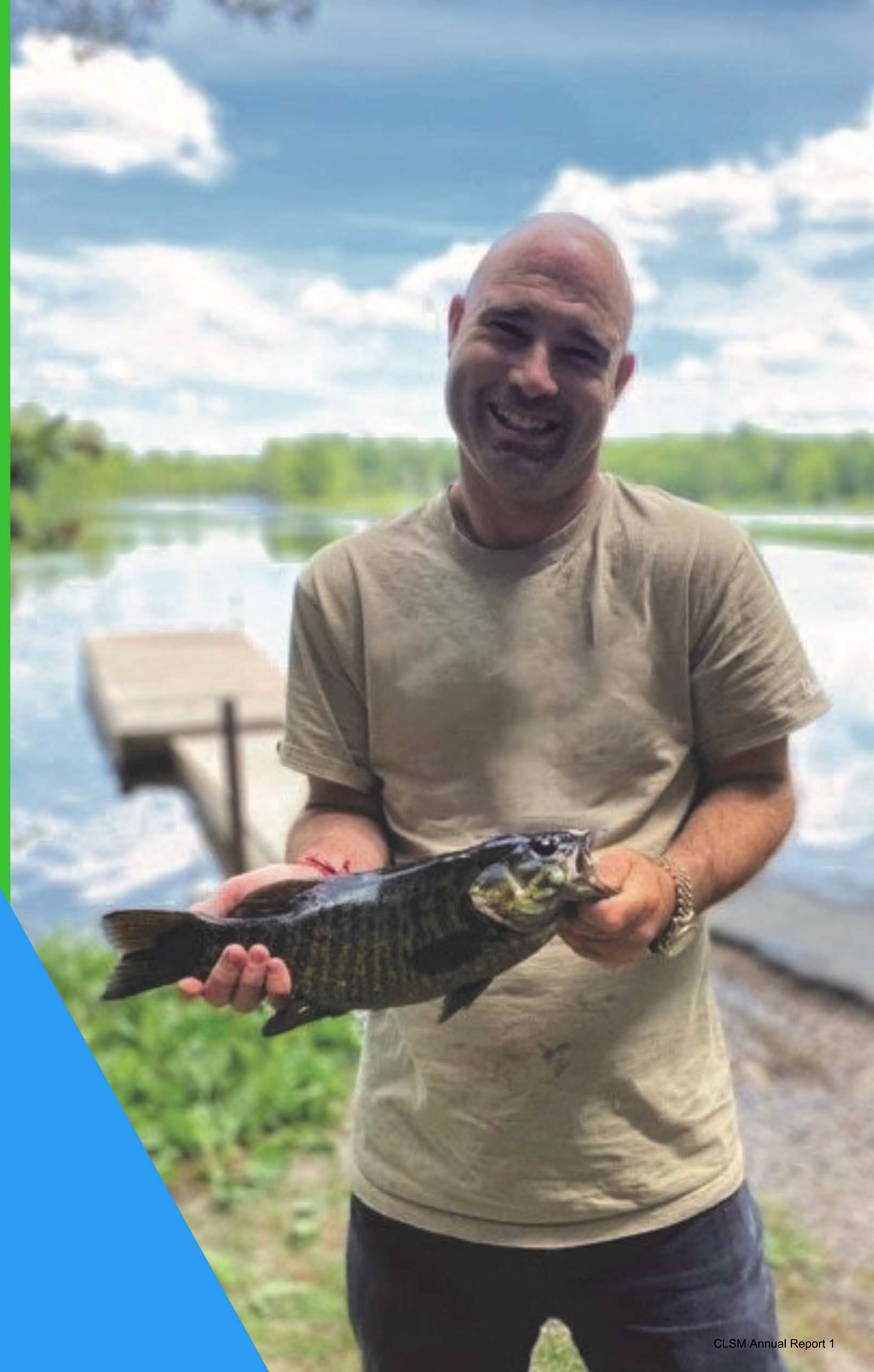




Community Living
South Muskoka

Annual
Report

20
21



Serving Muskoka Residents since 1967

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A MESSAGE FROM OUR CHAIR

Well, here we are again, meeting in the ether. Who knew a year ago how many new methods of communication we would all be using on a regular basis 12 months later. Whether you are pulling on your Bluejeans, Zooming, Webexing, Microsoft Teaming, Googling or using another one of a myriad of communications apps, the world has changed and most of us have quickly adjusted to getting up, putting on a clean shirt and logging into the next scheduled meeting.

For many, that scenario is now an everyday occurrence. However, there are many who can't work via the screen. It would be tough for a firefighter to put out a fire if he or she logged in from their couch. Our hospitals wouldn't run without nurses, doctors and all the many specialities showing up in person. Nor, could we give needed services to our clients without providing personal service. Thank you everyone for persevering under exceptional circumstances to safely provide those services.

While, once again, I am treading into the purview of Krista and the management team, it has been nothing short of amazing to see the ability of that team to adjust to changing needs and circumstances. It became obvious that, with changing program requirements, we needed to adjust our office and program space needs. Mirroring the move of the day program in Gravenhurst, negotiations with our landlord reduced our space at the Depot Drive building to the offices on the second floor. Moving quickly, CLSM was able to obtain space next door to Habitat for Humanity's Restore and our contractor moved even quicker to finish the needed renovations to the space. Our attendance at the open house on September 10th, demonstrated the support of our community partners to this move.

The most disappointing decision of the past year, was the need to cancel the project to build an affordable apartment building for our needs and the needs of our community. I have to thank the staff at District for all the work they put into this project. They were able to put together a massive monetary contribution from the Province to support the project. In addition we had the ongoing support of Mayor Graydon Smith and other Muskoka political leaders. And, I would be remiss if I didn't thank Gord Durnan for projecting what we might raise from private contributions which would have been required to complete the project. In the end, with the astronomical increases in the cost of building materials, and our inability to secure certain CMHC funding made the tough decision to abandon the project the only fiscally responsible path. Unfortunately for the Muskoka community, we are not the only affordable housing project that is currently stalled at the design phase.

I want to thank the members of the Board for their support, even though we have only met online for the past year. However, we have learned that we don't have to be in the same room to conduct business. Board members who for health or distance reasons cannot attend in person, can still participate whether nearby, or on vacation in some sunny clime. Times are changing, and we are changing with them.

Gord Haugh
Board Chair

EXECUTIVE MESSAGE

As I reflect back on this past year, I can only express my gratitude and appreciation to the resilient families and people we support who have managed to cope with the ever changing ways we deliver service during an ever changing pandemic. Our staff have demonstrated their courage and dedication; they have been there each and every day working on the front lines to keep people safe and supported. It has truly been a team effort to keep the agency thriving during COVID.

You may wonder why I would say thrive during COVID. If you read further into our annual report you are going to see that we have not only managed to keep our agency free of the virus so far, stay on top of the ever changing policies and procedures from the Ministry of Health and Ministry of Community and Social Services, but we were also able to re-engage in our operational work plan goals and achieve some amazing results. The number of behavioral incidents and incidence of violence in the workplace has decreased again this year. We began reviewing our slips trips and falls and implemented risk mitigation plans across the agency. We were able to move forward with our strategic plan of changing our day service delivery model, and redesign services to be more person centered. We obtained a Trillium Grant and Muskoka Community Foundation Grant to modernize our technology and keep people more connected. By June of this year, we had developed and were delivering 55 different virtual activities to over 455 participants. The upgrades in our homes have opened a new world for many people we support. They are now more connected to friends and family who live far away than ever before. And we made a major move for our Community Participation, Employment and Passport services to a more accessible location in Bracebridge. We moved forward with our social enterprise goals at Morrison Meadows and constructed our first yurt on the property. We took on a new Employment Program and have continued to expand our Passport Services. It has truly been an incredible year.

I think it is also important to note the adversity we have faced and celebrate how we have overcome some of these obstacles. As with other businesses in Muskoka and across the province, we have faced a staffing crisis. Our core team of dedicated staff has stepped up to the plate to get us through. Our CPS staff were redeployed into our 24 hour schedules in the homes to help us ensure we could stay open. Our management team has been working around the clock to stay on top of the COVID pressures and taken on extra tasks and responsibilities. Our HR team has been organizing virtual job fairs and we are interviewing constantly for new staff and reworking schedules. The unions have been working with us to be creative in how to staff and helping us come up with ideas. It has been a team effort, and there have been many days where it has been touch and go if we can keep a home open due to lack of staffing. I want to thank all of the staff who have stepped up to the plate and taken on extra shifts! Our health and safety committee has been flexible and willing to meet at a moment's notice to review changes and make recommendations to keep people safe. And when we were feeling a bit overwhelmed with all of it, our Wellness team continued to come up with great ideas to keep us healthy and stay connected. I would like to recognize the community for your overwhelming support again this year. A special thank you to Rexal Pharmacy in Bracebridge and Gravenhurst who ensured we had people vaccinated with both doses and Muskoka Community Paramed and Community Nurse Jodi, for supporting our first and second dose clinics respectively.

In the midst of it all, we passed our most recent unannounced MCSS compliance inspection with 100% compliance. This is a true measure of how the agency has continued to be resilient as a whole and keep service excellence at the forefront. I cannot express my appreciation enough to all of you for your on-going support and dedication to those we serve

- *Krista Haiduk-Collier*
CEO

TREASURERS 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, 2021.

Once again the organization was successful in achieving a balance budget for the 2020 – 2021 fiscal year with respect to the funding from the Ministry of Community and Social Services and the District of Muskoka.

This year it was even more challenging to balance the budget than last year. Congratulations to all of our dedicated and talented staff.

Some of the highlights of the financial results that contributed to our balanced budget were:

In 2020/2021 our funding from the Province went up by 7.5 %.
In 2020/2021 our overall revenue went up by 6.1%.
In 2020/2021 our expenses went up by 6.9%

This was yet another pandemic year and we will once again be challenged to balance our budget this current year amid all the uncertainty that will present. However we are confident that the Ministry will continue to fund the worthwhile needs of our organization and all the people we are pleased to serve.

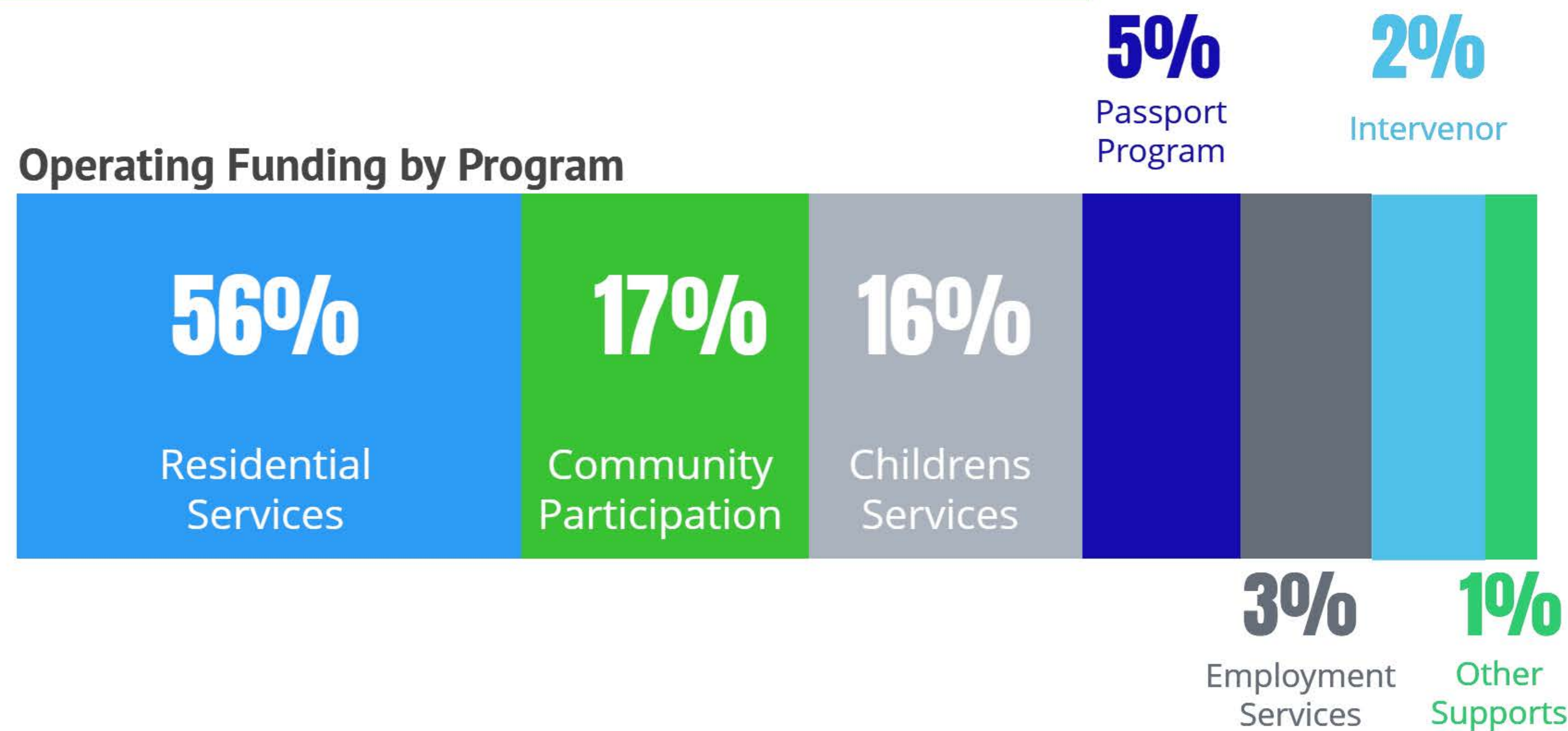
This year we were pleased to add Mr Kent Lee to our staff as the new Director of Finance and we look forward to working with him.

W. Bruce Hemphill
Treasurer



2020/2021 FINANCIALS

Operating Funding by Program



Community Living South Muskoka

Statement of Operations

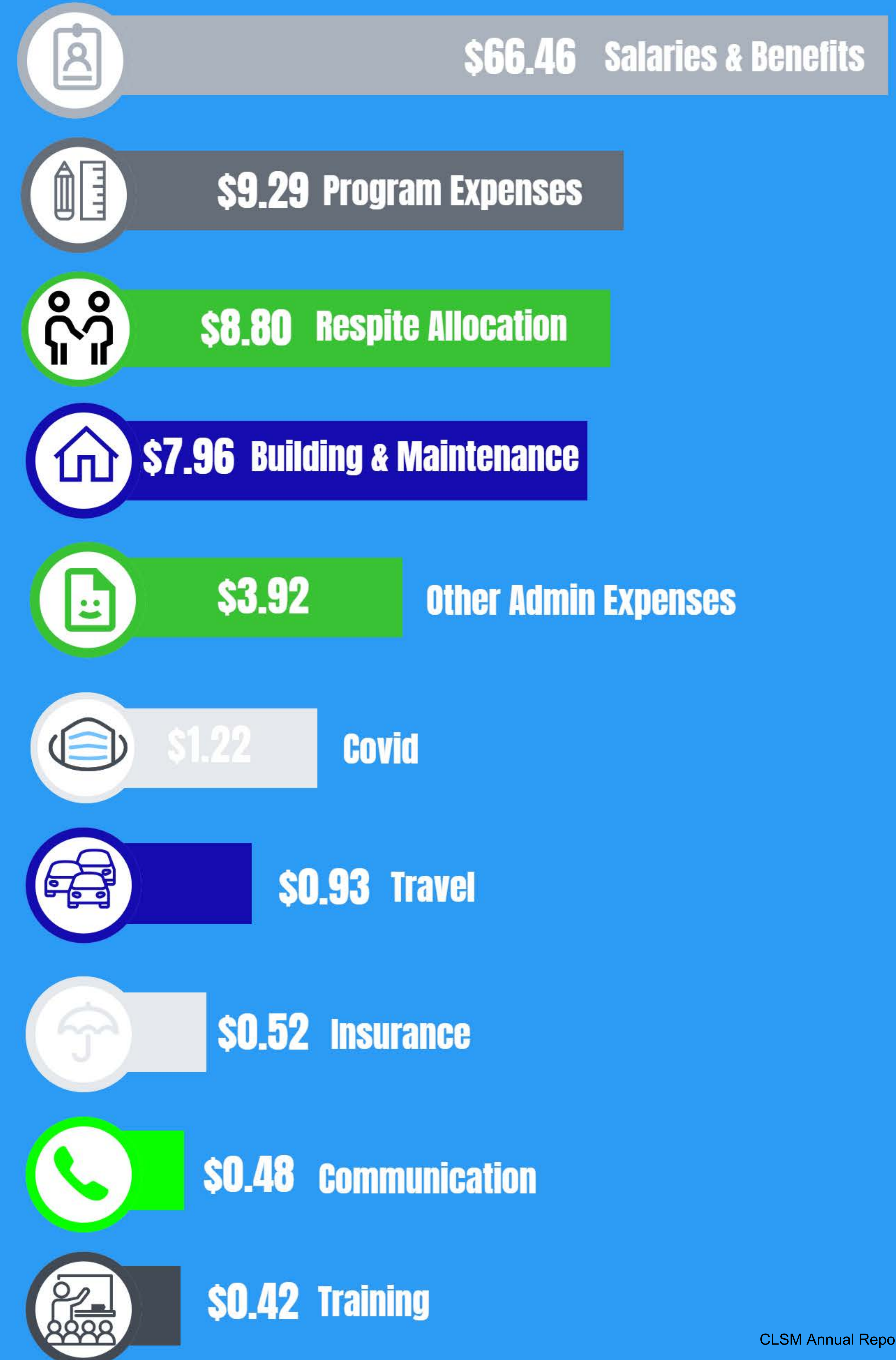
For the fiscal years ended march 31st 2020 and 2021

	2021	2020
REVENUES		
Operating Grants & Funding	10,968,076	10,330,836
Rent Revenue	562,171	551,238
Fundraising & Morrison Meadows Operations	94,875	147,804
TOTAL REVENUES	11,625,122	11,029,878
EXPENSES		
Salaries & Benefits	7,530,592	7,140,022
Operating Expenses	3,985,845	3,703,942
TOTAL EXPENSES	11,516,437	10,843,964
Surplus(Deficit) for the year	108,685	185,914
Repayable to MCCSS	(58,764)	0
Unrestricted net assets, beginning of year	265,582	79,668
Unrestricted net assets, end of year	315,503	265,582

How does CLSM spend Operating Funds?

\$100

Operating Funds
2019/2020



MORRISON MEADOWS

Despite the ongoing Covid 19 pandemic Morrison Meadows our 35 Acre farm on the outskirts of Bracebridge has continued to be utilized by not only our supported individuals but also by several community groups.

The ongoing COVID situation has meant that all of the traditional events such as our Mud Run, Fall Harvest Festival, and many school events have not taken place again this year, however the facilities at the farm continue to be put to good use.

The early stages of the pandemic saw our accessible building transformed into the agencies Covid 19 isolation area, with three beds set up to accommodate any potential outbreaks in our residential locations. When it became apparent we would not need this precaution we explored other low risk uses.

The Montessori School have been operating from the farm since the start of the school year in September 2020, and this year saw them run a successful summer camp program providing a wonderful learning experience for their students. Indeed 2020 saw Community Living South Muskoka run its own summer camp at the Meadows to help support adults with Developmental Disabilities, as our traditional Community Participation Support Sites in Bracebridge and Gravenhurst were not operational.

However the most exciting news has been the construction of our Yurt, which is designed to provide families with a relaxing and safe location to come and enjoy all that Muskoka has to offer. The 24 foot diameter yurt has been designed to be fully accessible and operational all year round.

The Morrison Meadows Committee would like to thank Jeff DeWetering, Mark from Three Trees Construction, Stevenson's Plumbing and Electric, and Hydro One for assisting with this project, as well as Duncan Ross for the design, and we continue to work to ensure that the Meadows is a successful enterprise for many years to come.

In June 2021 to coincide with the provinces roadmap to reopening plan our Board of Directors approved for the farm to begin to reopen, following the new provincial guidelines, and our first visitors to our new yurt are due in early October.

The Agency Board of Directors and Senior Management would like to thank Linda Davidson, chair of the Morrison Meadows committee who has recently resigned from the Board, for all her hard work in helping to develop the social enterprise model for the farm, and wish her well for the future.

Krista Haiduk-Collier



Rights Committee

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 committee did not received any Right's Restrictions again this year. The committee believes this is in part due to the Positive Based Support Model being utilized throughout the agency. We feel a key factor is the annual Right's training the individuals participate in. As this committee is not being utilized in the manner that it was intended for, the Right's committee was disbanded in 2021.

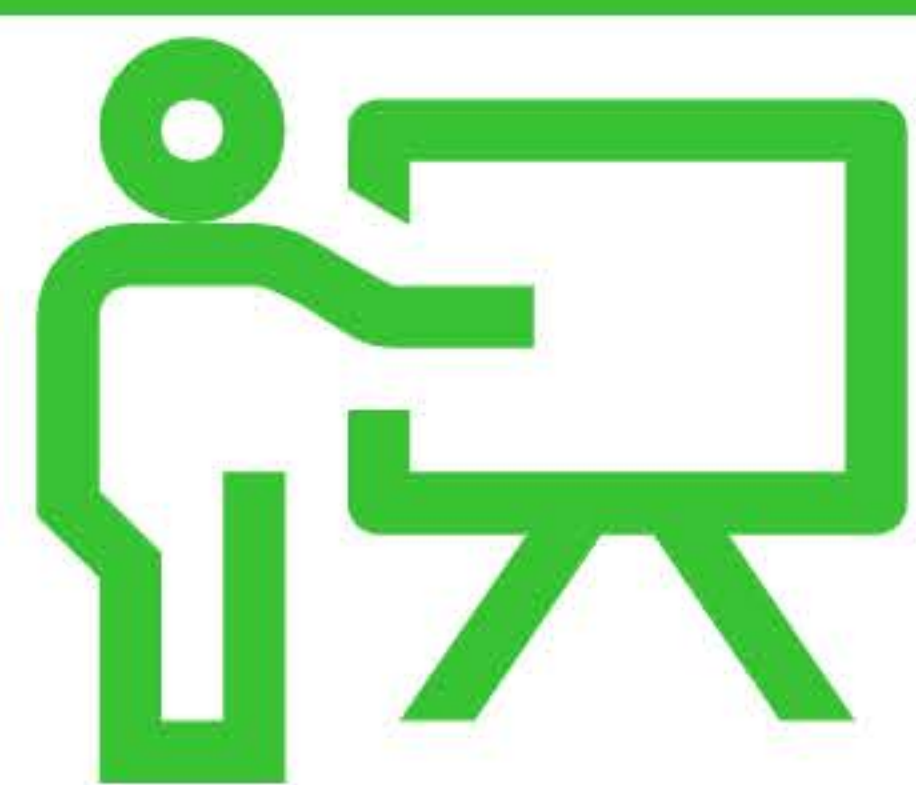
The "Friendship Group" meets on a weekly basis and it has 10-20 members who attend and they discuss many different issues. Right's training has been incorporated into this group.

Individuals rights and what they mean to people in their everyday lives are a main topic of discussion for the group. If anything comes up that is considered a restriction or of any concern this is brought immediately to a supervisor. The group talks a lot about feelings and learning how to label them and how to ask for help if needed. This group is very comfortable with each other and the facilitator, and we find that the individuals share much more in this setting. This group has been continuing to meet weekly virtually which has allowed the individuals in this group to remain connected to their friends.

- Linda O'Hallarn



STRATEGIC PLAN UPDATE



Valued, Skilled
Staff

272

Hours of
First
Aid & CPR
Training

963

Hours of
Safe
Management
Training

26

Shining Star
Nominees

We could not have made it through this past year of COVID without the exceptional efforts of our staff. They have gone above and beyond to ensure that the people we support were safe and healthy during the past 18 months of this pandemic. We continued to have a number of staff trainings despite COVID restrictions, utilizing virtual platforms as much as possible. There were 22 staff who completed mental health first aid, and we had two groups of staff (total of 40 staff) participate in a series of Helen Sanderson workshops. In conjunction with our Wellness team, we held a number of virtual support sessions including 3 mindfulness workshops with Michele Milan, president of the Centre for Mindful Leadership and Smith School of Business, Queen's University and two wellness workshops with Sue Riley. The Wellness team coordinated a number of healthy learning and motivation sessions including a weight loss challenge, step challenge, ring toss tournament and general encouragement to get people healthy and active. CLSM provided a number of appreciation gifts to our staff, including food boxes of meat last Thanksgiving and turkeys at Christmas, more food at Easter, and T-shirts to recognize Developmental Service workers. Our staff were also recipients of the Pandemic Pay and Temporary Wage enhancement. We also held shining star awards for the second year in a row. We had 26 staff nominated by their peers over the 4 weeks the program was in place. It was a true testament to the incredible work happening in the agency. As with many local businesses, we have struggled to recruit staff; our agency was the first to host virtual job fairs and we had other agencies connecting with us to share our expertise.



A Leader
in Innovation

31

Virtual
offerings per
month

347

Average number
of virtual
participants

\$114,500

Grant money
received

COVID was an opportunity for CLSM to look at new and innovative ways to provide services during a pandemic. We were successful in obtaining two grants this year, the Muskoka Community Foundation, Emergency Community Support Fund and the Ontario Trillium Foundation, Resilient Communities Fund. These generous grants have enabled CLMS to provide, secure, and enhanced opportunities through purchasing technology and developing virtual program options to enable people to access technology and remain connected. We also began a new employment support program through Fleming College which will allow us to provide employment services to 9 additional people. The Children's Services team joined with the Passport and Employment team to do a presentation to the local high schools and other schools in Trillium Lakelands District School Board to help youth and their families transition to adult services. The agency continued to explore the creation of a mixed use apartment and social services hub. Unfortunately, the price of building became so high, that we needed to make the decision to not proceed with the project. However, we did proceed with our social enterprise work at Morrison Meadows, and planned and erected our first yurt on the property.

PASSPORT FUNDING

at March 31, 2021

130

Individuals receiving
Passport Support
Through CLSM

898,725

In Passport Funds

45%

Increase in the
Passport Program
since 2019/2020

17

Staff supporting
Individuals with their
funding

STRATEGIC PLAN UPDATE



Highly Valued Community Organization

20%
Increase
in
Social Media Presence
since 2019/2020

1248
375
561

Facebook
Followers

Twitter
Followers

Instagram
Followers

Ensuring that the community recognises, respects and is inspired by Community Living South Muskoka, remains one of the key focuses for the agency. This year saw our traditional Community Living Idol broaden its horizons to become Community Living Talent Competition, with 21 individuals showcasing talents from singing, to art, to science experiments. Community Living Month in May saw the agency join in with the provincial campaign 'Join together to shine a light on Community Living' by working with the Town of Bracebridge and Bracebridge Generation to light up the Bracebridge Falls. We also hosted our pancake week in conjunction with A&W Bracebridge and Food Basics raising over \$500 for the agency. Even though Covid prevented our annual fundraising boat cruise from setting sail, we did continue our fundraising efforts hosting two online auctions raising \$7615, as well as a 50/50 draw raising \$6190. This year also saw our Childrens Services team provide input to the Town of Bracebridge Accessibility Advisory Committee on the new proposed playground to be built on the site of the new Community Centre, and our CEO along with a family member of one of our supported individuals participate in the MCCSS Developmental Services Reform Consultation. The agency held three virtual family engagement sessions, as well as hosting monthly staff townhall meetings and sending weekly communication to keep staff updated and engaged. The team worked hard to develop relationships with community partners such as the Local Health Unit, with the Agency being asked to be the vaccine lead for Muskoka. In this capacity we organized vaccine clinics both in Bracebridge and Gravenhurst providing first and second doses of the Covid Vaccine to over 150 supported individuals, as well as supporting Community Living Huntsville with their clinics.



Person Centered

84
Individuals
Trained

126
Training
Hours

23
Individuals
Employed

19
Employers

344
Children/
Youth
Served

170
Adults
Served

This past year we as an agency continued to focus on supporting people to not only maximise their abilities, but to provide them with new and innovative ways to expand on their learning. We invested in new technology to help people access their community and stay connected to family and friends, as well as focusing on providing our staff with the necessary training to ensure that this new virtual world was easily navigated by all. We continued to invest in our staff to ensure quality personal support plans, and we instigated an annual training for staff on our positive based model. We are pleased to report that we had a perfect compliance inspection from the Ministry, including both quality assurance compliance and Ministry of Health Covid infection prevention and control procedures. We continue to expand our virtual supports, with there now being 55 different sessions offered per month. With regards to violence in the workplace, the number of behavioural incidents decreased again this year, and we began reviewing our trips, slips, and falls, implementing risk mitigation plans across the agency. We have been able to move forward with our strategic plan of changing our day service model, and redesign services to be more person centered. We have moved our community participation, employment, and passport services to a more accessible location in Bracebridge. Of the 344 Children/Youth served 110 were in the Resource Teacher Program, and 230 in our Family Support Workers Program. We had 149 Children and Youth, and 22 Adults utilize our respite services in 2020/21.

MEET OUR BOARD OF DIRECTORS

"If YOUR ACTIONS INSPIRE OTHERS TO DREAM MORE, LEARN MORE, DO MORE, AND BECOME MORE, YOU ARE A LEADER"

John Quincy Adams



Gord
Haugh

Board Chair



Bruce
Hemphill

Treasurer



Linda
O'Hallarn

Secretary



Elaine
Scriven

Director
Education



Jack
Nauls

Director

YEARS IN SERVICE

Taylor Fry
Grace Pren
Jennifer King
Scott Harris
Tristan Hunter
5 Stephen Pokocky
Cass Beaumont
Kassandra McLean
David Sutcliffe

Jeff Jocque
Sarah Nawrocki
Kelly Cleland

10

15
Heather Greer
Robyn McTaggart
Kerri-Ann Carr
Nadine Bowen
Ellina Rayner
Gayla Bowes

20
Debbie
Southorn

25
Lisa
Salter

30
Lucille Beaumont
Penny Goheen
Duane Stratton
Krista Haiduk-Collier
Linda Didsbury



CORE VALUE AWARDS

CLSM CORE VALUES



Individual
Paige Sauder
Team
Spencer Street



Individual
Carmen Yeo
Team
Supported
Independent Living

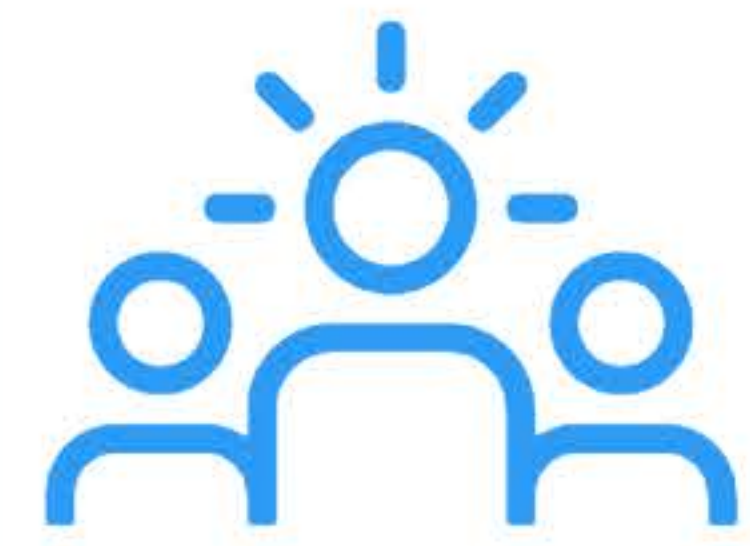


Individual
Lucille Beaumont
Team
Manitoba Street

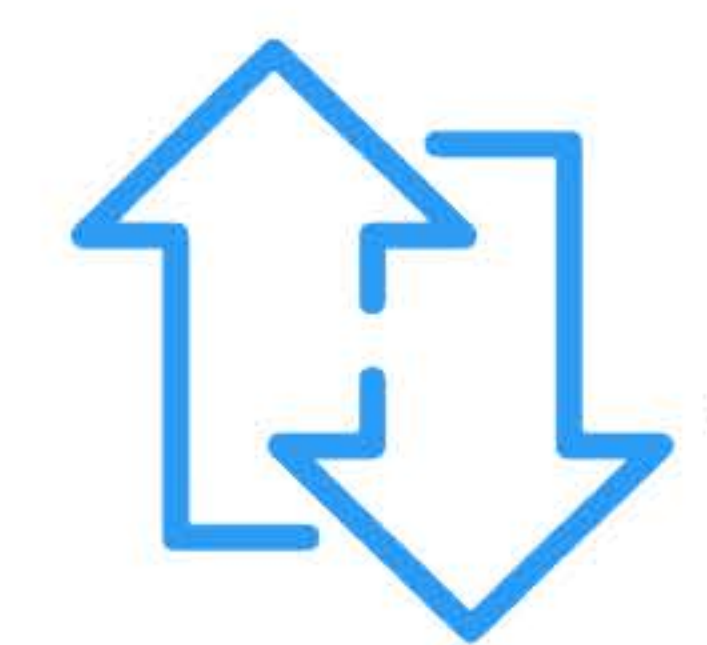
OPEN CATEGORIES



Individual
Juliet Canning



Individual
Jeanette
VanLeeuwen



Team
Woodward Street



CONGRATULATIONS

Volunteer of the Year Award **Bruce Hemphill**

This years Volunteer of the Year award is presented to Bruce Hemphill.

Bruce has been a volunteer Board member for the past three years. He in our Treasurer and has taken on the extra responsibility of reviewing and updating our by-laws to meet new ONCA legislation. On top of all of this, he has volunteered hundreds of hours of his time to help write proposals, develop budgets and attend meetings for our building project. He has championed CLSM in the community and supports all of our initiatives.

Thank you Bruce for all of your hard work and dedication!



Employer of the Year Award

Community Living South Muskoka (CLSM) is pleased 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 The Artisans Edge as Employer of the Year for 2021

The Artisans Edge Gravenhurst

Jennifer Thomas and Team

Since April 2020 The Artisans Edge has employed one of the individuals we support on an ongoing basis to assist with duties including sanitizing tools, cleaning and folding laundry.

The Artisans Edge provides a safe, positive and inclusive environment for people with developmental disabilities to work. Jennifer and her team ensure that the people we support are treated in a very positive, friendly and inclusive manner.



"There is no greater joy nor greater reward than to make a fundamental difference in someones life"

Sister Mary Rose McGeady

CELEBRATING THE LIVES...

Teresa Mc Kenzie

Susan Coburn

Don Dewasha

Rita Meyers

Michael McCallum

Karen Moore

Howard Lusk

The world may never notice
if a snowdrop doesn't bloom
or even pause to wonder
if petals fall too soon.

But every life that ever forms
or ever comes to be,
touches the world in some small way
for all eternity



STRATEGIC PLAN

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.

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

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

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

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

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

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

Expand the positive based model to involve all CLSM locations.

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.

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

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

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

Develop innovative community opportunities for the individuals we serve.

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

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

Land Acknowledgement

Community Living South Muskoka is located on the traditional land and treaty territory of the Anishnaabeg, which includes the Ojibwe, Odawa, and Potawatomi Nations, collectively known as the Three Fires Confederacy. The Huron-Wendat, Chippewa and Algonkian peoples and the Haudenosaunee Nations have also walked on this territory over time. CLSM would like to acknowledge the First Peoples, who, for thousands of years before us, were and are still the keepers and caretakers of this land where we now live and work and in particular the Wahta Mohawk First Nations, The Potawatomi of Moose Deer Point, the Moon River Métis and Chippewa's of Rama.

We are dedicated to honouring Indigenous history, culture, and are committed to moving forward in the spirit of reconciliation and respect with all First Nation, Métis and Inuit people. We recognize all the generations of Indigenous People and their historic connection to this place and we are grateful for the opportunity to share this land. We also recognize the contributions First Nations, Métis, Inuit and other Indigenous Peoples have made, in both shaping and strengthening this community in particular, and our province and country as a whole.