



Vision

The "Go To" expert for those impacted by a developmental disability.

Mission

Community Living South Muskoka provides lifetime support to all those impacted by a developmental disability, utilizing skilled staff and effective partnerships involving the individual, the family and the community with the result that the individual is accepted as a valued community member.

Values

Excellence
Trust
Respect

Success Factors

A Highly Valued
Community Organization
A Leader in Innovation
Person Centred
Valued, Skilled Staff



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Happy Holidays

*From the Staff,
Management
and Board of
Directors we
wish everyone
a safe and
enjoyable
Holiday
Season!*



A Message from your Board Chair

Community Living Now on Main Street, Gravenhurst!

Yes, as everyone on our staff knows, change is not a sometime thing anymore. Change is part of how we do our jobs. And the move in Gravenhurst is reflective of that change.

As our program needs and the needs of the people we serve change, we have all come to understand that “we always did it that way” is no longer a valid reason to keep doing what needs to change. In Gravenhurst we had a large building that was often half empty. And in these days of government belt tightening, paying for that empty space was a luxury we could no longer afford. For those who haven't done so, please drop into our new Gravenhurst digs next time you're in the area. We are located at 685 Muskoka Rd. North at the corner of Winewood Ave. West. While the old building was great for our needs when we moved in, the new location means that we are truly part of the Community in which we Live. Can't beat Main Street to live up to our Community Living name!

Just because government is our largest funder, doesn't mean that new regulations don't apply to us. You may have seen articles about the impact of what is known as Bill 148. The changes we will have to make to meet the new labour regulations will impact a myriad of ways we currently operate including such things as how we schedule. Not only do we have to adjust our operations, but we have to find hundreds of thousands dollars, that apparently won't be funded, to meet these new challenges.

Now, a message this close to Christmas and other holidays shouldn't be a downer, so let me be a little more upbeat. First, my thanks to the members of the Board of Directors who volunteer of their personal time to help guide CLSM. But, none of us on the Board actually have to do the day to day work of the organization. For that we are grateful for our professional staff.

I have had the chance to meet many of the staff,

but since I don't often get the chance to visit our residences I certainly haven't said hello to everyone. Many of you may not recognize that CLSM is one of the largest single employers in Muskoka. So meeting everyone is difficult. One of the highlights for me is seeing our



staff working in the community with the people we support. Most often, this happens when there is a group that comes to the Gravenhurst Y for a swim. I recognize the tough job staff can have keeping everyone on course, but the smiles and the excitement on each face as they look forward to getting in the pool says thank you a hundred times over for the time we give to the organization.

Of course, I do get to meet with Krista and the other senior staff through meetings and my regular visits to Depot Drive in Bracebridge. Having seen the direct results of many of their activities all I can say is thank you. Just one example was the (first annual) Wenonah Boat Cruise this summer. Without the volunteer hours that staff put in, we would not have been able to raise the \$10,000 that the cruise brought in.

Over the coming weeks, please take some time to enjoy gatherings with friends and family. I personally would like to wish you a very Merry Christmas and a wonderful holiday season.

Submitted by,
Gord Haugh, Board Chair

***“One of the highlights for me is seeing our staff working in the community with the people we support.”
- Gord Haugh,
Board Chair***

We will explore diversified revenue streams and innovative service programs

2017 - An Eventful Year at Morrison Meadows



Morrison Meadows is a 35 acre farm on the outskirts of Bracebridge that was purchased by Community Living South Muskoka in 2007 to help create employment training opportunities for the people we support and become an outdoor recreational space for our community to enjoy.

2017 was another busy year at Morrison Meadows. In the colder months the farm hosted a variety of community events including Moonlight Snowshoe Walks, Family Day Tubing and Snowshoeing, a March Easter Day Camp and an Easter

Activity Day in April. With the warmer spring weather we were able to hold a Tree

Planting day thanks to a generous grant from TD Bank. With the help of numerous volunteers, 30 fruit-bearing trees were planted. In June, students from St. Dominic Catholic Secondary School celebrated Community Day at the facility, which was followed by our annual Pumpkin Planting day. We also had 20 enthusiastic volunteers from Camp Canoe, who helped out with property maintenance. A number of school and day care groups participated in field trips to Morrison Meadows and

enjoyed the amenities, including hay wagon

rides, a fully accessible

playground, hiking trails and tractor train rides.

In August the Summer Youth program worked together with staff to create the first ever "Halloween in August" at Morrison Meadows. The event was a success and all funds raised

were donated to the Summer Youth program.

In September the annual Community Fall Harvest Festival was attended by more than 600 people. In addition to the usual amenities the Fall Festival included a maze, field games, sand box, face painting and tattoos, a potato launcher country hoe down theme and dress up contest, country karaoke and one free pumpkin per family.

The annual Muskoka Mud Runs took place in September at Morrison Meadows again this year. The Community Mud Run saw 200 participants, and the School Mud Run was attended by more than 1200 students. Fall school field trips meant another 300 students had an opportunity to enjoy the facility.

In November we were honoured to host the Athletics Ontario Cross Country Championships, where 1000 athletes competed and approximately 500 attendees cheered them on.

Last month we were visited by the Eco Sprouts, as well as a group of Boy Scouts who camped out at the farm over the weekend.

Of course, none of this would be possible without the amazing group of staff, people supported, students and community organizations that volunteer their time to help make these events happen. Thank you everyone!

On January 27, 2018 Community Living South Muskoka and Morrison Meadows will once again participate in the Bracebridge Fire and Ice Festival where we'll be offering snowshoes to try for free and selling hot chocolate. We look forward to seeing you there!

Submitted by,
Jeff Dewetering, Employment Support Worker



Success Factor - Person Centred

We will focus on the individual to maximize their abilities

Frank and Joni - Active Members of the Men's Bowling League

Frank and Joni have achieved another one of the personal goals in their lives by joining a local Men's Bowling League.

Right from the start Frank and Joni were welcomed by the other bowlers. They are cheered on every time, mentored on their bowling skills, and are treated equally like all other members of the league. It's clear they both feel accepted and welcome.

Every Monday night Frank and Joni bowl 3 games each. They participate in tournaments in and out of town, and take part in weekly prize draws. They will be going to the league Christmas party later this month, and will also attend an amazing banquet at the end of the year, where there will be prizes galore.

Joni and Frank are always very excited as Monday evenings draw near. They look forward to the time spent with the other members of the bowling league.

Frank likes to say to me all the time, "Although you've bowled most of your life, do you want me to give you a few pointers? I'm free most evenings."

Frank expressed that "Being part of the community means a lot to me." But even more important is developing friendships that will carry on long after bowling is finished.

Submitted by,
Michael Gillmore
Residential Support Worker



***"Being part of the community means a lot to me."
- Frank***

The Friendship Group

Our Community Participation Support programs in Gravenhurst and Bracebridge offer a Friendship Group once a week to discuss topics that are important to the people we support, such as friendship and how to be a good friend, self-esteem, rights, goals and abuse. We talk about anything that is helpful in our day-to-day life.

Both groups have been working on projects aimed at helping their communities and are currently collecting food donations for the local food banks, which will be delivered in time for Christmas.

When asked what she likes about going to the Friendship Group, Ronda said, "I enjoy learning about controlling our tempers, good touches and bad touches and other discussions we have together."

Andy says, "I like to learn how to support my friends, and how to be nice to each other."

Laura likes the Friendship Group because "It helps me out with my problems and helps me when I am upset. I also like to learn how to help my friends."

The Gravenhurst Friendship Group meets at CPS Gravenhurst on Wednesdays at 9:30am. The Bracebridge Friends Helping Friends Group meets at CPS Bracebridge on Thursdays at 9:30am. Everyone is welcome!

Submitted by,
Aleisha Burt
Supervisor of Services & Supports



***"I like to learn how to support my friends, and how to be nice to each other."
- Andy***

We will invest in our staff to build skill, confidence and tenure

Intervenor Services Human Resource Strategy – DS Pilot Project

***“Competencies are the underlying personal characteristics and behaviours of an individual that are important contributors to predicting outstanding performance in a job ”.
- Dione Schumacher***

On November 20, 2017 we had three instructors come to Community Living South Muskoka to provide training on Intervenor Core Competencies. Fifteen full and part-time staff and Supervisors were trained on the 15 Intervenor Competencies. Intervenor provide individuals who are deafblind with accurate information in an appropriate manner to enable them to make choices, plan future actions, communicate successfully, navigate their environment and achieve as much independence as possible.

Similar to the Developmental Services Competencies, staff are expected to be at a certain target level in order to be successful in their role. Competencies are the underlying personal characteristics and behaviours of an individual that are important contributors to

Predicting outstanding performance in a job within a particular organization. Competencies enable top performers to demonstrate critical behaviours more often, in more situations, and with better results.

We learned that there are two types of competencies – behavioural and technical. The focus for Intervenor and Developmental Services is on

behavioural competencies. The residential team at 39 Douglas Drive will be keeping track of when they exemplify these competencies and we will report back to the Ministry our thoughts on which of the Intervenor Core Competencies we can incorporate into Developmental Services for the care and support we give to the deafblind individuals in our service.

Submitted by,
Dione Schumacher
Supervisor of Services & Supports



Happy Retirement to Pat Kerr!



On Monday October 30th we gathered together at Depot Drive to say good bye to a very special friend of CLSM. Pat Kerr has been with our agency for 25 years, and it was both sad to see her go, and a happy moment to see her off to a new and exciting chapter in her life. Way back at the beginning, I had the pleasure

of having Pat volunteer with me in our Seniors program. She soon went on to become our Volunteer Coordinator and the agency was richer for all of the enthusiasm and caring she brought. When I asked Pat what was the best thing about

working at CLSM she said, “That’s easy, all the people I have worked with and all the people I supported.” Pat really went out of her way to make a difference in people’s lives, and for that I am so thankful she has been a part of our Community Living Family. Pat wanted me to extend a big Thank You to everyone for the retirement party. She will be enjoying her children and grandchildren this holiday season and says she is still feeling like she is “on vacation” and will be reflecting back upon some of her many happy memories.

Submitted by,
Krista Haiduk-Collier, Chief Executive Officer



Success Factor - A Highly Valued Community Organization

Build trust in constituents, staff, community members, individuals and their families

Accessible Spin Class at the Sportsplex



In collaboration with the Town of Bracebridge, three Community Participation Support staff from Community Living South Muskoka were offered the opportunity to become trained as Schwinn Certified Spin Instructors through the Bracebridge Sportsplex. Following the training, we were then able to run a free 10-week spin class on Tuesday afternoons from 3:30-4:30pm in the fitness studio for the people we support. There are 14 bikes and every week we've had full classes. The group has been very motivated and prepared to participate each week.

Laura enjoys the extra strength

challenges that simulate riding up a steep hill or mountain. "I like standing up then sitting down on the bike when we're going up the mountains."

Mitchell, Joni, Vanessa, Amy and Frank all like going fast on the bikes and getting lots of good exercise.

The accessible spin class has been a great success. All the participants enjoy it and want it to continue. We would like to thank the Town of Bracebridge and the Sportsplex for the opportunity and training to instruct and run these classes.

Submitted by,

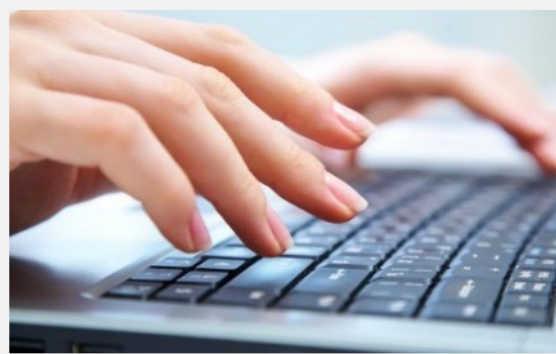
Rebecca Leeder, Carmen Yeo and
Monica Marchand

Community Participation Support Workers

Streamline operations by continuing to increase technical efficiency

Decommissioning of Client Information Management System (CIMS)

In August we learnt that the Ministry of Community and Social Services will be decommissioning the Client Information Management System (CIMS) we have been using for the past 10 years by March 31, 2018. A sub-Committee was established to



review demonstrations of six alternative systems and come back with recommendations for two options to be presented to the Management team. The Management team reviewed demos of the two finalist systems, along with representatives from

frontline staff. A software evaluation tool was developed to capture feedback and assist with the

final decision-making process.

Both finalist systems are user friendly, and have great functions and features that will allow us to be more efficient and effective in recording the important work we do and transitioning from a paper to an electronic system for record keeping.

We look forward to exciting times ahead in using a client information system that recognizes our day-to-day needs, has the necessary tools, and understands the important relationships between staff, the people we serve and the community we live in. Look for further information in the new year regarding next steps in the process.

Submitted by,

Lorie Vogels

Supervisor of Services & Supports

Success Factor - A Highly Valued Community Organization

Build trust in constituents, staff, community members, individuals and their families

Bill 148 Workshop for Families

“Fair Workplaces, Better Jobs Act”

The new employment standards legislation is about a lot more than just an increase in minimum wage. The purpose of the Workshop on November 8, 2017 was to inform families who receive direct funding such as Passport, Special Services at Home, and Respite regarding the potential impact of these changes. CLSM was pleased to be able to retain a lawyer, Cheryl Pooran, from Pooran Law to present the information to families either in person or via webinar. Cheryl spent her time at our 15 Depot Drive location reviewing the changes that families need to be aware of and answering questions about how to engage a direct service/respite provider. The key changes are in the classification of “workers” or “providers”. The message I would like to share is that it is critical for families to understand when their provider could be considered

An “independent contractor” and when their provider could be considered an “employee”. If you have any questions regarding Bill 148 and the impact to you, we would be pleased to

share the Power Point Presentation or provide links to further information. Please contact your caseworker or Lynn Dennys, Supervisor Agency Planning and Children’s Services, for more details.

Submitted by,
Krista Haiduk-Collier, Chief Executive Officer



Success Factor - Valued, Skilled Staff

Develop a learning culture to encourage continuous education and personal growth

Walk the Walk Step Challenge

Thank you to everyone who took part in the 2017 CLSM Walk the Walk Step Challenge over a five week period this fall. The goal this year was to increase participation for all and to promote and create a culture for active living. Although the number of participants was a bit lower this year, we had some very positive feedback on the changes to the challenge. The format was changed to ensure everyone, regardless of fitness level, ability or experience, could succeed. Participants liked the weekly draws and the gradual increase in the number of daily steps. They felt that the challenge was a great way to get together, motivate each other and strive towards healthier lifestyles.

Thank you again to everyone for their positive spirit, hard work and participation. A special thank you to Northwood Fitness Club for providing the personal training prizes, those who coordinated the challenge and Community Living South Muskoka for supporting this workplace incentive.

Submitted by,
Lorie Vogels, Supervisor of Services & Supports



A Message from your Chief Executive Officer



As we approach the end of 2017 and our 50th anniversary year, it is a wonderful opportunity to reflect upon the positive changes

that have happened and the exciting future we have ahead. I truly believe that each and every one of us has a valuable role to play in making a difference in our communities and in the lives of people with disabilities. It is so important that we all work together, and I feel so very fortunate to work with an amazing team here at CLSM, wonderful families, a supportive community, and fantastic people who are accomplishing things that we could never have imagined possible 50 years ago.

With change comes challenge, and we have had our share. What I believe we should be proud of is our resilience and ability to work through these challenges. At this time it is important that we take the time to reflect on why we are here and the value we bring to people's lives. The Management team is committed to helping lead us through the upcoming hurdles, but we will only be successful with the support of everyone, including staff, families, and our community.

Speaking of our Management team, we have had two great additions this year, Aleisha Burt who has done a fantastic job of filling in for Kelly McMackin (Cleland) and Kelly Miles, who is our hard working and most dedicated new Chief Financial Officer.

I would like to end by encouraging everyone to participate in many of the fun events and promotions we hold over the coming year. For example, 'Winter is Coming' is the theme for our annual door decorating contest, and we were pleased to have participation from all over the agency as well as Hospice Muskoka this year. As Gord mentioned in his message, we will be continuing with our numerous community events, such as the snowshoe booth at the Fire and Ice Festival, Family Day at Morrison Meadows, the 2nd annual fundraising boat cruise and our Fall Harvest Festival, just to name a few. We hope you will take the time to come out and join us in the fun!

On behalf of myself and my family, I would like to extend a "Happy Holidays" from our home to yours.

Submitted by,
Krista Haiduk-Collier
Chief Executive Officer



**Need more
information?
Contact us at**

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**Senior Leadership
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Send your
newsletter story
ideas to Amanda at
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**Community Living
South Muskoka**

Serving those with a Developmental Disability



ISSUE
DECEMBER 2017