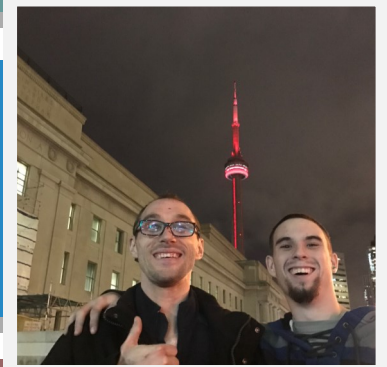




Community Living South Muskoka

2017-2018 Annual Report



Serving Muskoka residents since 1967

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An Annual General Meeting of

Community Living South Muskoka
will be held on Monday, September 24, 2018
at Morrison Meadows, 1177 Fraserburg Road, Bracebridge

Agenda

1. Welcome
2. Approval of 2017 Annual General Meeting Minutes (September 25, 2017)
3. Chairman's Report
4. Chief Executive Officer's Report
5. Treasurer's Report
6. Committee Reports
7. Presentation of Audited Financial Statements for Fiscal Year Ending March 31, 2018
8. Appointment of Auditor for Fiscal Year Ending March 31, 2019
9. Approval of Action of the Board of Directors for Fiscal Year Ending March 31, 2018
10. Election of Directors and Officers for Fiscal Year 2018-2019
11. Recognition and Awards
12. Family BBQ



Minutes of the 2017 Annual General Meeting

Community Living South Muskoka
held on Monday, September 25, 2017
at 1177 Fraserburg Road, Bracebridge, ON

1. **Welcome**

Board Chairman, Gord Haugh, thanked everyone for attending and welcomed them to the Annual General Meeting. Gord reminded everyone in attendance that only those with paid membership and who are not staff members can officially vote.

2. **Greetings from OASIS**

Gord called upon Ann Kenney, OASIS President, to bring greetings from OASIS.

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

Gord advised that starting on Page 4 of the Annual Report are the Minutes of last year's Annual General Meeting and the following motion was made:

Moved by: Linda O'Hallarn;

Seconded by: David Morrison

THAT the Annual General Meeting Minutes of September 26, 2016 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 Krista Haiduk-Collier to present her Chief Executive Officer's Report.

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

Krista reviewed the highlights of her Report which begins on Page 8 of the Annual Report. Krista then called upon Gord for the Treasurer and Morrison Meadows Reports.

6. **Treasurer's Report & Morrison Meadows Reports**

Gord informed the members that on Page 11 of the Annual Report is the Treasurer's Report, followed by the Morrison Meadows Report on page 14. Gord advised that he and members of the Board are available for any questions with respect to the Reports.

Moved by: Lang Moffat;

Seconded by: Linda O'Hallarn

THAT the Treasurer's Report and Morrison Meadows Report be approved as circulated.

CARRIED

7. **Presentation of Audited Financial Statements for Fiscal Year Ending March 31, 2017**

Gord called on Nicole White 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: Lang Moffat;

Seconded by: Linda O'Hallarn

THAT the Audited Financial Statements as of March 31, 2017 be approved as circulated.

CARRIED

8. **Appointment of Auditor for Fiscal Year Ending March 31, 2017**

Gord asked for a motion to appoint BDO Canada LLP as auditor for the fiscal year ending March 31, 2017.

Moved by: Lang Moffat;

Seconded by: David Morrison

THAT BDO Canada LLP be appointed auditor for the fiscal year ending March 31, 2017.

CARRIED

9. **Approval of Action of the Board of Directors for Fiscal Year Ending March 31, 2017**

Gord asked for a motion from the membership to approve the actions of the Board for the year ending March 31, 2017.

Moved by: Virginia Snider;

Seconded by: Del Pegelo

THAT the actions of the Board be approved for the year ending March 31, 2017.

CARRIED

10. **Election of Directors and Officers for the Year 2017/18**

Gord advised that on Pages 15 to 17 of the Annual Report is the proposed slate of Directors and their biographies. Gord asked each Director to stand as he introduced them.

Lang Moffat

David Morrison

Linda O'Hallarn

Det Schumacher

Cameron Hoffman (absent)

Gord Haugh

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

Moved by: Tom Glassford;

Seconded by: Joe Wilson

THAT the slate of Directors be approved as presented.

CARRIED

11. **Staff Recognition**

Krista presented the staff awards for 10 years, 15 years, 20 years and 25 years of service.

12. **Volunteer of the Year Award**

Krista called upon Pat Kerr to present the 2017 Volunteer of the Year Award.

13. **Employer of the Year Award**

Krista presented the winner of the second annual Employer of the Year Award.

14. **Core Values Awards**

Krista presented the winners of the fourth annual Core Values Awards.

15. **Barb Luckasavitch Memorial Scholarship Award**

Krista presented the second annual Barb Luckasavitch Memorial Scholarship Award.

16. **Adjournment**

Gord thanked everyone for coming and adjourned the meeting.

This meeting does now adjourn.

Chairman's Report

After celebrating our 50th anniversary for a year, this year we just returned to our normal, boring, day to day existence.

And, if you believe that, I have some farm land to sell you in the Arctic.

As usual, it has been a year of frenetic activity, although to be fair, most of the work has fallen on the shoulders of our hard working staff led by Krista, our CEO.

So, even though there are few celebrations for a 51st year, we have still been rewarded with great participation from all of you and, increasingly, members of the general public, to our events. Early in the year, we had line ups for our Fire and Ice activities. During Community Living Month, we had a great cross section of the community attend our celebration breakfast. Who could forget the wonderful evening of fun at Community Living Idol night. At that event, you witnessed something that many people avoid, performing in public. Whether or not you appreciated each and every song choice, you couldn't help but notice the enthusiasm that each participant brought to their few minutes of fame. Thanks to all the performers and a very special thanks to Robbie and her staff for not only hosting the event at the Oar in Gravenhurst but making a financial contribution to the success of the evening.

No review of our events would be complete without mention of our annual boat cruise. A year ago we were treated to a fireworks show compliments of mother nature. This year we had to put up with blue skies and perfect temperatures for our evening on the lake. Special thanks to the band, "Blue Moon" for contributing their talents and time to helping make the cruise such a success. In the end, we had more people attend and raised more funds than at our first cruise a year ago. This will now be an annual event and we have room for more people on the boat. Plan now to be one of the lucky sailors who will join us next August for another great evening of fellowship and fun.

While we definitely are not farmers, with the help of dedicated volunteers we did raise some vegetables

this year and we hope to expand this effort. David Morrison has been exploring ways, in cooperation with local horticultural associations, that we might become even better at our agricultural pursuits.



This year, local employers have continued to step up to offer employment to the individuals that we support. For example, if you stop by Walmart in the afternoon, it is likely that Hillary will greet you and offer you a store flyer. Stop, call her by name, and say hello. You will be rewarded with a great smile and friendly sincere greeting.

I want to say a sincere thank you to the participation from the people we support, their families, the public, our staff, our volunteers, local governments, and our employers who every day help to spread the word of what we do and why we do it. Thank You.

While all of these events are an important part of the public face of CLSM, your board has a very important, behind the scenes job to do—we are responsible for the fiduciary aspects of the agency's op-



eration. In other words, we are charged with keeping a responsible eye on the financial situation of CLSM so we can continue to offer our programs to the community.

In 2015 the Board was instrumental in developing a strategic plan for the agency. You probably noticed that sort of triangular chart that started appearing in our publications, our website and the Annual Report.

One of the success factors in that plan was to be “A leader in Innovation” so we could be ready for the coming, at that time, direct funding

model that was being introduced. I am very pleased to report, that due to the hard work of our CEO and staff, this year we have increased our Passport participation and we anticipate that this trend will continue.

But, reality says that we have to work very hard to keep ahead of the funding game. While the government continues to provide the majority of the funds we need for our operations, it is becoming harder and harder to offer all the programs we would like to have, without, increasingly, raising more funds in our community.

However, in line with being “A Leader in Innovation” Krista and her staff continue to explore developing new partnerships and other creative solutions to help with the financial pressures. Stay tuned for the announcement of a particularly exciting new possible development which will not only expand our horizons, but challenge the whole community to join in making the enterprise a success.

“The Farm”, Morrison Meadows, remains a concern for the Board with expenditures mounting. Kudos go to David Morrison for continuing to work with other community groups to find new ways to raise revenue from the farm, but so far, as mentioned, we have proven that we are not good farmers. There is an identified need for additional equipment, such as a tractor, for the farm, but we have to develop a capital plan to pay for such expenditures. As you can see, we are chasing the proverbial chicken and egg scenario.

As you may have noticed, there is a continuing need to find additional contributing board members for the CLSM board. I am very pleased today to welcome Bruce Hemphill of Gravenhurst to the Board. However, due to resignations, it is hard to grow the board. This year, we said goodbye to Det Schumacher, and Kathy Jennings and we thank both of them for their contributions. The biggest loss however is our long time board member David Morrison. David has served as chairman of our board and in a multitude of other capacities. Before coming to live in Baysville, David was Chair Of the Board for Community Living Mississauga and brought that experience to our much smaller agency. Of course, Morrison Meadows recognizes his tremendous contribution to Community Living South Muskoka. He will be missed.

In closing I want to deliver a message to all our supporters. If you have an idea for a way to raise funds. Don't be shy. Contact Krista and she will be happy to listen to your idea. Further, you don't have to be a board member to sit on one of our committees. We welcome all input to the growth of CLSM. Please contact Taylor Watson at 705 645-5494 ext 244 to join the team.

Thank you all for your continuing support of all the work we do to improve the lives of those we serve.

Respectfully Submitted
Gord Haugh
Board Chair



Chief Executive Officer's Report

It continues to be a privilege to submit a report on behalf of the exceptional team we have here at Community Living South Muskoka. As I reflect back on the accomplishments of the past year, I am once again amazed at how much we can accomplish by working together with a common goal. Every staff, volunteer, family member and most importantly, person we support should be proud of what they have done and the successes they have achieved.

A Highly Valued Community Organization:

Holding true to our performance measurement of working to ensure the community recognizes respects and is inspired by CLSM and our success stories, we set an ambitious strategy to increase our presence on social media. I am pleased to report that our Communications and Marketing Committee continued to meet on a weekly basis throughout the year, setting targets, reviewing strategies and developing work plans to promote all agency operations.

The goal set was to increase our Facebook followers from just over 400 at Jan 1, 2018 to 600 by Jan 1, 2019. We also set goals to more than double our twitter and Instagram followers. To do this, we needed to ensure that we were posting interesting, relevant content that promoted the agency and the work we do. I am pleased to report that as of the time of this report, we have achieved all of our targets and well surpassed our Facebook target.

We also continued with the Events Committee after the success of our 50th anniversary celebration year. We had an ambitious community engagement strategy, either participating in or organizing our own events many of which our Board Chair, Gord highlighted in his report. To make these happen it takes a lot of work behind the scenes. One of our long term staff, Pat Kerr retired this year. We were so sad to have our volunteer coordinator retire; she was a key part of all our event planning and execution. With this in mind, we decided to re-name the position to reflect the work being done. Late in the fiscal year, the position was posted, and our successful candidate was Taylor Watson. We also restructured our management team, and upon her mat leave return, Kelly Cleland took on the role of Supervisor of Events, Communications and Promotion; Morrison Meadows, Employment Team, and Passport amongst other things. The committee members have changed over the year and at the time of this report I would like to thank our current committee of Gord Haugh, Debbie Southorn, Gene Greenhalgh, Emma Miller, Jeff DeWetering, Aleisha Burta, David Morrison, Kelly Cleland, Declan Ormsby and Taylor Watson. Helping us out for special occasions has been Amy DeCaire, Kelly Marion and recently retired board members Det Schumacher and Kathy Jennings.



Streamlining operations is always a priority. The less time staff spend preparing reports, the more time they have to work for you. Therefore, when the Ministry decided to decommission our client information system (CIMS) we decided to view this as an opportunity for positive change. The agency spent the year reviewing potential replacement systems that would meet all of our objectives. We had a great team involved in both the decision making and implementation plan. Nucleus Labs was our system of choice and so far, we are very pleased. The majority of the implementation and change over took place after year end; we will have great information to share in next year's report. Special thanks to the committee of: Lorie Vogels, Kelly Miles, Lynn Dennys, Declan Ormsby, and Cassie Dietl.

A Leader in Innovation

Alternative revenue streams are a priority goal for the long term sustainability of our agency. The introduction of direct funding through Passport provided us with a new opportunity to be creative in how we do business. The agency spent the year implementing our service model and making changes to attract new 'customers'. We anticipate that by the end of 2018 we will have more than doubled the number of people purchasing service from us through Passport.

The agency has remained committed to providing opportunities for post-secondary student placements. The College strike brought our numbers of student placements down last fall, but we had some dynamic students in the winter term. I want to bring special attention to the Nipissing University Nursing Students this past year. They did two amazing projects for us, one a review of gut health and the impact on people we support, the other a review of our medication administration errors. As the report indicated, 'the greatest single risk to patient safety in a residential care home is medication use: specifically medication errors and adverse drug reactions' as stated by the College of Physicians and Surgeons. The report found that CLSM had 29 errors last year; representing an approximate 0.2% overall administration error rate which the nurses reported was/is significantly lower than industry standard.

Our accommodation change team championed the concept of creating individualized living options for people. Thank you to Aleisha Burta, Sarajane Charron, Dawn DeCaire, Cassie Dietl, Debbie Southorn, Kathleen White, Scott Harris, Mike Gilmore, Lynn Denny, Lorie Vogels, Gene Greenhalgh and Krista for reviewing the plans and creating options. The Management team is to be congratulated on completing personal outcome for live interviews with all people (49) in group living. I think we need to be proud of the result that only two (2) people identified they want a different type of support model; requesting to move from 24 hour to slightly less support. We also identified 8 people who would benefit from 'smaller' living environments, potentially moving from our 6 bedroom homes to 1, 2 or 3 bedroom units. We began a search for more suitable places to live and discovered that the housing market in Bracebridge is suffering from low supply compared to high demand. The costs for rental units are well outside of what people on OSDP can afford. The cost to purchase a new home is also unbelievably expensive. However, we have been persevering through this challenge and researching other options for us to meet personal goals of people living in smaller units. We will have more news to share on this in the upcoming months.

Person Centred

I would like to start by saying that almost every day we have a story to share of someone out and doing interesting things in their community: what an amazing accomplishment!

Our new Individual Support Plan framework was in the works for most of the fiscal year. It seems to have been worth the extra time as the compliance audit (QAM) found it to be an excellent document. During compliance, we are audited for meeting personal goals as identified in the planning process, and I

am pleased to report that the agency was a shining star; SMART goals seem to have been a cornerstone in ensuring we deliver what we promise.

We are now fully into the Community Participation Support model change. Last December we moved our CPS Gravenhurst location from the Industrial Mall to the Main Street. This new space has allowed us to be in walking distance to many of the locations people are working, volunteering or participating in recreation and leisure activities. It has also provided us with a more visual presence in our community.



I want to take this opportunity to publicly thank the Heshke's for being wonderful landlords to us in Gravenhurst for the past 15 years.

Valued, Skilled Staff

Toward the end of the fiscal year we started a new project to achieve our goal of Valued, Skilled Staff through the creation of a Wellness Team. The team's purpose is to develop, implement, champion and evaluate a workplace wellness program. The main work during last fiscal year was to establish the terms of reference and create an annual work plan. The activities of the team started in the spring of 2018 and included physical fitness month, social wellness month and healthy eating. We will reflect upon outcomes in the 2018-19 annual report. This has been a great opportunity for staff to champion personal growth in the teams and let everyone know that their wellness matters to all of us here at CLSM. Thank you to the team members: Declan Ormsby, Cassie Dietl, Michael Gillmore, Cheryl Scribner, Kathleen White, Scott Harris, Jeff DeWetering, Lorie Vogels, Heather Greer, Krista Haiduk-Collier and our outgoing Chair Breeanna Campbell.

Building on the last 2 year's success, we are continuing with the Barb Luckasavitch memorial scholarship award to encourage our learning culture. We also have our core values award to continue the promotion of the core competency and are pleased to be announcing the winners tonight.

We had a few retirements of long term employees this year. I would like to personally thank Jo-Anne Sanders, Pam Gillmore, Donna Matheson, and Pat Kerr for all of their hard work over the years. We have had other staff choose to leave the organization for personal reasons and are very lucky to have some dynamic new staff step in to take their place. I would like to take a moment to express how fortunate we are to have Aleisha Burta join our supervisor team on a permanent basis.

Recruitment has continued to be a struggle. We piloted our own CLSM job fairs last year, and I am pleased to report that they were a huge success. During the one day events in Bracebridge last fall we hired 6 staff and in Honey Harbour in the spring we hired 7 new staff. We are not alone in having challenges finding staff that believe in our values and are willing to work weekends and over-night shifts. We are always looking for new and creative ways to bring new staff on board to join our dynamic team.

In closing I am extending my sincere appreciation to the hard working team of staff here at CLSM. All of these accomplishments are the result of the management team and front line staff taking the goals and strategies that are on paper and putting them into action. And what an action packed year it has been! In the pages above I was only able to scratch the surface of what has happened this year; I encourage you to follow our stories on Facebook and through newsletters to find out more of the great work we do.

Respectfully submitted
Krista Haiduk-Collier, CEO



Treasurer's Report

On behalf of the Board of Directors of Community Living South Muskoka, I am pleased to report on the financial results for the year ending March 31, 2018.

The organization was successful in achieving a balanced operating budget for 2017-18 with respect to the funding from the Ministry of Community & Social Services and District of Muskoka. Although the costs to operate & maintain programs continue to rise, we remain optimistic that the Ministry of Community & Social Services will continue to provide adequate funding to allow the organization to continue to support the current programs.

In 2017-18 we have continued to expand our fundraising initiatives & community outreach. Through these various sources and the generation of solar electricity we were able to generate close to \$60,000 over the course of the year.

During the year we made some necessary changes to our transportation plans. We were fortunate enough to be able to acquire 4 new vans to assist us with ensuring that we have accessible transportation available to for the people we support.

In 2017-18 we received funding through the Ministry to complete significant renovations. Specifically, the installation of sprinkler systems at Young Street & Honey Harbour group homes, and to replace the windows and insulation at Fraserburg Rd. In 2018-19, we have received additional funding that will allow us to complete the installation of sprinklers in the remaining group homes.



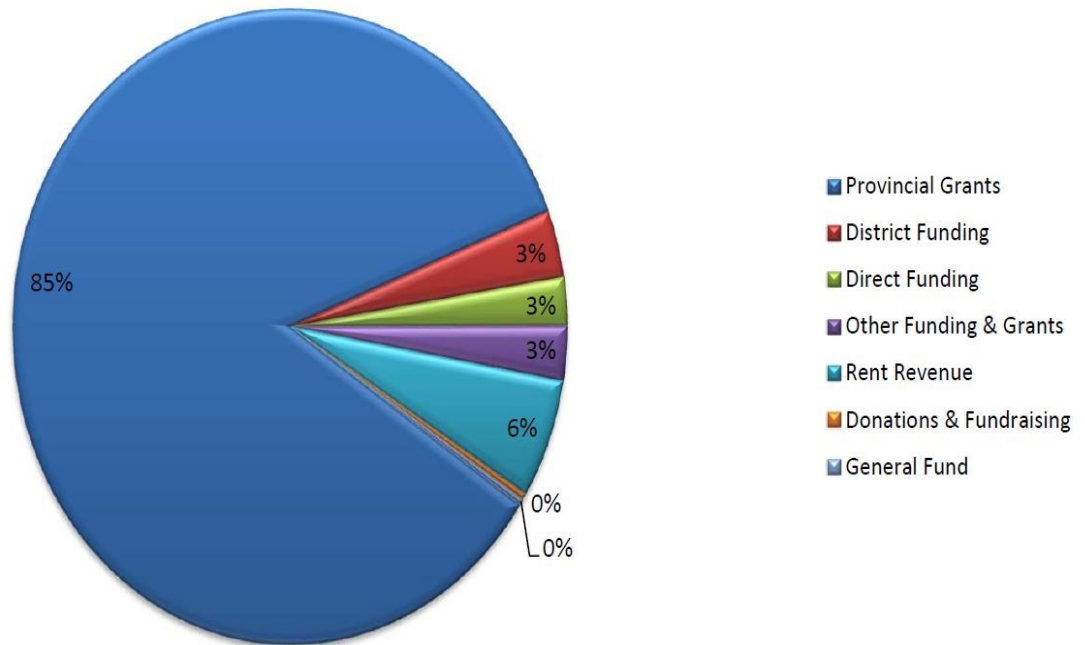
Summary Statement of Cash Flow

Cash, beginning of year	\$ 144,477
Cash provided from Operating Activities	(6,988)
Cash used to purchase Assets	(122,740)
Cash obtained through Financing	107,100
Decrease in cash during the year	(22,628)
Cash Balance, end of year	\$ 121,849

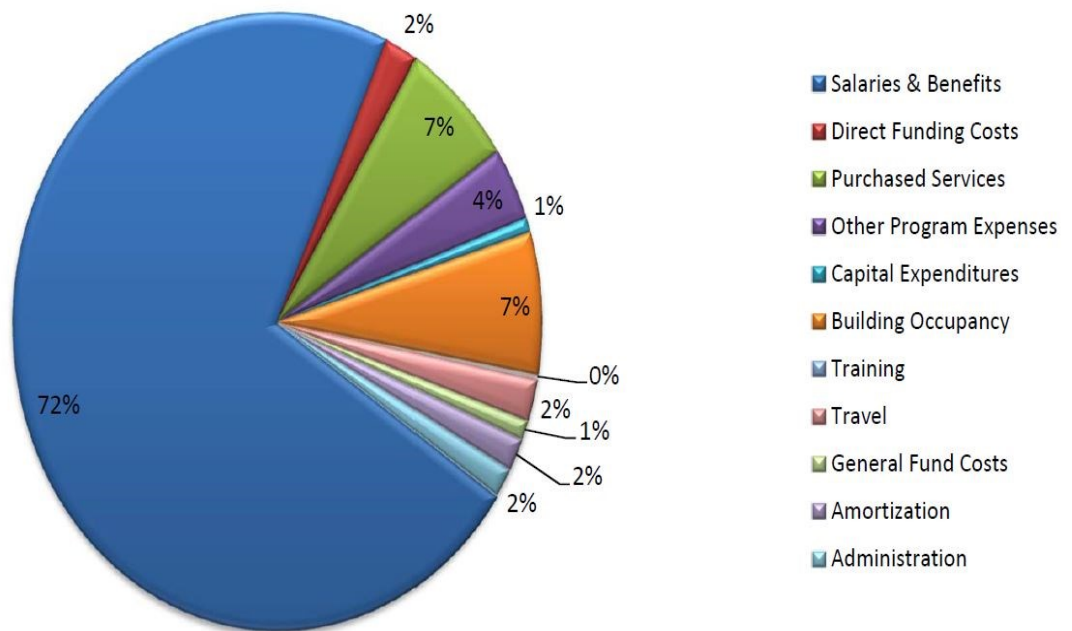
On behalf of the Board of Directors, I wish to thank all Staff, Individuals supported and Volunteers who made this a successful year.

Respectfully submitted,
Gord Haugh
Board Chair

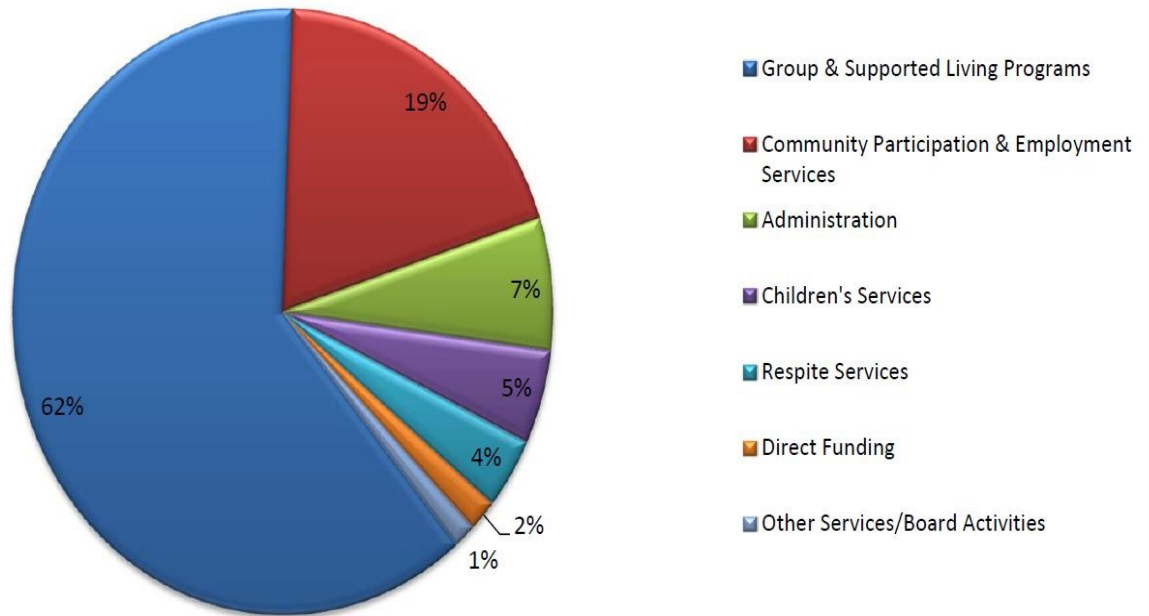
Sources of Funding



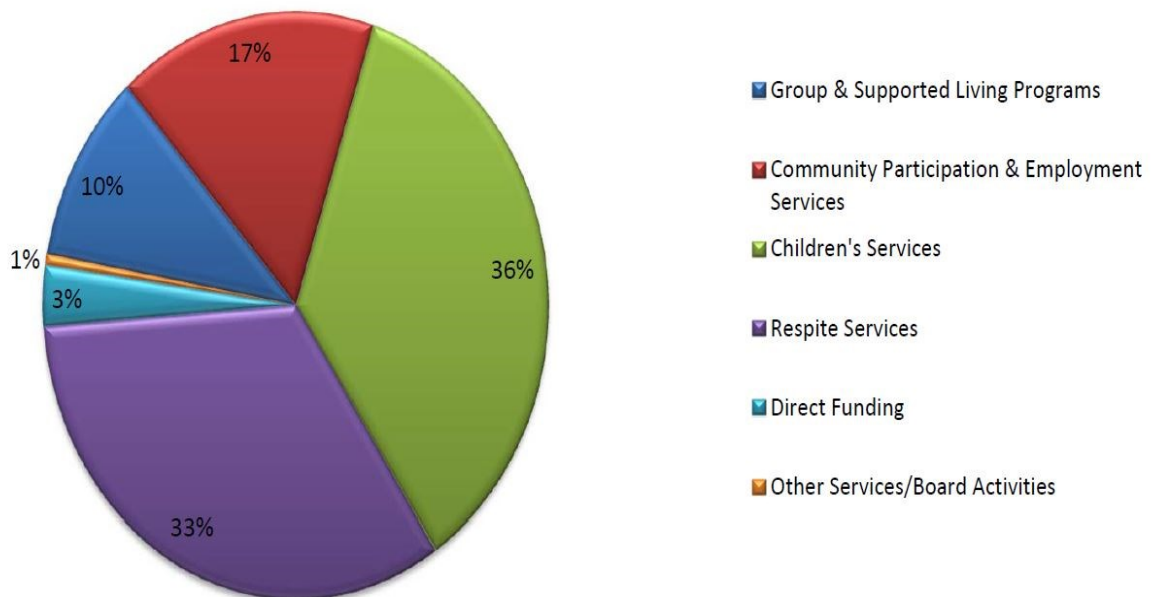
Summary of Expenses



Expenses by Program Area



Individuals Served by Program Area



Morrison Meadows Report

I first want to acknowledge the work of many people in our organization that supported the activities at our farm this year. I had little involvement due some medical issues which kept me in Toronto a great part of the year. Special thanks to Jeff DeWetering and Kelly Marion.

Once again we had a number of activities that I will outline below.

The three day Fall Harvest was again a success and involved many people in our community. The annual mud run attracted about 1800 students and was a very messy success. As well this year we added an adult race that attracted about 200 participants. We look forward to increasing this number next year.

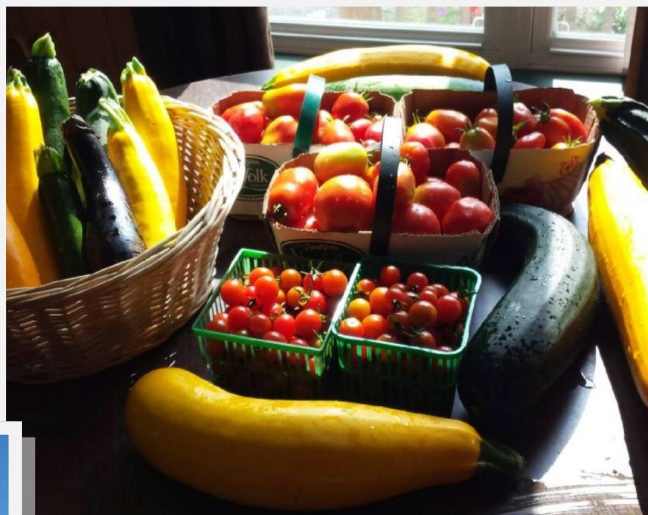
We continue to have visits from our local schools.

Our Easter event attracted about 400 people and we look forward to increasing the number of participants next year.

Monthly moonlight snowshoe walks were held but the weather did affect attendance.



some available time visit the farm and talk to Jeff or Kelly.



This year we were very lucky to have onboard two special volunteers Sharron Norrie and Cathy Norman. Their help and dedication went a long way to ensuring that a bountiful harvest was obtained from our vegetable garden. We do however continue to seek volunteers for various initiatives such as planting pumpkins, preparing the greenhouse for spring, weeding in the summer. If you have

Respectfully submitted,

David Morrison
Past Board President

Rights Committee:

The rights committee has been back up and running since May 2017

The Mandate of the Rights Committee is to ensure that Community Living South Muskoka protects the human, civil and legal rights of people receiving support. The committee is also tasked to encourage rights education for everyone receiving support from Community Living South Muskoka and the community at large.

Where rights are being restricted by Community Living South Muskoka without an appropriate support plan and risk analysis the Rights Committee will review the restriction and make appropriate directives to remove or reduce the impact of the restriction to the individual's life.

The rights committee will report to the Board of Directors on a regular basis, but no less than a quarterly basis.

I would also like to take this opportunity to thank the long-time chair of our committee, Jean Polak who has retired from her role. Jean did all the work to ensure we established policies and processes for the committee.

Samantha McBride has taken over as chair of the committee. Samantha attended law school at the University of Ottawa. She completed her articles at Keewaytinok Native Legal Services in Moosonee, Ontario and was called to the bar in September 2015. Samantha and her family moved to Bracebridge in early 2017 and she has been working as a staff lawyer at Lake Country Community Legal Clinic since that time. Her areas of practice are housing for tenants, worker's compensation, and disability law.

Current members: Samantha McBride (Chair), Linda O'Hallarn, Rob Dennys, Ian Mortimer, Scott Harris. Staff supports, Dawn DeCaire and Aleisha Burta.

We would like to encourage all people to feel comfortable to approach the committee at any time.

Submitted by

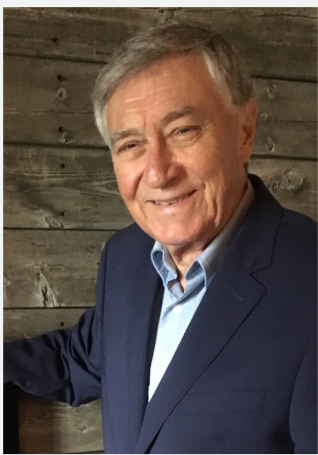
Linda O'Hallarn



Slate of Directors for 2018-2019

Gord Haugh
Lang Moffat
David Morrison
Linda O'Hallarn
W. Bruce Hemphill

Board of Directors Biographies



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 Past President of the Gravenhurst Curling Club, Trustee of the Stan Darling Environmental Education Fund, and a Senator of Junior Chamber International.



Linda O'Hallarn

Linda has been a resident of Muskoka for 31 years. For 20 years, she worked for Community Living South Muskoka in a management position supervising front line staff in the Vocational program. Linda and her family provided respite for the Family Home Program for many years and her two children have worked for CLSM in the past. Linda's interests include travel, reading, personal fitness and she is involved in her church and sings in the choir.



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.



W. Bruce Hemphill

Bruce is an active volunteer in his community of Gravenhurst. He is a Rotarian with the Gravenhurst Rotary; he is a Director with Gravenhurst Curling Club, he is the former Chair of the revitalization Committee for the town of Gravenhurst, and he currently holds the distinction of being a Gravenhurst Ambassador. Bruce has served as a Director, and President of the Beaverton Thorah Homeowners Association, and as a Director, and Treasurer of the Ina Grafton Gage Home, a not or profit Long Term Care facility in Toronto.

Bruce's educational background is from Ryerson University Business Administration with a final year major in finance. He holds 2 diplomas from the University of Windsor Law School in conflict resolution and advanced alternative dispute resolution.

Bruce spent the last 10 years of his business career as a consultant to the United Church of Canada dealing with subjects such as governance, legal responsibilities of Trustees and Directors, congregational amalgamations, strategic planning, visioning, fundraising and stewardship, and conflict dispute resolution.

His hobbies include golf, curling, bridge, canoeing and reading.



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.

30 Years of Service

Kathy Kruger
Janice Clark
Sarajane Charron

20 Years of Service

Monica Marchand

25 Years of Service

Erin Strength
Jacqueline Smith
Debra Auclair
Tina Loshaw
Dione Schumacher
Monica Beaumont

15 Years of Service

Terry Wakeling
Kim Hawn
Aleisha Burta
Radek Kucera

10 Years of Service

Kimberly Young
Karen Watson
Shane Collins
Maxine Cassidy
Nicole Hughes
Dawn Johnson

5 Years of Service

Christie Thickett
Roxanne Snellings
Keifen McQueen
Jessica Stevenson
Meredy Dodds
Connie D'Ambroso
Shannon Briese





Core Values Awards

Once again this year Community Living South Muskoka circulated Nomination Packages for the annual 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. 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.

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.

Open Category

Can be anything, to be determined by the nominator.

Once again, the response was very positive with a total of 8 nominations received. Core Values awards for 2017 have been awarded to:

CATEGORY	INDIVIDUAL/TEAM	
Creative Problem Solving	Individual	Lisa Salter
Developing Others	Individual	Ellina Rayner
Advocating for Others	Individual	Rebecca Leeder
Creative Problem Solving	Team	Honey Harbour
Developing Others	Team	Supervisors
Open Category	Individual	Bryan Scott— Perseverance Monica Marchand—Well Rounded Staff
	Team	<u>Douglas Drive</u> Francis Kettle Maxine Cassidy Bobbie Stephens Debra Auclair Connie Patterson

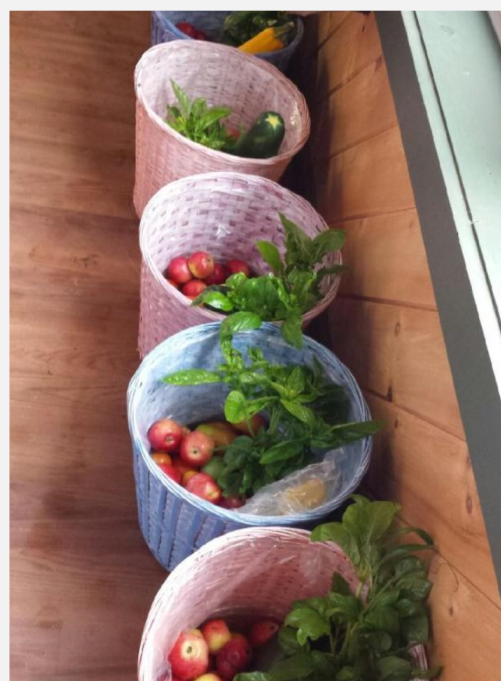
Congratulations everyone!

Volunteer of the Year Award

This year's Volunteer of the Year award is a joint award presented to Cathy Norman and Sharron Norrie.

Both Cathy and Sharron surpassed all expectations with their selfless dedication to helping maintain the Vegetable Garden at Morrison Meadows. Come rain or shine both ladies tended to the garden to help ensure that a bountiful harvest was obtained, the fruits of which were distributed to the people whom we support. They have shown all of us that a garden can be so much more than just growing vegetables, in that it is a perfect place to relax, reflect and observe. Thankyou for your generosity we are so grateful for your support.

Congratulations Cathy and Sharron our Volunteers of the Year!



Employer of the Year Award

In 2016 Community Living South Muskoka (CLSM) was very pleased to announce the establishment of our inaugural Employer of the Year Award to recognize businesses in our region for their commitment to creating an inclusive and diverse workforce by employing people with developmental disabilities. After careful consideration, our Employment team has selected Allport Marina as Employer of the Year for 2017/18

Since 2017 Allport Marina has employed one of the people we support on an ongoing basis to assist with duties including boat cleaning, customer service and marina cleanliness.

Allport Marina is a safe, positive and inclusive environment for people with developmental disabilities to work. Gord ensures that the people we support are treated in very positive, friendly and inclusive manner.



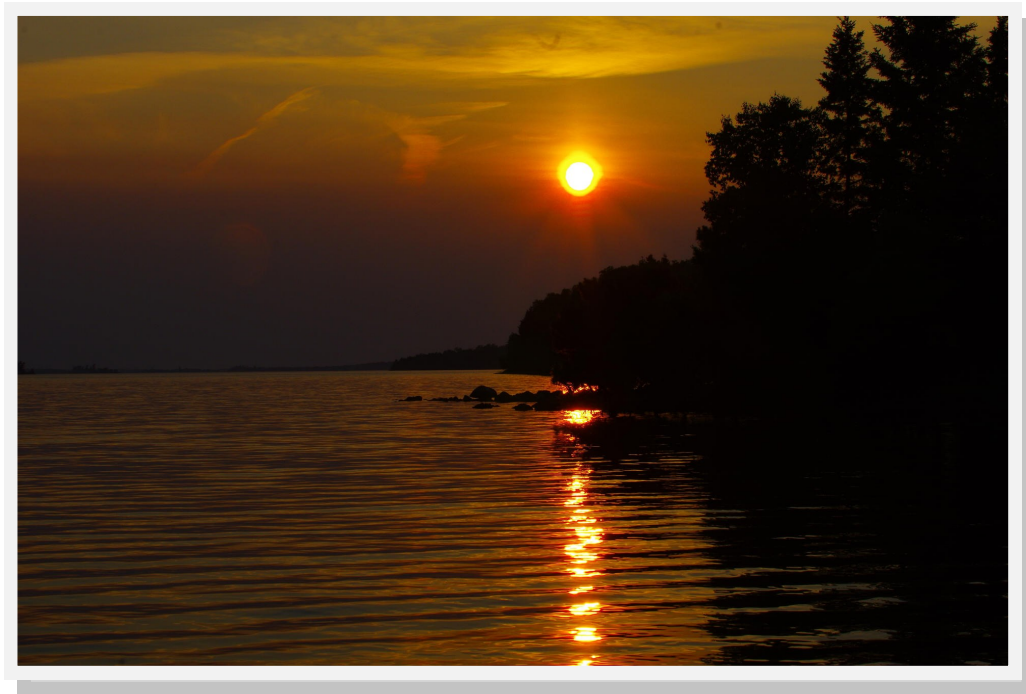
Thank you for providing an inclusive workplace for people with developmental disabilities in South Muskoka and we look forward to working with you well into the future.

Congratulations Allport Marina!

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.

*Shirley Smith
Isabelle Lamore
Betty Kinch
Dorthy Reed
Kathleen Reaburn*



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

Community Living South Muskoka (CLSM)
Strategic Plan
 October 2015

**DEVELOPMENTALLY
 DISABLED INDIVIDUAL**

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.

KEY VALUES

EXCELLENCE

Excel in leadership, accountability, best practices and social inclusiveness to ensure continued quality service.

TRUST

Garner trust in all our relationships based upon honesty and integrity.

RESPECT

Value people for their uniqueness and contributions, while appreciating differences.

SUCCESS FACTORS → Performance Measures

A Highly Valued Community Organization

We will work to ensure that the community recognizes, respects and is inspired by CLSM, its success stories and its high quality affordable services.

A Leader in Innovation

We will work to increase the proportion of direct funding coming in to CLSM to strengthen our funding base. We will explore diversified revenue streams and innovative service programs.

Person Centred

We will focus on the individual to maximize their abilities.

Valued, Skilled Staff

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

PRIORITIES → Goals

Become well known through identifying champions and developing and implementing a communication and social media strategy.

Explore alternate revenue streams from such sources as health, education and the private sector.

Indicate to Ontario post-secondary institutions our willingness to be partners in research that has the potential to enrich service to those we serve.

Connect with Transitional Aged Youth as they move from Special Services at Home at age 18 years to direct funding and market the services and supports available through CLSM.

Enhance post-secondary student placements within the agency to attract qualified future staff.

Explore innovative programs to offer a variety of individualized accommodation choices.

Train all staff in utilizing tools such as "SMART Goal Setting" to ensure individuals achieve success.

Provide broader community experiences for the individuals we serve and celebrate and expand on their learning.

Develop innovative community opportunities for the individuals we serve.

Engage staff in personal visioning regarding their development as Community Living staff.

Develop a learning culture to encourage continuous education and personal growth.

Identify staff who champion the Mission, Vision and Values. Recognize staff talent and utilize in succession planning.

Develop a recruitment strategy that incorporates the Mission, Vision and Values of the agency and the provincial best practice of "Core Competencies".

Become well known through identifying champions and developing and implementing a communication and social media strategy.

Build trust in constituents, staff, community members both professional and public, individuals with developmental disabilities and their families.

Expand the positive based model to involve all CLSM locations.

Streamline operations by continuing to increase technical efficiency and increasing time available to people supported.