



# Annual Report

2019 /2020

Community Living Central York





# Our Board of Directors

## **President**

Karen Richards

## **Executive Director**

Colleen Zakoor

## **Vice President**

Suzanne Conner

## **Comptroller**

Michael Castro

## **Directors**

Bill Lampole

Kathy Kantel

Catherine Callaghan

Rob McKenzie

Bill Gallienne

Carl Wierrenga

Maureen O'Sullivan

Sarah Vienot

Michelle Adlam

## OUR VISION

A community where everyone belongs.

## OUR MISSION

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

## OUR CORE VALUES

Respect, Integrity,  
Excellence

# About Us

Community Living Central York is a non-profit charitable organization that was formed in 1954 by families and concerned citizens committed to developing community based personal supports, as an alternative to institutional care, for their family members and fellow citizens who had a developmental disability.

We provide essential daily living supports to people who have a developmental disability.

Our Support Programs currently serve over 400 people who have developmental disabilities that reside in Aurora, East Gwillimbury, Newmarket, Township of King, and Whitchurch Stouffville.

Community Living has a long-standing history of stability, impact and support in our communities and is committed to removing all barriers to inclusion.



# Our Services

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01

## Supported Group Living Program

One to five adults live in a home and receive 24-hour daily support

02

## Supported Independent Living

Offers the required amount of support to people in our community.

03

## Associate Family

Twenty-four (24) hour support to people (Foster Care) - provides nurturing homes, within a family environment.

04

## Respite Support

Provides temporary relief to primary caregivers of people who have intellectual disabilities.

Respite  
Weeknight  
Programs &  
Fee for Service  
Weeknight &  
Weekend  
Programs



# Our Services

05

## Our Community Participation Supports (CPS) Program

People supported in our Day Support services gain the skills and build connections to become more independent and self-confident to become an active participant within the community, and ultimately, achieve their fullest potential.

Day Supports offers both in-house and community-based programs that offer a variety of educational programs, employment and life skills training, volunteer placements and recreational activities.

### Literacy

Group and individual sessions in reading, writing, numeracy, sign language, and computer literacy

### Cooking

Meal preparation for oneself and for small and large groups, utilizing kitchen tools and appliances, and baking

### Life skills

Nutrition, conversational skills, hygiene, self-esteem, role play, drama, know your neighbourhood, multi-cultural and public transportation

### Exercise

Swimming, hockey, baseball, bowling, gym equipment and walking.

### Art

Painting, sketching, beading, plastic canvas

### Music

Karaoke, live music, dance



# Strategic Milestone

Reached \$5M  
Happy Hearts  
Capital  
Campaign  
Goal!



Thank you  
We are  
here  
because of  
You!



Thank You  
Happy Hearts  
Campaign  
Committee!

## Campaign Leadership Cabinet

Peter van Schaik,  
**Honorary Campaign Chair**  
Catherine Callaghan,  
**Campaign Chair**  
Jim Alexander  
Steve Hinder  
York Region Police Chief Eric Jolliffe  
Felicia Salomon  
Karen Richards

happy  
hearts

## Major Gift Team

Barb Bartlett  
Jim Brown  
Suzanne Conner  
Ingrid Kulbach  
Susan LaRosa  
Gord Paolucci  
Tom Schmidt  
Joanne Sweers

Ruth Groves,  
**Campaign Director**  
Karen Richards,  
**President, Board of  
Directors**  
Colleen Zakoor,  
**Executive Director**

# Grand Opening of Bright Spacious Newly Renovated, Fully Accessible and Functional Day Supports Centre and Administrative Centre

August 2019



Thank  
you,  
We made  
it because of  
You!



Strategic  
Milestone

## *Thank You Building Committee*

Bill Lampole,  
**Chair**

Bill Gallienne

Juli Boehmker,  
**Special Projects**

Colleen Zakoor,  
**Executive Director**



## **Special Thank you to Municipal Partners**

Regional Municipality of York

Town of Aurora

Town of East Gwillimbury

Township of King

Town of Newmarket

Town of Whitchurch-Stouffville

# Strategic Plan Overview

Building  
Community  
Awareness &  
Sustainability

# 1



Ensuring  
Program  
Excellence,  
Continuous  
Innovation &  
Stewardship

# 3



Enhancing  
Family And  
Community  
Partnerships

# 2



Investing In  
Leadership  
Development  
& Employee  
Wellness

# 4



# # 1. Building Community Awareness & Sustainability

## MILESTONE

**Reached \$5Million Happy Capital Campaign Goal!**  
**Awareness**

**Significant Increase in 3rd Party Fundraising Events and support from the community.**

100 Men Who Care, Aurora

Aurora Mayor's Charity Golf Classic

Aurora Whiskey Society

East Gwillimbury Golf Tournament

Farmers Market

Happy Hearts Hockey Day

Jellybean 5K Run/Walk

Jellybean Ball

Magna Hoedown

New Roads Community Page

Newmarket Mayor's Charity Golf Classic

Probus Club

Rotary Club of Newmarket Golf Tournament

Tim Horton's Smile Cookie Campaign

Upper Canada Mall Gift Wrapping Partnership

Vince's Market - Community Project Initiative



## # 1. Building Community Awareness & Sustainability

### Launched Fee for Service Community Participation Supports Program!

We are excited to announce that our fee for service Community Participation Support Program is now open and available to everyone in York Region.

Our fee for service Community Participation Support Program offers full range of transitional and educational programs, employment and volunteer placement services, life skills and cooking classes as well as recreational programs.

Our new service options focus on transitional supports for youth to access supports and services that will provide them with the necessary life and job skills to reach their full potential.

First Weekend and Evening Programing available to all of York Region.

Passport Funds can be used to access services.

For more information, please visit: [Clcy.ca](http://Clcy.ca) or email [info@clcy.ca](mailto:info@clcy.ca).



LITERACY

WELLNESS

COOKING

EMPLOYMENT

# # 1. Building Community Awareness & Sustainability

## Sustainability

### Seamless Move into our Newly Renovated Administrative and Day Supports Facility

Successful transition from Harry Walker Parkway temporary facility to 575 Penrose Street.

### Launched Fee for Service Program

Participation Supports (CPS)/  
Day Programs.

### VOIP Telephone System

Transitioned Administrative Offices to VOIP Computer Telephone System offering over 50% cost savings, among other technical advantages.

### Passport Funding Revenue Increase of 43%

Increase of 43% of since 2017. This funding provides opportunities for people supported to enhance their participation in the community.

### Successful Annual Financial Audit for 2019/20.

The audit ensures that the financial statements are in good order and in compliance with generally accepted account principles (GAAP).

### New Spacious and Accessible Supported Group Living Location

Invested in Home that met our accessibility needs. A 3,200 sq. ft. seven-bedroom bungalow was secured in September 2019 and currently houses 6 individuals – with a Safe bed available to all people with developmental disabilities, in crises, in York Region.

### Upper Canada Mall Holiday Gift Wrapping Partnership

The Volunteer Gift Wrapping partnership has been very effective at building community awareness, attracting support and volunteers as well as raising funds for CLCY.

### Mental Health First Aid Training Grant Secured.

### Successful United Way of Greater Toronto Campaign 2019/2020

### Successful United Way of Greater Toronto “Kick Off Breakfast”!



## # 2. Enhancing Family and Community Partnerships

### **Adult Social Group – First Weekend | Evening Programming**

The new Adult Interactive Social Night Program offers 14 participants, annually the opportunity to socialize, build friendships and partake in inclusive activities.

### **Partnership with Centre for Behavioural Health Science (CBHS)**

### **Partnership with York Regional Police (YRP)**

Holding information sessions for families, members, people supported. CLCY participates in YRP's Holiday Heroes annual Campaign

### **Family Outreach**

### **Quarterly Family Information Nights**

This is an opportunity for CLCY to share information with families and give families the chance to network with one another.

### **Associate Family/Respite Program**

Has been connecting and conversing with community families to share information regarding internal services and fee for service models within Organization. Family outreach also assists families with navigating within the developmental services sector.

### **External Review Committee now Includes Family Members**

Committee meets quarterly to review support plans.

### **Increased Communication and Enhanced Rapport with Families**

Initiated enhanced rapport with families. on a monthly basis.

A family recently shared that collaborating with the Support Team to has helped ease their concerns and feel assured about their child's support plan moving forward.

### **Working Partnerships with:**

Centre for Behavioural Health Sciences (CBHS)  
Humber College  
Local Case Resolution Committee  
Central Local Health Integration Network (LHIN)  
Central Networks of Specialized Care (CNSC)  
Ministry of Children, Community and Social Services (MCCSS)  
Special Education Advisory Committee (SEAC)  
United Way of Greater Toronto (UWGT)  
Local Case Resolution Committees (LCR)  
Victim Services York Region (VSYR)  
York Autism Spectrum Disorder (York ASD)  
York Catholic District School Board (YCDSB)  
York Region District School Board (YRDSB)  
York Regional Police (YRP)  
York Region Children's Respite Committee  
York Support Services Network (YSSN)  
York Region Respite

## # 3 Ensuring Program Excellence, Continuous Innovation and Stewardship

**CLCY Fully Accessible, Bright and Spacious Administrative and Day Program Centre opens August 2019!**

### **Launched Fee-for Service Program**

Our Fee for Service Support Program offers a full range of transitional and educational programs, employment and volunteer placement services, life skills and cooking classes as well as recreational Programs.

### **Aging Creatively**

Funded by the MCCSS Employment and Modernization Fund : Aging Creatively Partnership with York Region's Keswick Adult Day Program: Keswick providing 10 spaces for aging people supported, leaving vacancies in Day Program.

### **Strengthening Transition**

Partnership with York Autism Spectrum Disorder where students from both the York Catholic District School Board and York Region District School Board attend Day Programs once per week.

This initiative aims to help students who are on the Autism Spectrum and their families bridge services between the education system and Day Programs in the adult developmental sector.

### **Practicum Placements**

Through partnerships with various Ontario's Colleges and Schools, Community Living Central York provides College Students in the Developmental Services / Social Services sector the opportunity to gain invaluable work experience working directly with people who have developmental disabilities.

### **Ethics of Touch**

Course offered to people supported and support workers.

### **You're the Chef**

Additional Day Support Staff are now certified to train in our Culinary Program.

### **Partnership with New Leaf Living and Learning**

Social/Recreational initiative where people supported visit each other's Programs to enjoy sports.

### **Drumming Circle**

### **St John Ambulance Therapy Dogs**

Monthly visits to Day Programs

### **Weekly Music With Steve**

### **Safe bed**

Available to individuals in York Region who have a developmental disability and are in crisis

### **Surge**

New Online Learning and Development System launched: Includes Policy reviews, training, tracking, ongoing maintenance, compliance, legislative requirements. Surge is accessed by all staff.



## # 3 Ensuring Program Excellence, Continuous Innovation and Stewardship

### Business Systems

#### Security, Surveillance and Access Control

Successfully integrated the Surveillance and Security Systems with Access Control.

#### Donor Software Program

Fully operational for maintaining donor records, tax receipting and reporting. Ongoing training required to optimize functionality.

#### New Web Application Portal for Timesheets

The application interfaces with the scheduling system.

#### Policy and Procedures Management

New Policy and Procurement software in the process of being implemented, New software allows for reviews, approvals, and provides audit tools to ensure compliance with regulations and mitigates risk.

#### Pivoting to Remote Work

Successfully provided the infrastructure for adaption to a remote work environment with the onset of COVID. Hardware and software upgrades were provisioned to provide continuous operations.

#### Implemented Amazon Web Services

This transition improved the end user experience with improved response time.

### Upgraded Accounting System & Scheduling System

#### External Behavioural Review Committee

Newly Strategically formed Committee meets quarterly and is composed of 2 Behavioural Therapists, CLCY Managers, 1 family member and Pharmacist. Members were selected to best serve the needs and well being of the people we support. All Behavioural Support Plans for 2019-2020 have been reviewed.

#### Quality Assurance Measures (QAM) Successful Annual Audit

#### Central Network of Specialized Care (CNSC) Partnership

Complex Care Coordinator and Community Care Nurse for serve individuals, requiring additional supports, in our Supported Group Living and Supported Independent Living.

#### Central Network of Specialized Care Network (CNSC)

Sharing our meeting space for developmental sector meetings.

#### Partnership with Central Local Health Integration Network (CLHIN)

Completed swallowing assessments to individuals in all Supported Group Living homes. Provided Lifts and Transfers training to our Support Workers.

**Lift and Transfer training-** Train the Trainer- Managers and Supervisors trained by Occupational Therapists Physiotherapists to train Support Workers Person supported protocols

## #3 Ensuring Program Excellence, Continuous Innovation and Stewardship

### Health and Safety Enhancements

#### EMS Paramedics Onsite COVID-19 Testing

Tests were conducted at each Group Living Home and in parking lot on Penrose Street.

#### Central York Fire Services (CYFS)

Central York Fire Services actively works closely with us to ensure all of our homes and services are safe.

#### Centre for Behavioural Health Sciences (CBHS)

Develops an individualized plan that assists in building positive behaviors to replace or reduce a challenging/dangerous behavior. This has been extremely effective at reducing challenging behaviours and many people have reduced or stopped taking psychotropic medications.

#### New Fully Accessible Van for Community Participation Supports Program

#### Sprinklers Systems installed in 9 Supported Group Living Homes

#### Automatic External Defibrillators (AED)

AED unit in each Group Living Home and in our Administrative Offices and CPS / Day Program facility.



#### Direct Alert System Pendants

Two (2) stage system alerts for crisis or fall at all locations

#### CLCY/Ontario Disability Support Program (ODSP) MSN PROJECT:

Community Living Central York has recently partnered with the Ontario Disability Support Program to ensure that all those supported in CLCY's Group Living and Supported Independent Living programs are receiving the Mandatory Special Necessities (MSN) and Special Diet Allowance (SDA) funding needs.

## # 4 Investing In Leadership Development And Employee Wellness

### Business Systems

#### Security, Surveillance and Access Control

Successfully integrated the Surveillance and Security Systems with Access Control.

#### Donor Software Program

Fully operational for maintaining donor records, tax receipting and reporting. Ongoing training required to optimize functionality.

#### New Web Application Portal for Timesheets

The application interfaces with the scheduling system.

#### Policy and Procedures Management

System manages documents, reviews, approvals, and provides audit tools to ensure compliance with regulations and mitigates risk.

#### Pivoting to Remote Work

Successfully provided the infrastructure for adaption to a remote work environment with the onset of COVID. Hardware and software upgrades were provisioned to provide continuous operations.

#### Implemented Amazon Web Services

This transition improved the end user experience with improved response time.

### Upgraded Accounting System & Scheduling System

#### New Online Learning & Development System Launched

Includes training, tracking, ongoing maintenance, compliance, legislative requirements. Accessible to all staff.

#### External Behavioural Review Committee

Reviewed all Behavioural Support Plans for 2019-2020.

### MCCSS Quality Assurance Measures (QAM) Successful Annual Audit

### Employee Wellness/ Development

#### Bereavement Counselling Available to Employees

Collaboration with Victim Services of York Region (VSyr)-Bereavement Counseling available to employees beyond Employee Assistance Program services.

#### Mental Health First Aid Training to 61 Employees

Additional 61 employees completed Mental Health First Aid training.

#### Back Care

Lifts and Transfers training completed for all staff and management working at the respective sites requiring this support.

## # 4 Investing In Leadership Development And Employee Wellness

### Employee Wellness/Development Cont'd

**Training by Public Services Health and Safety Association (PSHSA)**

Provided to all Health & Safety location Representatives.

**Leadership Course to 8 Employees for 8 Emerging Leaders.**

**Summer Student funding for four (4) full time student positions approved for 2019.**

### Train the Trainer

Train the trainer Courses are offered to employees who would like to become trainers and instructors. Employees receive certification to train and instruct in the following courses:

**Ethics of Touch  
Back Care/Lifts and Transfers  
You're the Chef Culinary Program**

### Bylaw Revisions

Revised in 2019 with clear language.

**Annual Policy Review Completed by All Employees**



# Thank You Employers

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B & B Dixon Automotive Inc.  
Chouinard Bros.  
Community Safety Village (YRP)  
Compass Group Canada  
Costco, Newmarket  
Dema Industries Ltd  
Foodland  
The Gap  
Lush  
Metro, Davis  
Metro, Yonge  
Mr. Lube, Aurora  
Nature's Emporium

No Frills  
Simcoe St Montessori School  
St. Andrews Church Community Café  
St. Andrew's College  
Starbucks, Leslie  
Starbucks, Yonge St.  
State Farm/Desjardins  
The Real Canadian Superstore,  
Aurora  
The Regional Municipality of York,  
Newmarket  
The Regional Municipality of York,  
Vaughan  
Tim Hortons, Leslie

Tim Hortons, 16545 Yonge St.  
Tim Hortons, 17600 Yonge St.  
Tim Hortons, Aurora  
Tim Hortons - 17725 Yonge St.  
Tim Hortons - Mulock Dr.  
Tim Hortons - Leslie/Davis Dr.  
Total Health Pharmacy  
Util Assist  
Walmart, Newmarket  
Winners  
York Regional Police



# Thank You Donors

Elaine Adam  
Gail Akins  
Randy Attwood  
Aurora Mayor's Charity Golf Classic  
Aurora Whisky Society  
Probus Club of Aurora  
Zaven Badiquian  
Stuart Bahen  
Robert and Marianne Bahlleda  
Teresa Barbosa  
Valerie Bardy  
JJ Barron and Associates Realty  
Bazil Developments  
Charles Beer  
Dave and Dawn Beswick  
Paul Blanchard  
Blessed Trinity Elementary School  
Parkview BMW  
James and Linda Boyle  
Brookfield Residential  
Catherine M Callaghan  
IBM Canada

Mobile Giving Foundation Canada  
Carrick Family  
Keith Carruthers  
CEC Services Limited,  
Beswick Group of Companies  
Susan and Ted Chant  
Kimberley Clark  
Master Clean  
Collison Estates Ltd.  
Don Conner  
Kevin and Jodi Conner  
Suzanne Conner  
John Connolly  
SHS Consulting  
Bob and Betty Ann Craig  
Criterion Development Corporation  
Michael Croxon  
Catherine Curtis  
RC Design  
Oxford Developments  
Andy Doak  
James and Nancy Douglas

Paul Douglas  
The Dunin Foundation  
David Dunlop  
Town of East Gwillimbury  
Paul and Lisa Estabrooks  
Shining Hill Estates Collection Inc.  
Diane and Beric Farmer  
Ferro Canada Inc.  
The Frank Scarpitti Foundation  
William Gallienne  
Lois Galloway  
Janice and Robert Gee  
Christine Geldart  
Rosane Giovis  
Graphic Arts Magazine  
Jim and Marilyn Gray  
Ruth and Ron Groves  
Melissa Haggart  
The Harold E. Ballard Foundation  
Catherine and Greg Hart  
Dean and Rhonda Hayhoe  
Rick Holton

Penny Horton  
Tim Hortons  
Shirley Hutchinson  
Kelly Hwang  
TACC Developments Inc.  
Anita Ingham  
Magna International  
Kathy Kantel  
Scott Kennedy  
Keynotes Senior Choir  
Richard Kinch  
Melinda and Jeff Kretz  
KRG Charitable Foundation  
William (Bill) Lampole  
Glen and Irene Langford  
Susan LaRosa  
Leah Taylor Roy  
Adrian Lee



# Thank You Donors

The Leonard and Gabryela  
Osin Foundation

Donna Lewis

James Lewis

Mac Lewis

The Liberta Family

Lincoln Construction Group

Lindsay Drake Nightingale

Christopher Lobb

James Macdonald

Laine Macmillan

Anna Marcon

The Marinucci Family Foundation

Jenna Marinucci

Trisha Mark

Duncan and Barbara McEachern

Meridian Credit Union

Mike and Nora De Graaff

PG Miller

The Miller Group

Kamran Mohammady

Jack and Anne Mollenhauer  
Family Foundation

Mosaik Glenway Homes Inc.

Newmarket Mayor's Charity Golf  
Classic

Newmarket Road Runners

Rotary Club of Newmarket

Enterprise Holdings- ERAC  
Canada Foundation

Ontario Trillium foundation

Elaine Osin

Our Lady of Grace Catholic  
Women's League

Pagnutti Management Inc.

Susan and Greg Parker

Marianneville Developments Ltd.  
Partnership

Peter and Leni Vander Kooij

Peter van Schaik

Priestly Demolition Inc.

Keith Profit

Jeff Rabinovitch

Jody Raffensperger

Randonee Investments Inc.

Redwood Properties/Felicia  
Salomon

Betty Reid

Rick Reininger

Décor Rest

Tim Hortons Restaurant Brand  
International

Karen Richards

Beverley Richardson

Brian and Patricia Roberts

Dave Russell

International Safety

Tom Schmidt

Rick Hansen Public school

Steven Schulze

Debra Seymour

Dave Shaw

Hugh Shaw

Franz Skilich

Jason Smith

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Special Olympics Ontario Legacy  
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Trish Spindel

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Joanne Sweers

Earl and Carol Sweet

Tom and Kate Taylor

TD Business Banking

Carol Trattner

Dwight Trotter

Ria Tsangaris

Upper Canada Mall

Util-Assist Inc.

Helmi Verdoold

Versaterm

Vince's Market

Carl and Katie Wierenga

Larry Wood

Nancy Wrigglesworth

Regional Municipality of York

York Regional Police Charity  
Golf Tournament

York Region Police

Colleen Zakoor



# Annual Report for the Year End

## March 31, 2020

Revenue	2,020	
Provincial subsidies	11,590,787	84.6%
Donations and fundraising	357,284	2.6%
Accommodation and Fees	948,052	6.9%
Other Subsidies	509,615	3.7%
Day program	97,200	0.7%
United Way	78,537	0.6%
Interest income	57,220	0.4%
Loss on investments	(145,676)	-1.1%
Amortization of deferred contributions related to tangible capital assets	214,896	1.6%
	13,707,915	

Expenses by Category	2,020	
Salaries and benefits	9,376,273	67.7%
Occupancy costs	1,146,762	8.3%
Purchase of service, parental relief and per diems	1,048,955	7.6%
Food, supplies & personal needs	635,993	4.6%
Transportation	389,053	2.8%
Professional fees	285,984	2.1%
Communications	159,675	1.2%
Recreational programs	125,803	0.9%
Training	40,947	0.3%
Minor equipment	94,316	0.7%
Administration and other	186,271	1.3%
Amortization of tangible capital assets	365,069	2.6%
	13,855,101	
Excess (deficiency) of revenue over expenses	(147,186)	

### Fund Balance

Fund Balance March 31, 2019	2,321,662
Total Surplus / (Deficit)	(147,186)
Fund Balance March 31, 2016	2,174,476

### Individual Fund Balances

### March 31, 2020

Operating Fund	1,013,914
Capital Fund	153,644
Internally Restricted Funds	1,006,918
	2,174,476

## Expenses by Program

65.2%	17.6%	6.1 %	5.5 %	1.4 %	0.8%	3.3 %
Community Group Living Supports \$9,027,022	Community Participation Supports   Day Programs \$2,442,136	Supported Independent Living \$845,697	Associate Family \$766,902	Respite \$199,759	Temporary Supports \$199,759	Other \$463,585

# Training in 2019-2020

## Health & Safety Training

First Aid/CPR	48
Health & Safety for Leaders	32
Fire Safety Training	10
Leadership Program	8

## Mental Health First Aid Training

Mental Health Training	61
------------------------	----

## Abuse Prevention Training

Non-Violent Crisis Intervention   CPI	120
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## People Supported Per Program

72	150	40	15	87	1
Community Group Living Supports	Community Participation Supports   Day Programs	Supported Independent Living	Associate Family	Respite	Intensive Supports



575 Penrose Street  
Newmarket, Ontario L3Y 5L5

**Telephone:**  
905-898-3000

**Website:**  
[clcy.ca](http://clcy.ca)

