



2017-18  
Annual Report



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2017-2020

# Strategic Plan

We are proud to launch our new Strategic Plan that represents our collective vision, mission, and values, as we move towards innovation, impact and change.

The four Strategic Directions that will guide us to 2020 are:

Enhancing  
Family and  
Community  
Partnerships

Investing in  
Leadership  
Development and  
Employee Wellness

Ensuring Program  
Excellence,  
Continuous  
Innovation and  
Stewardship

Building  
Community  
Awareness and  
Sustainability

## OUR VISION

A community where everyone belongs.

## OUR MISSION

Enable people with a developmental/intellectual disability to achieve their fullest potential.

## OUR VALUES

Respect,  
Integrity,  
Excellence

## Board of Directors

### President

Karen Richards

### 1<sup>st</sup> Vice President

Bill Lampole

### 2<sup>nd</sup> Vice President

Catherine Callaghan

### Comptroller

Rod Allen

### Directors

Daniel Collins

Suzanne Conner

Bill Gallienne

Kathy Kantel

Robert D. McKenzie\*

Kate Sheldon

Carl Wierenga



\* Appointed February 28, 2018

## A LETTER TO

# Our Community

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## Community Living Central York (CLCY) has a lot to celebrate!

We are working collectively towards one common goal—to best serve the current and emerging needs of the people we support and families in our community.

### Building Connections

This year we have put an emphasis on building connections to help achieve goals.

Our Happy Hearts Capital Campaign hit tremendous milestones thanks to our donors. We have achieved over 80% of our Campaign goal of \$5 Million and we continue to gain momentum.

In the upcoming months, we have new and exciting initiatives to help us to achieve the last 20% of our goal. Stay connected with us at [www.happyheartscampaign.com](http://www.happyheartscampaign.com) or by following us on social media.

### Building for the Future

We can finally see our newly renovated Day Services Hub on the horizon. Construction began on April 11, 2018 and is estimated to be completed by April 2019.

In the meantime, the planning, collaboration and teamwork made the smooth transition into our temporary location, without an interruption of our services possible. Everyone settled in and immediately began to enjoy the spacious and bright atmosphere. While we've received praise on the temporary location, we are looking forward to our move into our new "home" next year.

### Building Strength in our Organization

Building within—internal strength is just as important as external strength.

We were pleased to implement our Strategic Plan that will carry us forward to 2020. The Strategic Plan strengthens our vision and mission and its four strategic directions are centered on our core values—excellence, integrity and respect.

Earlier in the year we had a successful compliance inspection from the Ministry of Community and Social Services and received great feedback—the people we support are "so happy" and the homes as being "beautiful". This success strengthens our organization's reputation.

Finally, we've continued to build strength in our team with the addition of Andrew Fagan, our new Director of Services and Community Partnerships.

### Building Together

We can't achieve our impact and grow for the future without contributions from our CLCY community of supporters:

- Our Building Committee—who's commitment to our redevelopment is invaluable.
- The Town of Newmarket and other partners who helped with the move into our temporary location.
- The ongoing support and commitment from the Ministry of Community and Social Services—who make the delivery of our services possible.
- The United Way Greater Toronto for continued partnership, guidance and support.
- Our people—thank you to our Board of Directors, the families, members, supporters, and our dedicated team of employees and volunteers for their focus and dedication.

Once again, we are thankful for all the generous support we've received from our communities. We look forward to continued collaboration as we live our values of respect, integrity and excellence and work to make our vision of "a community where everyone belongs" a reality.



**Karen Richards**

President, Board of Directors



**Colleen Zakoor**

Executive Director

## OUR

# Services

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Community Living Central York is a non-profit charitable organization that was formed in 1954 by families and concerned citizens committed to developing services in their communities.

Fast forward to 2018, we have a range of programs and supports for people who have a developmental/intellectual disability. These supports include community participation support, employment support, supported group living, supported independent living, associate family living, and respite support.

### Supported Group Living Program

We support over 70 adults in 17 different locations within 5 municipalities. Each location has support staff working throughout the day and overnight. People are encouraged to participate in community activities. The principles of inclusion are demonstrated by having each of the houses located in residential neighbourhoods.

### Community Participation and Supports

Day Supports offers on-site and community-based day and evening programs that provide a variety of educational programs, employment and life skills training, volunteer placements and recreational activities

Employment Strategies is part of the support that assists people with job preparation, on the job coaching, career development, skills training and workplace supports.

### Supported Independent Living Supports

Supported Independent Living offers the required amount of assistance to adults who live on their own in order to make independent living possible.

Case workers assist with, accessing community resources, banking budgeting, menu planning, meal preparation, shopping, landlord and tenant negotiations, home maintenance, and participating within the community.

### Associate Family Program

Our Associate Family Program is based on the Foster Care/Family Home care model that provides residential supports to children and adults who have developmental disabilities.

Our program provides nurturing homes, within a family setting; it has been demonstrated that a nurturing family environment enhances each person's well being and reinforces their sense of belonging within the community.

### Respite Support Services

Respite support services provides temporary supports to children and adults who have developmental disabilities to provide relief to primary caregivers.

The Respite IMPACT Program provides group respite nights to children and adults who have a developmental disability and families/caregivers are supported knowing their loved ones are in quality services.



## Fund Development Highlights

Fund development, community engagement and increasing awareness of the work we do, and our impact continued to be of focus and opportunity for Community Living Central York this year.

The redevelopment of our building and renewal through strategic planning both create wonderful connections to get out to speak to stakeholders as well as to deepen and broaden our relationships with donors and the community. Our Happy Hearts Capital Campaign is the cornerstone of engagement and is the foundation for the future, continued growth and focus on community and fund development.

## Happy Hearts Campaign

We've continued to have success and momentum in our Happy Hearts Capital Campaign. This has been fuelled by the hard work and passion of our campaign team and many new very generous and caring donors. The response to our campaign from the communities continues to be strong.

Our overall fundraising goal for Happy Hearts is \$5 million and we are on track at 80% of our goal so far.

Our donors' generosity will be felt by all those we support and their families for years to come as together we work to "build a community where everyone belongs."

The amazing achievements this past year would not have been possible without the help and financial support from these caring and generous community partners such as:



Smile Cookie Campaign with our friends from YRP



Groundbreaking Event



York Regional Police Golf Tournament

## ASSOCIATE FAMILY PROGRAM

### Monica's Story

**In April of 2017, Monica moved in with Associate Family, Susan and Alf. Susan and Alf gave Monica a loving and stable home environment.**

This supportive environment has made all the difference in Monica's life. Monica became more self confident and driven to identify and achieve her goals.

Her first goal was to find a part time job at a trendy clothing store. Her Associate Family, and Associate Family staff helped Monica with preparing her resume and practicing for her interviews. After a very successful interview, she was hired and began her job at a clothing store in April 2018. Monica is excelling at her job and recently broke a sales record for the number of outfits sold in one work shift. Recently, her employer set a new goal for Monica to transition towards becoming a Team Lead.

This past year has been a very successful and busy one for Monica. Aside from securing her very first job and graduating, she focused her efforts on her career goal of becoming an esthetician. She visited colleges, was interviewed and completed her admission tests.

Monica's hard work and preparation had paid off. She was accepted into an esthetics program at a reputable college where she will begin her studies in September 2018.

Witnessing Monica's transformation into a confident young woman with purpose has amazed everyone in her support circle. An encouraging and supportive environment made all the difference in her life.



We're excited to work with Monica as she continues her journey towards achieving new goals and redefining what is possible.



## DAY PROGRAMS

### Leanne's Story

**Leanne joined our program in November 2014 and has since participated in a variety of activities that have allowed her to learn new things and challenge herself daily.**

With encouragement from her support staff and a close friend, Leanne decided to step outside of her comfort zone and begin participating in day trips and community activities. She was pleased and excited with all the opportunities that came with becoming a part of Community Living Central York.

Stepping out her comfort zone inspired Leanne to become more independent and take more initiative. She began asking questions and following direction to assist with tasks such as setting up the television to play movies and preparing the groups' Bingo chips and cards. Leanne learned quickly and became proud of her new abilities along with expanding her horizons to join her now favourite activity, the President's Choice cooking class.

Becoming more involved and active day-to-day has enabled Leanne to communicate more effectively with her support staff.



This year has been one of personal growth for Leanne. She is noticeably more confident, independent and happier because of it.



**SUPPORTED  
GROUP LIVING**

## David's Story

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**When David joined Community Living in 1987 he was quiet and kept to himself.**

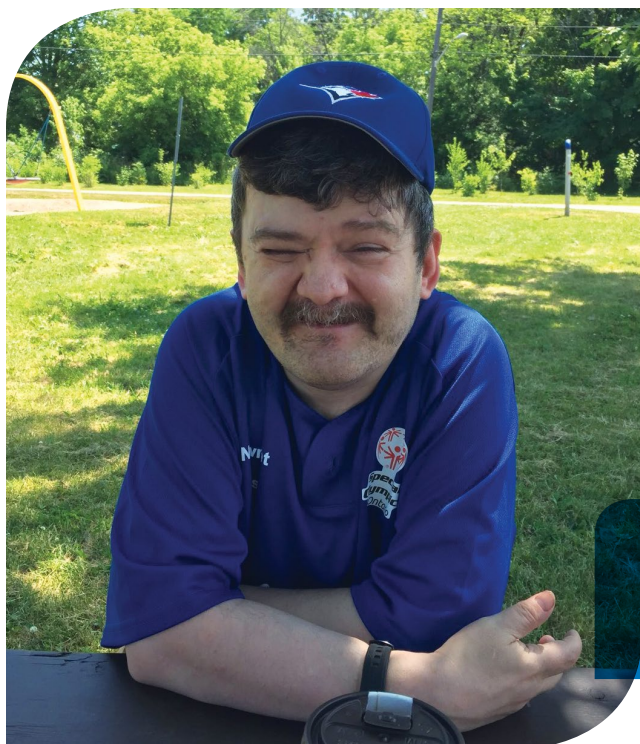
David has been in the Supported Group Living Program where he shared a home with other people for the past 30 years. This past year, David moved into a new home that he shares with four other gentlemen and the changes in David have been extraordinary.

David's new home provided him with more of his own personal space and room. Having more space to himself had a positive effect of David, it gave him independence while at the same time pushing him to connect with his housemates. As he got to know them more, he

developed an appreciation for them, enjoyed their company and began helping them and the support staff with daily tasks.

David's willingness to interact with others extended beyond his home and into the community. He started going out into the community and participating in community events.

Before David's move others viewed him as being shy and reserved. This past year showed that David, is in fact extremely friendly and caring. He has come a long way with his interpersonal skills and David receiving the extra personal space can be attributed to this.



This change in his living arrangement has made all the difference in his life, he now has friends and his outlook is bright.

### RESPITE SUPPORTS

## Auzad & Aurad's Story

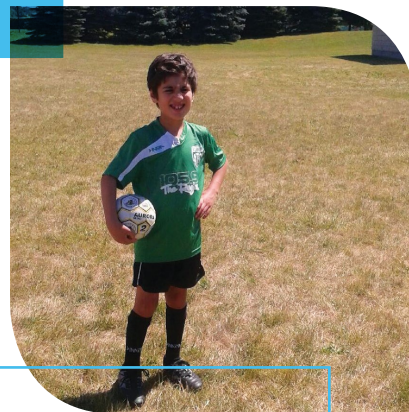
### A letter from Auzad & Aurad's mother, Tina

Our twin boys Auzad and Aurad were diagnosed with Autism Spectrum Disorder at the age of two. Our family has been through many ups and downs. However, one thing has remained constant; all the individuals and organizations that we've had the blessing of receiving support from.

The support that our boys have received from Community Living Central York has been invaluable and instrumental in navigating the maze of services to help our family's life. Auzad and Aurad have created many memories with their Respite Worker. The boys can proudly tell you they have recently learned to play 'Go Fish' and 'Old Maid' with the support of their Respite Worker. They will be going on a trip to Canada's Wonderland this summer.

Our boys have benefitted from social groups, such as the Tuesday night IMPACT program, that they need so urgently. This Respite Program allowed me to have a break and run the errands that I would not normally have time to do. Since the boys began attending IMPACT, I have seen many gains, especially socially. Aurad was able to approach a girl at the library and ask her which book she was reading and what grade she was in. The social group gave him the confidence to socialize with other children and make new friends. Prior to the social group, Auzad had not found a 'best friend'. With his increased confidence and social skills, he now has three. He is looking forward to an upcoming play date with one of them.

We are very grateful for all the support that we've received to date and are looking forward to strengthening our connections and achieving independence goals. Thank you for your expertise and continuous support.



The social group gave him the confidence to socialize with other children and make new friends.



## SUPPORTED INDEPENDENT LIVING

### Maryanne's Story



At 84 years old, Maryanne is an active and valued member in her community.



**Prior to joining Community Living's Supported Independent Living Program in 1980, Maryanne lived in various institutions.**

Maryanne's previous living arrangements prevented her from living an independent life, having friends and enjoying all that her community had to offer. She was isolated and institutionalized because of her disability, a practice that was commonly used in previous years.

Our Supported Independent Living program provided Maryanne with the supports she needed to live independently.

At 84 years old, Maryanne is a lively and valued member in her community. Though she uses a walker to assist with her mobility, she remains active by taking the bus daily to meet up with her friends at her social club and enjoying Tim Hortons' coffee. She regularly attends social events and recently went on an Ontario boat cruise with her Friends.

Maryanne lives on her own, cares for her pet, has friends, receives support from our Supported Independent Living Program and is living her life.

## EMPLOYMENT STRATEGIES

### John Paul's Story

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**John Paul has been involved with the Employment Strategies Program since February 2005.**

He has tried various positions, learned a great deal and improved his skills through these experiences. Yet he had not found his dream job and continued to search for the right fit.

John Paul has always held a passion for cars and mechanics. He would light up when sharing his knowledge and passion for vehicles and machinery. He often mentioned that his dream would be to work with cars and machinery.

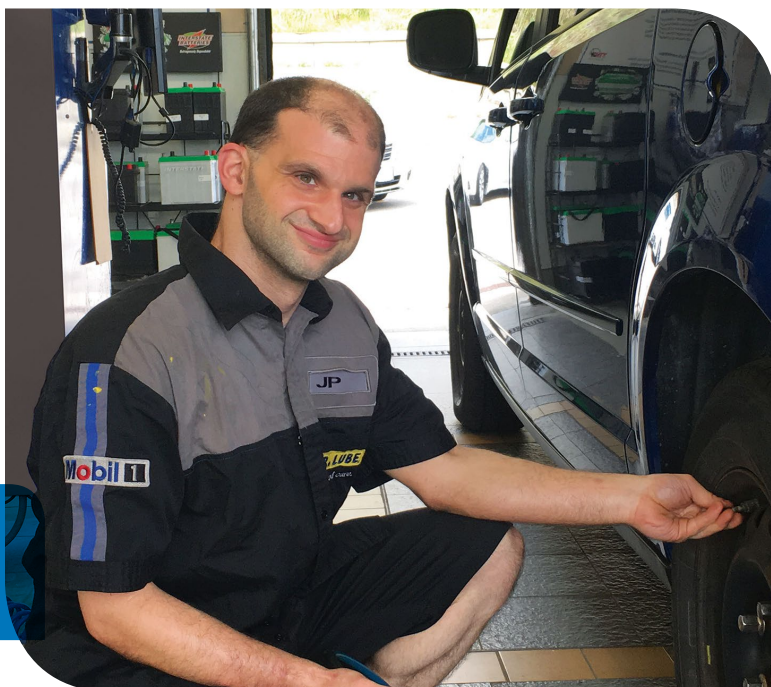
With help from our Employment Strategies team, John Paul prepared his resume and began submitting it to various automobile repair shops. After a very successful interview with an automotive service

centre, John Paul was offered part time work, and began his new job in October 2017.

John Paul proved himself to be a very dedicated and hard worker, and within one month, was promoted to full time. He shows great integrity by doing a good job and working overtime to get the jobs done. His co-workers respect him as he shows up on time, works hard and maintains professionalism.

It has been a long journey for John Paul to finally find a job that suited his passion and interests. He looks forward to learning new skills, achieving new goals and moving up in the company.

It has been a long journey for John Paul to finally find a job that suited his passion and interests.





## DAY SUPPORTS

## David's Story

**David has been attending our program since 2006. The progress that he has made with his language and interpersonal skills is remarkable.**

Ten years ago, David barely spoke English. Through various programs, learning groups and instruction, his English improved dramatically. He is well known for his friendly greetings and jovial baritone voice.

Upon joining our program, it was evident that David was quite intelligent but needed strategies to help him focus. David was determined to learn new things, and with help from his support staff, began to focus and apply himself.

David succeeds at anything he puts his mind to. When he joined our program, he knew little about hockey, now he regularly skates and plays the sport. David also enjoys singing and has joined a choir that performs frequently, he has even won awards for his singing abilities!

David recently took an interest in finding volunteer work and joined our Employment Strategies Program. His support staff coached and trained David to prepare for volunteer work.

David now holds three volunteer positions and is doing a great job. He is well on his way to achieving his future goal of finding paid employment.



David is well liked by everyone who meets him, and he is proving that he can accomplish anything he sets his mind to.

## HIGHLIGHTS OF 2017-2018



### May 2017

#### **Community Living Month**

Flag raising in honour of Community Living Day on May 8, 2018. Towns of Newmarket & Aurora Proclaim May 8, 2017 Community Living Day and Riverwalk Commons lit up in Blue & Green in on May 8, 2018.

#### **Capital Campaign Wine & Cheese Kick off**

### August 2017

#### **Annual Cornroast & BBQ**

### September 2017

**Administrative offices move into temporary new location**

**New Strategic Plan 2017-2020 presented at 63<sup>rd</sup> AGM**

### October 2017

**Our People Ensuring Quality (PEQ) Group held another successful Halloween Dance.**

Thank you to the Newmarket Legion for hosting our PEQ dances.

### November 2017

**Day Support Services moved into temporary location for the duration of renovations.**

**Ministry of Community and Social Services (MCSS) Successful Compliance Inspection**

Inspectors described the people we support as being “so happy” and “well supported” and described the home of being “beautiful” and having “a wonderful home feel”.

**2<sup>nd</sup> Annual Newmarket Road Runners' Jelly Bean Run**

Another fun and successful year!

### December 2017

**Starting the magic of the Holiday Season with our Annual Holiday and Dinner Dance at Madsen's Greenhouse**

### February 2018

**PEQ holds another successful Valentines Day Dance**

### March 2018

**We became one of two agencies in York Region offering a safe bed for people/families with developmental disabilities in crisis**

### April 2018

**Official Groundbreaking Ceremony**

**Construction at 460 Oak Street Begins!**

#### **5<sup>th</sup> Annual Jelly Bean Ball**

Put on by Suzanne Conner raising \$25,000 in 2018 totalling \$75,000 raised over 5 years.

**The Aurora Whiskey Society Gala Fundraiser**

Total raised \$5700.00!



## THANK YOU

# Employers

**Art of Life Montessori School**  
Leslie Street

**Art of Life Montessori School**  
Simcoe Street

**B & B Dixon Automotive Inc**

**Belinda's Place**

**Chouinard Bros.**

**Compass Group Canada**

**Costco, East Gwillimbury**

**Eagle Terrace Long Term  
Care Home**

**Foodland**  
Mount Albert

**Metro**  
Davis Drive

**Metro**  
Yonge Street

**Mr Lube**  
Aurora

**Nature's Emporium**

**Newmarket Food Pantry**

**St. Andrew's College**

**Starbucks**  
Leslie Street/Gorham Road

**Starbucks**  
Upper Canada Mall

**State Farm**

**The Mission Thrift Store**

**The Real Canadian Superstore**  
Aurora

**The Regional  
Municipality of York**

**The ReStore**

**The Rose of Sharon**

**Tim Hortons**  
Aurora

**Tim Hortons**  
Davis Drive

**Tim Hortons**  
Leslie Street

**Tim Hortons**  
Mulock Avenue

**Tim Hortons**  
Upper Canada Mall

**Tim Hortons**  
Yonge Street/Davis Drive

**Tim Hortons**  
Yonge/Mulock

**Walmart**  
Davis Drive

**Wendy's**  
Aurora

**Winners**  
Aurora

**York Regional Police  
Head Office**

**Community Safety  
Village, YRP**





## THANK YOU

### Donors

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On behalf of everyone at Community Living Central York, we want to thank all the following individuals, families, corporations, foundations and community groups for their generous support since the beginning of our Happy Hearts Campaign. Each and every gift matters and together we are building a more inclusive respectful community for all.

Tracy Abel	Catherine Callaghan	William & Mary Lynn Gallienne
Elaine Adam	Michael and Jennifer Casey	Rebecca Gardinaer
Gail Akins	Ted & Susan Chant	Jim and Lynn Georgeff
Rod Allen	Patricia Chretien	Adrian Glauser
Anonymous	Donald and Debby Conner	Graphic Arts Magazine
Anonymous	Kevin and Jodi Conner	Jim and Marilyn Gray
Anonymous	Suzanne Conner	Scott Guminy
Peter April	Bob & Betty Ann Craig	Anne Hamilton
Aurora Mayor's Charity Golf Classic	Criterion Development Corporation	Ann Harrison
Mr. & Mrs. Robert Bahlleda	Decor Rest	Dean and Rhonda Hayhoe
The Harold Ballard Foundation	Diamond Groundskeeping Services Ltd.	Helen Horton
Don Baran	Patti & Paul Dineen	IBM Canada Ltd.
Tina Bates	Wilma & Anthony DiPierdomenico	Anita Ingham
Bazil Developments Inc.	Diane and Paul Douglas	J.J. Barron & Associates Realty Inc.
Darren Bibby	Duncan and Barbara Douglas	Charles Jolliffe
Christina Bisanz	James and Nancy Douglas	Kuan-Veng Jose
Paul Blanchard	The Dunin Foundation	Kathy Kantel
James & Linda Boyle	Town of East Gwillimbury	Melinda and Jeff Kretz
Brookfield Residential	The Fundraising Network	KRG Children's Charitable Foundation
Rita Bruzzese	Wanda Gallant	Patrick Kropf



Bill Lampole

Susan LaRosa

Robert Lassaline

Doris and Eric Leung

Marianneville Developments  
Ltd. Partnership

The Marinucci  
Family Foundation

Trisha Mark

Paul and Avril Martin

John Maynard

Meridian Credit Union

PG Miller

Miller Paving

George & Marion Missingham

R.K. Mooney  
Insurance Brokers

Mosaik Glenway Homes Inc.

Darlene Murray

Murray Family Chiropractic

Newmarket Mayor's  
Charity Golf Tournament

Newmarket Road Runners

NewRoads Automotive Group

Marian Ng

Pat Noble

Ontario Trillium Foundation

The Leonard & Gabryela  
Osin Foundation

Our Lady of Grace  
Catholic Women's League



Paul Pacheco

Carolyn and Robert Percival

Preston Group

Priestly Demolition

RC Design

Regional Municipality of York

Betty Reid

Restaurant Brand  
International (Tim Hortons)

Karen Richards

Denise Robichaud

Linda Rogerson

Rotary Club of Newmarket

Andrea Sager

Bunnie Salisbury

Richard Salisbury

The Aurora Whiskey Society

The Frank Scarpitti  
Charitable Foundation

Tom Schmidt

Nicholas Serediak

Joan Shaw

Kate Sheldon

Shining Hills Estate  
Collection Inc.

Nancy Siew

Franz Skilich



Benny Soscia

Special Olympics  
Ontario Legacy Program

Barry and Jean Stock

Stronach Consulting Corp.

Mike Stuckey

Joanne Sweers

TACC Developments  
(Aurora) Inc.

Tom & Kate Taylor

TD Business Banking

Sheryl Thomas

Stephen Thomas

Lena Thorogood

Timex Group Canada Inc.

Carol Trattner

Anna Turchiaro

Jane Twinney

United Way Greater Toronto

Anthony and  
Roxanne Van Bynen

Peter van Schaik

Beverley Varcoe

Christopher and  
Eileen Vardon

Carl Wierenga

Colleen Zakoor

## ANNUAL REPORT FOR THE YEAR END

March 31, 2018

REVENUE	2018	
Provincial Subsidies	10,844,542	84.3%
Donations and Fundraising	337,496	2.6%
Accommodation and Fees	945,843	7.4%
Other Subsidies	501,274	3.9%
Day program	75,327	0.6%
United Way	82,068	0.6%
Interest Income, Gain (Loss) on Investment	33,050	0.3%
Amortization of deferred contributions related to property, plant and equipment	40,646	0.3%
Amortization of deferred contributions related to property, plant and equipment	28,303	0.2%
	<b>12,860,246</b>	

### EXPENSES BY CATEGORY

Salaries and benefits	9,154,780	71.6%
Occupancy Costs	1,155,309	9.0%
Purchase of service, parental relief and per diems	826,924	6.5%
Food, supplies & personal needs	498,326	3.9%
Transportation	334,935	2.6%
Professional fees	280,652	2.2%
Communications	133,757	1.0%
Recreational programs	103,980	0.8%
Training	61,957	0.5%
Minor equipment	48,339	0.4%
Administration and other	110,004	0.9%
Amortization of property, plant and equipment	75,745	0.6%
	<b>12,784,708</b>	

**Total Surplus / (Deficit) 75,538**

### EXPENSES BY PROGRAM

#### Community Living Supports

\$8,561,513

67%

#### Community Participation Supports

\$2,194,561

17.2%

#### Supported Independent Living

\$850,991

6.7%

#### Associate Family

\$770,663

6%

#### Respite

\$183,644

1.4%

#### Other

\$223,336

1.7%

### Fund Balance

Fund Balance March 31, 2017	2,246,041
Total Surplus / (Deficit)	75,538
<b>Fund Balance March 31, 2018</b>	<b>2,321,579</b>

### Individual Fund Balances March 31, 2018

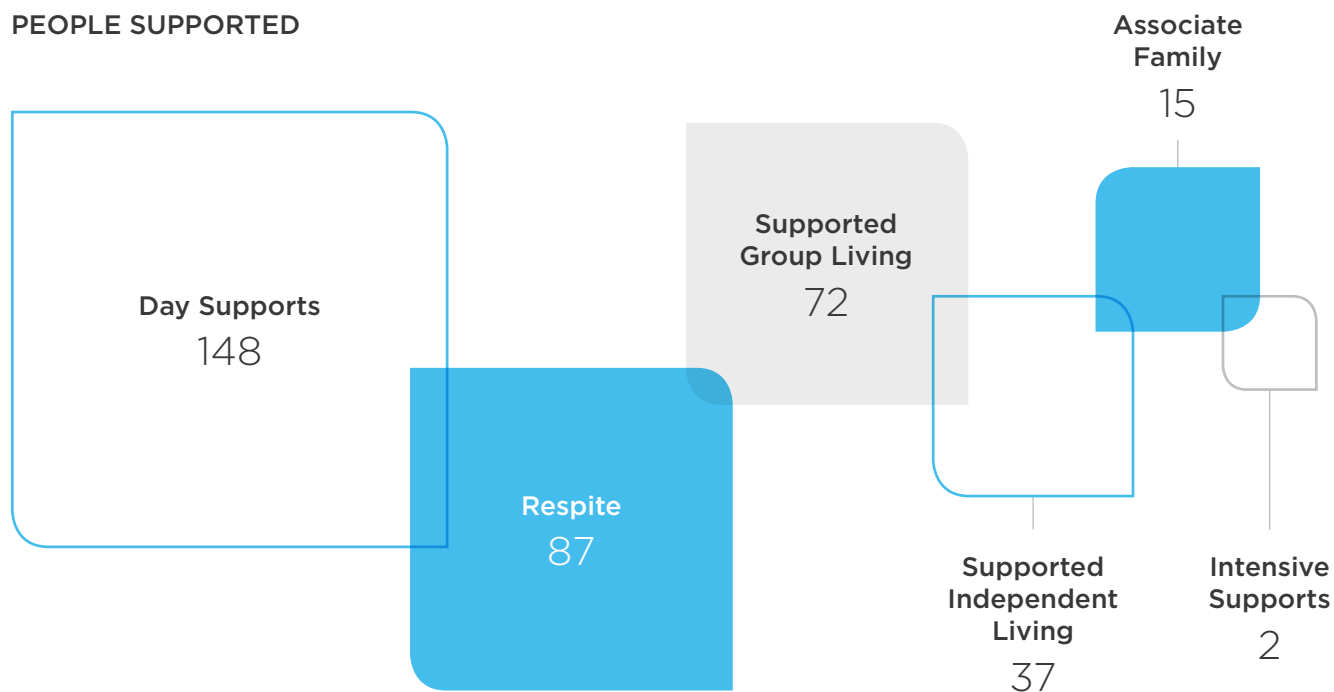
Operating Fund	1,129,629
Capital Fund	189,336
Internally Restricted Funds	1,002,614
	<b>2,321,579</b>

An audited financial statement for year end March 31, 2018 is available upon request.

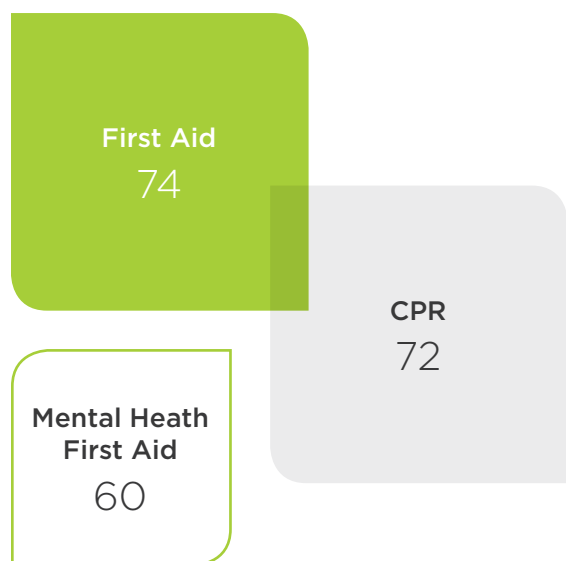
2017-2018

## Statistics

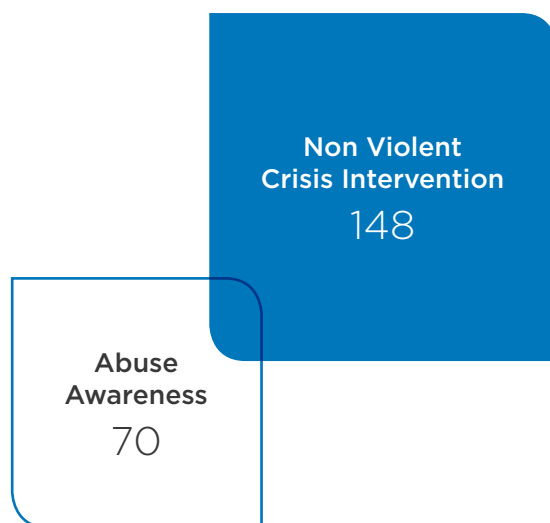
### PEOPLE SUPPORTED



### HEALTH & SAFETY TRAINING



### ABUSE PREVENTION TRAINING





Newmarket,  
Ontario

195 Harry Walker  
Parkway North  
L3Y 7B3

**Phone**

905-898-3000

**Fax**

905-898-6411

**Email**

clnad@clnad.com

**Website**

[www.clnad.com](http://www.clnad.com)



Funded through  
The Regional  
Municipality of York

