



# 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 450 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

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 who live on their own with daily tasks they require assistance with.

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 developmental disabilities.

Respite Weeknight  
Programs &  
Fee for Service  
Weeknight & Weekend  
Programs





# Our Services

## 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



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.

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 (VSYS)

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 service safe.

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

Individualized Support plans developed for additional people supported. Support plans aimed 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 and 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 Bahlida

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 Caryl 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  
Sobeys  
Special Olympics Ontario Legacy Fund  
Trish Spindel  
David Starr  
State Windows  
Barry Stock  
Stronach Consulting Corp.  
James Sutcliffe  
Joanne Sweets

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	2019	
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	2019	
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, 2020	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
---------------------------------------	-----

### 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

# COMMUNITY LIVING Central York



575 Penrose Street  
Newmarket, Ontario L3Y 5L5

Telephone:  
905-898-3000

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

