

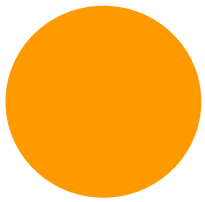
ANNUAL REPORT

2020/2021



BRIGHTER DAYS AHEAD

Land Acknowledgement



We acknowledge that Community Living Central York is located on the traditional territories of the Wendat, Haudenosaunee, and the Anishinaabe peoples and the treaty land of the Williams Treaties First Nations and other Indigenous peoples whose presence here continues to this day.

We thank them for sharing this land with us. We also acknowledge the Chippewas of Georgina Island First Nation as our close neighbours and friends, and we work to ensure a cooperative and respectful relationship.



Message from our Chief Executive Office and Board President



It's about a home, a job, and a friend.

The Mission of Community Living Central York is to “enable people with a developmental disability to achieve their fullest potential”. Our Vision is “a community where everyone belongs” and our Core Values are “Respect, Integrity, Excellence.”

We support over 450 families. It is amazing to see this organization evolve into a lifeline for so many families, an employer to be proud of and a place where parents want to bring their loved ones, to give them a more enriched and fulfilled life.

Suzanne Conner, Board President quoted “I have personally gotten to know some of the beautiful people that we support, and I truly believe that if we work together, we can continue to improve their lives. We can all demonstrate we are here to help however we can, whether it's a donation, joining our Board or volunteering. The individuals we support, some of whom I have the privilege of knowing personally, are truly awesome. They are kind, fun and grateful. I am proud to be the Board President for Community Living Central York.”

In closing, this has been a year with so much uncertainty, but the Community Living Central York family stood tall and strong and continue to do so. Thank you to all staff, families, caregivers, clinical supports and all individuals we support for coming together to get through this “together”. It is nothing short of remarkable.

Colleen Zakoor
Chief Executive Officer



Suzanne Conner
Board President

Our Board of Directors



President
Suzanne Conner



Vice President
Sarah Vienot



Controller
Michael Castro



Director
Michelle Adlam



Director
Catherine Callaghan



Director
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Bulmer



Director
Rebecca (Becca)
Matthewson



Director
Robert McKenzie



Director
Maureen O'Sullivan



Director
Carl Wierenga



Chief Executive Officer
Colleen Zakoor

Thank You!

About Community Living Central York



Our Services:

01

Community Living Supports Program

Individuals living in a home and receiving 24-hour daily support in our community.

02

Supported Independent Living

Support individuals 4-12 hours per week with daily living in our community

03

Associate Family

Twenty-four (24) hour support to individuals (Foster Care) - provides nurturing homes, within a family environment in our community

04

Respite Support

Provides temporary support to primary caregivers in our community.

05

Community Participation Supports/ Day Programs

A variety of educational and leisure activities; including literacy, cooking, wellness, singing, dance, art and so much more.

06

Safe Bed

A safe environment for individuals in our community who may be experiencing homelessness or a family/personal crisis.

Community Living Central York is a non-profit charitable organization that was formed in 1954, by families and concerned citizens. They were committed to developing community based personal supports, as an alternative to institutional care.

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

Our Support Programs currently serve over 450 adults that reside in Aurora, East Gwillimbury, King, Newmarket 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.



Strategic Plan Pillars

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



A Glance Back

We Weathered the Storm TOGETHER

This past year was like no other. The COVID-19 pandemic and the health and safety of our supported individuals and staff quickly became our primary focus. We are proud to have witnessed our staff who without hesitation stepped up to deliver the highest quality of care during one of the most challenging years.

We recognize the many challenges faced by those we support, their families, and staff since the onset of the COVID-19 pandemic. The response from staff and the support from families have been critical to ensure the ongoing safety and well-being of everyone in our community.

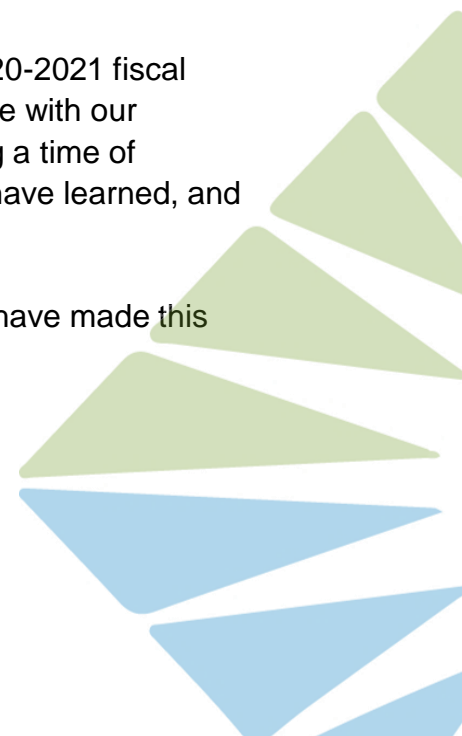
Additionally, the response from the community during the pandemic was nothing short of incredible. We were inspired to receive gifts of support at a time when many faced so much uncertainty. Thank you for your unwavering support in all forms – acts of kindness, words of encouragement, and vital donations.

Despite the constraints associated with the pandemic, we made very good progress during the 2020-2021 fiscal year towards our overarching strategic goals and objectives. As a result of the pandemic, and in line with our strategic plan, we quickly adapted to provide new and innovative supports and services – all during a time of significant lockdowns and restrictions. We are proud of the work we have accomplished, what we have learned, and how some of our service models will evolve. We look forward to a brighter 2022.

To our amazing staff, thank you for the incredible hard work you have done and the sacrifices you have made this past year.

You have lived our values of RESPECT, INTEGRITY and EXCELLENCE.

Thank you♡



Team Recognition – Community Living Supports

Our team of staff are truly exceptional and have been working tirelessly in all of our homes. Staff have been extremely dedicated to providing the best support and services. Vigilantly following our health and safety protocols while finding creative ways to engage and connect the people supported.

Virtual activities were put in place and a monthly calendar of events was circulated agency wide. Virtual activities included music, fitness, group activities, connections with family and friends, social events, virtual visits to the ROM and the Zoo! We even hosted our first New Year's Eve Zoom social!

Participating in various events such as drive through parades, contests for best costumes, pumpkin carving, etc. Staff were innovative and constantly coming up with different ways to keep everyone engaged.

Thank you for your dedication and commitment to the health, safety and well being of every person supported. We appreciate all that you do!

*Thank
You*



Team Recognition – Associate Family Program

Our heartfelt appreciation for all that you have done during this past year. Your understanding and ability to adapt to all mandatory health and safety measures and changes to protocols, have enabled everyone in the **Associate Family Program** to remain safe and well.

During this past year, our families have risen above each of the numerous challenges raised. You, your family members, and the people we support have endured all the stressors of our current pandemic with success, due to your efforts. Community Living Central York is fortunate to have each of you as part of our team.

Thank you for your dedication and commitment to the health, safety and well being of every person supported.



Team Recognition - Supported Independent Living

The Supported Independent Living (SIL) team went above and beyond to ensure the safety and well-being of the individuals supported in our SIL program. The team had to quickly adapt to many new support challenges and protocols during COVID.

They have had to be creative to ensure everyone's needs were being met. They worked tirelessly to support the mental health of those who live alone our community.

For those who don't have a full understanding of our SIL program, it is very difficult to explain how COVID impacted SIL supports. However, here are some examples of how the team successfully adapted in their roles:

- Assisting and teaching people to independently navigate virtual meetings and appointments
- Providing daily COVID phone screenings
- Completing Zoom and DUO calls for virtual supports
- Assisting with on-line grocery orders to minimize exposure for the people we support
- Providing on-going education about COVID and public health measures for individual's well-being and safety
- Researching and securing housing for individuals experiencing homelessness
- Completing referrals for outside resources to build additional supports
- Identifying and dealing with health and safety emergencies (i.e. individuals with dementia and medical crisis)
- Dealing with crisis and high-risk situations virtually
- Offering two vacancies in the SIL program and building new relationships in our 'COVID world'.

There were and continue to be many challenges the team faces daily. These challenges are handled with quick thinking and professionalism all with keeping in line with CLCY protocols and policies. Thank you to the SIL team for your tremendous efforts, they do not go unnoticed.



We are BACK!

Brighter Days Ahead





Thank You Employers – You Make a Difference!

B & B Dixon Automotive Inc.
Belinda's Place
Chouinard Bros.
Community Safety Village (YRP)
Costco, Newmarket
Dema Industries Ltd
Dickies' No Frills
Foodland
The Gap
John's No Frills
Metro, Davis
Metro, Yonge
Mr. Lube, Aurora
Newmarket Food Pantry
Newmarket Health Centre
Newmarket Mission Thrift Store
Simcoe Street Montessori School
St. Andrew's College
Starbucks, Leslie Street

Starbucks, Yonge Street
The Real Canadian Superstore,
Aurora
The Regional Municipality of York,
Newmarket
The Regional Municipality of York,
Vaughan
Tim Hortons, Davis Drive/Yonge Street
Tim Hortons, Yonge Street
Tim Hortons, Mulock Drive
Tim Hortons, Davis Drive
Tim Hortons – Wellington Street
Util Assist
Walmart, Newmarket
Wendy's – Davis Drive
Wendy's – Yonge Street
Winners
York Regional Police



Thank You Donors - We Couldn't Do It Without You!

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YOU

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Halton Sr.'s Mental Health Outreach
Linda Hauley
Charlene Hayes
Colleen Hedican
Mark Hilverda



Thank You Donors - We Couldn't Do It Without You!

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Theresa Wighton
Colleen Zakoor
Jess Zaky



**THANK
YOU**

Annual Report For the Year End

March 31, 2021

Revenue	2020		Expenses by Category	2020	
Provincial subsidies	2,048,186	85.2%	Salaries and benefits	9,764,003	68.7%
Donations and fundraising	251,472	1.8%	Occupancy Costs	1,171,744	8.2%
Accommodation and Fees	934,402	6.6%	Purchase of service, parental relief and per diems	847,048	6.0%
Other Subsidies	425,594	3.0%	Food, supplies & personal needs	784,085	5.5%
Day program	(1,158)	0.0%	Transportation	294,236	2.1%
United Way	49,590	0.4%	Professional Fees	169,475	1.2%
Interest Income	82,230	0.6%	Communications	159,861	1.1%
Gain on investments	0	0.0%	Recreational Programs	35,342	0.2%
Amortization of deferred contribution related to tangible capital assets	350,613	2.5%	Training	10,552	0.1%
			Minor equipment	196,187	1.4%
			Administration and other	177,169	1.2%
			Amortization of property, plant and equipment	601,149	4.2%
			Total	14,210,851	
			Surplus / (Deficit)	(69,922)	
Fund Balance			Individual Fund Balances	March 31, 2021	
Fund Balance March 31, 2020	2,174,476		Operating Fund	1,095,48	
Total Surplus/ (Deficit)	(69,922)		Capital Fund	0	
Fund Balance March 31, 2021	2,104,554		Internally Restricted Funds	1,009,070	
				2,104,554	

	71.6%	10.2%	5.9%	5.8%	1.4%	0.9%	4.2%
Expenses by Programs	Community Group Living Supports \$10,179,761	Day Programs \$1,454,158	Supported Independent Living \$836,444	Associate Family \$817,867	Respite \$199,759	Temporary \$123,000	Other \$599,862

COVID-19 VACCINE CLINIC HOSTED BY COMMUNITY LIVING CENTRAL YORK

June 25, 2021 - York Region Public Health administered 125 doses of the COVID-19 vaccine to individuals and essential workers from a number of different agencies throughout York Region.

November 19, 2021 - One of our local pharmacies, Robins IDA administered 45 doses of the COVID-19 booster to individuals we support. Thank you Kevin and Anne!

November 25, 2021 - York Region Public Health administered 96 doses of the COVID-19 booster to individuals we support along with individuals supported by five of our sister agencies.



HUMAN RESOURCES HIGHLIGHTS

An infographic titled "HUMAN RESOURCES HIGHLIGHTS" featuring nine green circles of varying sizes, each containing a different highlight. The circles are arranged in a cluster, with some overlapping. A small green circle is also present in the top right corner of the slide.

**Crisis
Prevention
Intervention
Training**
102 employees

External New Hires
17 new hires
**Employees that moved
from part-time to full-time**
22 employees

**First Aid/CPR
Training**

46 employees

98% of staff are
fully
vaccinated!

**Employee
Assistance
Program
extended to
ALL Staff**

**Health & Safety Training
(agency wide)**

- WHIMIS Training
- Infection Prevention and Controls (IPAC) Training
- COVID Workplace Safety Plan Implemented
- COVID Vaccine Policy Approved and Implemented
- Mental Health Training

**100% Compliant
on the Ministry
of Health COVID-
19 Preparedness
and Prevention
Directives**

CAREER FAIRS

- Jobs Canada
- Centennial College
- Durham College
- Seneca College



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