



## 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 Centered

Valued, Skilled Staff



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## A Message From Your Board Chair

Don't you love that Christmas classic "I'll be home for Christmas"?

For many, not bloody likely this year.

Whether you are a individual we care for, a family member, or most importantly, a staff member. This Christmas will be different for everyone.

And so, on behalf of Bruce, Linda, Linn, Elaine, Jack, Ryan and myself, in other words, your Board of Directors, we want to add a great big thank you to the traditional Merry Christmas and Happy New Year.

A great big thank you for being there to help those who we support continue to survive rules and regulations that they may not understand.

A great big thank you for your dedication to the job you do everyday, for many of you at the expense of not being with family and close friends on important occasions.

It is wonderful every year at the AGM to hear the names of the many staff members who have been with Community Living South Muskoka for 5, 10, 15 and even 20, 25 and more years. I am sure that while you knew when you signed on that Social Services can be a challenging career, no one expected to face the extra challenges of a pandemic. And, not only have you all met those challenges, and lets not pretend that it has been an easy year, but you have often exceeded what is expected.

Your health and the health of your families are at stake for many of you each day, yet you come to work, maybe climb into PPE, and do your best to protect not only yourselves, but most importantly those we serve every day of the year. And your success at meeting those goals has been astounding.

While our political leaders like to repeat the mantra that, with vaccines, there is light at the end of the tunnel, for most of us the light remains faint. The next few months will continue to throw obstacles in our paths, but you have all demonstrated the professional abilities to overcome.

Thanks again and may you and your family enjoy each and every moment of the various holidays that have happened and still lay ahead.

Have a Zoomy Christmas and look forward to a bigger and better, New Year!

Gord Haugh



***"I am sure that while you knew when you signed on that Social Services can be a challenging career, no one expected to face the extra challenges of a pandemic. And, not only have you all met those challenges, and lets not pretend that it has been an easy year, but you have often exceeded what is expected."***

***- Gord Haugh,  
CLSM Board Chair***

Providing Broader Community Experiences for the People We Serve

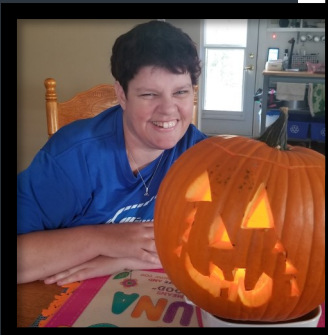
### A CLSM Halloween: Pumpkin Carving Contests



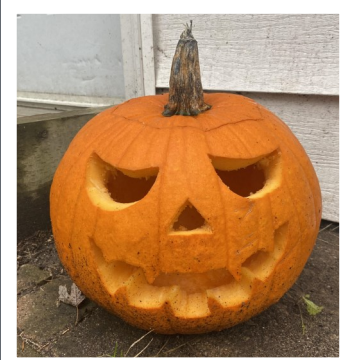
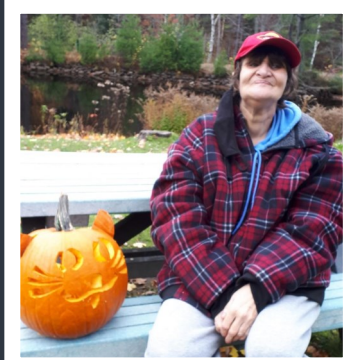
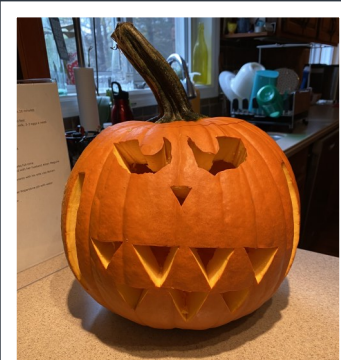
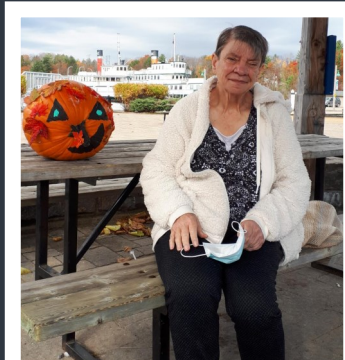
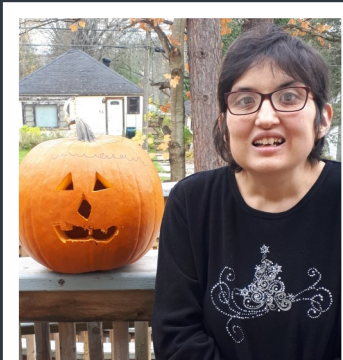
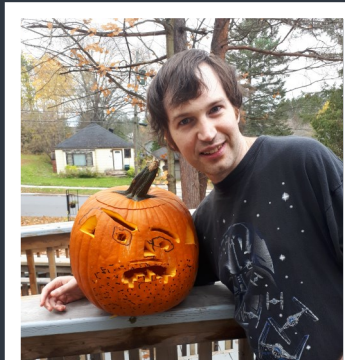
As we entered the spooky month of October, the staff and individuals at CLSM put on their creative hats and started planning their designs for both the CLSM and Moose FM Pumpkin Carving Contests! We had some AMAZING entries this year, as we have come to expect every Halloween. On the weekend of October 24th & 25th, 21 submissions went up on the CLSM Facebook page for our internal competition to be judged by the community. After a close race, the entries were narrowed down to a winner; Congratulations to Michael McCallum for his wining first place with his "Jail" themed pumpkin!

Following our CLSM carving completion, the folks at Moose FM asked if we would once again join their carving contest and offered us 2 pumpkins as they have done in the past. They ran the contest over their Facebook page as we did, and once again, CLSM ended up on top! We could not be more proud to be repeat winners. Planning has already begun for next year!

Submitted by Taylor Watson









## Success Factor - Person Centered

Providing Broader Community Experiences for the People We Serve

### A CLSM Halloween: Decorating & Costume Contests

Along with the 2 previously mentioned pumpkin carving competitions, CLSM also ran a Halloween decorating competition and costume contest! We encouraged homes of staff and individuals to get into the spirit of the season by decorating their homes for Halloween and showcasing their costumes to once again be judged on social media by the community. We are always amazed to see the creativity of those in the CLSM family, and there were some stunning entries for 2020. The voting took place over the Halloween weekend and we are pleased to announce our winner for the decorating contest was our Woodward Street home! As for the costume contest, congratulations to Mike McKenzie! Looking good Mike! As always, we are anxious to see what everyone comes up with for Halloween 2021!

Thank you to all who participated and voted.

Submitted by Taylor Watson

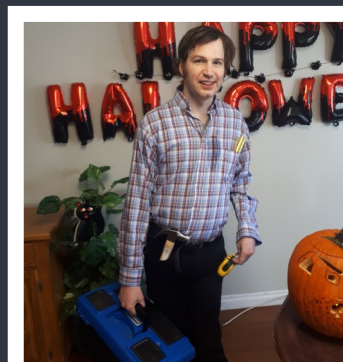
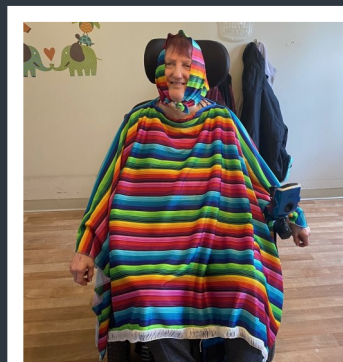
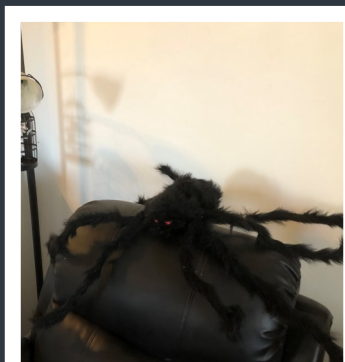


**Mike McKenzie - First Place for Costume!**

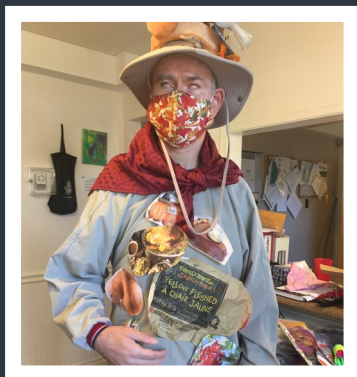
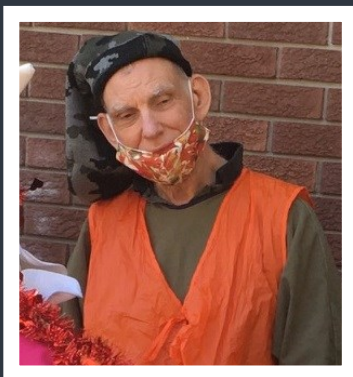
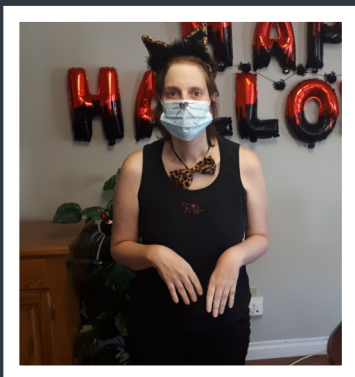
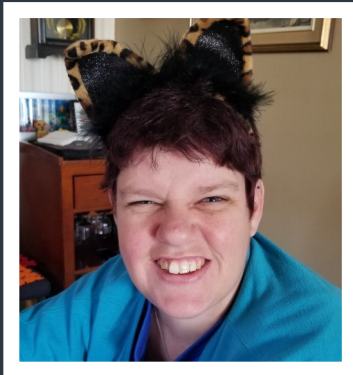
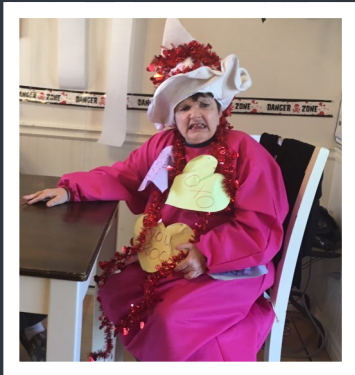


**Woodward Street - First Place for Decorations!**











## Success Factor - Person Centered

Providing Broader Community Experiences for the People We Serve

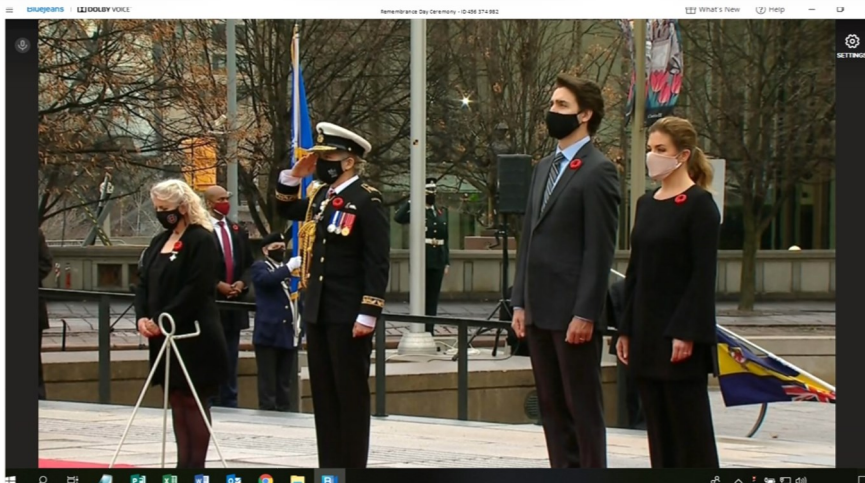
### Remembrance Day at CLSM



Although we remain apart, there are often reminders that we are all in this together. Reminders that we are thankful for all we have. In honour of Remembrance Day, CLSM individuals and staff came together to design and paint commemorative “poppy rocks” to honour the soldiers who fight for our freedom, both past and present. Some even took their rocks to memorial sites such as the Gravenhurst Legion and placed them to share with all who pass by. A beautiful gesture indeed!

On the morning of November 11th, we streamed the National Remembrance Day Ceremony in Ottawa over BlueJeans for all to participate. Thank you to everyone who took part in this occasion. It was a special day, reminding us once again that that we are all in this together.

Submitted by Taylor Watson





# Success Factor - A Leader in Innovation

## Exploring Innovative Service Programs

### Employment: Amanda Works with Style at The Artisan's Edge



Amanda Fairbairn was hired at The Artisan's Edge in the early spring. She was anxious to get started but unfortunately her employment was put on pause due to the COVID-19 pandemic. In September, she finally got the chance to start at her new job, and it has been a wonderful partnership for both Amanda and Jennifer Thomas, her employer and owner of the stylish salon in Gravenhurst.

*"It is so enjoyable having Amanda work with us at The Artisan's Edge! She adapted very quickly to our busy environment and loves interacting with our clients. She is now on a first name basis with many of our regular customers!" - Jennifer Thomas, Owner.*

Amanda helps out in many ways, always eager to tackle any job that needs to be done. She folds laundry, cleans and sweeps the floors and makes sure that all of the tools are disinfected between cuts.

*"I love working at The Artisan's Edge. The staff are friendly and make sure to always introduce me to their clients. I enjoy the work that I do, and I feel really good about that." - Amanda Fairbairn*

Jennifer and the rest of her staff are extremely grateful to be partnering with the CLSM Employment Team and working with Amanda.

*"This has been a great experience for everyone. I would highly recommend other employers get involved with CLSM. We are so grateful that CLSM gave us this opportunity." Jennifer Thomas, Owner.*

Submitted by Shane Collins



***"This has been a great experience for everyone. I would highly recommend other employers get involved with CLSM. We are so grateful that CLSM gave us this opportunity."***  
***- Jennifer Thomas***  
***Owner,***  
***The Artisan's Edge***





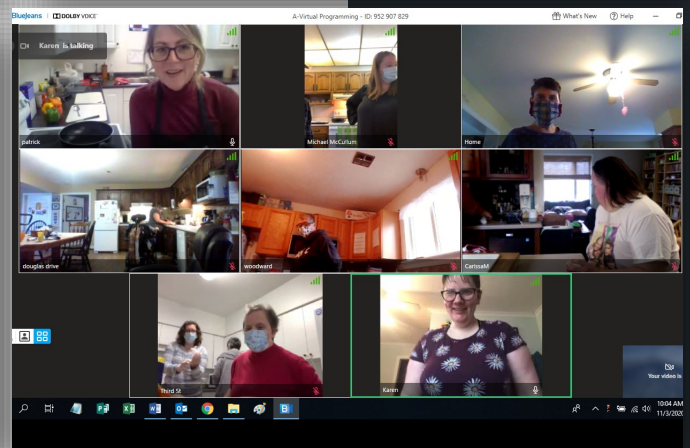
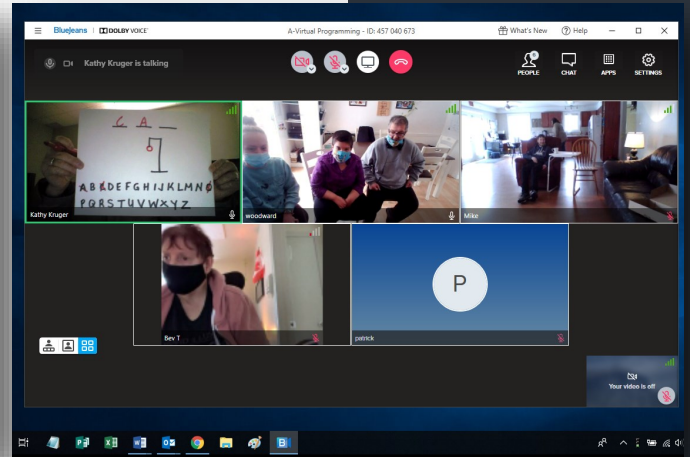
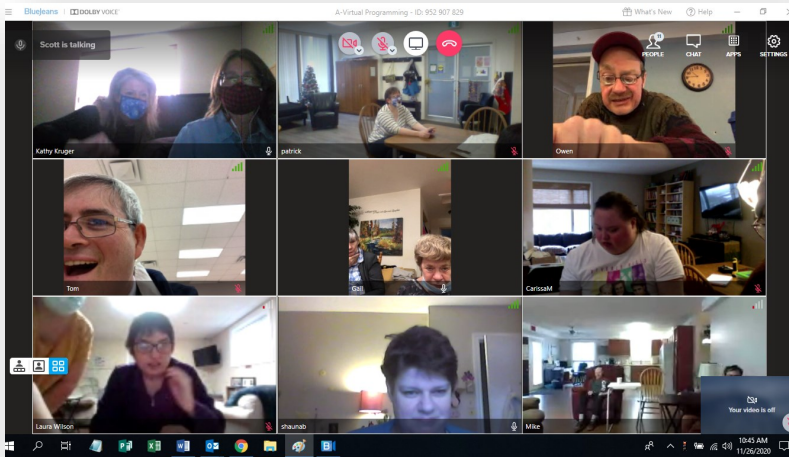
# Success Factor - A Leader in Innovation

## Exploring Innovative Service Programs

### A Virtual World: Kathy Making Virtual a Reality

It's hard to believe that we are a whopping 9 months into the COVID-19 pandemic. Although we are still following strict guidelines to keep everyone safe, it doesn't mean we can't get together virtually and have a good time! For the first few months of the pandemic, our activities committee were coming up with weekly activity guides chalked full of crafts, recipes and games, however the coming of the nicer weather allowed us to switch our focus to connecting more personally via BlueJeans. Kathy Kruger, with the help of Nadine Bowen, has been working tirelessly to build monthly activity calendars where anyone and everyone can hop online and take part, all while being able to see and talk to one another. It has been a great success! We had a few technical hurdles to overcome, but now the BlueJeans get-togethers are becoming a well oiled machine. From Tuesday to Friday each week, Kathy hosts cooking classes, craft sessions, dance parties, stretching and meditation sessions, and her ever-popular "Coffee with Kathy" and "BlueJeans Bingo" sessions. There is much more to come in the new year, and everyone we support will be anxious to see what Kathy has in store!

Submitted by Taylor Watson



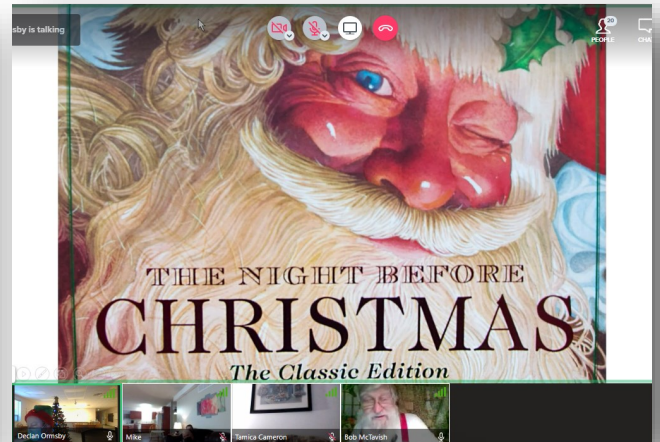


### Santa Clause is Coming to CLSM Town!



Everything has been a little different this year. We have had to think hard about how we approach each new day to make sure that we continue to bring joy to everyone in the CLSM family. Something that we all look forward to each year is meeting with the big man in red (Santa, of course!) and this year it had to remain a priority. Luckily, Santa has been keeping up with the times, making sure that he can stay connected virtually from his workshop in the North Pole. We contacted him and he said he would love to do a virtual “meet-& -greet”! We gave him a few lessons on BlueJeans, and in no time he was ready to go! On Thursday, Dec 3rd, he made time in his busy schedule to meet with us, and it was a joyous day for all. Kathy Kruger got us in the spirit before Santa arrived with a Christmas dance party, and it was an absolute blast! We danced away for an hour and a half (with a pleasant visit from two of Santa’s top elves!) and as the dance party came to a close, the star of the show finally arrived. In the hour we spent together he told us stories, asked us all what our favourite things were about Christmas, read us some of his favourite tales of the season, and answered some questions we had about his house, his workshop, and his favourite Christmas treats. From everyone at CLSM, thank you Santa for taking the time to meet with us, and Merry Christmas!

Submitted by Taylor Watson



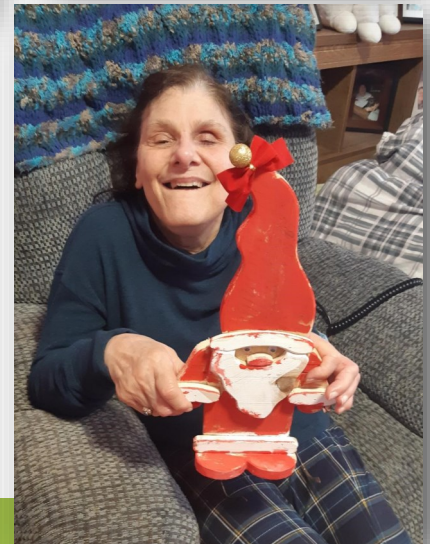


### Sandhill Nursery Propagating Christmas Cheer

Recently, CLSM Staff approached Sandhill Nursery in Huntsville and set up a partnership to run some workshops for the people we support. Sandhill was thrilled with the idea, especially as it was something they could offer that would allow us to have some fun and be creative all while staying safe in the 'COVID' world we are living in. With the help of Jennie at Sandhill, CLSM individuals put together wreaths, centerpieces and painted their own wooden Santa's that they could take home to enjoy over the holidays. Everyone added their own personal touches to their creations, and as with almost everything creative we do, the final products turned out great. Passport funds were utilized to cover the cost so that anyone who was interested could take part in the workshops. What a great way for individuals to get into the spirit of the season and bring some extra warmth to their homes for the holidays!

Thank you to Jennie and everyone at Sandhill Nursery for working with us to make this happen. We look forward to working with you again in the future!

Submitted by Amy DeCaire





## Success Factor - Valued, Skilled Staff

Investing in Our Staff to Build Skill, Confidence & Tenure

### Michele Milan Helping Us to Keep Well in 2020 & Beyond

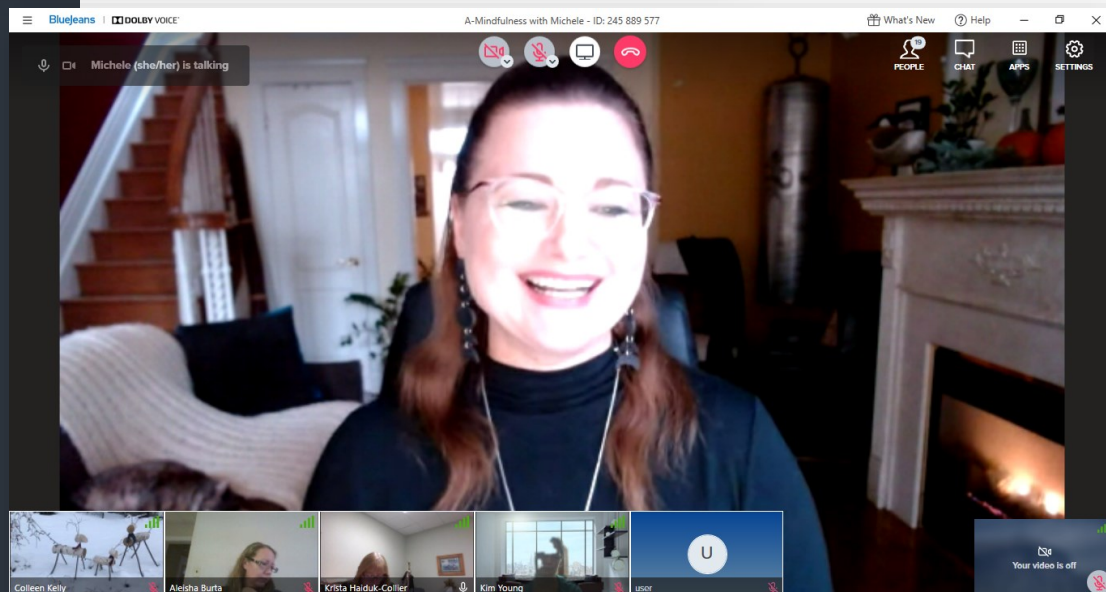
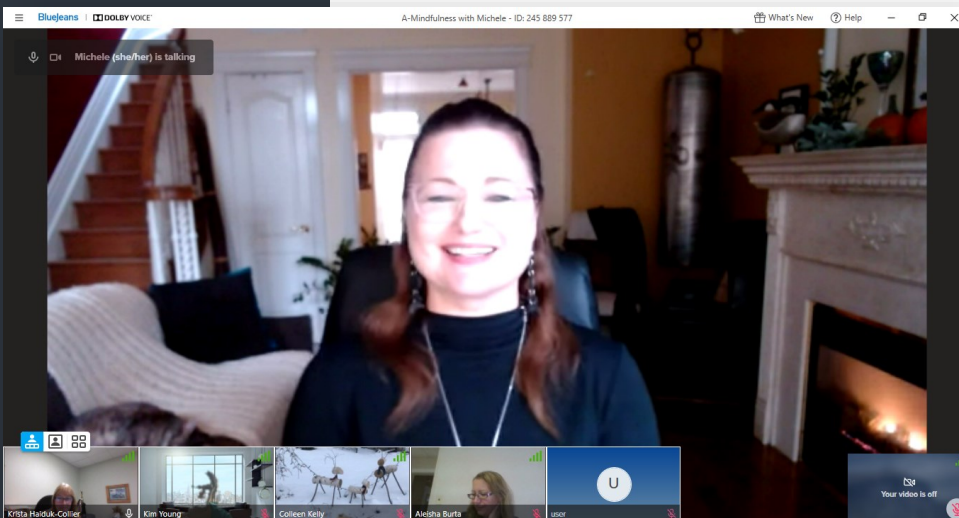
Michele Milan was once the CEO for Executive Programs and a member of the Dean's Senior Leadership Team at the University of Toronto's Rotman School of Management. Now, she is Program Lead for the Public Sector Executive Leadership Institute at the Smith School of Business at Queens University, the Chief Content Officer of the Mindful Society Global Institute, and the Founder and President of the Centre for Mindful Leadership. With her 20 plus years of experience in these fields, we were very excited to announce a partnership with her to run a handful of mindfulness workshops for CLSM staff.

From her home in Toronto, Michele offers evidence-based mindfulness practices to help people thrive at work and in life. Her workshops focus on many aspects of living a well balanced and mindful life, and over the course of a month working with our team she shared a wide range of information to help assist our mental well-being. She utilizes an array of methods to help us in practicing mindfulness, such as teaching her clients to recognize gratitude, thankfulness, compassion and awareness of our

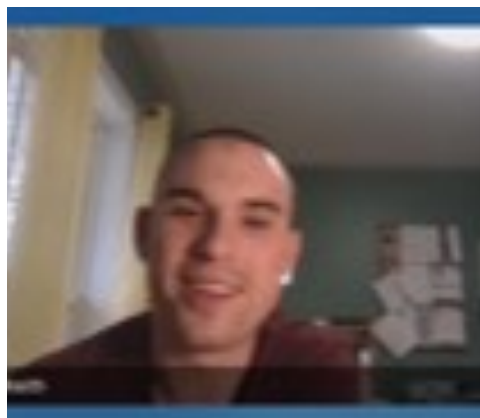
emotions through a series of breathing and visualization techniques. Her workshops received a positive response from all who attended, and we hope that her tips and suggestions will remain in the forefront of everyone's minds, especially during trying times.

Above all, she taught us to advocate for ourselves, be supportive of others, and turn to a positive growth-mindset. Thank you Michele for your support and we hope to cross paths again in the future.

Submitted by Taylor Watson









## Retirement Celebrations!

From everyone at CLSM, we would like to wish a very Happy Retirement to both Trish McKay and Linda Carley-Raithby. Thank you for all that you have done over the years, and for making a difference in the lives of those living with a developmental disability in Muskoka.

We wish you all the best for this new chapter in life!



# Happy Retirement!



## A Message from your CEO

This past year is like no other in our lifetimes and has brought us new words and phrases that are posted all over our world; social distancing and PPE have become second nature to us and as agencies we have learned the new lingo of 'pivot' and to plan and make decisions with speed and accuracy for our 'new normal'. However, one word that is not new but has continued to help me face these challenges head on is Gratitude.

The people we support continue to be resilient and deserve a great deal of praise. Their lives have been turned upside down and as staff and families, it has been challenging to answer those questions of 'why', 'how long', and 'why me when others can go out and work'? And yet, we are seeing the smiling faces on screens as people connect for dances and bingo and coffee! It has been truly remarkable. I am grateful to all for making this happen and supporting people to still have a bit of fun and joy in their lives.

As an agency overall, I believe we have much to be grateful for. We live surrounded by supportive communities who have stepped up to the plate to help us time and again in our times of need. Early in 2020 we had donations of PPE and supplies, food and expertise. Infection Control at this magnitude was new to us, and local health care professionals donated their time and energy to help us amidst their own crises. Our online silent auction this year was a great success, and we had very generous donations from those businesses that have been able to survive and thrive during the pandemic. A few businesses stand out for a special mention to me. Food Basics for helping us solve our grocery needs, their generous donations, and their belief that the people we support are valuable employees. Rexall, for their ongoing efforts to keep us supplied with PPE, medicines, delivery and administering flu shots to our homes and staff, and their generous financial contributions to our agency. RBC and Scotiabank for their on-going financial support. I also want to mention all of the individual donors and volunteers who make such a big difference to the lives of people with disabilities; donations of food, craft supplies, and time have all been appreciated and for all you for us I am truly grateful.

I am grateful for our amazing team of dedicated staff who have stayed with us throughout this roller coaster journey as we implement new protocols and safeguards with the new learnings. Even as recently as early December MCCSS was putting new rules in place and our local health unit was sending us new protocols that must be followed. Throughout it all the staff have accepted the changes (for the most part!) and are learning to support people in the new digital age. We have maintained high quality direct services mixed in with virtual innovation and creativity! To you I say thank you for all you do each and every day to continue to make the lives of the people we support meaningful.

I can't express enough my appreciation to our volunteer Board of Directors for staying the course and continuing with meetings virtually to keep us well governed. Leadership during times of crisis is critical, and our Board has done well to keep things on track.

And finally, I would like to extend a special thank you to our admin and management team. The admin team has undergone many changes throughout the year, but somehow we have managed to survive them all and keep smiling. Thank you for your resilience and dedication. Our small but mighty management team has also been truly remarkable. Their ability to 'pivot', plan, coordinate and implement changes has been exceptional; words cannot express enough how grateful I am for all your hard work and support this past year.

Best wishes to you and your families for a Happy Holidays and a safe and healthy new year.

Krista Haiduk-Collier

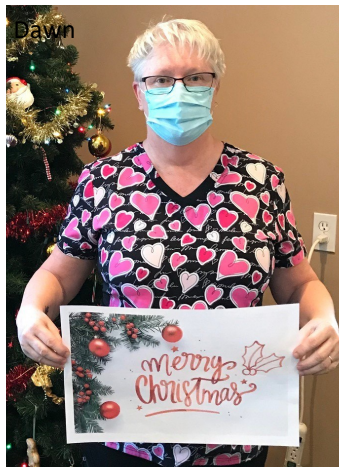
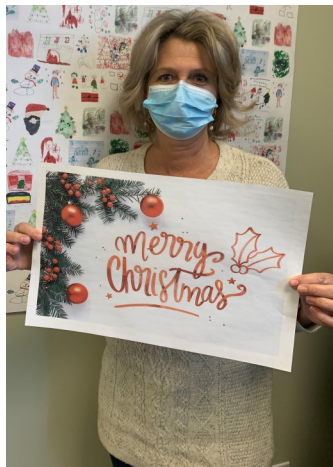


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**- Krista Haiduk-Collier  
(CEO)**



# From the CLSM Management Team,



**Merry Christmas to Our Staff  
& thank you for all that you do!**



# *Thank You*

To all of our donors, sponsors & supporters from 2020 & in years past, thank you. It is with your loving contributions that we are able to provide our services to the hundreds of people we support each & every day. Sending you the best of wishes for this holiday season & a very Happy New Year.

If you would like to read more about what we do or would like to make a contribution to our cause, please visit [www.clsm.on.ca](http://www.clsm.on.ca) or send your donation via e-transfer to [donate@clsm.on.ca](mailto:donate@clsm.on.ca). You will forever make a difference in the life of someone living with a developmental disability in Muskoka.

- Sincerely, the Team at Community Living South Muskoka

