



Community Living South Muskoka Annual Report 2023/2024

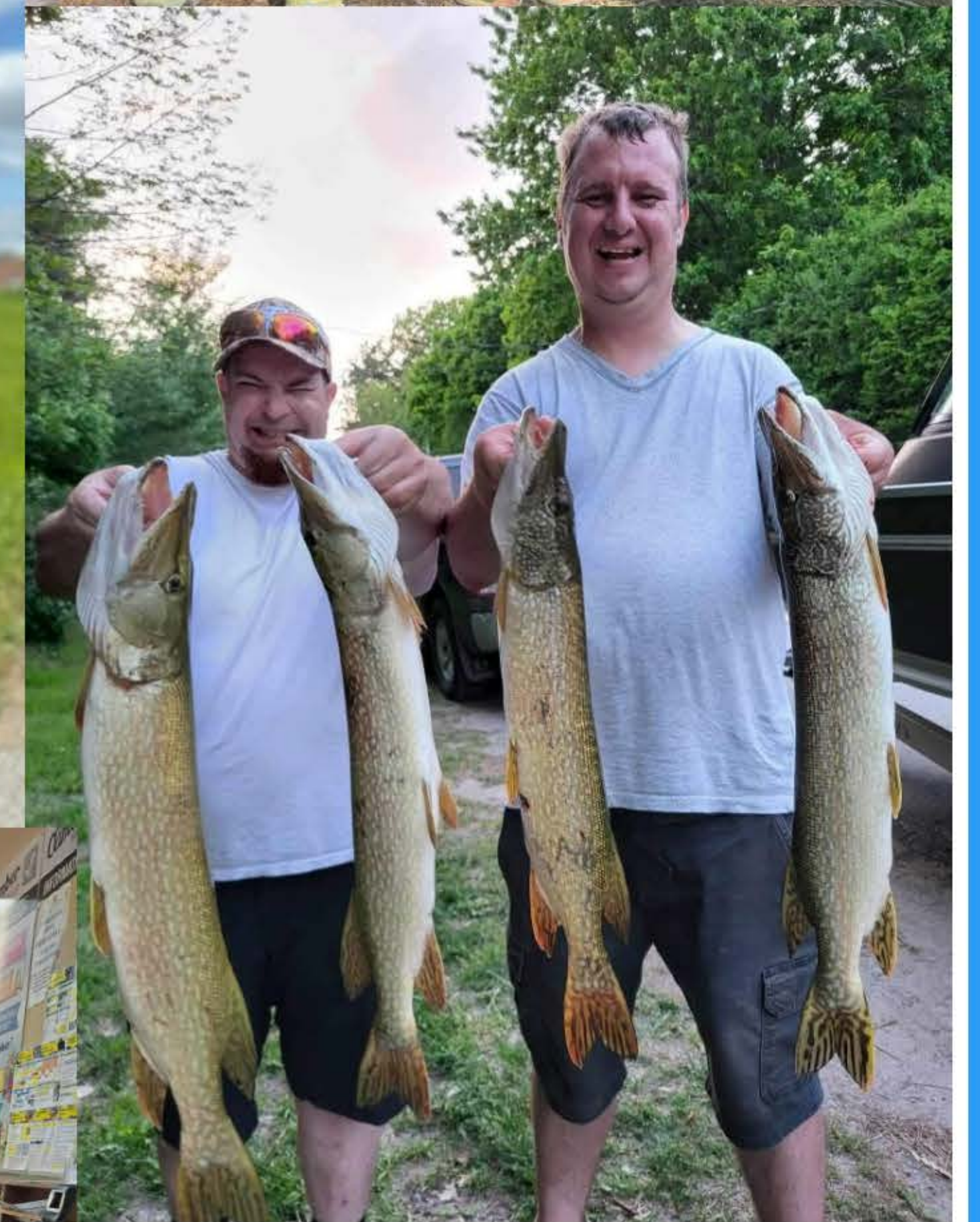


Serving Muskoka Residents Since 1967



Table of Contents

03	Chairperson's Report
04	Chief Executive Officer's Report
05	Treasurer's Report
06	Financial Report
07	Morrison Meadows Report
08	Strategic Priorities Update
10	Board of Directors
12	Employee Service Awards
13	Core Value Awards
14	Volunteer of the Year Award
15	Community Partner of the Year
16	Employer of the Year Award
17	Celebration of Lives
18	Strategic Plan
20	Land Acknowledgement





Chairperson's Report

It is my pleasure to report on the activities of your Board of Directors for the past year. To be clear, the past year for reporting and fiscal purposes, ended on March 31, 2024. Nevertheless, since many projects that began in “the last year” are now ancient history, this report will discuss some activities that are still ongoing.

We began our Strategic Plan in October of 2023, but unfortunately, after a great start, the person who was providing guidance had to withdraw and we were forced to find a way to start over. It took until this spring to find a firm that was a good fit for CLSM and we have since had a number of very constructive meetings which have resulted in a wonderful new Strategic Plan that has just been completed before this meeting. The printed version will be available for staff and the Board shortly.

Policy and Procedures

A dry topic but an important one. I know that the staff is familiar with the need for P&P but perhaps not everyone is aware of the procedures for developing new ones. Often a change to a policy occurs because staff have found a short coming in the current policies. Sometimes the Government passes new legislation that requires either a new policy or a rewrite of an existing one. In any event, no matter what the genesis of a new policy or procedure, after staff has written or rewritten a policy or procedure, it comes to the Board who may or may not make changes but in any event must pass the policy before it can be implemented. Even though it may seem like it, we don't do this just for fun and giggles. We examine each new policy to ensure that it makes sense, and also to be sure that it is needed before putting it to a vote for implementation.

Risk Assessment

Now that the annual budget of the agency exceeds 10 million dollars, we are obligated to follow Ontario's Broader Public Sector Accountability Act as well as complete an annual risk assessment to ensure, as much as possible, that we do not open either the government or ourselves to unwanted litigation. Let me give you one example of how we might accept or reject a potential risk. For the last couple of years we have had to make very expensive commitments to support some of our individuals. Before making such commitments we speak with the Ministry to ensure that they are onboard with the expenses. That being said, since these expenses are over and above the normal funding, they have to be approved by the Ministry. Unfortunately, since they never know long the approval process might take, we are asked to go ahead with the expenditures with no absolute guarantee that we will be repaid. So far, we have always eventually received the funds, but sometimes it can be late in the fiscal year before we receive the final approval. In the meantime, we have to assume the risk of making the payments with no formal approval. Even though it is the Ministry to approve the Risk Assessment, these payments can greatly increase our Risk score until we get formal approval. So, we either make the payments to fulfill our mandate, or we lower our Risk score by ignoring the special problems faces by some of those we support. Since it is why we exist, your Board has always accepted the Risk.

A year ago we were still facing many of the problems of the pandemic. While outbreaks have eased, staff still have to be vigilant for new sicknesses. Because of our careful staff, we have had some months with no outbreaks. For this and all the other unseen things you do, on behalf of the Board I want to thank our exceptional staff for another year of often going above and beyond to ensure an enjoyable life for those that all of us support.

Gord Haugh
Board Chair

Community Living
South Muskoka



Chief Executive Officer's Report

It is an honour to be reporting on behalf of the great team we have here at Community Living South Muskoka. During this year's AGM, we will be unveiling our new strategic plan. This plan is designed to position our agency for an uncertain future in Development Services. I would like to thank all of the staff, families, people we support and community partners for taking the time to provide your valuable insights to help inform our plan. We are especially pleased to share our strategic priorities for the future: 1) Supporting and Developing Valued and Skilled Employees 2) Building Partnerships for Our Future and 3) Ensuring Our Financial Sustainability. More about the plan will be highlighted later in the report.

We have some wonderful accomplishments to celebrate again this year. Our community support has grown, as well as our partnerships. Our annual Community Living month pancake breakfast saw more participants than ever, out to celebrate inclusion in our community. We have expanded our supported employment services and worked cooperatively with the school board, to have people trained and hired in meaningful well-paid jobs. Our events team is always hard at work, and ensured we were out in the community raising awareness at community events such as the Muskoka Mom Prom, Midnight Madness, and Fire and Ice festival to name a few. We also held another successful Music Festival thanks in large part to the year long planning and dedication of our team, and the effort of so many volunteers at the event.

Our new business upgrade occurred this year, moving our agency from a server to 'in the cloud'. This integrated system included all of our Human Resources, Scheduling and Finance including payroll. It was a yearlong project, and I would like to thank Kent and his team for the long hours and dedication to making the transition work.

We implement the new Developmental Service Worker Core Competencies through our shining star awards. This year saw a record number of nominations across 5 different core competencies. One new competency is Equity, Diversity and Inclusion. We were happy to have so many great examples of how our diverse staff team is working to ensure an inclusive workplace where all are valued.

This past year also had a few challenges. Financially, our entire sector was involved in advocacy to the Ministry of Children, Community and Social Services in a campaign called '5 to survive'. While we were grateful to receive the permanent \$3/hr wage enhancement for some front-line staff wages during the pandemic, DS agencies have not been receiving base funding increases. Our risks have increased as the cost for housing, transportation, food continues to increase, and we are operating on the same budget. Many agencies have been dealing with deficit budgets, and our agency was projected to be one. The campaign was somewhat successful in that we had a great deal of provincial support, but no increases in time for the 2023/24 fiscal year. There is still more work to be done for future years.

In December, we wished happy retirement to our long standing supervisor, Lynn Dennys, after a 30 year career. Lynn has promoted our agency on many community committees and been a part of the children's services team throughout most of her career. Thank you, Lynn. With this change came an opportunity, and we were pleased to welcome one of our own staff members, Kim Irons to the new role of supervisor of both Children's Services and Family Home. Succession planning within the agency is a key to ensuring CLSM is ready for the future, and we were able to send two front line staff to a yearlong leadership training this past year. We also had a number of other trainings throughout the year which are highlighted later in the report. During last year's AGM, we had our first celebration of 35 year employees, and we are thrilled to have another two make this remarkable milestone at this AGM! It is wonderful to have so many dedicated staff with such a remarkable tenure.

I would like to end by thanking our volunteer board of directors, our employees, people supported, families, and community partners and stakeholders for your ongoing support. We cannot be successful alone, and your contributions to our work make all the difference in the world. Thank you

*Respectfully submitted,
Krista Haiduk-Collier, CEO*





Treasurer's Report

On behalf of the Board of Directors of Community Living South Muskoka, Carol-Ann Chapman, our interim treasurer and myself, I am pleased to report the financial results for the fiscal year ending in March 31, 2024.

This year was a challenging one for CLSM and fortunately we did finish the year with a balanced budget for Ministry funding. MCCSS asked CLSM to risk manage several specific increases in individual needs that eventually were added to our funding. Without this we would have been in a large deficit. The majority of our increased revenue over last year is due to the specific individual funding received. Additionally, our fee for service Passport program had growth of 9% over the previous year. Deficit last year was due to accounting treatment of a forgivable loan which is then recovered a little each year over the term of the loan.

For more than six years, we have faced a difficult task of operating without base level funding additions. With increasing demands, rising costs, and an upcoming change in how we receive funding, we expect 2024/2025 to be another challenging year. Our revised Strategic Plan and Priorities have been designed to put the agency in a better position to successfully meet these challenges.

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

The Board of Directors extends our 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 needs of CLSM and to find creative and sustainable solutions to our ongoing financial challenges.

*W. Bruce Hemphill,
Treasurer*





2023/2024 Financial Report

Community Living South Muskoka

Statement of Operations

For the fiscal years ended March 31st 2023 and 2024

	2024	2023
REVENUES		
Operating Grants & Funding	12,821,487	12,246,734
Rent Revenue	573,229	559,593
Fundraising & Morrison Meadows Operations	176,118	136,863
TOTAL REVENUES	13,570,834	12,943,190
EXPENSES		
Salaries & Benefits	8,659,917	8,189,946
Operating Expenses	4,766,930	4,953,881
TOTAL EXPENSES	13,426,847	13,143,827
Surplus(Deficit) for the year	143,987	(200,637)
Repayable to MCCSS	0	(36,203)
Unrestricted net assets, beginning of year	113,446	350,286
Unrestricted net assets, end of year	257,433	113,446

How are CLSM Operating Funds Spent?
Every \$100 Spent in 2023/2024:

 **\$65.40 Salaries & Benefits**

 **\$11.90 Building & Maintenance**

 **\$9.50 Program Expenses**

 **\$7.20 Respite Allocation**

 **\$2.40 Other Administrative Expenses**

 **\$1.60 Travel Expenses**

 **\$0.90 Covid Expenses**

 **\$0.60 Insurance**

 **\$0.30 Communication**

 **\$0.30 Training**

Operating Funding by Program





Morrison Meadows Report

Morrison Meadows is a versatile 35-acre property that serves as a dynamic space for hosting a wide range of events and fostering community involvement. Its' unique blend of rustic charm and functional space make it perfect for an array of possibilities while still connecting with nature and having a true Muskoka experience.

This year Morrison Meadows continued to host Lodestar Montessori School and the EarlyOn programs. These two groups use the spacious property, the yurt and clubhouse to engage the students with hands-on learning that goes beyond the daycares and classrooms. The farm is perfectly suited for any educational experience as it offers immersive outdoor spaces where children can feel safe while exploring.

This year has been the most successful year since pre-covid for facilitating winter and spring electives with local schools. With facilities that can be tailored to accommodate school visits, students can participate in fun, immersive and educational experiences that encourage a deeper connection to the natural world. In the winter months, students are able to experience the thrill of snow tubing. Alongside this activity was the opportunity to learn survival techniques like how to navigate snowy landscapes and fire starting. Students also have the chance to enjoy some tasty smores and hot chocolate. During springtime, the school groups are able to learn wilderness skills in the forest as well as participate in a scavenger hunt and a wide variety of games, adding an element of fun and teamwork while allowing participants to explore the properties scenic trails and meadow. This year, we will be able to coordinate a special art project for the kindergartners where they were able to get messy and have lots of creative time with paint.

Aside from the property's educational purposes, it also serves as a vibrant venue to host events throughout the year. Many successful events have been held here for the community and for people supported. This year the CLSM Annual pancake breakfast was hosted at the Meadows with more attending this year than ever before. This was an amazing kick-off to Community Living Month and hope next year to be as equally successful. Music at the Meadows, the third annual music festival, was held in August and continues to grow in attendance, drawing all members of the community together to celebrate a day of music, unity and inclusivity.

Our dedicated Passport staff create a variety of enriching events for people supported at the property throughout the weeks. From the high-energy excitement of the Canada Day Foam Fest, the soothing gardening classes or the classy high teas, these occasions offer something for everyone. Staff have developed amazing partnerships with local businesses such as Sky River Meadows, F in shop and Heli Muskoka that provide unique opportunities for participants such as goat therapy, drum circle, tile art and helicopter rides. These occasions provide entertainment but also empower participants to explore new interests and build confidence.

The employment team has successfully facilitated opportunities for people supported to work in various jobs around Morrison Meadows, providing them with meaningful employment opportunities. These roles provide participants with hands-on experience and valuable life skills while maintaining the property. This creates a strong sense of teamwork and community, where everyone plays a vital role and is valued for their contributions.

To say this property is valued is an understatement. It has become a cherished space where meaningful connections are made, and countless memories are created, offering endless opportunities for growth, collaboration, and community engagement.





Strategic Priorities 2023/24

Highly Valued Community Organization

Our team at Community Living South Muskoka is dedicated to providing high quality affordable services that meet the needs of those living in our community. We believe a key priority for the agency is to ensure the community recognizes, respects and is inspired by the successes of those we support.

To this end, CLSM has successfully utilized social media platforms throughout the year to showcase the amazing accomplishments of people supported and to promote inclusion. By leveraging social media platforms, the agency has created an engaging space where staff and members of the public can stay informed, participate, and celebrate with us. We have more followers than ever on both our Facebook and Instagram pages.

This past year, our community partnerships have remained strong and enabled the agency to have a greater impact. By collaborating with local businesses, organizations and community leaders, the agency continues to build a network of support that benefits everyone involved. Together, we are creating lasting change and making our connections stronger than ever.

At a Glance:



1,741 Followers



1,006 Followers

Person Centred

We believe in a person-directed approach, ensuring that each individual receives tailored support that reflects their unique goals, preferences and abilities. The agency invested in training again this year to ensure our staff are able to facilitate person directed planning when determining personal support plans. Our Person Centered Planning across all of our adult services has been highlighted as one of the best in the province through our last MCCSS Compliance Audit.

This approach is also a key to success for individuals on employment caseloads, as we work to connect them with meaningful job opportunities that promote independence, career development and personal fulfillment. Our close collaboration with local schools is another great example of how well this approach has worked this past year for our youth. By collaborating directly with the educators, we help students with diverse abilities to transition smoothly from classroom to the workforce. This partnership allows us to provide early career exploration, readiness training and hands-on support that empowers students to prepare for their future employment while still in school.

Our Children's Services uses this approach as well when it comes to working with children in the daycare and elementary schools – the Early Years be a key to learning and child development. Our team visits daycare centers and schools to observe the children in their natural settings, provide adaptive learning tools and recommendations that cater to their specific needs. A goal we have achieved this year is to have inclusive environments where children with disabilities can thrive alongside their peers.

At a Glance

People Served:

121 *Resource Consultants*

199 *Family Support Worker*

162 *Total Respite*

86 *Respite Only Children*

20 *Respite Only Adult*

232 *Adults Served*

5 *Risk Mitigation Plans*

33 *Supported People Employed*

24 *Employers*

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Strategic Plan 2023/24 (continued)

Valued, Skilled Staff

Passport Funding as at March 31, 2024

\$735,079.80

Passport Funds Accessed

145

Individuals Receiving Passport Support Through CLSM

40

Staff Supporting People With Passport Funding

Recruitment of frontline staff continued to be a priority for the agency to ensure a skilled workforce. Several initiatives were invested in, including our employee incentive program, our high school scholarship program and more timely interviews and orientations.

The agency also phased in a new program called 'stay interviews' to determine what is important to our long-term employees, and what is important that has kept some of our newer employees with the agency. Phase one involved a small sample of each grouping. Through phase one process, and based on feedback from respondents, the team will be rolling out a slightly different phase two, completing individual interviews with entire teams instead of just a few people per location.

The agency also invested in succession planning, sending two front line staff to a year long leadership training program. We were also part of the Provincial Micro Credential training pilot and were pleased to have staff trained in mental health, addictions, transitions and trauma informed care with university level courses. Congratulations to the staff who now have credential training in these areas.

A Leader in Innovation

After a great deal of research and investigation, the agency moved to a cloud based fully integrated software system for Finance, Human Resources, Scheduling and Payroll. This was a huge endeavour, with a successful outcome. A big thank you to Jeanette and Kent who led the administration team through this change. The next step will be the implementation of more automated systems to help improve operational efficiencies.

Community connections continue to be a key in all areas of our strategic priorities. This past year, the agency developed relationships with the Simcoe Muskoka Catholic District School Board. Through this partnership, the agency was able to support a number of people to gain meaningful employment as lunch time monitors. We then expanded the partnership, to have people enter into the School Board's training program, and now have a person gainfully employed in custodial services at Bracebridge Children's Place.

Our children's services team partnered with the District Municipality and OPP outreach, to create a new outreach program in South Muskoka. The teams went to high-risk areas to offer services, support and even a meal to engage families and children. The agency also continued in our efforts to support our communities most vulnerable citizens in food and housing security. We were successful in a number of fundraising events which saw the agency invest back thousands of dollars to people supported. This included a great partnership with Gravenhurst High school and Boston Pizza in Bracebridge provide over 600 total Thanksgiving, Christmas and Easter meals. Last May (2023) the agency partnered with CL Parry Sound, Trestle Brewery and Sawdust Brewery, to do a inclusion campaign as part of Community Living Month. A special brew was created, and an artwork contest we held. The concept was very popular, and CLSM was thrilled to repeat the concept again in the following fiscal year.

At a Glance:

184 Hours of First Aid & CPR Training

1088 Hours of Safe Management Training

17 Shining Star Nominees

44 New Staff Hired in 2023/24

1 DSW High School Scholarships Awarded

8 N95 Fitting Sessions

72 Staff Fitted with N95 Masks

Community Living
South Muskoka



2023/2024 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.



2023/2024 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 Lannantuono, 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.



Teghan Warr

Director

Teghan has always been a key member of any community she has been a part of, with her parents working in local politics and her family's long history of being members of the Markham Fair. She has always had a passion for volunteering, helping the less fortunate and aims to inspire people around her.

Teghan recently became the Member Services and Communications Coordinator for the Gravenhurst Chamber of Commerce, where she excels in providing excellent client service.

Teghan has spent time working abroad at the Walt Disney World Resort in Orlando, she was an army cadet and participated in her local 4-H club. She enjoys listening to music and spending time with loved ones. Teghan is excited about her future with Community Living South Muskoka and is looking forward to meeting everyone involved

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Employee Service Awards

35 Years

Rachelle Lawrence
Shelley Groomes

30 Years

Kim Bryan

15 Years

Steven Speicher
Lorie Vogels
Michelle Smith
Liz Nicholson
Lisa Hart

5 Years

Colleen Kelly
Erin McLeod
Caitlin Syvret
Lily-Anne Elliot
Wendy McLean
Jay K Babu
Paige Sauder
Kimberley Irons

10 Years

Melanie McKenna
Kimberley Hamilton

*"The more you are in a state of
gratitude, the more you will
attract things to be grateful for"*
- Walt Disney

Thank you team for always
going the extra mile!

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Core Value Awards

Individual Awards

Building Relationships

Nadine Bowen

Valuing Equity, Diversity and Inclusion

Peggy Jeffrey

Problem Solving and Decision Making

Rachelle Lawrence

Facilitating Growth and Development

Keifen McQueen

Resilience

Taylor Fry



"It doesn't take strength to win. It takes the true heart of the team to win"
-Emily Voyles

Team Awards

Building Relationships

Spencer Street

Valuing Equity, Diversity and Inclusion *Douglas Drive*

Problem Solving and Decision Making *Manitoba Street*

Facilitating Growth and Development *Administration*

Resilience

845 Muskoka Beach Road





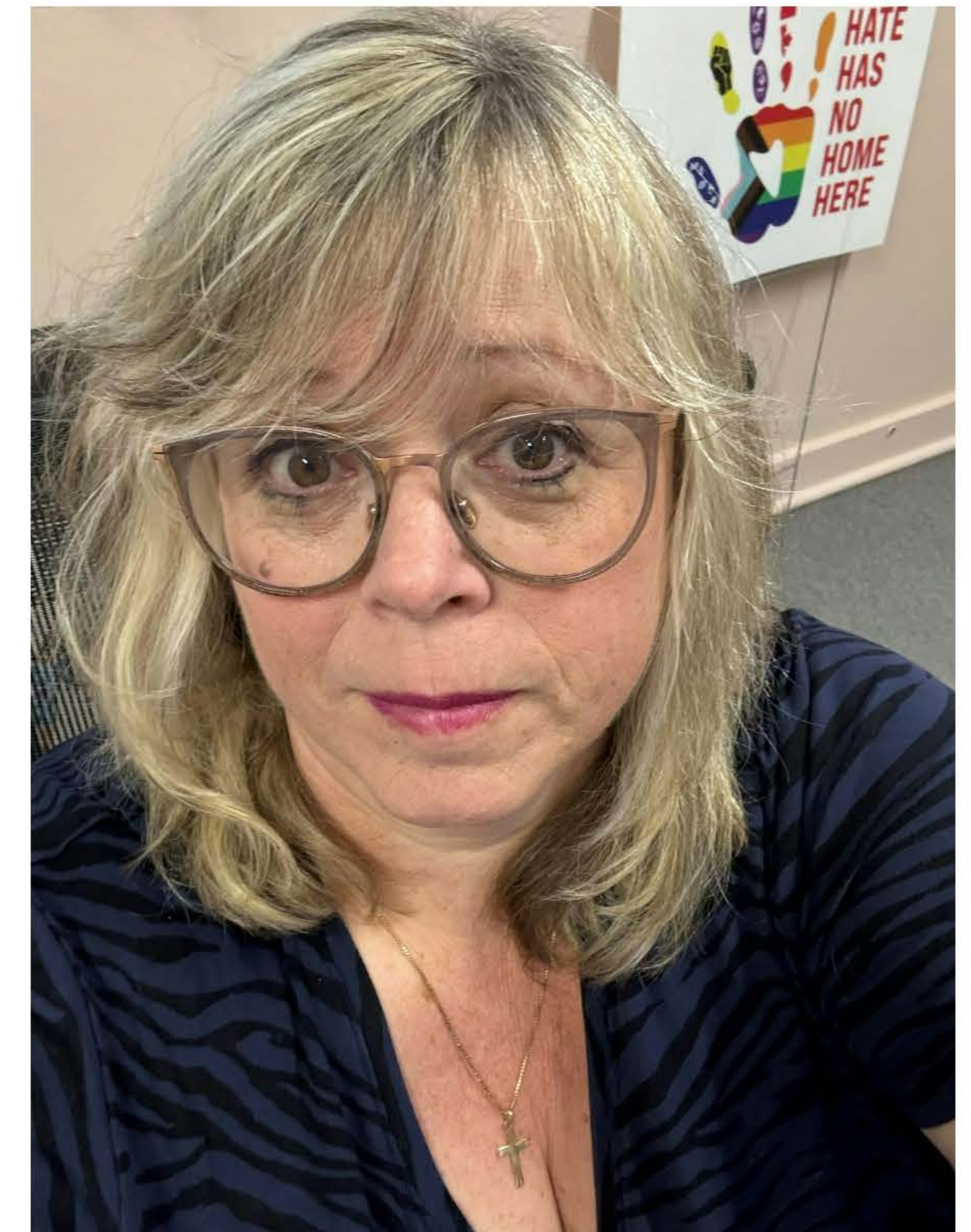
Volunteer of the Year

Carol-Ann Chapman

When Carol Ann first approached CLSM she had indicated she wanted to volunteer with people supported. She had 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 is a huge asset for CLSM and we were thrilled she chose to give her time to our agency.

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 16 weeks to volunteer with our virtual programming during the pandemic. Unfortunately, at the time, she was not able to volunteer directly in programs due to the 'rules' of COVID. She has also volunteered as a judge for our Talent Competitions, and, we will be forever grateful, when she reluctantly agreed to be a Volunteer Board Member for the agency when we were in need back in 2022. This past year when our Board Treasurer needed to take a leave of absence, Carol Ann stepped up to the plate and agreed to take on the role of interim Board Treasurer. As many of you know, the agency cannot operate without executive members on our volunteer Board of Directors.

We cannot thank Rev Carol-Ann Chapman enough for all her meaningful contributions to CLSM. You are an amazing volunteer, and an even more amazing person.





Community Partner of the Year Award

RBC Royal Bank

RBC Royal Bank has been recognized as Employer of the Year, a testament to their incredible commitment to volunteerism and community engagement. Through their employees' dedicated volunteer program, RBC has made a profound impact to CLSM for many years.

RBC employees can usually be seen supporting our events, whether it's handing out pancakes at the Annual Pancake Breakfast in May or running around, helping wherever they are needed at Music at the Meadows. RBC always goes above and beyond, even having some of the Toronto head office team members travel to Muskoka to assist with the pancake breakfast. On top of the volunteer hours they provide, RBC also awarded the agency with a donation from their Donation Fund. Their team's dedication and hands-on involvement with all events they participate in truly reflects their values of giving back and fostering positive change.

Their passion for giving back and creating meaningful connections truly set them apart and we couldn't be more grateful for the impact they've made in our community. The award is just a small way to say thank you for being such an essential part of our journey.



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Employer of the Year

Monsignor Michael O'Leary

Simcoe Muskoka Catholic District School Board

Since the spring of 2023, Community Living South Muskoka has been working closely with Monsignor Michael O'Leary Catholic School in Bracebridge, an inclusive employer. This amazing partnership continues to build as we have recently extended the connection with the Simcoe Muskoka Catholic Board Adult Education program, which offered a custodian training program followed by employment in the field with a school in the Bracebridge area.

The board has hired six employees and one special volunteer from our supported employment program.

Laura works as a lunch-hour monitor at Monsignor Michael O'Leary School. While talking with Laura, she said, "I like my job. I like to help out with the little kids. I go to the classroom and make sure they sit at their desks and eat their lunches, then I go outside and make sure they are playing safe, and if they need help, I get the teacher for them".

Tamica also works as a lunch-hour monitor and shares, "I like my job. Everyone is very welcoming and nice. The kids are very nice. The best part of the job is getting to help kids".

Greg has been working as a lunchtime monitor since April 2023. He tells me It's a good school to work at, and the staff are lovely people to get to know. Getting the students to abide by school rules is a rewarding task. Overall, It's a dream job that keeps me on my feet, and It's a good feeling that people think you are cool.

Ryan is a custodian and enjoyed the job to the point that he signed up for an extra shift this summer. He continues to build confidence, and his supervisor said positive words about his performance.

Nel is new to the lunch monitor position. She tells me I like to play with the kids. They chase me around in a game of tag. I also want to meet the teachers and all the kids.

MP gets her visitor sticker and signs in at the front desk. She goes to the kitchen, where she helps fill the lunch bags with ice packs. Then, she puts the appropriate snack in the lunch bag and refills the baskets in each classroom.

Community Living South Muskoka is committed to furthering the inclusion of the people we support in employment areas throughout the South Muskoka region. The agency is so happy that we have such extraordinary employers to help us with our goals.

MMO and Simcoe Muskoka Catholic District School board thank you for welcoming us to your team and promoting workplace inclusivity.



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Celebration of Lives

*"I know for certain that we never lose the people we love, even to death.
They continue to participate in every act, thought and decision we make.
Their love leaves an indelible imprint in our memories.
We find comfort in knowing that our lives have been enriched by having shared their love."
by: Leo Buscaglia*



We remember...

Alice McQuabbie
1957- 2023

Linda Didsbury
1962-2024

Marion Lundy
1950- 2024

Ronald Berry
1957-2024



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Community Living South Muskoka

2024-2027 STRATEGIC PRIORITIES

We are pleased to introduce you to Community Living South Muskoka's new strategic plan. We have developed this plan with input from the people we support, families, staff and community partners to guide our agency over the next three years. We believe this plan has all the key elements to not only maintain our high-quality services, but to strengthen CLSM during this time of reform in developmental services

Vision

An inclusive community where all are Valued, Respected, and Thrive.

Our Mission

Building independence, fostering inclusion, and empowering people living with a developmental disability across their lifespan.

Values

Excellence: Excel in leadership, accountability, 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 and celebrating their successes.





Community Living South Muskoka

2024-2027 STRATEGIC PRIORITIES

Overarching Intent

To ensure continued excellent services to those we support, for the next three years we will focus on employee development, partnerships, and financial sustainability.

Priority One: Supporting and Developing Valued and Skilled Employees

Our employees are essential to our services, so we will focus on retaining, developing, and equipping them with the information, tools, and resources needed to deliver outstanding support to the people and families we serve.

Priority Two: Building Partnerships for Our Future

As the Developmental Services sector and the needs of the people we support become more complex, we will focus on building strong relationships and partnerships to meet these needs and to ensure we function effectively.

Priority Three: Ensuring Our Financial Sustainability

As a Developmental Services agency in Ontario, we are facing unprecedented financial pressures amidst preparing for significant reform from MCCSS's Journey to Belonging. To meet these challenges, we will optimize our financial resources and look to diversify our revenue.





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.

