



Community Living
South Muskoka

Annual Report 2022/2023
Serving Muskoka Residents Since 1967



Table of Contents

3	Chairperson's Report
4	Chief Executive Officer's Report
5	Treasurer's Report
6	Financial Report
7	Morrison Meadows Report
8	Strategic Update
10	Board of Directors
12	Employee Service Awards
13	Core Value Awards
14	Volunteer of the Year Award
14	Employer of the Year Award
15	Community Partner of the Year Award
16	Celebration of Lives
17	Strategic Plan
18	Land Acknowledgement





Chairperson's Report

You probably noticed that the picture accompanying this report is not the typical corporate picture that is usually used. Why? Because our lives are fulfilled with the things we do in and for our community. And some of these things intersect with what we do for the agency. For example, I like to curl in the winter months. I am not really good at it, but I enjoy the exercise and the friendships that are part of the game. And it is especially great to have so many people of various abilities enjoying these things, too.

At the Gravenhurst Curling Club we have over 200 members of the community who play the game. When everyone of any ability is on the ice shooting, sweeping, and cheering it exhibits the true meaning of Community Living. I would like to take a moment to thank every community club, volunteer coach, staff member and natural support for all you do to make Muskoka an inclusive community.

There is one group of volunteers and the work they do which needs to be highlighted in this report: your Volunteer Board of Directors. This important group of people work quietly behind the scenes to oversee the fiduciary aspects of CLSM. With over 400 people served by the agency, this is a very important responsibility. The Board does not direct the day-to-day operations of the agency but ensures that the agency is run through a governance structure that includes monthly reporting by the CEO. During the discussion at our Board of Directors meetings, Directors may ask for additional details to assist Krista in carrying out day-to-day operations, based on their accumulated knowledge gained over years of varied experience.

For example, when CLSM was provided notice to move out of one of our rental homes, it was necessary to find alternate accommodations in a short period of time. Krista presented the Board with solutions she was able to find along with the cost of each. In the end, it was decided to purchase the new home on Muskoka Beach Road at a time when real estate was still very expensive. The Board had to approve the purchase, the mortgage, contributions and approvals from the Ministry and the final construction budget. As usual, unseen problems arose that required the approval of more funds and time. The Board, besides asking probing questions to assure we could manage the acquisition, worked closely with Krista through out the process to ensure a successful, if rocky, completion to the project. This is just one example of your Board working for the best interests of the agency over the past year and I want to make sure that I give each of our Board members the kudos they deserve for all they do.

Finally, on behalf of the Board, I would like to thank all the members of our staff for the work that you do to ensure the best possible experiences for the people we serve. We are cognizant of the difficult work you do and keep that front of mind when we have to make difficult operational and financial decisions. There are a few events each year like the pancake breakfast and the Annual Meeting where Board members and many of the people we serve also attend. I personally feel a sense of pride when I see smiles and laughter from each of the tables at these events. I know that I am not alone.

Gord Haugh
Board Chair





Chief Executive Officer's Report



It is a wonderful feeling to write a report that is not solely focused on COVID and IPAC Measures. We were so thankful this past spring when we were able to lift many of our enhanced precautions and enjoy full participation in this wonderful place called Muskoka where we are so fortunate to live, work and play. What a wonderful celebration we had, starting with a jam-packed month of May celebrating and promoting inclusion and the accomplishments of those we support. It was probably one of the most fun-filled months I can remember in a long time, highlighted with a great event to host our Community Living IDOL finale, Trillium Grant announcement and our Inclusion Beer Launch. We are fresh from our 2nd annual Music Festival, Music at the Meadows, and again, it was such a fun and happy experience for all of us who were there.

I would be remiss if I did not mention the challenges the agency faced in 2022-23 to balance keeping people healthy and safe while ensuring full and enriched lives. Our staff are to be commended once again for their creativity and dedication. We had several staff and people supported ill with COVID and respiratory illnesses that began to circulate in the community once people started gathering. Our staff were exceptional in following all IPAC measures to keep outbreaks minimal and we appreciate the patience of the people we support and families as our enhanced measures outlasted those of the general community. A big thank you to our Health and Safety Committee who continued with their exceptional commitment to keeping everyone safe and healthy.

Our new home to replace the rented space opened this year slightly behind schedule due to asbestos remediation. We need to send out a special thank you to the District of Muskoka and MCCSS for their financial support! We also had some very generous donations this past year to help us with our ongoing efforts to address food security and housing. In particular, I would like to thank the 100 Women who Care Muskoka for choosing us as their charity of choice in June of 2022, which helped us kick-start an exceptional year of community support. We held a successful back-to-school supply drive for the young families we support the past two years at South Muskoka Golf and Curling Club and continued to have fantastic support on Giving Tuesday from donors who are ensuring that those we support who are living below the poverty line on ODSP have food on their tables.

We were pleased to receive a Trillium Grant this past year which will support the agency in preparing for the future. On all our minds is the Ontario government's long-term reform plan for Developmental Services, Journey to Belonging. Our Board of Directors is committed to updating our strategic plan and our leadership team is committed to ensuring we are ready for the changes ahead. I feel so very fortunate to have such a strong team working to ensure the future success of CLSM and the work we do.

*Respectfully submitted,
Krista Haiduk-Collier, CEO*

Community Living
South Muskoka



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 fiscal year ending March 31, 2023.

This year we are showing a deficit, which is unusual. The deficit is due to accounting reporting requirements on a forgivable loan we received from The District Municipality of Muskoka. During 2022-2023 CLSM applied for and was a successful recipient of an Ontario Priorities Housing Initiative 20-year forgivable loan which helped pay for the renovations at our new residential location on Muskoka Beach Road in Gravenhurst. While all of the cost for the renovations occurred during this fiscal year, the funding from the forgivable loan has to be recognized equally over the next 20 years, which creates a deficit in the first year. While the loss looks odd this year, the efforts put forth in receiving this funding were an immense help to our overall financial position in 2022-2023.

Outside of the accounting treatment of the forgivable loan, we managed to balance all Ministry programs except for a small surplus in Children's Community Support Services. We did see a large increase in the revenue from fundraising efforts, over 100% from the prior year, stemming from a successful inaugural music festival, Shred-It event, backpack fundraiser in partnership with South Muskoka Curling and Golf Club and a generous donation from 100 Women Who Care. Our net proceeds from these events were directed towards food and housing security for the individuals we support. There was also a 23% growth in Passport services.

The upcoming year will once again present a challenge to balance our budget.

The Board extends its sincere thanks to Krista Haiduk-Collier, Chief Executive Officer, Kent Lee, Chief Administration Officer and Colleen Kelly-Berrichi, Chief Operations Officer, for their concerted effort to anticipate the changing financial needs of CLSM and to find creative and sustainable solutions.

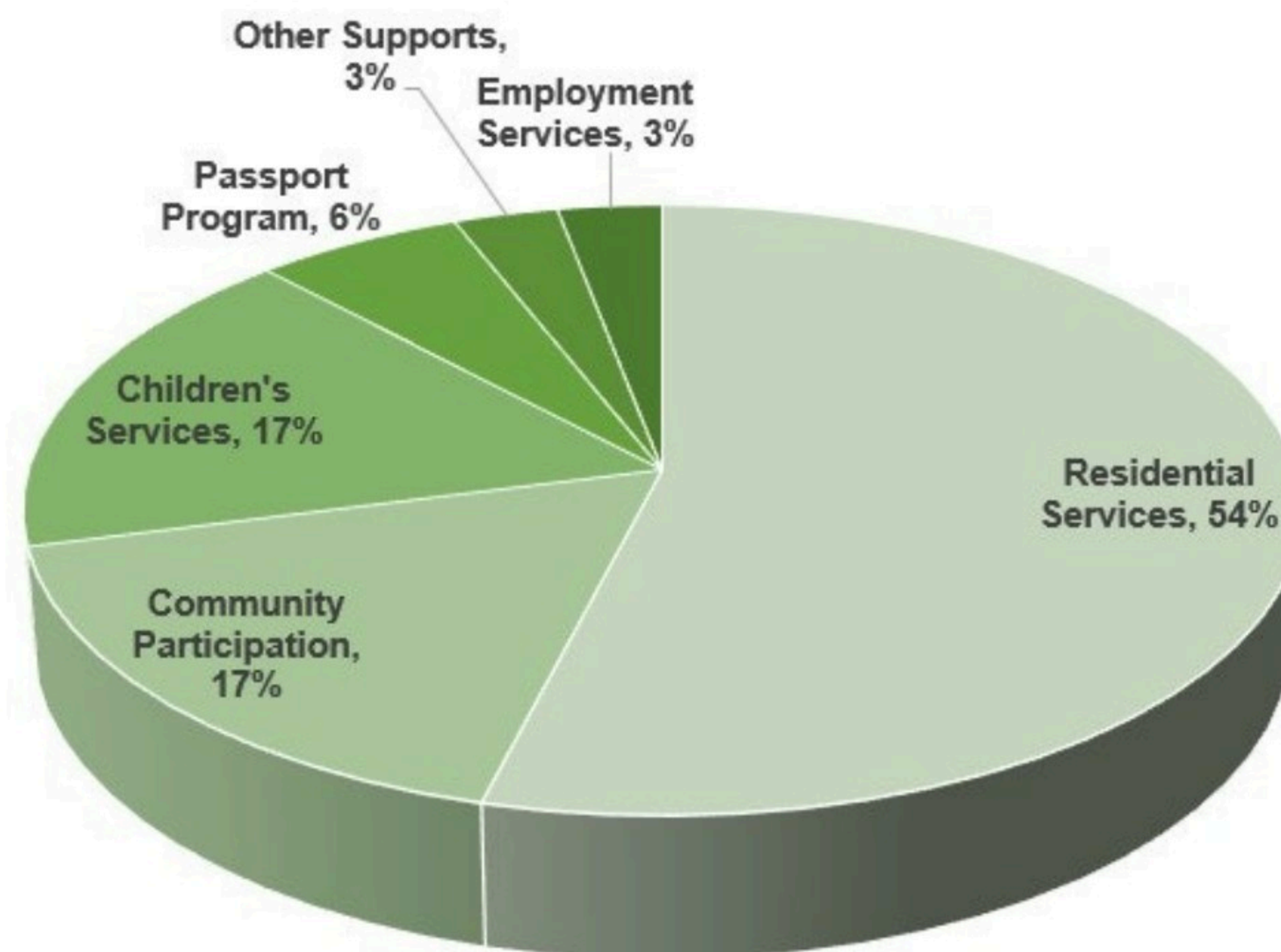
W. Bruce Hemphill,
Treasurer





2022/2023 Financial Report

Operating Funding by Program



Community Living South Muskoka

Statement of Operations

For the fiscal years ended March 31st 2022 and 2023

	2023	2022
REVENUES		
Operating Grants & Funding	12,246,734	11,897,409
Rent Revenue	559,593	545,483
Fundraising & Morrison Meadows Operations	136,863	59,871
TOTAL REVENUES	12,943,190	12,502,763
EXPENSES		
Salaries & Benefits	8,189,946	7,721,592
Operating Expenses	4,953,881	4,284,064
TOTAL EXPENSES	13,143,827	12,005,656
Surplus(Deficit) for the year	(200,637)	497,107
Repayable to MCCSS	(36,203)	(462,324)
Unrestricted net assets, beginning of year	350,286	315,503
Unrestricted net assets, end of year	113,446	350,286

How are CLSM Operating Funds Spent?

Every \$100 Spent in 2022/2023:



Community Living
South Muskoka



Morrison Meadows Report

During the 2022/2023 fiscal year, Morrison Meadows continued to be a vibrant hub of community activity. The Montessori School, the EarlyOn program and Little Sprouts rented the facility weekly, generating income and creating meaningful employment for ten supported people, who worked with children's groups, provided property maintenance and cleaned. Birthday party rentals were also a welcome source of revenue and activity. Morrison Meadows continued to host winter electives and a variety of school groups in all seasons, ensuring that the property was enjoyed extensively by the community as a whole.

From Mondays to Thursdays, the facility hosted a full calendar of daily programming, all aimed at meeting the person-centred goals and interests of the people CLSM supports. Attendance averaged ten or more people daily from the agency's residential homes, family homes, and Passport-funded individuals living in the greater community. Programming partners have included Sky River Meadows, Goat-to-You Therapy, Drum Circle, Native Flute, and Muskoka Emergency Services. In September 2022, the facility was honoured to host a day for Truth and Reconciliation, welcoming a local Indigenous elder to lead a formal ceremony featuring traditional language and song. This year brought CLSM's first Canada Day Foam Party, a joyous and exuberant day for all and a new annual tradition in the making.

Morrison Meadows was the picturesque venue for the 2022 Annual General Meeting - a hybrid in-person and virtual event as Covid restrictions eased. Community Living Month's annual pancake breakfast was also hosted on the grounds to the enjoyment of all. 2023 has marked the beginning of a new era, with a return to in-person events which had been virtual during the pandemic, including CLSM's popular Idol contest. Even more is planned for the months and years to come!

In August of 2022, Morrison Meadows metamorphosed into a music venue, hosting the inaugural Music at the Meadows, an outdoor music festival featuring the extraordinary talents of many local musicians. The event was an overwhelming success, with funds raised going to alleviate food and housing insecurity among the people CLSM supports. At the time of this writing, the second annual Music at the Meadows has also taken place, generating over \$40,000 in ticket and sponsorship revenue and building on the momentum of the prior year.

A heartfelt thank you is extended to the many supported people, staff, volunteers, community partners, sponsors and event-goers who make Morrison Meadows such a special place.



Community Living
South Muskoka



Strategic Plan Update

2022-23 fiscal year saw the agency still dealing with multiple COVID outbreaks while reinvigorating our strategic objectives operationally. The successes outlined below are in thanks to our hard-working teams and our supportive community:



Highly Valued Community Organization

The Board tasked the management team to ensure the community recognizes, respects and is inspired by CLSM, its success stories and its high-quality affordable services. The wonderful stories shared through our social media platforms and newsletters have been inspiring, and are backed up with measurement of continued growth of our followers. We have also increased the number of people purchasing services from us through Passport services.

One of the agencies strategic priorities has been to increase attendance and use of our Farm property Morrison Meadows. This past year, the team has seen a great deal of success in this area, with both agency activities in greater attendance as well as participation by school groups, winter electives, childcares, EarlyON and the Montessori school.

CLSM saw a significant increase in attendance at events over the past year. Our pancake breakfast and Community Living Inclusion and Idol finale both had a full house! We have been fortunate to have great support from our community partners including the mayors and counsellors of the two main towns where we provide support, our District Council, our MPP and our MP. These relationships have been key to our advocacy efforts to improve services for the Developmental Service Sector.



Person Centred

January 1, 2023 saw us fully launch Personal Outcome Measures in Nucleus Labs, our Client Information Data Base. Now, all successes can be monitored agency-wide and evaluated electronically as staff support people to achieve their personal goals. The Individual Support Plans (ISP's) are now currently under review, with more focus on achieving goals and keeping the plans as living documents. Opportunities at Morrison Meadows continued to expand with the introduction of new and innovative programming open to both our CPS and Passport recipients and a wonderful monthly calendar of events. Our CPS teams underwent a complete caseload review with our expansion back to community, while ensuring we are supporting people from where they live to be active participants in their communities rather than from a congregate day program. The Passport Team underwent some staffing changes but continued to ensure high quality person-centered supports and expansion of staff support from the more virtual and equipment-focused activities of the pandemic. Overall, this is an area of the agency that needs continued growth and focus as we move away from segregated, congregate mindsets to the possibilities of full inclusion in the community.

At a Glance:

1.6K	Facebook Followers
402	Twitter Followers
814	Instagram Followers
104	Followers of New Social Media Presence: @musicatthemeadows

At a Glance:

451	Children/Youth Served
84	Adults Served
2	Risk Mitigation Plans
37	Supported People Employed
20	Employers

Community Living
South Muskoka



Strategic Plan Update (continued)



Valued, Skilled Staff

Succession planning was a focus for the agency this past year. With the retirement of key senior staff, the agency had to look at the best ways to lead in the future. Hiring from within and training staff to take on more leadership roles would be key to our success. As a result, we created three new middle management positions to provide opportunities for supervisors to gain key learning and experience to strengthen our possibilities for succession to the most senior leadership roles in the agency. This meant a redistribution of workload, as there was no new funding to make this happen. We appreciate everyone's support, flexibility, and willingness to take on new roles as we are now working with two less supervisors and one less senior leader. We were thrilled to create two frontline supervisor opportunities through this shuffle, and hired both from our existing frontline staff. We also identified others who are interested in moving into management in the future through this process and have invested in significant management training for four staff this past year: our two new supervisors and two frontline staff.

Recruitment of frontline staff was a huge priority for the agency. We held both virtual and in person job fairs, had our staff referral incentives continue and overall saw a record number of new staff join our team. A big congratulations to our new HR team for filling the big shoes left behind with Heather's retirement!

At a Glance:

- 367.5** Hours of First Aid & CPR Training
- 1,064** Hours of Safe Management Training
- 24** Shining Star Nominees
- 20** New Staff Hired in 2022/23

Passport Funding as at March 31, 2023:

146

Individuals Receiving Passport Support Through CLSM

\$364,115.58

Passport Funds Accessed

23%

Increase in Passport Service Since 2021/2022

42

Staff Supporting People With Passport Funding



A Leader in Innovation

As an agency, we began work to engage youth in both pursuing developmental services as a career and introducing some of the youth involved with our case management services to the work we do. Our Board of Directors funded three scholarships, one to each of the three local high schools, earmarked for youth entering into the developmental services field of study. Our Family Support Workers began after school drop in programs at our 505 Highway 118 West location to meet the needs of families and to introduce the youth we will be supporting in the future to CLSM direct services. Our partnership with Flemming College continued for employment services, and the agency met all targets for people to be employed in this program. Housing and food security needs continued to be a priority for the agency, with fundraising efforts aimed at helping those most in need.

Our new to us home in Gravenhurst continued through the renovation phase with asbestos putting us behind schedule and over budget. We partnered with the District of Muskoka and the Province to access a different stream of revenue to ensure the home could open and the renovations could be completed. This was the first time our MCCSS regional office had been part of a OPHI loan process; while it was a challenge to navigate between two provincial ministries and the District, we were pleased with the end result.

At a Glance:

- 3** DSW High School Scholarships Awarded
- 12** N95 Fitting Sessions
- 82** Staff Fitted with N95 Masks
- 332K** District Loan Received

Community Living
South Muskoka



2022/2023 Board of Directors



Gord Haugh

Board Chair

Gord was an independent corporate communications consultant with clients in both government and the private sector. Gord was previously Manager of Public Affairs for The (then) Canadian Manufacturers' Association, Executive Director - Communications for the WSIPB, 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 several ministers and Communications Advisor to others.

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

Gord and his wife, Shelley, live in Gravenhurst, on the shores of Kahi Lake.



Bruce Hemphill

Treasurer

Bruce is an active volunteer in his community of Gravenhurst. He is a Director of the Gravenhurst Curling Club, he is the former Chair of the Downtown Revitalization Committee for the Town of Gravenhurst and he currently holds, along with others, the designation of Gravenhurst Ambassador.

He has served both as a Director and as President of the Beaverton-Thorah Homeowners Association, and as a Director and Board Treasurer of the Ina Grafton Gage Home, a not-for-profit long-term care facility in Toronto.

Bruce is a graduate of Ryerson University in Business Administration with a final year major in finance. He holds diplomas from the University of Windsor Law School for Conflict Resolution and Advanced Alternative Dispute Resolution.



Linda O'Hallarn

Secretary

Linda came to Community Living South Muskoka as a Registered Practical Nurse and worked for the organization for twenty years as the manager of what was then known as the Vocational Program. Linda and her family provided respite for the Family Home Program for many years and her two children have both worked for CLSM.

Linda has been a resident of Muskoka for over 40 years. Her interests include travel, reading and personal fitness. She is involved in her church community and sings in the choir.



2022/2023 Board of Directors (continued)



Phil Miles

Director

Phil joined the Board in 2021 and has been an appreciated asset. He has experience working for many volunteer organizations within his community and has honed a broad set of skills through his involvement. He has been a volunteer for Canadian Adaptive Snowsports (CADS), assisting individuals with disabilities to ski and has been involved with Muskoka Victim Services and Rotary Bracebridge.

Phil has a long professional history in finance and accounting and his sense of duty and kindness are witnessed daily.



Carol-Ann Chapman

Director

Carol-Ann 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. She is currently the minister at Trinity United Church, Gravenhurst.

Carol-Ann's expertise and experience with and love for children and adults with disabilities is a welcomed asset for Community Living South Muskoka.



Tina Kappos

Director

Tina holds a BSc from the University of Windsor, her MD from the University of Western Ontario School of Medicine and finished her education at McMaster University in the Family Medicine program. Between 1994 and 1996, Tina worked as a physician in the Hamilton area before relocating to Bracebridge with her spouse, Dr. Biagio Iannantuono, to continue her medical career in our community.

Tina has served as Secretary/Treasurer, Vice President and then President of the Muskoka Algonquin Healthcare hospital board and was on the Medical Advisory Committee. She has also been involved as the Chair of the Obstetrical Services Committee, as Co-Chair for the Family Practice Committee at MAHC, and as a member of the LHIN Maternity and Child Community of Practice Committee.



Employee Service Awards

35 Years

Sarajane Charron
Kathy Kruger

25 Years

Monica Marchand

30 Years

Tina Loshaw
Jacqueline Smith
Erin Strength

20 Years

Aleisha Burta
Kimberley Hawn
Terry Wakeling

10 Years

Shannon Brieze
Keifen McQueen
Roxanne Snellings
Jessica Stevenson
Christie Thickett

5 Years

Keith Bellisle
Sheila Cameron
Jennifer Chamberlain
Sara MacPhaden

Jennifer Marr
Nadeemuddin Mohammed
Declan Ormsby

15 Years

Shane Collins
Kimberly Young

Tim Snoddon
Sadie Uhde
Erik Wieser

*One of the deep secrets of life is that all that is
really worth doing is what we do for others.
- Lewis Carroll -*

Community Living
South Muskoka



Core Value Awards



Team Awards



Advocacy

Young Team

Building Relationships

Manitoba Team

Facilitating Growth and Development

Passport Team

Problem Solving and Decision Making

Woodward Team

Individual Awards

Advocacy

Madalyn Rebelo

Building Relationships

Nadine Bowen

Facilitating Growth and Development

Jeanette van Leeuwen

Problem Solving and Decision Making

Tina Loshaw



Community Living
South Muskoka



Volunteer of the Year

Linda O'Hallarn

We can't think of a more deserving recipient of this year's Volunteer of the Year Award than Linda O'Hallarn - a wonderfully kind and generous person.

Linda originally began working for CLSM back in 1989. She always went above and beyond in her efforts to support her staff teams and provide high quality services in the areas she supervised. Linda was always willing to help out and volunteer her time after hours to support the agency. She had an exceptional career of 20 years and many would have left it at that.

However, Linda continued to do respite for our Family Home program for a few years and then in 2016, seven years into her retirement, decided she wanted to give back to the agency and joined our volunteer Board of Directors. Linda's knowledge of the services offered



and expertise as a nurse have been invaluable to us these past seven years, especially as we navigated through the pandemic. Linda is always the first one to volunteer to help us out. She is present to lend support to any community event and makes sure she and her husband volunteer at our large fundraisers. Linda's steadfast belief in Community Living South Muskoka has been a cornerstone to the success of the agency.

Thank you, Linda for all you do for us!

Employer of the Year

Heather's Home Healthcare/Bracebridge Chiropractic and Wellness Centre



Community Living South Muskoka is pleased to recognize businesses in our region for their commitment to creating an inclusive and diverse workforce by employing people with developmental disabilities.

For over two years, Heather's Home Healthcare/Bracebridge Chiropractic and Wellness Centre has been employing an individual CLSM supports as a cleaner. Owners Nick Bianchi and Marie-France Legault have consistently provided a welcoming and supportive work environment and have taken pride in encouraging his confidence, independence and growth. They celebrate his spirit and infectious joyfulness, recognizing that his contributions to their team are so much more than his cleaning skills.

Thank you, Nick and Marie, for your ongoing support of CLSM's Employment Program.

Community Living
South Muskoka



Community Partner of the Year

South Muskoka Curling & Golf Club



"It was a really nice course!" - John

"I liked being outside in the sunshine, rides on the golf cart, cold drinks and pizza." - Carissa

"I liked talking and golfing with people...and the pizza party!" - Anna

"Hanging out and playing golf was fun!" - Tamica



Over the last two years, as CLSM worked to create a sense of normalcy during the pandemic, we turned to our community to find safe outdoor activities that would foster positive, meaningful experiences - a beautiful green golf course provided just that! What started as a six week learn to golf program blossomed into a beautiful two-year relationship, friendship and community partnership with South Muskoka Curling and Golf Club.

Adam and Jacklynn have been warmly welcoming, inclusive and have gifted CLSM with a positive, happy second home for the people we support. Their skills and bubbly, caring personalities have endeared them to all and have fostered such wonderful friendships! Each of them is always open to do whatever they can for CLSM, offering their time, expertise, enthusiasm, facility and so much more. The testimonials from our supported people say it best!

This relationship has been so successful that we have continued to run numerous learn to golf sessions, patio lunches, and two backpack fundraisers at South Muskoka Curling and Golf Club. Staff from the club have volunteered at our Music at the Meadows fundraiser and have become involved with the agency's internal events and programming with CLSM Idol, too.

Thank you Adam, Jacklynn and your teams at South Muskoka Curling and Golf Club for putting joy into the hearts and smiles on the faces of so many. Your many efforts to support every aspect of CLSM and its people have made a world of difference. It is an honour and a privilege to recognize you as our 2023 Community Partner of the Year.

Community Living
South Muskoka



Celebration of Lives

We celebrate the lives of those in our community whom we lost over the past year. They are dearly missed.



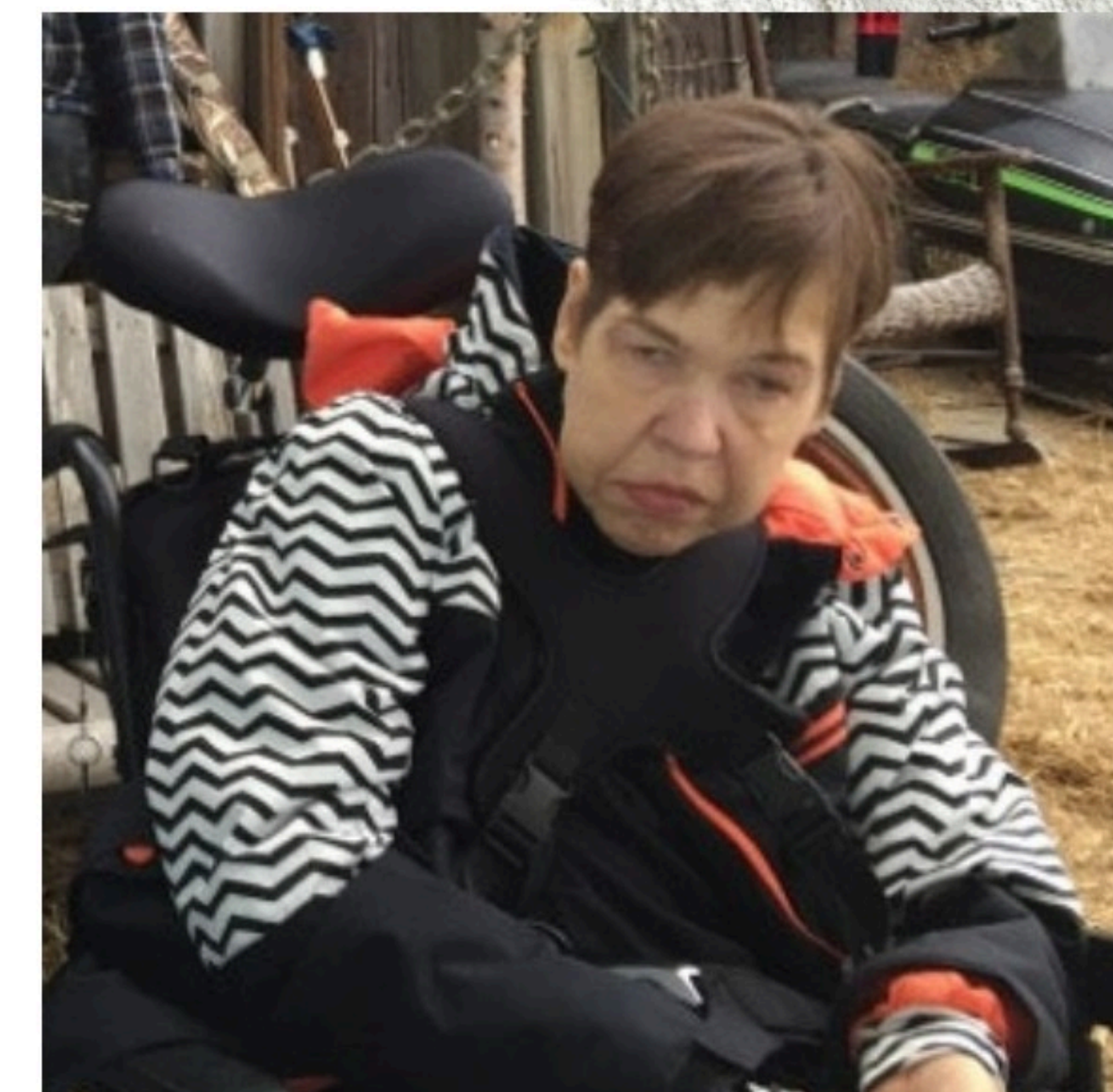
Donna Dunford

Melanie Duke

Riva Kerson



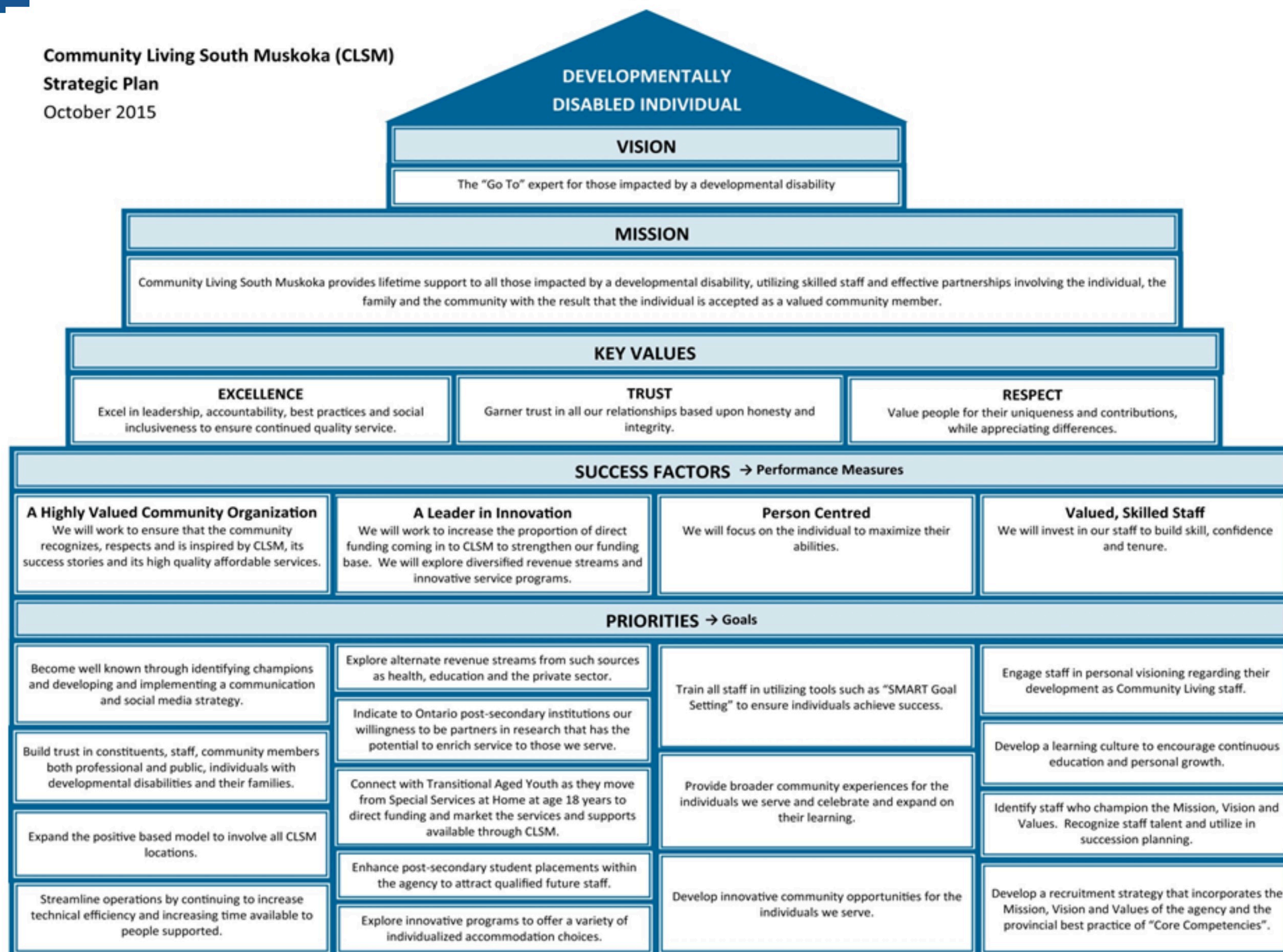
*To live in hearts we leave
behind is not to die.
- Thomas Campbell -*





Strategic Plan

Community Living South Muskoka (CLSM)
Strategic Plan
 October 2015



Community Living
 South Muskoka



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, in particular the Wahta Mohawk First Nations, the Potawatomi of Moose Deer Point, the Moon River Metis and the Chippewas of Rama.

We are dedicated to honouring Indigenous history and culture and are committed to moving forward in the spirit of reconciliation and respect with all First Nation, Metis 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, Metis, Inuit and other Indigenous Peoples have made in both shaping and strengthening this community in particular and our province and country as a whole.

