ANNUAL *Report*

2024/2025

Community Living South Muskoka

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 Strategic Plan
08 Strategic Priorities
12 Board of Directors
14 Employee Service Awards
15 Core Value Awards
16 Volunteer of the Year
17 Community Partner of the Year
18 Employer of the Year
19 Celebration of Lives
20 Land Acknowledgement







"In unity, we find strength; in diversity, we discover beauty"





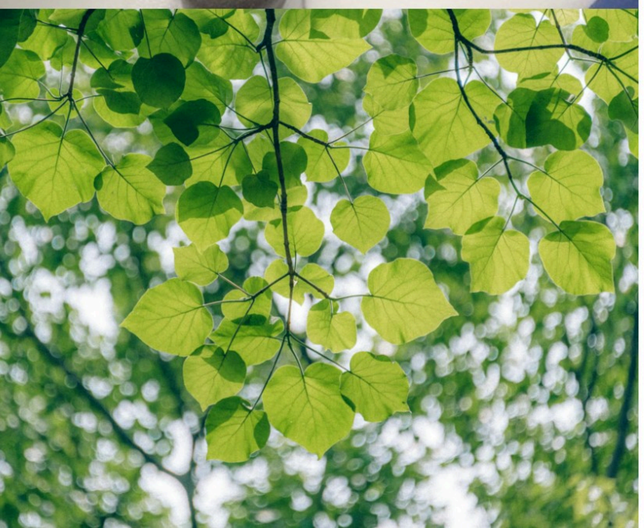


Chairperson's Report

Gord *Haugh*

Chair
Board of Directors





On behalf of the Board of Directors, it is my pleasure to once again report on the activities of the Board in the last year.

First of all, I encourage everyone to read the short biographies of your current Board members that you will find in this Annual Report. For your information, the Board meets formally once a month to examine the monthly financial report prepared by the Chief Financial Officer, the reports from the Chief Executive Officer and any new business that comes before the Board. Beyond these monthly activities, there are often unplanned happenings that require the attention of the Chairman, the Treasurer and other members of the Board. Without taking away from the activities of other Board members, I would like to bring special attention to the time taken by Bruce Hemphill, our Treasurer, to attend to many extra duties. Bruce monthly works with the CFO on the monthly financial presentation. In addition, while the CFO issues payments each month to our suppliers, cheques over a certain amount require the signature of either the Board Chair or the Treasurer. Bruce is usually the person who is quickly available to travel to Bracebridge to provide such signatures. Thank you, Bruce, for always being there when required.

Annually, the Board must discuss and approve to the budget for the coming year. Given the size of our staff and the number of people we serve this is usually a challenging discussion. Despite the fact that our expenses, just like yours, continue to rise every year, until this year we have not had an increase in our base funding from the government for the last 13 years. That has meant the need for CLSM to raise funds locally to ensure the presentation of a no deficit budget. I would like to thank our staff for planning and staffing an ever-increasing need for more fund raising events. As an example, since vehicles don't last forever, we are currently raising funds to help pay for a purpose designed van for our transportation needs.

I don't have to remind everyone about the surprise weather events that bookended the last winter. From the overwhelming snow storm that started the winter, to the damaging ice storm that came near the end, these weather events challenged not only every member of our staff in their homes but brought unexpected expenses and needed repairs to CLSM properties. It also meant that many staff needed to work extra hours because they could not leave and others could not travel in to homes. Thank you everyone for pitching in as needed.

When we talk about the unexpected, with only days to go in our fiscal year, a fire in the upstairs apartments meant we had to close and move out of our day program space in Gravenhurst. Given the tight rental market, moving the program has proven to be an ongoing problem. A big thank you to St.Paul's church in Gravenhurst to open their space for the CPS program to quickly move into. In addition, at the end of this hot summer, the air conditioner failed at our head office on Depot Drive. Given the expense of a new unit for this building a resolution for the next year is now a fiscal problem.

I don't want to present only doom and gloom. It is a pleasure to help find solutions to our increasingly tight fiscal problems. As many of you may have heard, we are currently working with Community Living Huntsville and Community Living Parry Sound to try to find ways to work together to bring together many of our back-office functions to make these more efficient.

Where there is a will, there is usually a way. Your Board continues to work with our terrific professional staff to solve problems as they present themselves.

Thank you everyone for working together to provide better lives for all that we serve.

Chief Executive Officer's Report

Krista Haiduk-Collier

Chief Executive Officer



At the heart of what we do, are the people & families we support

It is once again an honour to report on behalf of the great team we have here at Community Living South Muskoka. The accomplishments of the people we support along with the dedication of our staff and volunteer Board of Directors make this an agency that we are all so proud of.

On an operational level, we had some wonderful success. For example, we have a record number of people in competitive employment with supportive community employers. We are seeing more people than ever with natural support and friends who ensure they are involved in community life.

We organized a number of successful events in 2024-25 including a new partnership with the Muskoka Bears Junior C hockey team, Lake of Bays Brewery and our continued partnership with South Muskoka Golf Course, Macauley Tree House to name a few. Community Living Idol was a fantastic success with our finale at the Rene Caisse theatre, and we held a wonderful finale to community living month at the Barel House in Bracebridge and a wonderful Music at the Meadow event in August 2024. Our Passport program improved in operational efficiency, with dedicated full-time staff achieving an 80% usage rate, which is well above the provincial average of just over 60%. We are one of the few agencies in the region that has been able to hire full time staff in this direct funded program.

It was also a year of challenges for not only our agency but the Developmental Services (DS) sector. After a hard-fought advocacy campaign (5 To Survive) to have 5% base funding increases, MCCSS only increased our funding by 3% for the 2024-25 fiscal year, with no base funding increase for the current fiscal year. This means that the DS sector has only received a 7% increase in base funding over the past 30 years. This is the funding we use to operate our 10 residential homes and support over 450 people. While it is daunting task to keep moving forward with significant operating pressures, we are confident that our strategic plan will help the agency to identify potential solutions for the future. Later in this report, you will see updates of the accomplishments we have achieved so far in the first year of our plan. We are also grateful to our many donors who have helped us to meet food security challenges for our most vulnerable citizens who live in poverty and raise funds for a new vehicle.

We have also had a difficult year in attempting to settle our collective agreements with both CUPE and OPSEU. We are committed to negotiating in good faith to seek fair and reasonable solutions. Unfortunately, we have not yet reached an agreement for any of our three collective agreements. CLSM's goal is to seek solutions that both reward our staff's hard work and protect the sustainability of the important services we provide. We remain grateful to our dedicated staff who serve the people of South Muskoka with such care.

We had a change in our senior leadership members and structure during the year. Colleen Kelly-Berrichi, our Chief Operating Officer, left us to join the CL Huronia team as their Executive Director. Congratulations to Colleen! We decided to restructure and go back to a director role on an interim basis and were thrilled to welcome Aleisha Burta as our Director of Accommodation Services. We were also able to hire on an interim basis a much-needed supervisor by not replacing the Human Resources senior leadership role and removing a Manager positions. As a result, we were able to welcome Madlyn Rebelo to the supervisor team. As we are moving forward with planning for a new Shared Services Organization with Community Living Huntsville and Parry Sound, we will be making longer-term decision regarding our management structure for the future.

Respectfully Submitted

Krista Haiduk-Collier

CEO

Treasurer's Report

Bruce *Hemphill*

Treasurer
Board of Directors



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, 2025.

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.

Last year our funding went up 3 %, which means that our funding has only gone up by 7% over the last 30 years. During this same 30 year period the CPI has risen by 70%. And in 2025/ 2026, this current fiscal year, our agency will receive no increase in funding from MCCSS. CLSM will have to make cuts in order to achieve a balanced operational budget. This year we achieved a balanced operational budget in the general account due to the generosity of our donors. And, for the second year in a row, we achieved a positive result in our current ratio (current assets/current liabilities). With increasing demands, rising costs, and an upcoming change in how we receive funding from MCCSS, we expect 2025/2026 to be another very 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 Board of Directors extends our sincere thanks to Krista Haiduk-Collier, Chief Executive Officer and Kent Lee, Chief Administration 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

2024/2025

Financial Report

Community Living South Muskoka

Statement of Operations

For the fiscal years ended March 31st 2024 and 2025	2025	2024
REVENUES		
Operating Grants & Funding	13,598,331	12,821,487
Rent Revenue	603,709	573,229
Fundraising & Morrison Meadows Operations	192,616	176,118
TOTAL REVENUES	**14,394,656**	**13,570,834**
EXPENSES		
Salaries & Benefits	9,399,234	8,659,917
Operating Expenses	4,848,109	4,766,930
TOTAL EXPENSES	**14,247,343**	**13,426,847**
Surplus(Deficit) for the year	**147,313**	**143,987**
Repayable to MCCSS	0	0
Unrestricted net assets, beginning of year	257,433	113,446
Unrestricted net assets, end of year	**404,746**	**257,433**

How are CLSM Operating Funds Spent?

Every $100 Spent in 2024/2025:

- $66.00 Salaries & Benefits
- $10.60 Building & Maintenance
- $9.40 Program Expenses
- $6.80 Respite Allocation
- $3.60 Other Administrative Expenses
- $1.20 Amortization
- $0.80 Covid
- $0.60 Travel
- $0.60 Communication
- $0.20 Insurance
- $0.20 Training

Operating Funding by Program







Strategic Plan

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 appreciatingdifferences and celebrating their successes.







Update on Strategic Priorities

Supporting and Developing Valued and Skilled Employees

CLSM created four key areas of focus for the next three years to achieve our goals.

The first area of focus was to increase staff retention. We have created a baseline and are working to improve our data dashboard to create common definitions to compare ourselves with other agencies. We are thrilled to report that we have had significant improvements in staff retention over the past year as the shared stats will demonstrate.

Our second area of focus is to improve trust and staff morale through improved communication. The agency changed the Staff Town Hall format this year to have each person introduce themselves, expand the agenda beyond pandemic updates and utilize the opportunity for general discussion. Our goal is to increase attendance by 10% each year. We have been doing our baseline this year and have averaged over 30 staff per town hall. We have been conducting stay interviews to determine what makes staff want to work at our agency and how to ensure this happens consistently. Staff Wellness team has been working hard to develop new supportive approaches for staff to feel they are cared for and want to continue to be part of our team.

The third area of focus is to enhance our employee orientation and training. We have developed a new probation evaluation process to ensure all are doing well and, in a position to excel in their career early on. We are in process of developing video orientations for those who are visual learners and to ensure consistency and retention of information. A total of 40 staff members participated in two workshops, which included safe talk training and suicide assistance training.This training equips staff to be more alert to someone thinking of suicide and better able to connect them with further help. This course is the world's fastest-growing suicide prevention skills training course. We also expanded our medication committee to improve medications administration process across the agency and get feedback from each area. We fully implement the on line medication training this year, and stats demonstrated that medication errors have not increased significantly.

Our fourth area of focus is to increase collaboration across programs. We have had great collaboration across many of our program areas, doing training and planning with joint teams. This was a great success between the employment and SIL team working together to meet the needs of very complex people, excellent planning occurring between CPS/Passport and Accommodation services to help people achieve their goals.

This year, a noteable example of valued and skilled employees particularly stood out in one of the programs. In the middle of the night, a fire broke out on the second floor of where the Community Participation Services office was. Water and smoke caused significant damage to much of the CPS program area. What could have been a highly stressful and intense situation, transformed into a staff-led experience, demonstrating their ability to manage challenges under pressure. The teams came together and continued to support the individuals without any interruption, all while dealing with a move to a new location and trying to collect as many resources as they could.

Of special note, the agency had a change to the management team structure and hired a new front line supervisor. We were thrilled to have a large number of qualified internal applications and staff who wanted to join the team. The agency is committed to promoting internal hiring whenever possible. The chance to advance within one's own organization fosters greater employee engagement and also creates a more content environment as individuals and families are familiar with the Supervisor that is managing the case load.

The wellness committee has successfully achieved numerous objectives during the previous fiscal year. They have launched 18 workshops, which include painting, bookmark and card creation, cornhole tournament, a book club featuring monthly book recommendations, and even an 8-week program titled "New Year, New You." This year, they are initiating a Staff Wellness Fair, which they hope will become an annual event.



At A Glance

547.5	Hours of First Aid and CPR Training
80	Hours of Safe Talk and Suicide Assistance Training
41	New Staff Hired
35	Retained New Staff
5	N95 Fitting Sessions
82	Staff Fitted with N95 Masks



Update on Strategic Priorities

Building Partnerships for Our Future

CLSM and the Canadian Mental Health Association have partnered together to assist with the employment program. Sue Tait, a Mental Health Employment Support Consultant has guided the individuals in the program with ongoing support, expertise and training. Through one-on-one consultations, group training sessions, and collaborative planning, Sue equips both CLSM staff and clients with the tools they need to navigate mental health challenges in the workplace. Her guidance helps us build stronger, more personalized supports for each individual—ensuring that their unique needs are met with compassion, knowledge, and confidence. Sue's impact goes beyond just training. She is a trusted advisor who helps troubleshoot challenges as they arise, suggests practical strategies, and connects us with additional community resources when needed. Her collaborative approach enhances our ability to prepare clients for employment and to maintain successful, meaningful work placements. We're also thrilled to welcome Sue as a guest speaker in our upcoming peer advocacy workshops, where her insights will inspire and empower our participants to speak up, support each other, and continue growing in their roles. Thanks to this partnership, CLSM is better equipped to provide well-rounded, mental health-informed support—benefiting our clients, staff, and the employers we work with every day.

We also with the local hospital and a retirement home to come up with a plan to support someone in community who had been in hospital for a number of months. This person was able to return to their home and go to the retirement home for daily support, in conjunction with CPS, Passport and SIL supports.
The agency is developing a baseline of joint services for the fiscal year of 2025-26 the a plan to expand for the future.

This year, the Gravenhurst Accessibility Advisory Committee (AAC) extended an invitation to Community Living South Muskoka to join the committee as an affiliate. The AAC comprises a diverse group of individuals who provide guidance to the Council and review various matters that relate to accessibility issues within the community. On May 26th, CLSM and the AAC hosted a flag raising event to mark National Accessibility Week, which recognizes the important contributions of individuals with disabilities and promotes efforts to eliminate barriers, creating a fair and welcoming society for everyone. Mayor Heidi Lorenz remarked that it was the largest attendance they have had for a flag raising event! Following the agency's involvement with the Gravenhurst committee, the Town of Bracebridge has also invited CLSM to be a representative in their own Accessibility Advisory Committee.

In the spring, the Bracebridge Chamber of Commerce presented Community Living South Muskoka with the Accessibility Award. This award recognizes the business that honors and highlights efforts to cultivate a more inclusive and accessible community.





At A Glance:

1,119 Followers

1,903 Followers

37

Shining Star Nominees

Update on Strategic Priorities

Building Partnerships for Our Future (continued)

Community Living South Muskoka was honored to be represented at a home game for Muskoka Bears Junior C, held at the Muskoka Lumber Community Centre. Despite their challenging loss, the evening wasn't short on excitement as CLSM was welcomed with a night of fun, including a lively noise-maker giveaway that had the crowd buzzing!

The children's team collaborated with the District of Muskoka in the summer of 2024 and again in 2025 to do an outreach program. They also worked collaboratively to create a new event called the 'Day of the Child' which was very successful and will happened again this year. We are proud to be hosting the event at Morrison Meadows.

Throughout the year, the agency explored a Shared Services model with Community Living Huntsville, Community Living Parry Sound and Almaguin Highlands. We were successful in obtaining a Trillium Grant to fund the first phase of the project which wrapped up on July 2, 2025. Almaguin highlands chose to withdraw from the project, but CLH, CLPS and CLSM Board of Directors voted unanimously to move forward to phase 2. This project is a potential solution to create operational efficiencies with our Finance, Human Resources, IT and Senior Leadership structure to best position each agency for an uncertain future.

CLSM became a member of the Muskoka Community Land Trust and worked to create a proposal for the Bracebridge Areana Lands. We also worked with Habitat for Humanity to look at affordable rental housing options. We worked to recruit local landlords to rent to use at below market rent and partnered with the District of Muskoka to offset costs to ensure affordability. CLSM was asked to participate in housing forums, meet with the Federal Minster of Housing and partake in community education sessions.

During the 2023/2024 fiscal year, Muskoka Mom Prom successfully raised over $15,000 and CLSM was selected as the charity of choice by the attendees. Although the charity of choice this past year was Mind-Aid, CLSM still aimed to show support and give back to the community. Staff volunteered to assist in setting up the event and provided support during the event. Going to this amazing event fostered valuable connections with other agencies as well as opened a new potential donor market.

We are looking to improve our relations with educational institutions. We did a presentation to the careers class and have been at the BMLSS to careers night. We awarded two bursaries for students to pursue education in DSW related fields. We had three student placements in 2024-25. We have been liaising with the guidance counselors at the high schools in order develop greater connections with grade 11 and 12 students for a future career in our field.







Update on Strategic Priorities

Ensuring Our Financial Sustainability



A full evaluation of the unit costs to deliver our services was completed as of August 2025 in preparation for direct funding. Next steps will be to evaluate our costs to potential competitors and determine the best ways to expand our fee for service options.

Our second goal is to continue to develop programs and services at Morrison Meadows to become financially self-sufficient. We expanded our school group offerings; we expanded our respite model and summer programing. We have increased our rental time with the Early On program to increase revenue and have been doing more one time rentals for community partners. We partnered with a local childcare to build a wonderful new shade structure; planning began in 2024 and the structure was completed in the summer of 2025.

Our Passport fee for service program had it's most successful year yet. The program expanded in numbers services and with full time staff hired. We were able to operate at 80% capacity, which is much higher than the provincial average of just over 60%. Congratulations to the team for a successful year.

The agency was approached by a hopeful entrepreneur wanting to grow their donation platform aimed specifically at nonprofit organizations. CLSM jumped at the chance to be involved with a platform that caters to charities, while also providing vital services such as simplicity, and affordability. This website does not charge any transaction or platform fees, allowing nonprofits to retain 100% of the donations they receive online. This feature is beneficial as it will help maximize the impact that donors can make by ensuring every dollar contributed goes directly towards the fundraising objectives.

The agency has had one of its most successful years ever with fundraising and donors. In these difficult times, we are so fortunate to have the support of a caring community. Total Fundraising and Donations increased by 46% over the previous year, contributing greatly to housing and food security for the individuals we support.

A grant was received to launch peer-to-peer support initiatives. The funds from this grant enabled the recruitment of a part-time staff member responsible for developing and supporting the program for individuals participating in the employment program. A total of seven workshops were created to aid participants in acquiring experience and knowledge as they enter the workforce. The workshops varied from an introductory meet and greet to effective communication strategies and building self-confidence in a professional environment. One popular workshop was the Taylor Swift themed "Friendships in the Workplace". Additionally, through this program, the facilitator provided extra training for staff in the SIL, Passport and Employment programs, as well as the Management Team. This program not only benefited individuals involved but also allowed the facilitator to gain practical experience in creating and implementing programs and services.

At A Glance

156 Individuals Receiving Passport Support Through CLSM

80% CLSM Usage of Passport Funding

20% Above Provincial Usage of Passport Funding



2024/2025

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 Kahshe Lake.



Bruce Hemphill

Treasurer

Bruce is an active volunteer in his community of Gravenhurst. He was a Vice President and Director of the Gravenhurst Curling Club. He is a Director of the Gravenhurst Rotary Club and serves as a member of the Governance, Finance and Bingo committees, and was a Trustee for the club. He is the current Ombudsman for the Rotary Club of Gravenhurst He is the former Chair of the Downtown Revitalization Committee for the Town of Gravenhurst. He is currently the Chair of the Gravenhurst Health Hub Steering Committee.

He was just recently awarded the designation of the 2025 Senior of the Year from the Town of Gravenhurst for his contribution to the community through volunteerism, committee work and humanitarian activities.

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



Linda O'Hallarn

Secretary

Linda came to Community Living South Muskoka 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.



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.

2024/2025

Board of Directors (continued)



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.

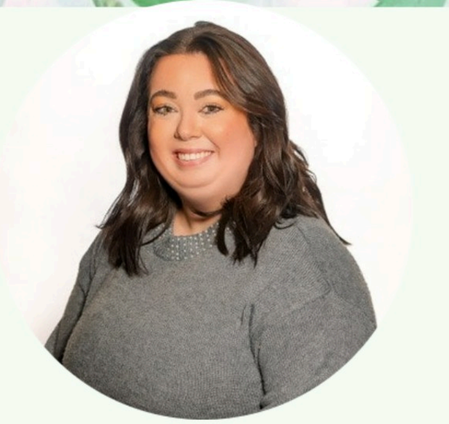


Tina Kappos

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

Employee Service Awards

5 YEARS

Jacklynn Miller
Jeanette vanLeeuwen
Kelly McBride
Melody Bertolini
Rohith Jose
Samuel Yesudhas

10 YEARS

Amy DeCaire
Bryan Scott
Crystal Taylor
Kayla Carr
Nadia Handsor

25 YEARS

Rob Habel

35 YEARS

Sharon Norrie

Core Value *Awards*

Individual Awards

Championing Change and Innovation	*Tara Prout*
Facilitating Growth and Development	*Nadia Handsor*
Resource Management	*Monica Marchand*
Strategic Thinking	*Lauren Speicher*

Team Awards

Championing Change and Innovation	*Spencer Street*
Facilitating Growth and Development	*Community Participation Supports (505)*
Strategic Thinking	*Supported Independent Living/Employment*



Volunteer of the Year

Norm Raynor





Norm Raynor is a well-known arborist in Muskoka, renowned not only for his expertise but also for his genuine kindness. He began his career as a Forester at Hydro One over three decades ago. While at Hydro, his colleagues recognized him for his knowledge in arboriculture, his diverse training abilities, as well as his fast pitch during his off-hours.

After his retirement, Norm established a business named, "Raynor Tree Services", where he would provide his quality arboreal skills to the local community. Through mutual contacts, Community Living South Muskoka asked Norm to assist with sprucing up the landscaping at one of our group homes. After this, CLSM became a regular client, relying on Norm's services for tree trimming, pruning and removal.

Throughout the past fiscal year, Muskoka experienced extreme weather conditions - whether it involved snow, rain, ice, or a combination of all three. These conditions were beyond the capacity of our staff, as managing severe external conditions while ensuring the safety and comfort of individuals can prove to be quite challenging. Whenever these storms occurred, Norm would instantly reach out to Community Living to see where he could volunteer to be of assistance. He consistently demonstrated a willingness to give his time and expertise whenever assistance was required and prioritized Community Living.

Additionally, Norm has offered to donate his time to assist with cleaning up around Morrison Meadows.





Community Partner of the Year Award

Lake of Bays Brewing Co.





In 2010, Darren Smith founded Lake of Bays Brewing Company in Baysville, a small town located within the Township of Lake of Bays. The brewery has grown from a modest taproom to a prominent establishment, that now has a total of six restaurants, taprooms, and event venues.

Lake of Bays Brewing Co. (LOB) became involved with the agency two years ago when they were approached to be the beer of choice to showcase during the month of May - Community Living month. LOB embraced the concept and opportunity of collaboration, as it was highlighting inclusion, with the beer slogan being "Inclusion Beer". From there, Eric Wolfe, the Director of Marketing, was in contact with the events committee, the following year to be a sponsor for Music at the Meadow and also organized a beer garden at the music festival.

Since then, the team at LOB has hosted CLSM internal events at the Bracebridge Barrelhouse, including the beer launch, bingo nights and the idol wrap-up party. Having Eric's insights and marketing expertise have proven valuable in growing events and fundraising initiatives. He also took part as a guest judge at CLSM's Idol Finale during community living month and has formed friendships with individuals, serving as an excellent natural support.

The collaboration that has taken place over the last two years has developed into not only a strong partnership but also a friendship between CLSM and LOB.

CLSM is looking forward to what the future holds as currently LOB and the events committee are presently working on a goal to create accessible and adaptable sports for individuals with disabilities in Muskoka. Additionally, they aim to raise awareness within the community regarding this essential niche.

"Lake of Bays Brewing Co. is an inclusive place that welcomes all communities. Being different is what makes us special, and we strive to create a safe and open environment where everyone can express who they are".

Lake of Bays Brewing Co.

Employer of the Year

Santas Village

Santa's Village is not merely an enjoyable place to visit; it is a supportive, inclusive, and uplifting environment for its employees.

From day one, the team ensures that everyone feels welcomed. Comprehensive on-the-job training is provided, and every individual receives the support they need to succeed. When assigning work locations, the staff demonstrates incredibly respectful and accommodating of each person's unique requirments. It is evident that they genuinely care about setting people up for success.

The Management, Human Resources, and Payroll Teams are approachable, compasionate, and always willing to go above and beyond. Whether it involves answering questions, solving problems, or just offering a friendly smile, they make a real difference.

The most rewarding aspec is seeing the individuals we support head off to work with a smile on their faces. This happines stems from being welcomed by a team that values, respects, and integrates them into the family.

Santa's Village isn't just a great place to work—it's a place where people grow, feel empowered, and are truly appreciated. Congratulations Laura, Vanessa, Trinity, Elizabeth, and Christina on your employment.











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...



Jeff Golding
1961-2025

Logan Finch
2001-2025



Bonnie Rose
1950-2025



Millie Bryan
1946-2025

Land Acknowledgement

Community Living South Muskoka is located on the tranditional 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.