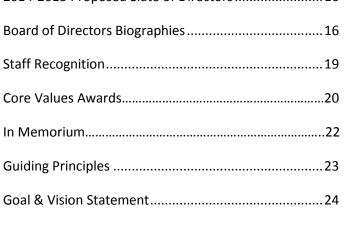
# Community Living South Muskoka 2013-2014 Annual Report





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# An Annual General Meeting of

Community Living – South Muskoka will be held on Monday, September 22, 2014 at Morrison Meadows, 1177 Fraserburg Road, Bracebridge

# Agenda

- 1. Welcome
- 2. Approval of 2013 Annual General Meeting Minutes (September 23, 2013)
- 3. Ministry of Community and Social Services Lisa Graham
- 4. Chairman's Report
- 5. Chief Executive Officer's Report
- 6. Treasurer's Report
- 7. Committee Reports
- 8. Presentation of Audited Financial Statements for Fiscal Year Ending March 31, 2014
- 9. Appointment of Auditor for Fiscal Year Ending March 31, 2015
- 10. Appointment of Legal Counsel for Fiscal Year Ending March 31, 2015
- 11. Approval of Action of the Board of Directors for Fiscal Year Ending March 31, 2014
- 12. Election of Directors and Officers for Fiscal year 2014/15
- 13. Recognition Staff and Board
- 14. Family BBQ



# Minutes of the 2013 Annual General Meeting

Community Living - South Muskoka held on Monday, September 23, 2013 at 205 Industrial Drive, Gravenhurst

#### 1. <u>Welcome</u>

Board Chairman, Gord Haugh, thanked everyone for attending and welcomed them to the Annual General Meeting. Gord reminded the membership that only those with paid membership can officially vote.

#### 2. Town of Gravenhurst

Gord introduced Mayor Paisley Donaldson, who brought greetings from the Town of Gravenhurst.

#### 3. Approval of Annual General Meeting Minutes

Gord advised that starting on Page 3 of the Annual Report are the Minutes of last year's Annual General Meeting and the following motion was made:

## Moved by: David Morrison; Seconded by: Stephen Richardson THAT the Annual General Meeting Minutes of September 24, 2012 be approved as circulated.

CARRIED

#### 4. Chairman's Annual Report

Gord reviewed his report which begins on Page 6 of the Annual Report. Gord then called upon Ann to make her presentation and highlight the Chief Executive Officer's Report.

#### 5. Chief Executive Officer's Annual Report

Ann reviewed the highlights of her report which begins on Page 8 of the Annual Report. Ann then called upon Gord for the Treasurer and Committee Reports.

#### 6. Treasurer's Report & Committee Reports

Gord informed the members that on Page 11 of the Annual Report is the Treasurer's Report, followed by Pages 14 - 17 for the remainder of the Committee Reports. Gord advised that he and members of the Board are available for any questions with respect to the reports.

#### 7. Presentation of Audited Financial Statements for Fiscal Year Ending March 31, 2013

Gord called on Suzanne Gilbert of BDO Canada LLP to highlight the Audited financial statements. Gord then informed the members that a full set of audited financials are available for anyone interested.

> Moved by: Stephen Richardson; Seconded by: David Morrison THAT the Audited Financial Statements as of March 31, 2013 be approved as circulated.

> > CARRIED

#### 8. Appointment of Auditor for Fiscal Year Ending March 31, 2014

Gord asked for a motion to appoint BDO Canada LLP as auditor for the fiscal year ending March 31, 2014.

Moved by: Alex Armstrong; Seconded by: Roy Donnelly THAT BDO Canada LLP be appointed auditor for the fiscal year ending March 31, 2014.

#### CARRIED

 Appointment of Legal Council for Fiscal Year Ending March 31, 2014 Gord asked for a motion to appoint Brian Jacques as legal counsel for fiscal year ending March 31, 2014.

> Moved by: Stephen Richardson; Seconded by: Roy Donnelly THAT Brian Jacques be appointed legal counsel for the fiscal year ending March 31, 2014.

> > CARRIED

# Approval of Action of the Board of Directors for Fiscal Year Ending March 31, 2013 Gord asked for a motion from the membership to approve the actions of the board for the year ending March 31, 2013.

Moved by: Virginia Snider; Seconded by: Penny Edwards THAT the actions of the Board be approved as circulated for the fiscal year ending March 31, 2013.

#### CARRIED

#### 11. Election of Directors and Officers for the Year 2013/14

Gord advised that on Pages 18 to 20 of the Annual Report is the proposed slate of Directors and their biographies. Gord asked each Director to stand as he introduced them.

Alex Armstrong Roy Donnelly Gord Haugh Lang Moffat David Morrison Stephen Richardson

Gord asked for a motion to approve the slate of Directors.

Moved by: George Edwards; Seconded by: David Morrison THAT the slate of Directors be approved.

CARRIED

## 13. Board Resignation and Staff Recognition

Gord thank Bonnie Leonard for her contributions over the years as a member of the Board of Directors. Ann presented the staff awards for 10 years, 15 years, 20 years and 25 years of service.

#### 14. Adjournment

Gord thanked everyone for coming and adjourned the meeting.

#### This meeting does now adjourn.

CARRIED



# **Chairman's Report**

First, I must thank the members of the Board who have all been very diligent in providing Community Living South Muskoka with thoughtful governance over the past year. But, our achievements, especially in the financial area, would not have been possible without the cooperation of the very professional staff of CLSM.

As anyone who is familiar with the developmental services sector can attest, we continue to go through challenging times. Over the past three years, the advent of the DSOs has not been without growing pains that have shown the ability of our staff to often adjust to change with little notice. New systems will usually face these challenges, but we have been fortunate that the Board has had expert advice



from Ann Kenney and her senior staff to help us meet our responsibilities.

It was obvious from the start, that we were entering a competitive environment, where just being available was not going to be good enough. Fortunately, our agency has always been a leader in innovation. Nevertheless, with a menu of choices available to families, we knew we had to be innovative in an era of static or decreasing government funding. And—over the past two years, we have continued to be program leaders while keeping our budgets well under control. Going forward, we have to maintain the same vigilance and the Board looks forward to working with Krista and her team to maintain our leadership.

As we once again gather for our AGM at Morrison Meadows, it is easy to see what we mean by innovation. A visit to the farm shows how much

development has taken place in a short space of time. The thanks of the whole organization go to David Morrison for his dedication to the growth of the facility. We have had the cooperation of the Ontario Trillium Foundation with funding for the improvements to the garage. We have had the cooperation of the community, St. Dominic Catholic High School, in the funding and building of our new greenhouse. In other words, we continue to not only encourage development that will provide learning opportunities for our clients, but we are pleased that we are developing a great asset for the whole community.

As we gather for our AGM, we are entering a new era for CLSM. After eighteen years of leadership as the CEO of Community Living South Muskoka, Ann Kenney has announced her retirement. While Ann will not formally leave the agency until early February, as of September 1, 2014, Krista Haiduk-Collier has

assumed the position of CEO. As a CPA CMA, Ann has had a unique ability to dissect the numbers and keep us on a sound financial track. In addition, her involvement with organizations and committees both within and without government, has allowed her to acquire available assets for our agency. Thank you Ann for your service and your dedication.

Respectfully submitted Gord Haugh



# **Chief Executive Officer's Report**

This past year has been one of challenges and successes as we have transitioned the agency to a new leadership team and prepared for a new and exciting future with the Ministries plans to implement direct funding to families. The efforts of the Board of Directors, Management Team and Staff have ensured that we are well on our way to being a leader in the region as we work to align our current resources to meet the changes in our future.

Community Living South Muskoka was chosen to be one of the first agencies in our region and the province to undergo the new compliance review format by the Ministry. Under this new format, the entire agency adult service areas underwent an in-depth audit to ensure that we were in full compliance with all Quality Assurance Measures. For some service areas such as Supported Independent Living and Community Participation Supports, this was the first time they had undergone an audit by the ministry. We were very pleased that the agency passed compliance with only minor corrective actions that were implemented within 10 days of the compliance report. A thank you is extended to everyone for their ongong efforts to ensure we are providing Quality Services.

Community Living South Muskoka was one of the few agencies in the province to receive approval and funding through a new initiative 'Developmental Services Inclusion and Employment Opportunities Partnership Fund'. The funding is being used to enhance our vision of Morrison Meadows becoming an employment training facility. A diverse range of activities are in various stages of development to provide opportunities for people with developmental disabilities to gain meaningful employment and/or training experiences. The agency also received a Trillium Grant to complete accessible washroom renovations at Morrison Meadows to ensure accessibility for all.

On January 1, 2014 laws affecting fire safety were amended to include significant changes that impacted the agency both this year and will continue to impact us over the next few years as the changes continue to be phased in. The changes are a result of the Report on Improving Fire Safety for Vulnerable Ontarians.



Members of our management team have received certificate training regarding our responsibilities for compliance with Fire Safety Regulations through the Ontario Fire



Regulations through the Ontario Fire Marshall's office. The agency has been working in partnership with local fire prevention officers to develop a number of fire safety plans including approved evacuation procedures by the local fire chief and timed practices for all our homes classified as B3. This has been an ongoing challenge for not only CLSM, but for agencies across the province. We are pleased to report that we have been able to meet all the fire scenario timelines and fire safety plan requirements to date. We continue to work with

the local fire departments and our ministry to not only ensure that all regulations are met but more importantly that all people supported by the agency are safe. To align our current resources in preparation for direct funding, the traditional Vocational service area of the agency underwent a significant review and subsequent change to the service delivery model. The agency is now providing Community Participation Supports (CPS) with a focus on spending time outside of a segregated program. The target for last year was to spend at least 50% of all time in the community based activities, which CPS was able to achieve. The target for the upcoming year includes developing individualized



community based goals and measuring achievement. A large thank you goes out the vocational team for all their efforts to ensure that individual goals and dreams are being realized.

Children's services have also undergone significant changes over this past year. Our children's respite funding is now allocated on an individual basis at a regional level. With the new application and assessment process, families are receiving more funding than in any other time of the agencies history. This past April 1, 2014 saw the service delivery responsibility for Huntsville area respite families transfer to Community Living Huntsville. This change made sense as we move to align our resources to prepare for increased levels of direct funding. A second change in children's services has been through the



implementation of full day early learning. This
change has impacted 4 and 5 year olds who had
traditionally been attending local integrated
licensed child care with Special Needs Resource
Teacher support to now attending school on a full
time basis without our SNRT in the classroom.
We have been able to successfully implement a
'pilot project' with the school boards to help
transition the most complex needs children
into the classroom. In the meantime, we are
waiting for new legislation to identify the
future service delivery model for children.

With the implementation of Developmental Services Ontario (DSO) and dissolving of our local 24 hour access committees, the region and province have been working on an Urgent Crisis Response and Community Engagement Strategy. Our CEO Ann Kenney has been the chair of this working committee for the past three years, and over the past summer, the province finally announced their new guidelines. Ann and the committee were able to take all of the hard work

completed and add in the new requirements to create a regional process. A Service Planning and Resolution Committee is being developed that will also address the new requirements for a regional urgent response committee. As Ann stays on in her new role as Special Projects Manager, she will implement this committee across the region.

Over this past year, Community Living South Muskoka has been involved with a succession plan as we transition the leadership of the organization. I would like to take this opportunity to reflect on some of the great accomplishment of our retiring



CEO, Ann Kenney and thank her for all her dedication and hard work. Over her tenure as Executive Director and CEO of CLSM, Ann not only provided strong leadership to our agency, she also became a leader in our region and in the province through her work on the OASIS Board. Ann was known as someone to 'go to' for information about the future of our sector, and has been able to align the agency in a way to meet challenges head on. She has been tireless in her endeavors to ensure the issues of the sector are identified to the ministry in a way that is both respectful and informative. She has been a



strong collaborator and representative of the sector on numerous local, regional and provincial working groups. She will be greatly missed and we wish her all the success in her upcoming retirement.

> Respectfully submitted Krista Haiduk-Collier

# **Treasurer's Report**

Community Living South Muskoka has achieved a balanced budget on the operational side of the organization. A nominal deficit totaling \$17,928 occurred through normal depreciation of board purchased assets, and other donated assets. As stated in previous Treasurer's Reports, depreciation of board assets is governed by numerous factors including length of financing or revenue generated over different time frames.



The board received income during the year through vehicle lease payments, rental income from our property at 1177 Fraserburg Road, and through the sale of clean electric power to Hydro One generated by our Solar Array panels located at the farm. Community Living South Muskoka had applied for and has received a Trillium Grant. This grant will further develop our property Morrison Meadows.

We also have received an Employment Opportunities grant from the Ministry of Community and Social Services. This grant will help develop training programs for our individuals. These grants will be used in

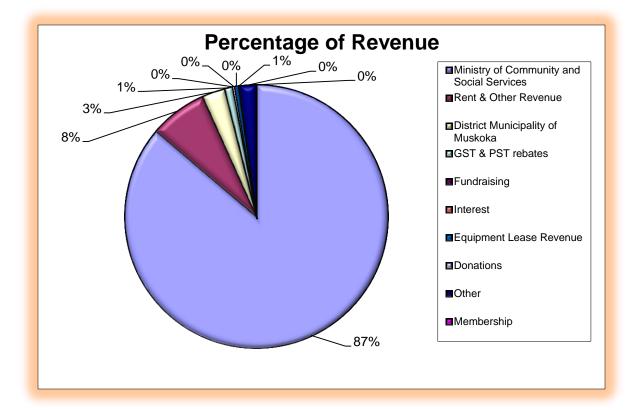


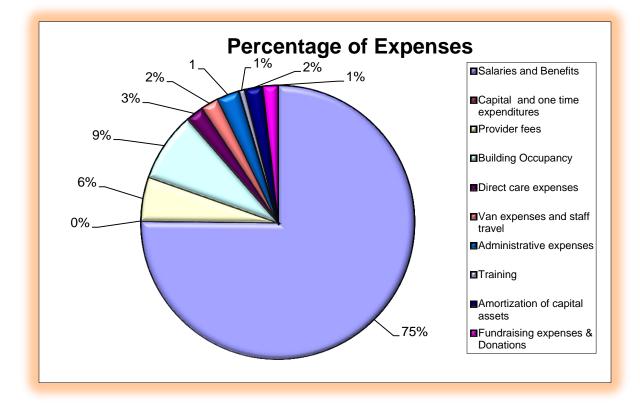
our fiscal year 2014-2015.

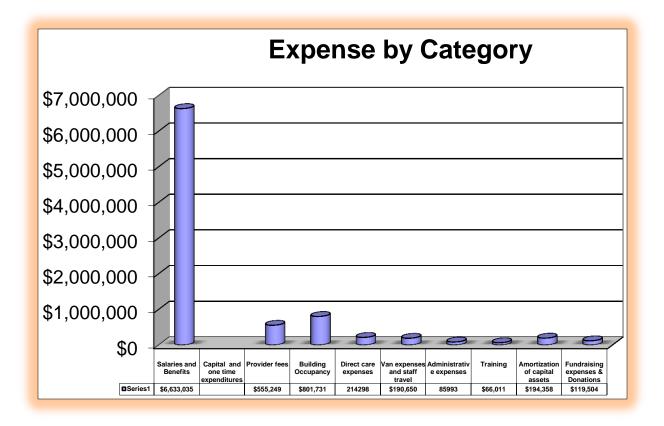
The Board continues to manage Ministry and donated funds judiciously and effectively.

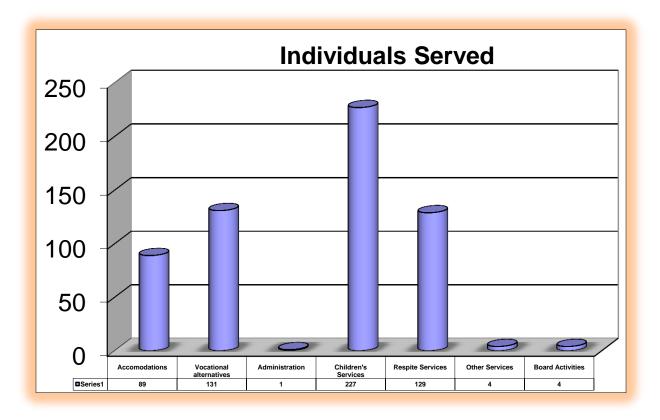
On behalf of your board of directors, thank you to all staff, individuals supported and volunteers who made this a very successful year.

Respectfully submitted Stephen Richardson









# **Committee Reports**

## **Morrison Meadows**

As we mentioned in last year's report, we began this year working on funding the infrastructure at Morrison Meadows. One of the frequently mentioned deterrents from spending time at the farm has been the washroom facilities. Thanks to the hard work of Ann Kenney and her team we were successful in obtaining a \$127,500 grant from the Ontario Trillium Foundation that will enable us to have a wheel chair accessible reception area, change room, three accessible washrooms, an accessible shower, an eating area and a laundry area. Construction began in July and should be completed by the end of October.

Again we had many school classes visit as well as our Community Fall Harvest Festival and the annual Muskoka Mud Run. Attendance at all our events continued to grow and were well above last year.



We were successful in obtaining Ministry funding for an Inclusion and Employment Opportunities program to be run at the farm. This program will provide clients the opportunity to train for future employment in the Community.



Special thanks go to Jeff Dewetering for keeping the farm functional.

Respectfully submitted David Morrison

# **Communities/Public Relations**

The Farm, Morrison Meadows, continues to be the star of our Community involvement. The Community

Fall Harvest Festival was once again a success despite the inclement weather. The smiles on the faces of the youngsters riding the tractor train made the work worthwhile. Of course, the animals were again a hit, and the escapes from the petting zoo only added to the fun.

The involvement of St. Dominic Catholic High School with the building of the greenhouse, not only helped provide a new asset for the farm, but gave us media attention in both print and on TV.

Thanks go to Mayor Paisley Donaldson of Gravenhurst who took time to visit our Pancake Breakfast in Gravenhurst. We had a great conversation and the chance to bring the Mayor up to date with happenings at CLSM. Paisley is a great supporter of our agency and we thank her for her continued interest.



With the help of the individuals we serve, Gravenhurst continues to provide their famous butter tarts and other baked goods to outlets in our communities.

With the coming elections, we can anticipate many new Councilors right across the region. We look forward to visiting the various councils to provide an understanding of the work we do in each community.



Respectfully submitted Gord Haugh

## **Proposed Slate of Directors**

Roy Donnelly Gord Haugh Lang Moffat David Morrison Stephen Richardson Andy Zeltkalns Cameron Hoffman

# **Board of Director's Biographies**

#### **Roy Donnelly**

Roy joined the Board in 2009 and has lived in Muskoka for the past eleven years as well as cottaged from the early eighties. His pre-retirement saw a quarter century in the role of school principal, business owner and community volunteer. "On Golden Pond" will have to wait as retirement is too busy.

#### **Gord Haugh**

Gord Haugh is an independent Corporate Communications Consultant with clients in both government and the private sector. Gord has previously been Manger of Public Affairs for (then) The Canadian Manufacturers' Association, Executive Director Communications for the WSIB,



Communications Advisor to the Commissioner of the Inquiry into the Air Ontario Crash at Dryden, Ontario and a senior consultant with GPC Communications. Within government, he has been Chief of Staff to a number of ministers and communications advisor to others.

Gord and his Wife Shelley live in Gravenhurst, on the shores of Kahshe Lake. Gord is President of the Gravenhurst Curling Club, a volunteer instructor for the YMCA TIME program, a Trustee of the Stan Darling Environmental Education Fund, and a Senator of Junior Chamber International.

#### Lang Moffat

T. Lang Moffat B.A.Sc.(U of T), MBA (Harvard). Lang brings to the Board a wealth of business experience (now retired) and a life time of not-for-profit operational, volunteer and Board experience in a variety of fields including Regional Council Advisory Committees (Halton Region), United Ways (2 - Peel and Milton), United Church of Canada (Congregation, Presbytery, Conference and General Council), a founding Director of a 119 unit Seniors Apartment Residence and founding President of a neighbourhood Drop-in Centre. Lang is a resident of Campbellville and a lifetime seasonal resident in Muskoka. He is happily married and blessed with 4 adult children and 12 grandchildren.

#### **David Morrison**

David joined the Board of Directors of Community Living South Muskoka in 2001. David has many years of experience as the President/Chairman of the Board and currently serves as Past Chair. He is a retired businessman who has relocated to Muskoka from Mississauga and brings with him the experience of many years of volunteerism with Community Living Mississauga. David's main focus at Community Living South Muskoka is the development of the farm property in Bracebridge, Morrison Meadows. David is married, with a family, and resides in Baysville.



#### **Stephen Richardson**

Steve is a resident of Toronto and a Muskoka cottager since 1998. He is retired from BMO Bank of Montreal after 34 years in a Senior Management capacity responsible for Training and Policy Documentation. Other areas of responsibility have included increasingly senior roles in Lending, Project Management and Audit. Steve is actively engaged in both communities in which he resides. In Toronto as Vice President, York Condominium Corporation /87, and here in Muskoka as Treasurer of the Dickie Lake Association. Steve is married to Georgiana.

#### **Andy Zeltkalns**

Andy is a retired school teacher, photographer, and event organizer. He is one of the main organizers of the Muskoka Mud Run, which takes place annually at Morrison Meadows and has helped raise funds for Community Living South Muskoka.

As part of the Mud Run, Andy has helped design and develop some of the trails at Morrison's Meadows and the adjoining Town of Bracebridge property.

As a member of the Board of Directors, Andy's main focus is to help develop Morrison Meadows to become a major event centre and to be a self-sustaining entity.

Andy is married and also has a daughter, Aleksandra, with special needs.



#### **Cameron Hoffman**

Cameron was born and raised in Bracebridge and has strong family ties to Muskoka. He and his wife Jennifer own and operate Bracebridge Taxi, a business staple in our community for the past 32 years. Cameron and others wished to address the need for access to our community for individuals with

physical and developmental disabilities, and the community accessible taxi service became a reality. Cameron is currently seeking a seat on local government as Councilor for Macaulay Ward. He sits on the Rights Committee for Community Living South Muskoka and believes that through actions as individuals, groups, and as a community barriers can be removed, resulting in an inclusive society.



## **Staff Recognition**

Our Staff's contribution and dedication over the years has played an important part in our ability to meet and exceed the demands of our community, families and individuals we support. We are very proud and pleased to extend our appreciation for the following staff's commitment and service with Community Living-South Muskoka.

#### **25 Years of Service**

Marjorie Schliwa Robert Gillmore Rachelle Lawrence Lorri Fraser Rita Meyers Shelley Groomes Lynn Dennys Connie Patterson

<u>10 Years of Service</u> Judy Lintott

#### <u>5 Years of Service</u>

Nicole Bowser Amy Smith Brent Balkwill Hillary Barrett Jody Bressette Heather Henderson Steven Speicher Marie Forth Lorie Vogels Michelle Smith Bobbie Stephens Liz Cuthbert Lisa Hart

# <u>20 Years of Service</u> Glenda Taylor Kim Bryan

<u>15 Years of Service</u> Bonnie Brooks Diana Bradstreet



## **Core Values Awards**

This year Community Living South Muskoka introduced Core Value Awards as a way for staff members to honour and recognize an individual or team for their exceptional work, service, achievements, and contributions throughout the year. The nomination categories are:

## • Advocating for Others

Individuals demonstrating this competency show through their behaviours and inclination to champion a cause or issue and try to get others to support it (ie: trying to win the support of others).

## • Creative Problem Solving

Creative Problem Solving and Decision Making is the demonstration of behaviours that enable one to identify and solve problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances. Problems can be solved by breaking the issue into smaller pieces or by identifying patterns or connections between situations that are not obviously related. It involves the willingness to and demonstration of behaviours associated with taking a creative approach to problems or issues. It includes "thinking outside of the box" to go beyond the conventional, and to explore creative uses of resources.

## • Fostering Independence in Others

Fostering Independence in Others is about enabling others to be self-sufficient and to nurture selfdetermination. It is also the sharing of responsibility with individuals and groups so that they have a deep sense of commitment and ownership.

#### • Initiative

Initiative is about taking action, proactively doing things and not simply thinking about future actions. The time frame of this scale moves from addressing current opportunities or problems (being reactive) to acting on future opportunities or problems (being proactive). People with this competency are action-oriented – they act in the present to create value in the future.

## • Developing Others

Developing Others involves a genuine intent and passion to foster the long-term learning or development of others through encouraging, managing performance and coaching, in order to fulfill the current and future skill requirements of both individuals within the profession and the organization. Developing Others is not limited to formal positions of authority.

The response was very positive with 7 nominations received in the following categories:

Category	Individual/Team Nominated	
Creative Problem Solving	Resource Teacher Team	Terry Wakeling Mary-Lynne Clark Roxanne Snellings Shannon Briese Zionnie Smith Nicole Muir
Creative Problem Solving	Individual	Heather Greer
Creative Problem Solving	Individual	Antoinette Durand
Creative Problem Solving	Individual	Lynn Dennys
Advocating for Others	Spencer St. Team	Bonnie Brooks Sherri Jones Christine Newman Kim Young Michelle Smith Liz Cuthbert Shelley Brown Jeff Jocque Rebecca Forward Stephanie Newroth Amy Smith Nicole Wallace Melissa Forrest
Developing Others	Individual	Judy Lintott
Developing Others	Fraserburg Rd. Team	Jacqueline Smith Ellina Rayner Lisa Hart Madalyn Denne Shelley Groomes Sarah Cripps Paul Clark Heather Schamehorn Keifen McQueen Vern Flavius Nadine Bowen

Congratulations to everyone who was nominated

## **In Memorium**

The passing of friends when it is sudden and unexpected is always a difficult time for all. We know that while their leaving this side brings sorrow and pain, their arrival on the other, is cause for joy and celebration.

Barry Dixon Richard Hounsome (Ribbans) Gracie Primrose Kimberley Long



They will be missed by all who they have touched over their years.

# **Guiding Principles**

# *Our beliefs about all people – we believe that:*

- Every individual is a person to be valued
- $\succ$  Differences among people, including cultural diversity, deserve sensitivity and understanding
- People of all ages and abilities are entitled and should be encouraged to participate in decisions affecting their lives
- Opportunities for growth and development are essential for everyone
- All individuals are entitled to care which promotes their total well-being
- Each individual has a need for love, friendship and belonging
- > Each individual, being equal, is entitled to acceptance, respect and tolerance
- Each individual has the right to reach their potential in such a way that ensures for their wellbeing, and a meaningful life
- With every right there is an inherent responsibility. With every opportunity there is an inherent risk.

## *Our beliefs about the community – we believe that:*

- A healthy community is built on trust and inter-dependence, caring and sharing of wealth and resources
- > A healthy community is made up of physical, social, spiritual and economic characteristics
- $\succ$  A healthy community is one that includes freedom of choice, options and opportunities
- > A healthy community must ensure for all, full accessibility to information, services and resources

## *Our beliefs about people working together – we believe that:*

- People work best together in a caring, supportive environment which is characterized by honesty, integrity, responsibility and co-operation
- The most beneficial change results from balancing a search for improvement with preserving the best of the present
- Respecting and encouraging variety in perspective and opinion contributes to the development of effective solutions to difficult problems
- The people who work together to achieve the agency's mission, are our most important resource including families, caregivers, supported individuals, staff members, students, volunteers, board members, funders, other community agencies and services

## *Our beliefs about accountability – we believe that:*

We are accountable to our community and funding sources for the effective and efficient use of the resources entrusted to us in a manner that displays accountability, responsibility and integrity Community Living South Muskoka is a registered charity that provides supports to individuals with developmental disability and their families commencing at the age of 2 and through to their senior years. Services are offered in South Muskoka, from Severn Bridge and Port Severn/Honey Harbour to the South and from Mactier to midway between Bracebridge and Huntsville in the North. Community Living South Muskoka is a member of OASIS (Ontario Agencies Supporting Individuals with Special Needs), a provincial organization representing 177 agencies that provide supports to individuals and families in the developmental sector.

# **Goal and Vision Statement**

Community Living South Muskoka promotes a welcoming inclusive community where all are encouraged to reach their full potential.

- A welcoming inclusive community is one that believes
- Every person is valued
- Every person has a need for love, friendship, and belonging to ensure their well-being and a meaningful life
- Every person is entitled to acceptance and respect
- Every person has the right to reach their potential
- In promoting creativity, flexibility and choice as a means of developing personal and community growth
- With every right there is an inherent responsibility
- With every opportunity there is an inherent risk
- In ensuring for all, full accessibility to information, services and resources
- Growing and learning are



part of the personal responsibilities