronics, and other necessities. They play a crucial role in supporting our programs by offsetting operational costs effectively.

Foundation for Human Development

Between April 2023 and March 2024, the Foundation for Human Development donated \$79,850.00 to support various CLB initiatives, including the Wellness Program and yoga classes. They also sponsored events and celebrations such as "A Haunting on Mainway" and Secret Santa. Additionally, they purchased grocery cards for individuals in our Supported Independent Living Program and treated everyone to Christmas and Valentine's Day dinner.

Grant Funding

This year, CLB successfully received over \$220,000 in grant funds. These funds included contributions from the Ontario Trillium Foundation, Canada Summer Jobs, and The Ontario Caregiver Organization.

The Ontario Caregiver grant was used to revitalize Connected Families, a family-led support group for our community. They will be launching a website shortly. Please visit their website www.connectedfamilies.ca to stay up to date on services, upcoming workshops, and initiatives.

Staff Anniversaries

36-40 years

Alan Martin Anita Stevenson

31-35 years:

Sheila Gillies Susan Aubert Fiona Gardiner Marisa Colucci Debra Neill Michele Pacheco Cheryl Kielt

26-30 years:

Chrystlyn Thompson Susan McGarry Jennifer Minstrell Martina Boyd Traci Hurley Debbie Turner Jennifer Chesterton

21-25 years:

Joanne Karaiskakis Laura Maillet Marilyn Desjardins Shelly Pavan Tracy Boudreau Melanie Bonnes Meghan Tyrrell Christine Hobbins Mandy Guibao Lisa Callen Lorie Fletcher Tina Fernandes Gema Rondon Tracey McCarthy Amy Jancar Sharon Earle Kim LeVie Nicole Algar Caroline Martin Judy Pryde

16-20 years:

Alison Hird Jennifer Harley Lara Arnold Theresa Kiehn Patricia Ferrie Lorie White Keverne Postma Nadina Toric Kim Southe Abigail Izirein Genoveva Lam Kelley Andrews Nicole Brainard Leanne Sheehan Mandy Taylor Marsha McLean Krystal Conway Janel Harris Cassandra Small

Maria Aguilar Linda Lysko Wanda Strupinska Ashlee Metcalf Brenda Sheehan Heather Scullion Samya Mohammed Hilary Keeves Lucy Oduraa Rakiyah Moynan Priyanganee Jayathilake Elizabeth MacDonald-Whelan Katie lampietro Almaz Gebremichael Chelsey Clay Sharon Hewitt **Rajwattee Singh** Carrie Batt Jennifer Bowdidge Akinola Muritala

Faridah Namirembe

10-15 years:

Winnetta Chiasson Emily Huang Mariam Vartanian-Vieira Elzbieta Przada Heather Martell Chelsea Staton Bonnie Aura Shannon Teiko Janice Evans

Derek Hall Amber Armstrong Laura Archambault Thelma Stamp Wendy Hunter Edris Mignott Frank Li Chantal Lemire Andre Richards Michelle Ward Margot Sane Rachel Rattray Dahlia Habash Deanne Wilde Bianca Harismowich Danielle Rescan Freshta Azad Brandi Tuck Janner Arredondo Caren Manels Felix James Tyson Buckley

Sandy Phillips

Thank you for your dedication and years of service to the people we support!

In Memory of



David Weninger

"Forever remembered, your spirit echoes in the hearts of all who knew you, a timeless presence of love and cherished memories."

Unknown

Memorial Donations 2023/2024

In Memory of Michael Stephen

Judith Latta

In Memory of Audrey Barratt

Joe & Kathy Barker Frances Low

In Memory of Michael Muschler

Robert Muschler Madeleine Starowicz Debbie Scott Bonnie Day

Sarah Manarin Ann Brehmer

In Memory of James McFadzean

Craig McFadzean

In Memory of Ann Jones Kloppenburg

Kathy Andrews Mary Gaunt Gerald Levy

In Memory of Gladys Szwarz Jean Huehn

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