



Community Living
South Muskoka

Annual Report

2021
~ 2022



Serving Muskoka Residents since 1967

TABLE OF CONTENTS



- 03** Chairmans Report
- 04** Executive Report
- 05** Treasurers Report
- 06** 2021/2022 Financial Report
- 07** Morrison Meadows Report
- 08** Strategic Update
- 10** Board of Directors
- 11** Employee Service Awards
- 12** Core Value Awards
- 13** Volunteer & Employer of the Year Award
- 14** Community Partner of the Year Award
- 15** Celebrating the Lives
- 16** Strategic Plan
- 17** Land Acknowledgement

A MESSAGE FROM OUR CHAIR

As I contemplated the past year, I was tempted to say “just read last years report” since once again we had a COVID year.

And certainly, many things did stay the same. The Board continued to meet during the year and some prospective Board members turned down joining the Board because of travel commitments. However, COVID has proved that virtual meetings work well, and while it will be great to meet around the Board Room table again, personal attendance isn't absolutely needed to do the business of CLSM. We have learned that the new ways of doing business allow a more flexible schedule and easy ways to get together quickly when required.

However, many things have changed, and it has required quick action from our CEO and staff to meet the challenges.

Once again, we had to cancel the boat cruise fund raiser and seek other ways to raise needed funds.

Especially challenging has been the staffing problems that plague us, and every other social service agency in the province. The Board met in a special meeting to try to find ways to encourage new people to join the CLSM staff. Even when we have someone interested, the problem of finding housing in our area discourages people from moving here. This is not a problem that will be solved quickly, but everyone should know that your Board is as concerned as all our staff and we will continue to seek innovative solutions moving forward. We have to thank everyone for pitching in to cover for the vacancies that continue to occur.

Thank goodness, politicians and medical gurus have stopped saying that there is “a light at the end of the COVID tunnel.” As we deal with Wave # 7 in the summer of 2022, that light seems mighty dim. Congratulations to everyone for getting us through most of our fiscal 21/22 without an outbreak until our status ended. We were almost alone in the province with this status as April ended.

As if staffing wasn't enough of a problem, the landlord of our residence on Third St., informed us that he wanted to end our tenancy. Given the lack of available real estate, our agent went to work without much optimism that a suitable property could be found. Fortunately, a large home at 845 Muskoka Beach Rd. was about to become available and we submitted a bid that was accepted. Needed construction on the residence has been held up by unexpected problems, but we are now moving ahead and hope to occupy the residence by the end of September.

My thanks to the members of the Board for their continued support through yet another Covid year. Now, part way through fiscal 2022/23, despite ongoing problems, we can look ahead to the coming months with renewed optimism.

And, on behalf for the Board, thanks to all the professional staff of CLSM for their support and their pitching in to help fill the staffing holes as they occurred. We are fortunate to have you all.

Gord Haugh
Board Chair

EXECUTIVE MESSAGE

Where to start after such a challenging 2021-2022! I feel as though a quote from Charles Dickens “it was the best of times, it the worst of times” might be fitting. We had some wonderful things happen and then we had some of our biggest challenges.

Let us start with the challenges. It seemed that we were going to make it through COVID for another year when in late December 2021 we had a big ‘wave’ crash in. In a few short months, we had over half of our homes in outbreak and half of our staff off. Thankfully, everyone recovered! This adversity brought out the best in the majority of our staff. We are so grateful to all of the dedicated front line workers who worked shift after shift to make sure we got through. The management team stepped up and worked front line and we had staff agree to work in other programs/homes when it seemed we would not be able to get through another day. The Health and Safety committee began meeting more frequently to help make some tough decisions, and we continue to meet on a bi-weekly basis to review the status of our outbreaks and IPAC measures. Our Board of Directors agreed to pay staff extra COVID outbreak pay and we covered the costs for staff to be in hotels when they need to keep their own family as healthy as possible. As I write this report the agency has another active outbreak and has had every location and service area affected by COVID. With no end in sight, we are finding ways to live and get back to enjoying life with the challenges of COVID.

With the help of a most generous Trillium Grant we finished the upgrades to technology in our homes. Our virtual program offerings began expanding, which we were very grateful for last winter while we were in endless outbreak situations. We also began to re-open our Community Participation Services, and had CPS staff moved out of the 24 hour schedules and back to day support roles. We took the opportunity to be more community focused and person centered and had our new location in Bracebridge at 505 Hwy 118 open. The year saw our Yurt fully functional for us with a wonderfully accessible deck in a beautiful spot on our farm property.

The community continued to rally to our cause and we had some wonderful new connections made. Giving Tuesday last year helped us start our drive to address food security and housing needs. We raised over \$3,000 in our first ever attempt to bring attention to this critical issue, and as the year went on, we raised even more funds and awareness, with an incredible donation from the 100 Women Who Care in June 2022 (outside of this reporting period but worth a special mention!).

We were also faced with the challenges of searching for new living Accomodations for 6 people during the peak of the real-estate market. Renting another location turned out to be impossible with a 0.4% vacancy rate, making us re-evaluate and turn to a purchase. After months of searching, we were so very fortunate to find a home and win a ‘bid’ to purchase. We had some very generous support from MCCSS and began the renovation process for fire safety and accessibility with all the challenges along the way in the new COVID era of construction.

Through it all, the people we support continued to be our glue that held it all together. The challenges of working in this field are outweighed by the rewards. The resilience in what seems to be never ending isolation and enhanced protocols added to the stories of incredible individual accomplishments continue to bring joy to our hearts. As we are learning to navigate safely in this new era we are getting better at ensuring that people’s lives are fulfilling and they can be active and engaged in community.

- Krista Haiduk-Collier
CEO

TREASURERS REPORT

On behalf of the Board of Directors, Community Living South Muskoka I am pleased to report on the financial results for the year ending March 31, 2022.

This year we are showing a surplus, which is unusual, for a couple of reasons:

1. We had a surplus of money due to staff shortages, and our inability to use funds specific to the wage enhancement program;
2. We received full funding for the purchase of our new residence of \$735,000.00 on Muskoka Beach Rd., in Gravenhurst;
3. We reduced our rental space at Depot Dr., and added the new community service facility in Bracebridge to provide ongoing service at a reduced operating cost;
4. We sold the land in Bracebridge, originally intended to build an affordable housing/administrative complex.

Once again this year we felt the ongoing presence of Covid and we are still feeling those effects in a myriad of ways, particularly with respect to staffing. An enormous thank you to all our dedicated and talented staff.

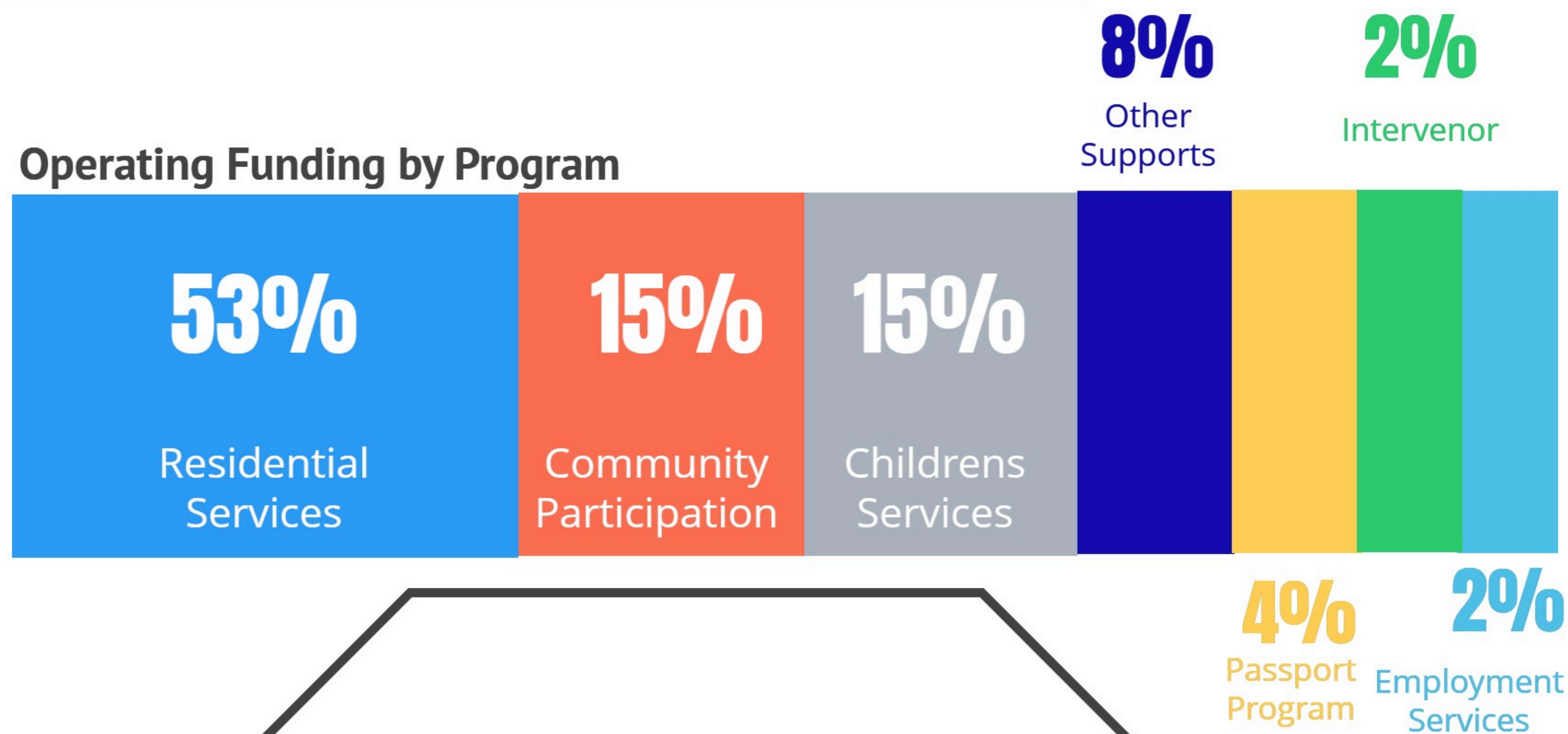
This year will present a wide range of challenges to balance our budget. However we are confident that the Ministry will continue to fund the worthwhile needs of our organization and all the people we are pleased to serve.

Our special thanks to Mr Kent Lee, our Director of Finance, and Krista Haiduk-Collier, our CEO, for their incredible efforts to keep our budget on track.

W. Bruce Hemphill
Treasurer

2021/2022 FINANCIALS

Operating Funding by Program



Community Living South Muskoka Statement of Operations

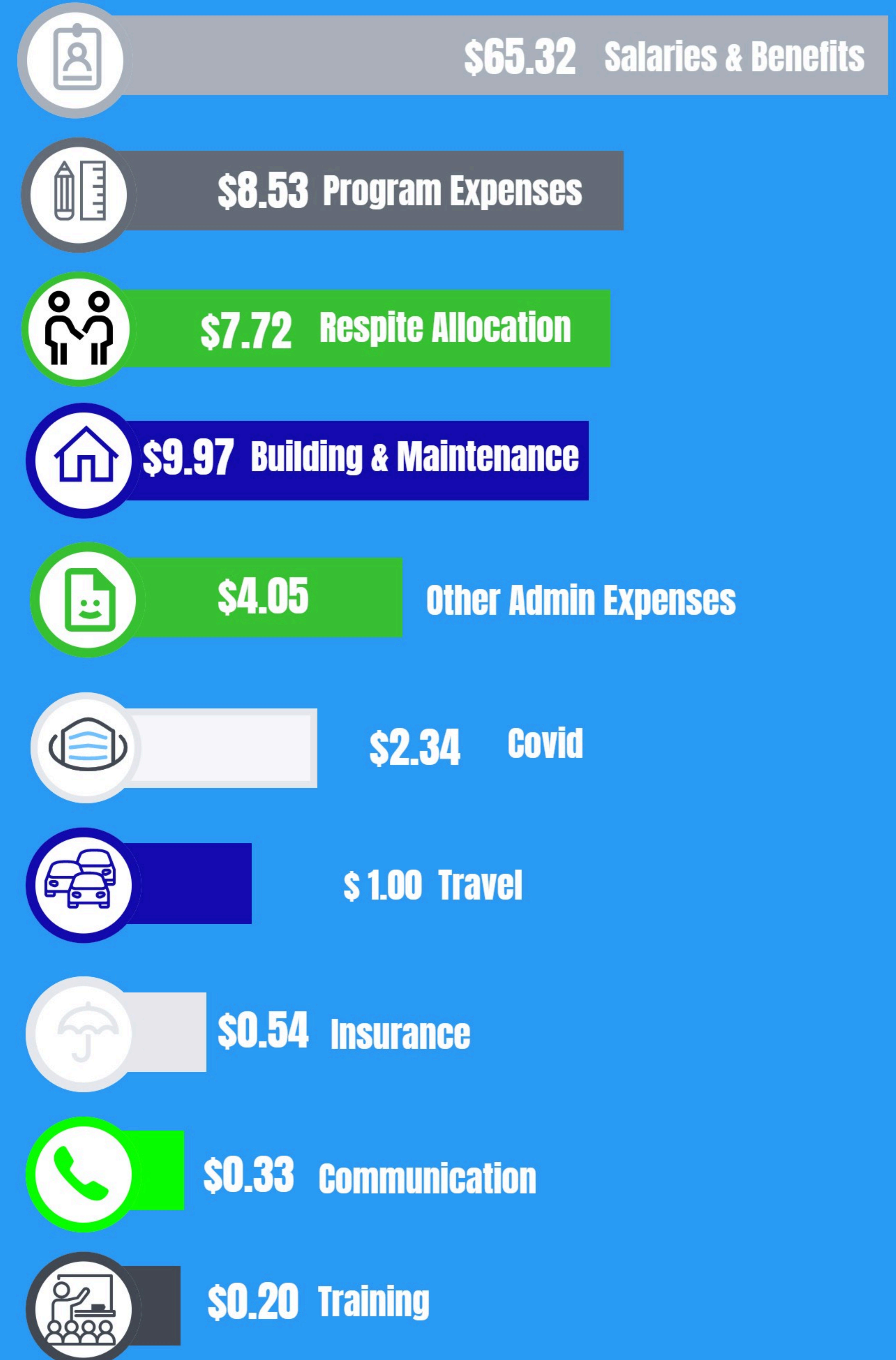
For the fiscal years ended march 31st 2021 and 2022

	2022	2021
REVENUES		
Operating Grants & Funding	11,805,825	11,135,093
Rent Revenue	545,483	562,171
Fundraising & Morrison Meadows Operations	151,455	94,875
TOTAL REVENUES	12,502,763	11,792,139
EXPENSES		
Salaries & Benefits	7,721,592	7,530,592
Operating Expenses	4,284,064	3,985,845
TOTAL EXPENSES	12,005,656	11,516,437
Surplus(Deficit) for the year	497,107	275,702
Repayable to MCCSS	(462,324)	(225,781)
Unrestricted net assets, beginning of year	315,503	265,582
Unrestricted net assets, end of year	350,286	315,503

How does CLSM spend Operating Funds?

Per \$100

Operating Funds
2021/2022



MORRISON MEADOWS

Our 35 acre property just outside of Bracebridge saw some great use this past fiscal year. The Montessori School continued to operate on the property 4 days per week while the Ontario Early Years program operated once per week.

As an agency, we began expanding our own service offering on the property, taking advantage of the opportunity to do new and unique outdoor activities in a safe space. The Passport program offered a number of fun events including outdoor winter adventures utilizing our Yurt as a warm up area and the ever popular goat therapy during the warmer months. We offered summer support programs through our community participation supports to priority community families who were fatigued with daily caregiving during COVID.

In June of 2021, we began meeting with a fundraising expert from the Midland area to start planning for our 2022 summer music festival. The event later became known as Music at the Meadows. In the fall of 2021 we successfully applied for a tourism grant through the Town of Bracebridge to run the event the following summer. A special thank you to Sarah Kitchen for all of her support in our large undertaking and with all of your fundraising advice!

In the early spring of 2022 our social enterprise of overnight rentals was in the planning stages with one of our first rentals trials occurring. COVID put us behind, but we are planning to do rentals the spring and summer of 2023.

Krista Haiduk-Collier



STRATEGIC PLAN UPDATE



Highly Valued Community Organization

45%
Increase
in
Social Media Presence
since 2021/2022

Facebook Followers **1.3k**
Twitter Followers **375**
Instagram Followers **675**

This past fiscal year saw us embrace social media to a new level. We utilized the opportunity to expand our postings, and met our operational goal of a vibrant social media platform. As you can see, we were successfully by increasing our presence by over 45% from the previous year on all social media outlets. We continued to host events, mostly virtually throughout 2021-22 with some limited in person/virtual hybrid events. In particular, we held a 'grand opening' for new our 505 Highway 118 location on Sept 10, 2021 and used the opportunity to thank the Trillium Foundation for their generous technology grant. We had both the Mayor and our local MPP attendance as we celebrated the fruition of years of planning to move our service model to more person centered and away from large congregate settings. . Our agency continued to be the lead for children's respite in the North East part of the province, chaired our Local Service System Planning table, continued as the vaccine lead and participated in provincial consultations on the new MCCSS vision for developmental services called Journey to Belonging.



Person Centered

2
Risk
Mitigation
Plans

31
Individuals
Employed

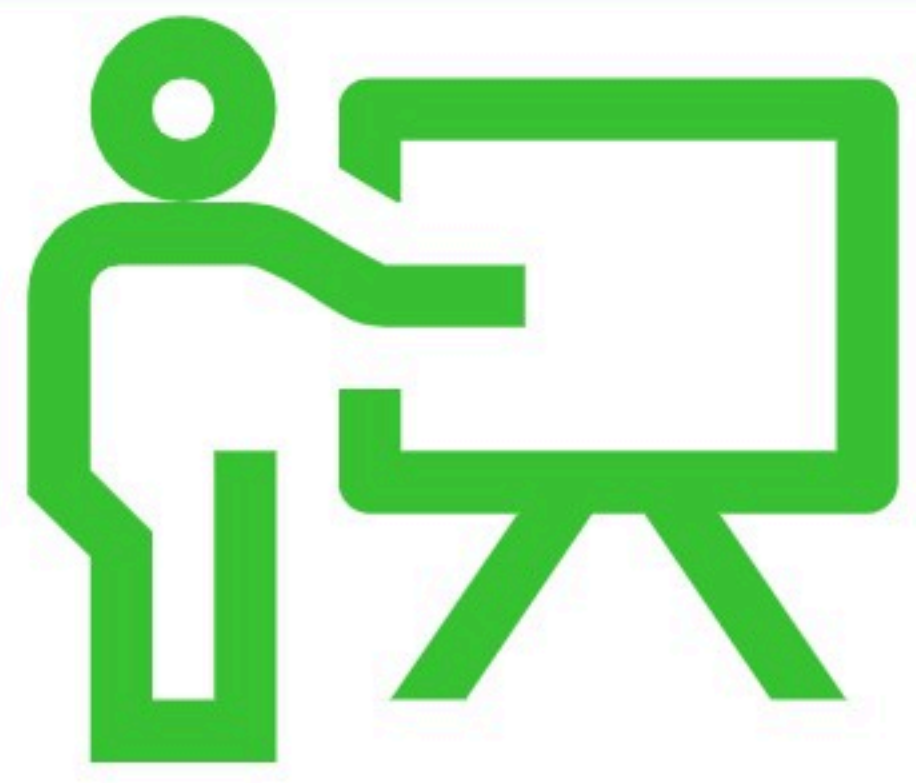
22
Employers

We invested in staff training throughout the pandemic to ensure we were person centered in our service delivery models. This past year demonstrated that those investments were worthwhile, as we saw some of the best Individual Support Plans developed to date, with realistic goals, improved language and most importantly great success in achieving those goals. We had 3 of our homes piloting Personal Outcome Measures in our Client information system, Nucleus Labs and plan to see that increase to all areas of the agency this current year. Our virtual support model continued to be a great success with more offering than ever, and we began to slowly re-open our in person support model offering creative opportunities for people at our Morrison Meadows farm property. You will also see that despite being 'stuck in their homes' for much of the year, overall behavioral incidents continued in a year over year downward trend. This is something to celebrate, as the trend in the province was the opposite. Due to the decrease in numbers, we saw a corresponding need to develop risk mitigation plans. Those people supported through our employment services became highly sought after valued employees through our job coaching support.

359
Children/
Youth
Served

183
Adults
Served

STRATEGIC PLAN UPDATE



Valued, Skilled
Staff

62

Hours of Mental
Health First Aid &
First Aid/CPR
Training

93

Hours of
Safe
Management
Training

39

Shining Star
Nominees

Our staff continued to demonstrate their commitment and dedication to the people we support throughout the year. Our second year of shining star awards saw 39 incredible peer nominations of staff going above and beyond to make a difference in the lives of the people we support and within their teams. The Wellness Team kept us on track hosting a number of events to keep us all healthy including a weight loss and healthy eating challenge/support group, Wellness Wednesday mental health program, a super fun agency wide ring toss competition and later a hockey day in Canada shoot out event, the ongoing book club, a kindness conspiracy and the ever popular walk for wellness to just name a few. In conjunction with partner agencies, we offered a series of re-energizing workshops in the late spring of 2021 hosted by Joe Roberts. This was an opportunity for all of our staff to engage, revitalize, reduce stress and reduce burnout during the challenge of the Pandemic. The agency purchased his book and gave it out free of charge to attendees. We then hired Joe to come support us in the fall of 2021 to implement some of the strategies to help us deal with the challenges of what seems to be a never-ending pandemic. We continued with our staff appreciation gifts and in this fiscal year did a survey to discover that of all the wellness activities we did for staff and management events and appreciation gifts, the most appreciated are the turkey gift at Christmas and Christmas family on-line bingo event. Temporary Wage Enhancements were in place for our hard working staff that provided direct care, and our Board implemented an additional outbreak pay for those who worked in our homes while in outbreak as identified by the Health Unit. We continued to have challenges with retention and recruitment overall, but kept at it with virtual job fairs, multiple job postings on various sites, employee referral incentives and outreach to staffing agencies to help us get through.



A Leader
in Innovation

7

of Session
Fittings For
N95 Masks

68

of Staff
Fitted

72

Virtual
offerings per
month

1080

Avg # per month
of virtual
participants

\$138,209

Grant money
received

In 2021/22 we completed the technology upgrades throughout the agency to allow us to provide a better virtual platform for programming. Our virtual programming continued to be popular, with more offerings and a consistent schedule. We had over 72 Virtual Offerings with over 1080 participants on a monthly basis. Our social enterprise at Morrison Meadows was completed, with the Yurt rentals over the winter happening for our Passport services, and then by spring we were ready for overnight guests! Our new Employment Program through Fleming College was a great success in the year, with more people employed than ever. During the year we had word from our long time landlord in Gravenhurst that we needed to move on. With the rental market at an all-time low we needed to purchase a home. A business case was prepared and submitted to MCCSS and we were very fortunate to obtain their support to purchase a new to us home. This is one of the largest single capital investment CLSM has ever received from the Ministry. We are very grateful for their support

PASSPORT FUNDING

at March 31, 2022

137

Individuals receiving
Passport Support
Through CLSM

913,673

In Passport Funds

20%

Increase in the
Passport Program
since 2021/2022

19

Staff supporting
Individuals with their
funding

2021/2022 BOARD OF DIRECTORS

Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life.

Amy Poehler



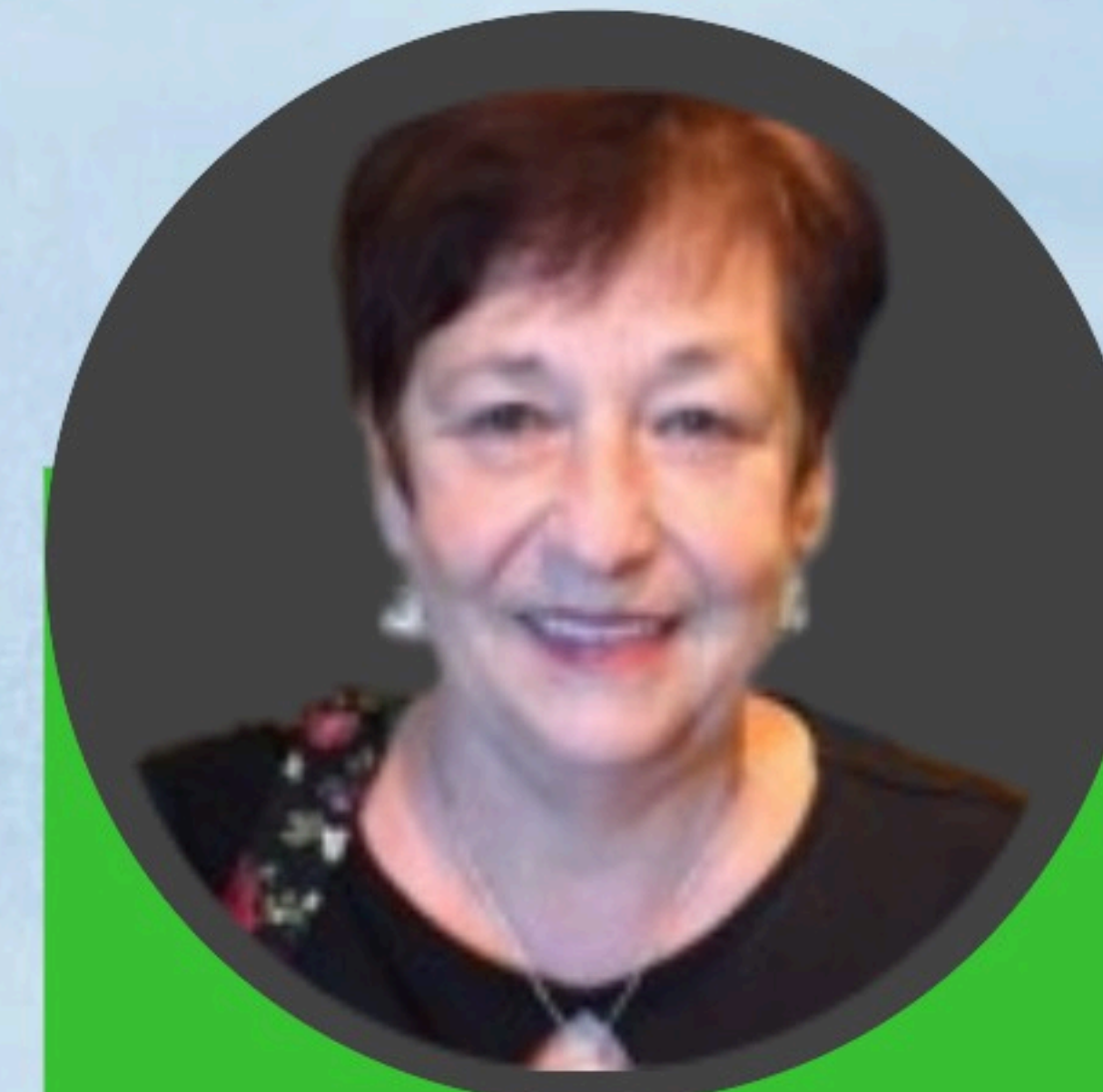
**Gord
Haugh**

Board Chair



**Bruce
Hemphill**

Treasurer



**Linda
O'Hallarn**

Secretary



**Phil
Miles**

Director



**Jack
Naulls**

Director

YEARS IN SERVICE

5

Susan
Newman

Leslie O'Neill

10

Heather
McFarlane

15

Christine Newman

Nicole Beaudry

Jeff Dewetering

Madalyn Rebelo

Delia Desroches

Carmen Yeo

Success isn't always about greatness.
It's about consistency.

Consistent hard work leads
to success!

GREATNESS WILL COME

Dwayne Johnson

Francis Kettle
John Potter
Wendy Miller

20

25

Tina Chatillon
Tara Prout

Shawna Painter
Peggy Jeffrey

Dawn DeCaire

30

CORE VALUE AWARDS

CLSM CORE VALUES



Individual
Angela Bailey
Team
**Fraserburg
Road**



Individual
Peggy Jeffery
Team
Honey Harbour



Individual
Declan Ormsby
Team
Manitoba Street

OPEN CATEGORIES



Individual
Wendy Miller



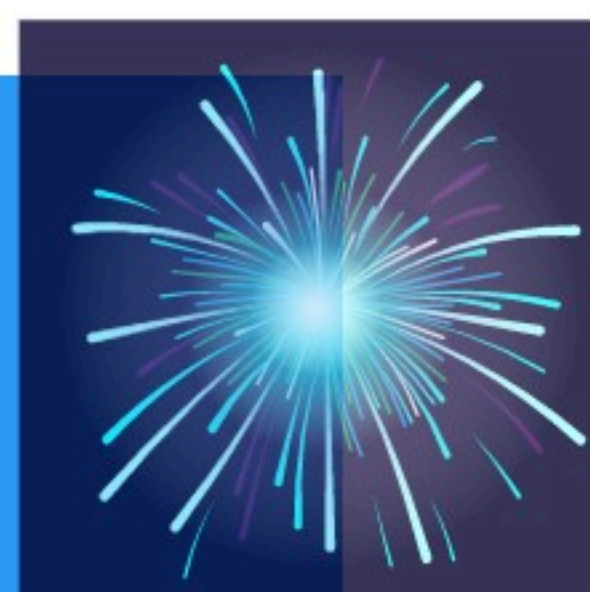
Individual
Rohith Jose



Team
Woodward Street



CONGRATULATIONS



CAROL-ANN CHAPMAN

This volunteer started her career as an Early Childhood Educator for the Region of Peel and went on to provide private daycare and support for children with Autism. She spent several years employed as a Children's Ministry Coordinator and volunteering in youth ministry. As a "mature" student she continued her academic journey by completing a certificate in Child Abuse Studies, a Diploma in Social Work a BA in Social Development Studies and in 2017 graduated with her Master of Divinity. The knowledge, experience and love for children and adults with disabilities will be a huge asset for CLSM.

CLSM has been privileged to have had Rev. Carol-Ann Chapman start volunteering with us in 2022 and from her time volunteering we have been able to recruit her to volunteer on the Board of Directors starting September 2022 after this AGM.

Rev. Carol-Ann is currently the Minister of the Trinity United Church in Gravenhurst and even with her busy schedule she was able to provide 16 hours per week for a 16 week period to assist us with our virtual programming. She has also given her time to judge our talent Competition in May 2022.



Employer of the Year Award

Simcoe
BUILDING CENTRE

Community Living South Muskoka (CLSM) is please 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 Simcoe Block a division of Simcoe Building Centre of Bracebridge.

Since December 2021 Simcoe Block has employed 2 individuals we support on an ongoing basis to assist with daily duties and dealing with every day operations.

One of our individuals has excelled at Simcoe Block and aside from basic training offered to all employees he has been able to obtain his WHIMIS, Harassment/Bullying in the workplace, Abuse/Rights, High Falls/Ladder, Certified Forklift and Confidentiality Training.

Since his full-time work at Simcoe Block he has been able to purchase a vehicle to get to work and he enjoys his job and the great rapport with co-workers and management.

Community Living South Muskoka is grateful to Simcoe Block Bracebridge and look forward to working together placing individuals with them through our Employment Program.

"What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead"

Nelson Mandela

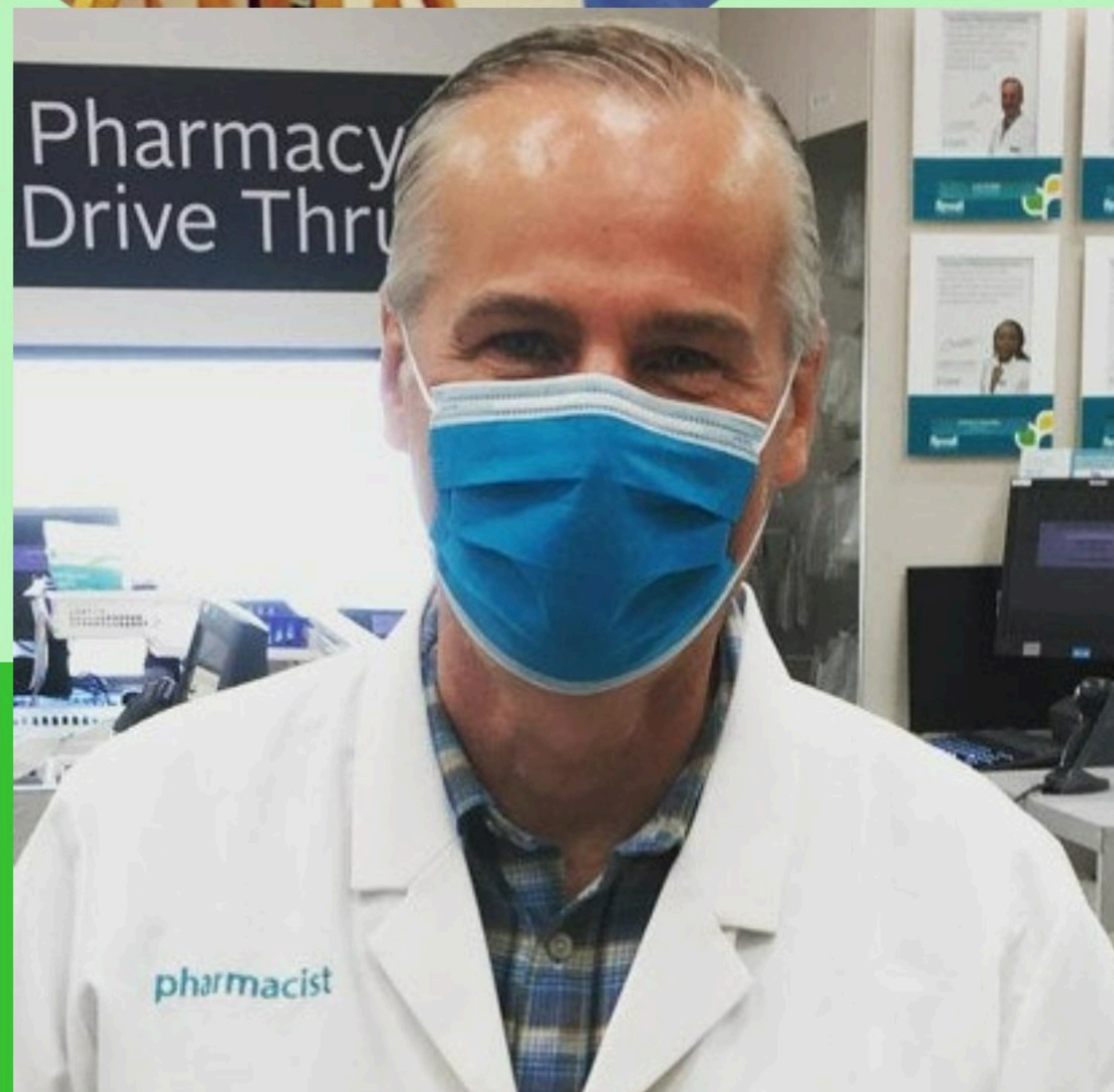
CONGRATULATIONS

Community Partner of the Year Award



NEW in
2022

Rexall™



Over the past few years of COVID we have all come to recognize that we cannot face the challenges of this world alone.

As a not for profit agency supporting some of the communities most vulnerable people, we have had to rely heavily on the support of others. We are very grateful to have a number of people and organizations come forward to lend a helping hand. This year, we wanted to start recognizing some of the wonderful community partners we have and share how they have made such a big difference in the lives of those with disabilities.

We are thrilled to announce that this year's recipient of the inaugural Community Partner of the Year is Rexall Bracebridge.

Here are just a few reasons why Leo and his team are the very deserving recipients of this award:

- Volunteered to provide COVID 19 vaccines at our clinics
- Went to each of our homes to provide flu vaccines to the people we support
- Provides medication reviews and annual reviews for people we support in our homes
- Helped us procure PPE at the early stages of the Pandemic, ensuring that everyone was safe
- Understands the challenges of those living on ODSP and offered to provide non-prescription medication at a discounted rate
- Leo has a true giving nature for his community and CLSM in particular. He gives freely of his time and has provided a generous donation to the agency year after year.

Thank you Leo and Team from Rexall Bracebridge Store #281!

CELEBRATING THE LIVES...

COVID has been especially hard on the vulnerable population we serve. As an agency, we would like to take a moment to remember the people, families and staff in Developmental Services across the Province, who have lost their lives during this pandemic. You are forever in our thoughts.

No person is ever truly alone.

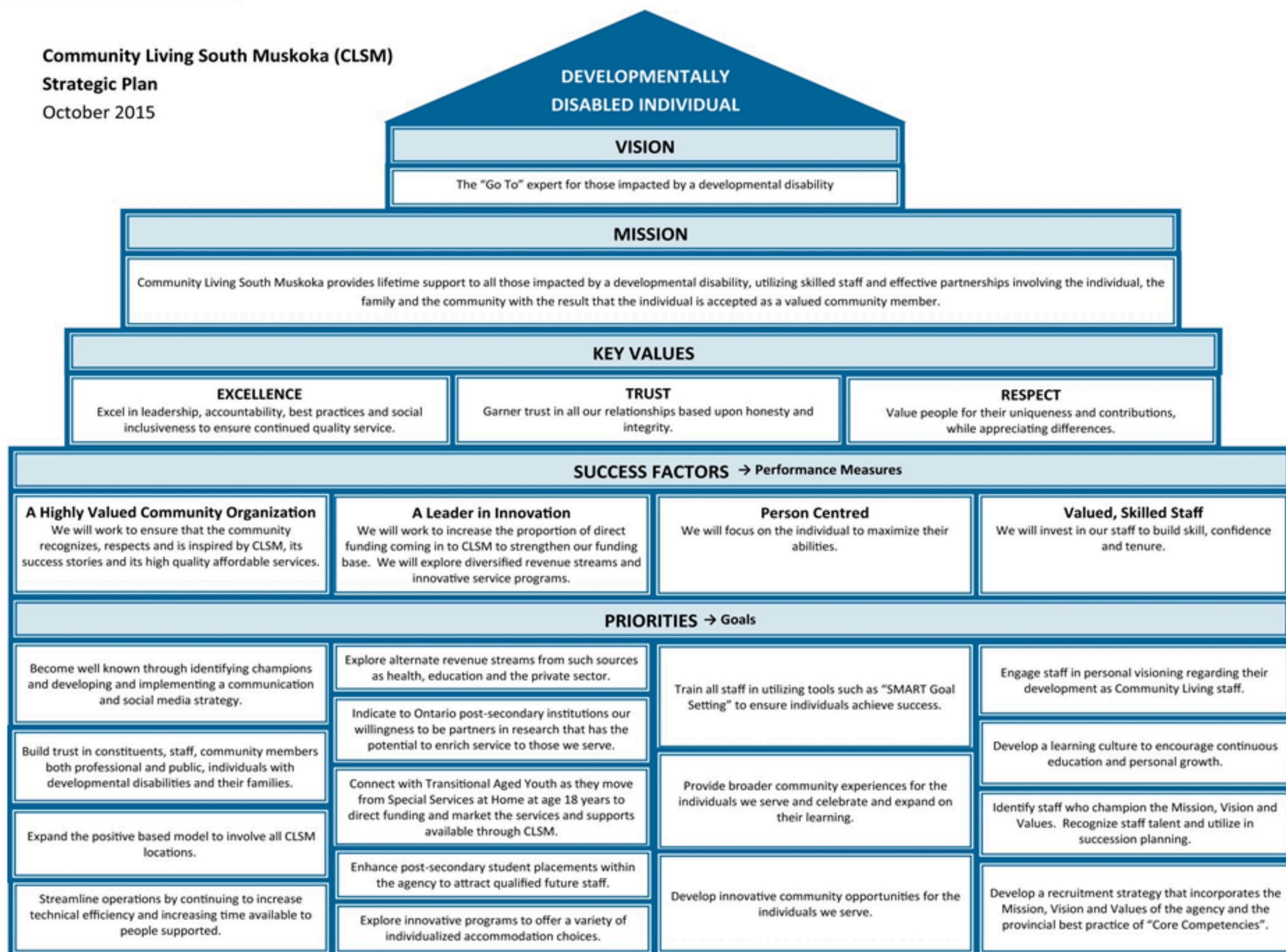
Those who live no more,
whom we loved,

Echo still within our thoughts,
Our words, our hearts

Cynthia Gembela

STRATEGIC PLAN

Community Living South Muskoka (CLSM)
Strategic Plan
 October 2015



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.