



ANNUAL REPORT

FY 2017-2018

No Barriers... Just Life





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WHO WE ARE

OUR VISION

No Barriers – *Just Life*

OUR MISSION

Advocate. Mentor. Collaborate.



Advocate. Mentor. Collaborate.



RESIDENTIAL SERVICES

The Residential Services department provides supports to individuals in homes located throughout our communities. This program provides 24-hor supports with an emphasis on maximizing daily living skills to achieve the highest possible level of independence.

SUPPORTED INDEPENDENT LIVING

The Supported Independent Living program offers our clients the supports they require in their own homes in accordance with their individual needs. The degree and type of supports required are determined by the individuals themselves, their families, various service professionals and the individuals Community Support Worker.

FAMILY HOME

The Family Home program off an alternative residential option for adults that provides the individual with an opportunity to become an integral member of a family and at the same time live in a community setting.

VIDEO CONFERENCING

The Video Conferencing Program delivers clinical, educational and administrative information to individuals, families, caregivers and professionals. It is through this that our Agency is linked with our Ministry designated clinical service provider, Surrey Place Centre and we are contracted to provide Regional Video conference coordinators with their MMW clinical services.

HEALTHY GENERATIONS

Healthy Generations provides services to families raising children with Fetal Alcohol Spectrum Disorder (FASD). The primary focus of this program is to support children aged 0-6 and their families.

EMPLOYMENT SERVICES

The Employment Services department provides individuals with the opportunity to learn the skills needed to gain employment and complete work contracts both within and outside our offices. The Supported Employment component provides supports to businesses that employ individuals.

COMMUNITY PARTICIPATION

The Day Program provides a supportive and stimulating social experience. Individuals who attend have the opportunity to experience a variety of leisure activities with others who have the same interests. The majority of the programs are operated during the day however, based on individual need, there are often programs running during the evening hours or on the weekend.

OJIBWAY PARK

Through a unique partnership with Ontario Parks we operate a Provincial Park. The goal of Ojibway Park is to offer work experience to people with unique support needs and for them and the agency to contribute to the community by providing a service that is self-sustaining and a model of inclusion.

RETIREMENT: NO BARRIERS – JUST LIFE

Definition of retirement

a : an act of retiring : the state of being retired

b : withdrawal from one's position or occupation or from active working life

c : the age at which one normally retires reaches *retirement*

For the most part, people spend their life working, with an anticipated and desired point in time where they will retire. One's retirement and retirement plans may be well thought out, and include a variety of hobbies, travel and spending time living a life on their own personal agenda. It may include a pension, savings plans or Government issued supports. Regardless of any of these variables, one thing remains the same. People (everyone) reach a point in their life where change to their daily routine needs to occur, either through personal choice or necessity. It may include leaving a satisfying job or making the decision to settle in to a daily pace of life that best meets one's needs.



The right time is different for everyone, but the right time will come for everyone. Community Living Dryden-Sioux Lookout supports many wonderful people. Some have completed work activities in what was once known as the Workshop. This evolved into the Day Program, and with that came changes to the daily leisure and employment activities. With the progression of program and name changes, it was determined that the Community Inclusion Hub was a more appropriate name for a Hub where people have the opportunity to experience a variety of leisure, volunteer and recreational activities in the community based on individual interests and choices.

RETIREMENT: NO BARRIERS – JUST LIFE

Throughout the changes and development surrounding how supports are offered, and how employment is supported, one thing remains the same. People age chronologically and physically, and their interests and needs change as a result. It became apparent that throughout all of the changes within the way certain programs were being offered, that there needed to be special attention paid to the specific retirement ready group of people.



It wasn't just a light bulb moment. It has likely been considered and thought of for many years. But, the time was now to make this happen. Retirement! It seemed so logical.

If logic could move mountains, the process would've been extremely easy and achievable. There were many things to consider. Who was retirement ready? How would they be supported at home? What would their retirement day look like, while ensuring that they were not

being becoming isolated? These were all very important considerations, and required the cooperation and collaboration of everyone.

The support of the management team was essential. There were many discussions about how staff could be utilized to best meet the needs of these Individuals. There were many more discussions about how we needed to change what we thought was working, to something that would work better. Staff's cooperation and involvement was paramount. Believing in this new way of life supported the change in lifestyle in such a way that fostered a new independence. People were encouraged to decide how they would like their retirement days to look. This process has provided positive results, including an example of two people joining a community Gym and hiring a personal trainer. Another person has become actively involved with a literacy program, and has made the choice to spend some of their day upgrading and

RETIREMENT: NO BARRIERS – JUST LIFE

educating herself with the support of the community literacy programs. Yet another person has opted for a more relaxed day in their home, enjoying some of their favorite shows, preparing meals, visiting with roommates, and participating in Community Events at their leisure. The significance of these stories is that these people had a choice. They had (and have) the ability to be an active part in their own decision-making. They have the choice to sleep in, relax sipping on a cup of coffee or watching their favorite TV program. They get ready for the day at their own pace, and choose where and what activities they will participate in.

We are still working to figure out more about this new way life for the people we support. At times, we grapple with the challenges of creating a situation that ensures one's fulfillment and positive and active relationships with others.

This involves listening to and paying attention to the person's needs, through their words, body language and cues; that they are ready for a change. We will remain focused, and consider this new way of life as valuable and as important as the many other changes we are making to supports. *Retirement:* carrying to fruition one's goals, dreams, aspirations and one's worthiest capacities. Yet another example of how Community Living Dryden Sioux-Lookout is evolving, growing, discovering and supporting Individuals to live with *No Barriers, Just Life.*



RETIREMENT: NO BARRIERS – JUST LIFE

This story is dedicated in memory of a very special person, Gloria Mainville. Gloria was instrumental in moving this idea forward. She showed us (not in words) that her days were difficult and that she needed to have a sense of control over how and when she started her day and how she would spend it. Although Gloria was not able to be a part of the ongoing changes to the physical space of the Community Inclusion Hub, or see the changes to the daily routine of the Individuals and staffing, she will always be an inspiration and motivation for why and how we move forward. *Always Remembered. Gloria, you have left our lives, but you will never leave our hearts...*

*“Remember
that when you
leave this earth,
you can take with you
nothing that you have received
only what you have given:
a full heart enriched by honest service,
love, sacrifice and courage.”*
St. Francis of Assisi



In Loving Memory of

**Gloria
Mainville**

*August 5, 1945
July 1, 2017*

*A Memorial Funeral Service will be held
Wednesday July 5th, 2017 at 11:00 a.m.
in Moffat Chapel of Stevens Funeral Homes
with Mrs. Sharon Hyatt officiating.*

Interment will follow at a later date.

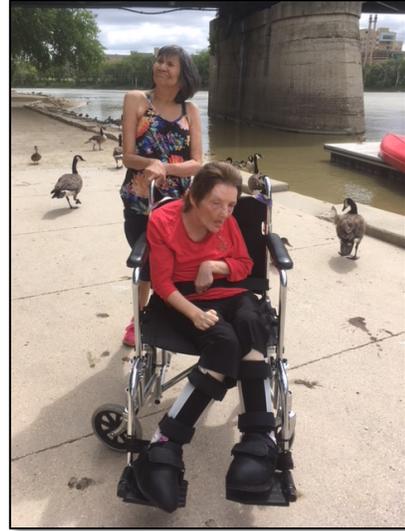
*If friends desire donations may be made to
Dryden - Sioux Lookout Community Living
through Stevens Funeral Homes
P.O. Box 412, Dryden ON P8N 2Z1.*

VACATIONS – JUST LIFE



Water cruise. The next day was for pampering with pedicures, haircuts and shopping – Just what the ladies wanted.

Vicki and Nola with two staff enjoyed a vacation to Winnipeg starting with leisurely travel by train. After the exciting trip watching the scenery go by they settled into their hotel. The next day was spent at the Forks where they enjoyed the geese by the water, the sites and sounds and an Assiniboine

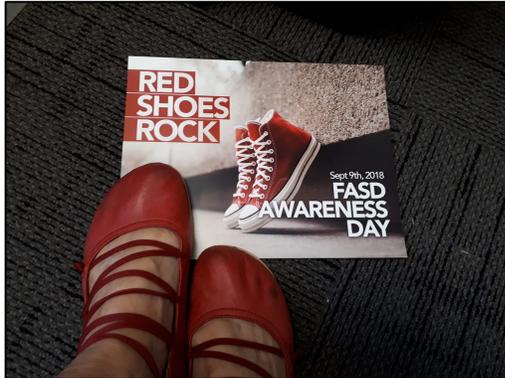


There wasn't anywhere that Joe went that someone didn't say hello. Joe was happy to return home to Sioux Lookout but he is already planning future trips. Staying connected to friends is important to Joe.

Joe and his staff Roxanne had the opportunity to go to Ottawa to visit his friends, former support staff and roommates. Every day Joe was so excited to start the day. An entire park was booked for a welcome BBQ. It was evident that Joe is a very loved and missed guy. He also got to go hear the choir that he used to sing in.



FASD AWARENESS DAY – SEPTEMBER 9



September 9 was International FASD Awareness Day. In Sioux Lookout we have a program called Healthy Generations that supports children and families living with FASD. Yvette Jones, our Healthy Generations Facilitator planned many activities this month with community partners to bring awareness to people about the effect of alcohol on the unborn fetus during pregnancy and about supports and services that are available. This was done through a Red Shoes Rock campaign, where people were encouraged to wear red shoes to bring awareness. There was a community BBQ down at the train station and many conversations were started. Thank you to all of our community sponsors who made the campaign a success. See the Sioux Bulletin article online for more information.

<http://www.sioxbulletin.com/community-takes-part-in-fasd-awareness-day?id=162>



The FASD Northwestern Ontario Regional Network has a Facebook page to keep people up to date on training and events in our region and updated research.

<https://www.facebook.com/FASDNWO/>

COMMUNITY INFORMATION AND PARTNERSHIPS

Apatisiwin - Dryden Native Friendship Centre
Chamber of Commerce (Dryden and Sioux Lookout)
Dryden Literacy Association
Dryden Rotary
Dryden Volunteer Recruitment and Referral Centre
FASD ONE Provincial Network of Expertise
Hands Family Network
Healthy Communities Task Force
Human Services Justice Coordinating Committee
Mental Health and Addictions (Dryden and Sioux Lookout)
Mental Health court
Nishnawbe-Aski Nation
Nishnawbe-Gamik Friendship Centre
North Network of Specialized Care
Northwest Employment Works
Northwest Networking Group (Regional Developmental Services Training)
NWO FASD Regional Network
Ontario Parks
Out of the Cold Shelter
Sioux Hudson Literacy Council
Sioux Lookout Employment Services
Sioux Lookout First Nations Health Authority
Sioux Lookout Handi-Transit
Situation Tables – Sioux Lookout and Dryden
Sunset Women’s Aboriginal Circle
Surrey Place Centre

SUMMARY OF ADDITIONAL FISCAL ACCOMPLISHMENTS AND MEMBERSHIPS

- April 2017 – Start of agency Person Centred thinking Training
- May 2017 - Management attended Ontario Agencies Supporting Individuals (OASIS)
- May 2017 Health and Safety BBQs in Dryden and Sioux Lookout
- June 2017 - Beyond Quality Outcomes Conference - Kingston
- September 2017 - Robert Hickey, Queens University Professor and DS HR Strategy member Core Competency research visit to CLD-SL
- October 2017 – Ontario Disabilities Employment Network (ODEN) conference attended by management and staff
- October 2017 – Partnered as part of the NWO Regional FASD Network to bring in FASCETS training on Neurobehavioural approaches to support to Dryden
- November 2017 - Provincial Executive Directors’ and Labour Relations and Communications meetings – Director of HR and Executive Director
- Partner Facility Renewal Funding from MCSS: Mold Remediation
- Partnered with multiple agencies with Kenora District Services Board on the Homes for Good project
- Implemented Globodex HR server for Administration and Management
- Management training on Person Centred Teams
- Assumed sponsorship of FASD ONE (FASD Ontario Network of Expertise) funded by the Public Health Agency of Canada
- Management Training: Coaching Strategies for Leaders – Conflict, Performance change
- Manager’s Mediation Training – Facilitating Conflict Resolution
- Consultation with Community Living Kingston regarding Accreditation
- Two Agency certified Helen Sanderson Person Centred Thinking Trainers
- Membership with the Ontario Disability Employment Network (ODEN)
- Membership with Ontario Agencies Supporting Individuals with Developmental disabilities (OASIS)
- Membership with Community Living Ontario (CLO)



RESIDENTIAL SERVICES

34 Individuals Supported This Year

SUPPORTED INDEPENDENT LIVING

40 Individuals Supported This Year

COMMUNITY PARTICIPATION SUPPORTS

77 Individuals Supported This Year

FAMILY HOME PROGRAM

18 Individuals Supported This Year

EMPLOYMENT SUPPORTS

42 Individuals Supported This Year

HEALTHY GENERATIONS

27 Families

MMW VIDEOCONFERENCING PROGRAM

261 Individual Core Services

ACTIVE STAFF LIST



The developmental services sector has undergone many significant changes since the inception of the Agency. We have been able to adapt to these changes and embrace the future because of the hard work and dedication of our employees. Community Living Dryden-Sioux Lookout values community inclusion, compassion, fairness, integrity, creativity, integration and teamwork. These are evidenced by the daily actions of our employees. We are pleased to celebrate with our employees as they continue to achieve the goals of our Agency. This provides only a small acknowledgement to our most valuable assets, our people.

Gerson Agustin
Terra-Lynn Ambridge
Glen Armstrong
Doreen Baccas
Simon Baker
Crescensia Ballacillo
Sherry Baum
Kathleen Bazinet
Tracy Bazinet-Ternowski
Shawnda Bell
Matt Bennett
Bobbi Berry
Darline Besselt
Lisa Biczok
Susan Billedo
Bonnie Boon
Maybelline Borja
Blair Bresson
Danielle Bresson
Juanita Briones
Beatrice Brunner
Julie Cain
Patricia Calvert
Sheri Calvert
Estrelita Clarke
Judy Cole
Shannon Collins

Steve Couto
Evan Crawley
Jakob Danielson
Stephanie Davis
Sheri Desserre
Devyn Domondon
Rita Driver
Jenna Dudar
Denise Dyck
Dawn Edmunds
Heidi Engel
Jessica Engels
Kailee Ernewein
Rowena Estrellana
Marlene Evens
Abdallah Fadel
Janet Failma
Allen Feeney
Lori Feller
Cindy Flynn
Beth Freeman-Wrolstad
Jeannie Gabutero
Liz Gagne
Ron Gobeil
Nancy Grenier
Joyce Haines
James Harrington

SUPPORT SERVICES IN NUMBERS

Colleen Haskins
Cara-Lee Hazlewood
David Heinrichs
Melissa Henry
Mercy Hill
Mark Hogarth
Sharon Hyatt
Jolanta Janica
Lhasaja Johnson
Kelly Johnston
Yvette Jones
Lindsay Kempert
Barb Kirouac
Sabine Kottschoth
Barrie Kriese
Sabrina Lachapelle
Mario LeBlanc
Autumn Leutschaft
Amada Levesque
Donna Liddon
Andrea Lockyer
Ofelia Machabeo
Barb MacDonald
Ursala MacIssac
Sharon MacKinnon
Carrie McMurray
Lynda Menard-Penner
Jona Mendoza
Victoria Merriam
Bill Michaud
Kendall Miller
Roxanne Moi
Alexa Nault
Colleen Oliphant
Lyndsay Oliphant
Marilyn O'Quinn
Nick Ortega

Vilma Ortega
Karrah Ostman
Sandra Ostman
Jenifer Pasia
Akashkumar Patel
Steven Patey
Gwynne Penner
Jake Penner
Collen Polaard
John Polny
Lori Potter
Adelaida Potter
Lori Potter
Elizabeth Presta
Michelle Raine
Riza Raspado
Kelly Reimer
Jackie Rouillard
Mary-Lynn Sapay
Shauna Spalding
Alyssa Storrey
Monique Storrey
Kandi Strand
Laurie Tardiff
Randi Teeple
Lily Toews-Parsons
Dana Trott
Nona Villa
Lorrie Warren
Sheila Warren
Darcy Webb-Laderoute
Tuesday Laderoute
Kate Wickstrom
Tyler Wilson
Sandra Woolfrey
Sarah Wrolstad

STAFF LONG TERM SERVICE AWARDS



Community Living Dryden-Sioux Lookout would like to acknowledge the hard work and dedication of the following Employees who have reached milestones in years dedicated to CLD-SL in 2017. A celebration of this dedication was held in both communities in February 2018.

STAFF

Lynda Menard-Penner ~ 30 Years
(1987)

Munir Alarda ~ 10 Years
(2007)

Steve Couto ~ 25 Years
(1992)

Bobbi Berry ~ 10 Years
(2007)

Kandi Strand ~ 25 Years
(1992)

Lorrie Warren ~ 10 Years
(2007)

Tracy Bazinet ~ 15 Years
(2002)

Allen Feeney ~ 10 Years
(2007)

Helen Berry ~ 15 Years
(2002)

Brent Lundy ~ 5 Years
(2012)

Maybelline Borja ~ 15 Years
(2002)

Shauna Spalding ~ 5 Years
(2012)

Cara-Lee Hazelwood ~ 15 Years
(2002)

VALUED CONTRIBUTORS

Without the ongoing commitment from our communities, Community Living Dryden-Sioux Lookout would not be able to enhance the lives of the people we support.

The following is a list of individuals, families and organizations who have pledged their support for Community Living Dryden-Sioux Lookout by becoming members of our Agency. A warm thank you goes out to each and every one for their community-minded spirit.

FUNDERS

- Ministry of Community and Social Services
- Public Health Agency of Canada
- Ontario Disability Supports Program
- Surrey Place Centre

MEMBERSHIP

Family

Tracey Blanchard
Jason & Barb Kirouac
Jim & Mary Anne Misner
Laurie and Richard Mccarthy
Natasha Mouseau
Humberto Pacheco
Bob & Ginette Spence

Single

Jamie Gould
Klaus Knorz
Jonathan Baum
Ben Mcnabb

Corporate Gold

Best Western Motor Inn
Domtar
Dryden GM

Corporate

Downtown Autopro
Egli's Sheep Farm
Gould's Brandsource
H & R Block
Home Hardware Building Centre
Hugh Allen Clinic
Dr. Brian and Catherine Lockyer
Madsens Motors
Mascotto's Marine LTD
McAuley and Partners
St. Joseph Roman Catholic Church
Stevens Funeral Homes
Sunset Country Realty
TD Canada Trust
Terra Deco Enterprises Ltd

FINANCIALS

Our Operating Expenditures over the past three years:

\$7,994,626

2014-2015

\$8,341,723

2015-2016

\$ 8,716,875

2016-2017

\$ 9,277,235

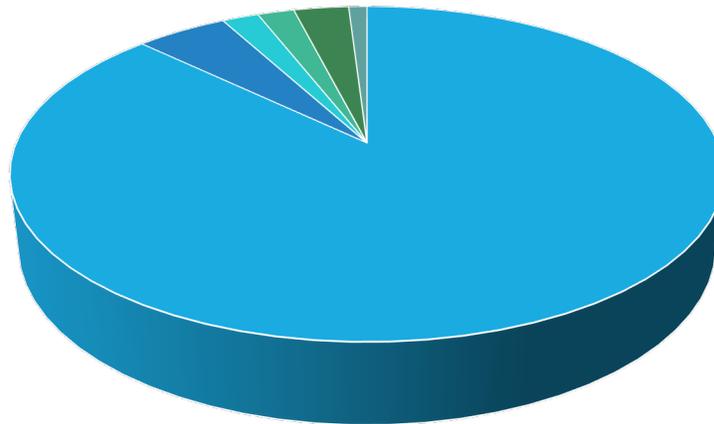
2017-2018



Community Living Dryden-Sioux Lookout's total revenue from the fiscal year, 2017-2018 ending March 31, 2018 was \$9,273,235. Financial information is drawn from the Community Living Dryden-Sioux Lookout Financial Statements for April 2017-March 2018 which were audited by BDO Canada LLP.

For access to the full audited Financial Statements for Community Living Dryden-Sioux Lookout, please call us at (807) 223-3364.

Revenue 2017-2018 Fiscal



- Ministry of Community and Social Services 88%
- Lutheran Community Care Centre 5%
- Surrey Place Centre 2%
- Rental Revenue 2%
- Other 2%
- Public Health Agency of Canada 1%

BOARD OF DIRECTORS

Board of Director's list

As at April 1, 2018

Jamie Gould

Klaus Knorz

Laurie McCarthy

Ben McNabb

Natasha Mousseau

Humberto Pacheco

