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# Our Mission, Vision, and Values

## Our Mission

The Mission of Community Living Walkerton and District is to nurture community inclusion; supporting children, youth and adults with intellectual disabilities and their families, promoting their full participation as valued and contributing citizens.

## Our Vision

Community Living Walkerton and District envisions a community where all people are welcomed, accepted and included.

## Our Core Values

### Trust

Being reliable and instilling confidence in other people.

### Respect

Treating all people respectfully and recognizing that each person's contribution is valuable.

### Honesty

The sincerity and truthfulness of our words and actions.

### Empathy

Recognizing, communicating and understanding of another person's vulnerability and the need for patience, tolerance, compassion and acceptance.

# Message from the **Board of Directors**

What a challenge this last year has been. While we had been weathering the COVID storm, Omicron presented new challenges.

Unfortunately, the Omicron variant made for a very stressful last quarter of the year. However, we are all hopeful that like at the end of a fireworks display, the pandemic has ended with a bang here at CLWD, and we are looking at brighter days ahead.

The Board of Directors would like first to recognize the amazing work of our front-line employees and staff who showed up to work each and every day to support people to live their best lives, despite all limitations placed upon them by the ever-changing mandates.

We would also like to recognize the people we support, who have had even more restrictions placed on their lives... and yet they have demonstrated incredible resiliency.

**Despite the challenges faced by the pandemic, we celebrate the following:**

We had two compliance visits, one more condensed inspection in June of 2021 and then another in May of 2022. In both compliance inspections, the agency was found to be in compliance with the exception of a matter in the May, 2022 inspection. We attended to the matter and are now in full compliance.

Through the hard work of our staff teams, we continued to provide support to people in the midst of a pandemic; always working every day to meet the ministry's expectations. We are very proud of this milestone and recognize that it is because of the great work of our teams.

We have implemented the AIMS database system to begin the process of moving towards a more digital method of capturing case notes and reporting requirements for the ministry. The use of technology will make our work much more efficient in the long term.

We are so very grateful for the grant from the Ontario Trillium Foundation to renovate the old sheltered workshop space into a beautiful bright multi-functional meeting space. The renovations have been completed and we have anxiously been awaiting an opportunity to gather together to celebrate the changes. Hopefully, by late summer, we will have an opportunity to receive visitors into the space.

We have also successfully transitioned our management and administrative team to the newly created Tri-Alliance Shared Services Organization. This is the new agency that is the collaboration of Owen Sound Community Living, Walkerton Community Living, and Bruce Peninsula Association for Community Living under its umbrella. TASSO serves as a back office resource, which will improve efficiency and effectiveness by providing expertise in administration and management services. All three agencies have signed on for a three-year term that launched in January, 2022. All three Boards remain in place and each will pursue its own strategic planning. Michele Bell, our Executive Director, is now the CEO of TASSO.

As part of the TASSO collaboration, CLWD has also contributed to the creation of a Housing Development and Property Maintenance Position. Wade Wosnuk joined the group in late April and will work with CLWD on the development of a long-term housing strategy.

It was a very busy year indeed, and once again, the Board of Directors would like to commend the very hard work of our staff team who have for the past two and half years have been unwavering in their dedication to supporting people to live their best life.

# Message from the CEO

Our second full year of the pandemic. What a challenging few years it has been for sure.

Year two of the pandemic had some of us feeling like we were in a bit of a holding pattern, a state or period of no progress or change. Others were feeling like they were characters in the movie “Groundhog Day.” Despite this feeling of suspended animation, holding pattern, or Groundhog Day, people did in fact march on and forward. And it was no different for us here at CLWD.

We continued to carry on, under the ever-changing conditions and mandates. We got boosted, continued to mask, (and then some) we sanitized, and much of our supports were augmented in some way. We experienced a few more waves, and in fact, our communities experienced the most challenging times in Dec, Jan, Feb and March.

It has been a very long and challenging two-plus years, and hopefully, we have come to the end of the more challenging times.

We could not have done any of this without the amazing staff teams who have stepped up in a significant way to ensure that people were supported, despite all the changes in pandemic protocols and despite staffing challenges caused by all the requirements for isolation as well as an overall staffing crisis that is happening in all sectors.

Each and every day, our front-line staff and supervisors worked with people in their homes, wearing uncomfortable PPEs that were hot, and sweaty, and made it uncomfortable to breathe through the masks, supporting them in their daily lives. And our staff did this with enthusiasm and with the professionalism that was required.

Our front-line staff and supervisors have been the heroes of this past year. Never wavering in their support to ensure that people supported were living their best lives in a pandemic.

To them, we are so very grateful and appreciate the work they do each and every day.

The people we support have also settled into the ever-changing protocols and limitations placed on their lives. They have become accustomed to wearing masks, having staff in their homes with full PPEs, with limits placed on their comings and the cohort requirements.

Despite all the limitations this past year, people supported continued to celebrate successes. They celebrated birthdays, regularly attended virtual events hosted by our community participation team, visited with family, both virtually and in person (when permitted), and they supported each other. We should be immensely proud of the demonstration of such resiliency of people supported these past two years.

We are in the midst of making plans to return to a more familiar way of life. A return to a full calendar of events at our community participation program, no masking requirements in our administration offices, and hopefully no Seventh wave in the fall.

Again, thank you to our amazing staff and to our people supported for their amazing demonstration of resiliency in year two of the pandemic.

We are all excited about what the future has in store for us.

**Michele Bell**  
CEO



# Board of Directors

**Sharon Sewers**, PRESIDENT

**Dan Sullivan**, VICE PRESIDENT

**Wilf Lane**, TREASURER

**Margaret Elliott-Niesen**

**David Benninger**

**Kathy Benninger**

**Dan Gieruszak**

**Craig Harrison**

**Debi Mortimer**

**Nancy Skiba**

## Resources Committee

**Wilf Lane**, CHAIRPERSON

**Margaret Elliott-Niesen**

**Dan Sullivan**

**Debi Mortimer**

**Sharon Sewers**

**Nancy Skiba**

**Michele Bell**, CEO

**Rose Weber**, MANAGER-FINANCE & ADMINISTRATION

## Nominating Committee

**Margaret Elliott-Niesen**,  
CHAIRPERSON

**Nancy Skiba**

# Management Team

## 2021/2022



**Michele Bell**  
CEO



**Joanne Young**  
DIRECTOR OF  
SPECIALIZED SERVICES



**Rose Weber**  
MANAGER OF FINANCE  
& ADMINISTRATION



**Mary Fee**  
SUPPORT SERVICES  
MANAGER -  
ADULT SERVICES



**Sheryl Marshall**  
SUPPORT SERVICES  
MANAGER - FAMILY  
SUPPORT SERVICES



**Stephanie Alberts**  
MANAGER -  
HUMAN RESOURCES

# Staff Milestones

A special thank you to those celebrating a milestone anniversary this year for your hard work and commitment to the people and families that we support.

## 35 Years

Sharon Murdoch

## 30 Years

Brenda Beninger

## 25 Years

Darlene McCutcheon

## 20 Years

Carol Batte

## 15 Years

Carole Dales

Jacque Medeiros

Amie Schnurr

Kim Cromwell

## 10 Years

Kelly Scheuerman

Lorriane Merchant

Alison Bryant

Tammy Schipprack

## 5 Years

Jeff Hardman

Kayla Housego



# In Loving Memory Of...



## Ross Saunders

Ross Saunders, the life of the party, the ultimate entertainer, extraordinary bingo caller and a friend to so many, passed away peacefully on Saturday May 7th in his 68th year.

Ross was employed at Canada Packers for many years before joining us at Community Living in 1999.

Ross enjoyed visiting with friends over coffee, doing word search puzzles, making special announcements, spending time in his office at the Hub doing his paperwork (he had beautiful penmanship), travelling to the Royal Winter Fair in Toronto and loved to call bingo every Friday.

Ross shared a close relationship with his family, and had many connections in the community. Ross's sense of humour and mischievous personality will certainly be missed by all who knew him.



## Presley Stoddart

Presley Stoddart passed away on October 17th, 2021. Presley was loved and cherished by her family; Cathy, Todd and Colton, as well as an abundance of extended family and friends.

Presley was well known and loved in her community for her bright, contagious smile and her sense of humour.

Presley's family and friends have adopted a portion of Camp Oliver Road in her memory, a perfect opportunity to bring everyone together for Presley.



## Naxhi Hotza

Naxhi was supported through Community Living Walkerton for over 30 years.

Naxhi had spent the past 10 years residing at our Elmwood location, where he was able to enjoy retirement and participate in all of the things he loved.

Naxhi's love for singing, Gilligan's Island and fashion sense are truly missed.

# Service at a Glance

Number of  
Employees  
**96**



Family Support  
Services

**375**



Infant & Child  
Development

**62**

Family Relief

**18**

Supported  
Independent Living

**33**

Group Living

**43**

Number of  
Residential Homes  
(9 owned, 1 rented)

**10**

Special  
Services at  
Home Contracts

**82**



Employment  
Supports

**22**

Community  
Participation

**61**

Passport  
Contracts

**151**

# Tri-Alliance Shared Services Update



On January 1st, 2022, Tri-Alliance Shared Services (TASSO) began operations.

## What is Tri-Alliance Shared Services?

Tri-Alliance Shared Services is the innovative and deepening work of the three Boards of Directors of Community Living Owen Sound and District (CLOSD), Community Living Walkerton and District (CLWD), and Bruce Peninsula Association for Community Living (BPACL).

## Why Was Tri-Alliance Shared Services Formed?

Working collaboratively in a Shared Leadership model for the last 8 years led the boards to explore the benefits of expanding the collaborative working relationship resulting in a decision to improve the efficiency and effectiveness of our management and administrative functions by bringing them together into one agency.

## What Has The Tri-Alliance Shared Services Accomplished Thus Far?

With the changing landscape ahead, even pre-pandemic, the three boards have taken this decision to strengthen the working relationship to better prepare all three agencies for the future.

In the first three months of operation, in the midst of a pandemic, the management and administrative teams of three agencies have begun to work together. Aligning systems and our work to create greater efficiencies on the back end with the intention of strengthening the support provided to the people supported in our community. Being more efficient in the back office will provide greater opportunities for the people supported by all three agencies.

## How Does The Tri-Alliance Shared Services Function?

Each of the agencies continues to be a separate legal entity that now contracts the management and administrative services from the Tri-Alliance Shared Services.

TASSO is a not-for-profit agency, supported by a Board of Directors comprised of two Board members from each of the three founding members.

## What's Next For Tri-Alliance Shared Services?

The management and administrative teams have begun to work collaboratively together to ensure efficiencies in the following areas:

- Accounts Payable: One position to support two agencies
- Leadership: One CEO instead of 2 EDs
- Housing & Maintenance: Creation of a manager role to support all three agencies' housing stock and plan for the future

We are also in the process of applying for charitable status and hope we receive approval for this within the year.

# Infection Prevention and Control (IPAC)

It has been a challenging year for all of us, looking back at the work that had to be done to protect the people we support, ourselves, and family members from COVID-19 is not something that brings a smile to anyone's face, yet we find solace in knowing how much worse it could have been.

Every effort we made helped a bit more in protecting people that had a high risk of infection and their support staff. In total, we created 7 educational videos and wrote more than 10 IPAC guides for employees, people we support, and their families. Organized weekly rapid antigen testing clinics and then transitioned to self-testing.

We actively participated in the Provincial Network Vaccine Advocacy group to make the vaccine distribution prioritized to people who live with a disability regardless if they live in congregate care homes, independently, or with family. During our 3 vaccine clinics, 340 doses of vaccines were administered.

We learned from the South West IPAC hub partners, a multi-ministerial IPAC initiative, about personal protective equipment, ventilation, and air quality, and we taught our health partners about the different needs of people who live with an intellectual disability to accept and follow prevention strategies.

As we understood better the importance of fitting an N95 mask, our health partners also considered implementing guides that considered the mental health effects of isolation in congregate care.

We participated and presented 2 case studies in ECHO (Ontario Adult Intellectual & Developmental Disabilities group) a collaboration between the Canadian Mental Health Association and the University of Toronto. This Group addresses the intersection of intellectual and/or developmental disabilities in adults and mental health concerns that this population faced during the COVID-19 pandemic.



We also participated in a research study led by McMaster University: Examining the development and utilization of infection control policies to safely support adults with neurodevelopmental disabilities in congregate living settings during COVID-19 to learn more about the complexities of what people we support face when implementing guides and directives.

All of our homes have experienced outbreaks and we have worked closely with the Health Unit, to monitor the outbreaks, and with medical professionals to ensure the safety of the people who needed medical care or hospitalization, by monitoring basic health indicators.

It has been a difficult year, and in our organization, we concentrated our efforts to prevent the spread of a virus and spread care, compassion, and goodwill.

# Compliance Review

Program advisor from the MCCSS Quality Assurance and Compliance team conducted an inspection of the agency May 24-27, 2022.



For the first time in 3 years, the full inspection was completed, based on **279 indicators**.

**98%**  
compliant  
on QAM  
Indicators

**Two issues** of non-compliance were identified and resolved within 24 hours.

Community Living Walkerton and District received a **letter of full compliance** from MCCSS on May 31, 2022.

The Compliance Advisor provided additional **complimentary feedback** on:



People are empowered to sign their consents



Impressed with the feel/ atmosphere of the people's homes



Staff members were eager to learn

# Matthew's Sewing Success

Matthew who had never sewn before, has learned so much over the past couple of years; found a hobby he loves and has since started his own business which can be found on Facebook.

At the time Covid hit, and his employment and community activities were halted, he anxiously looked for something more to do.

Thanks to the expanded MCCSS Passport guidelines, Matthew decided he might like to learn to sew and purchased himself a sewing machine. With the expertise of a local seamstress, he was taught how to use the sewing machine and started creating. He has made warming bags, quilts, runners, reusable shopping bags, seasonal items and aprons, to name a few of his specialties.

His business has taken off and he is finding it hard to keep up to the demand of incoming orders! Matthew is open to requests and has even begun simple mending with his father. We applaud Matthew on his success and look forward to seeing more of his creations throughout the community.

For more information on his products and ordering, you can reach out to Matthew and his mom Linda at 519-378-3750.



## In Matthew's Words

I am Matthew David. I was born with Fragile X Syndrome. I have a hard time reading and writing, but I am smart in lots of other ways.

When Covid hit, activities that I was involved in shut their doors. My mom had to find something to keep me busy. I started sewing lessons with a wonderful lady Rebecca Becker and so happy I did. She is awesome and caring in teaching me lots.

This has grown into a little business for me and I now have aprons on consignment at the Wendt's gift shop in Mildmay.

I look forward to sewing, and hope you enjoy my products that are made with my loving hands.

# The HUB Project

“The HUB” has finished receiving its beautiful makeover and everyone is enjoying the updated, highly functional space!

With many thanks to the Ontario Trillium Foundation’s funding through the Resilient Communities Fund, the HUB space has undergone the renovations to create the most amazing multi-use community space for endless activities.

One of the many things this has helped with is with our adventure into AIMS which is an online database system specifically designed for the Development sector. There were many hours spent preparing the system and populating it with the information needed to utilize this new format. To elevate this training, we were able to also purchase Chrome books!

This amazing Trillium grant has been essential to aid in our ability to provide this hands on training with the improved technology and lovely space. CLWD will not only benefit from this but will purely enjoy it for many years to come!



Ontario  
Trillium  
Foundation




Fondation  
Trillium  
de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

# Family Bursary

In 2021 the CLWD Family Bursary was awarded to local students pursuing a post-secondary program of study in human services:

- **Emily Medeiros** – Daughter of Jackie Medeiros, attending Fanshaw College to study Early Childhood Education.
- **Jana Kreager** – Daughter of Crystal Kreager, attending Wilfred Laurier University pursuing a Bachelor of Arts in Child and Youth Studies.
- **Carolyn Diebold** – Daughter of Marlene Webb, attending Brock University pursuing a Bachelor of Arts in Child and Youth Studies.
- **Celeigh Plakhholm** – Daughter of Tracy Plakhholm, attending Georgian College to study Dental Hygiene.



# Year End Report for Community Living Walkerton and District March 31, 2022

Presented by

Stephanie Randall, CPA, CA





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## WHAT WE HAVE TODAY

Community Living Walkerton and District  
March 31, 2022

What we own

Cash	\$1,117,445
Accounts receivable	24,990
Grants receivable	167,747
Current portion of investments	0
Capital Assets - Land and Building (net)	2,338,942
Historical cost - \$4,579,614	
Capital Assets - Equipment (net)	191,580
Historical cost - \$1,147,278	
Long-term investments	123,853

What we owe to others

Amounts owed to suppliers	\$490,066
Deferred capital grants	890,062
	<hr/>
	1,380,128

What we have for our future

Capital asset fund	1,640,459
Operating fund	943,970

	<hr/>	2,584,429
	<hr/>	
\$3,964,557		<hr/> <hr/>

## HOW DID WE DO THIS YEAR

### How did we do this year?

	<u>2022</u>	<u>2021</u>	<u>2020</u>
<b><u>Revenue</u></b>			
Funding	\$6,110,607	\$6,224,509	\$5,611,910
Funding Other	17,461	21,592	21,346
Special Services at Home and Passports	1,073,907	961,880	1,036,039
Rent income - owned properties	233,130	229,890	124,200
Interest	2,946	11,867	5,048
Donations	10,082	3,650	3,875
Other	25,007	8,452	14,192
	<u>7,473,140</u>	<u>7,461,840</u>	<u>6,816,610</u>

### **Expenditures**

Salaries and benefits	5,460,960	5,481,109	5,229,763
Staff training	23,413	15,727	13,866
Building occupancy	301,558	255,681	199,169
Travel and communication	167,004	227,423	198,643
Other program and service expenditures	1,330,607	1,105,362	997,863
Supplies and equipment	23,654	70,113	36,194
Interest and bank charges	1,292	1,126	922
Miscellaneous	0	0	1,958
Amortization	114,921	128,987	96,195
	<u>7,423,409</u>	<u>7,285,528</u>	<u>6,774,573</u>

Revenue over expenditures before other items	49,731	176,312	42,037
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### **Other Items**

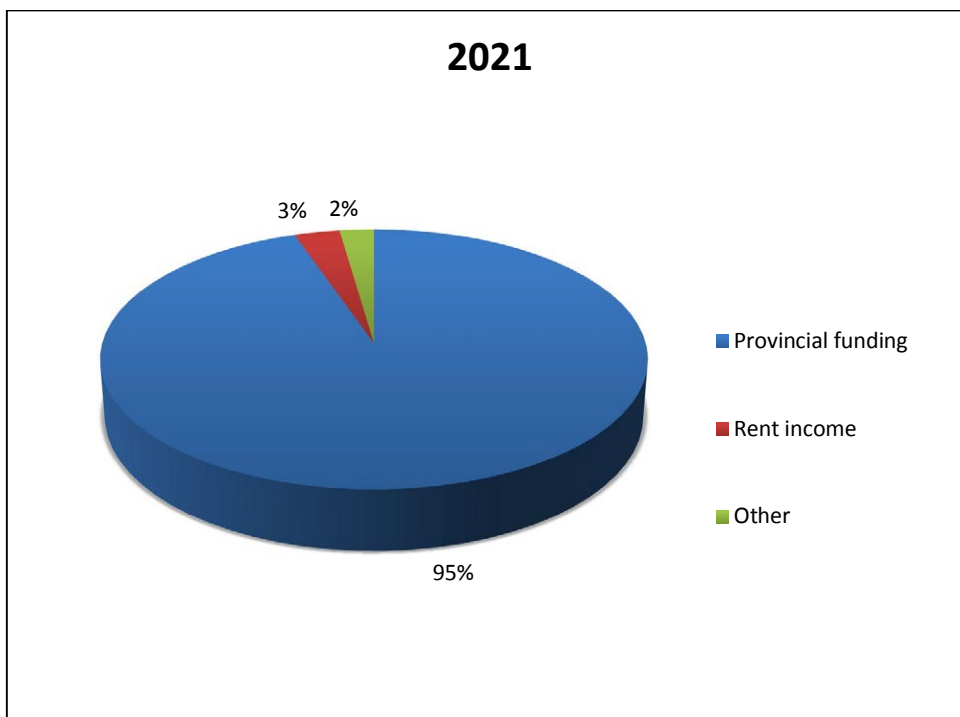
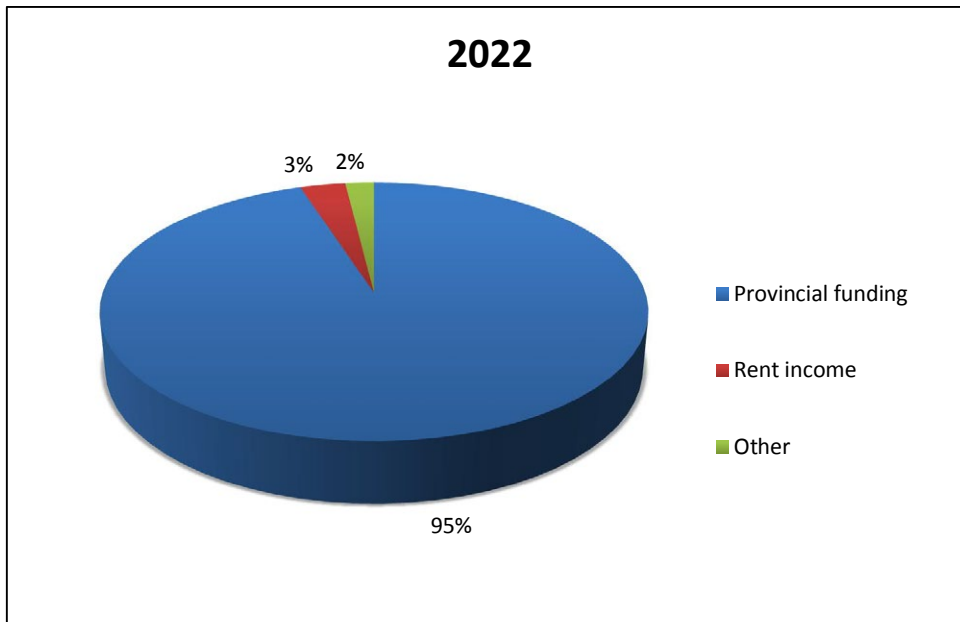
Expense recoveries	109,137	149,579	189,615
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Net revenue over expenditures *	<u>158,868</u>	<u>325,891</u>	<u>231,652</u>
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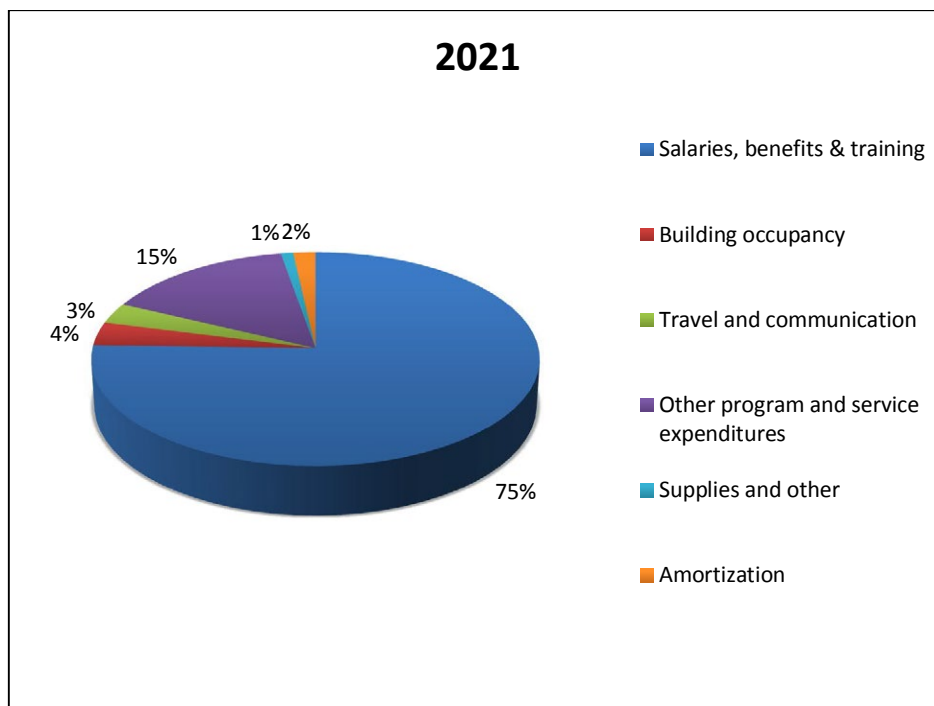
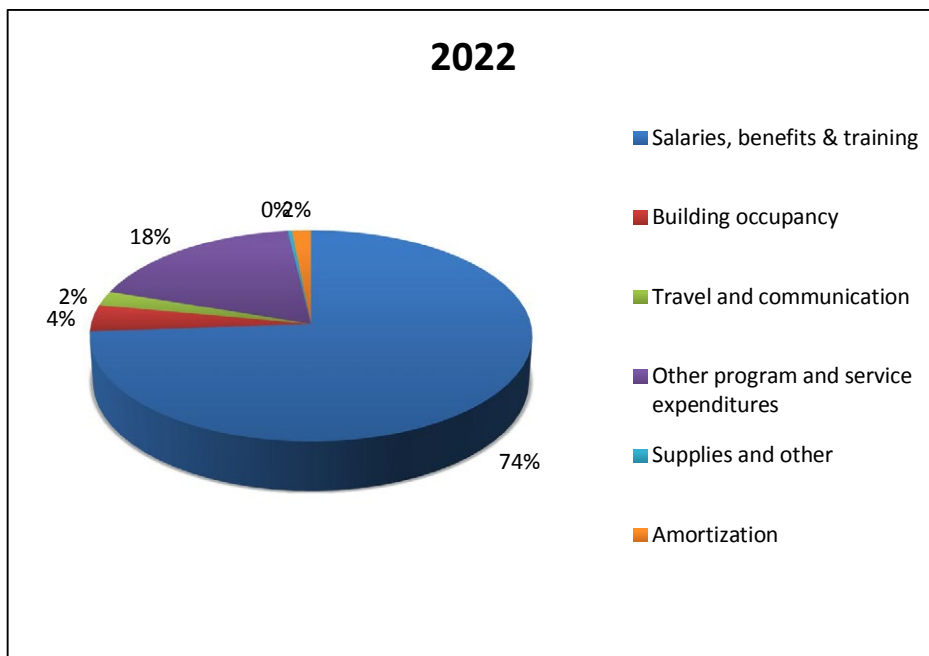
\* Consists of:

Program Surplus	-	-	-
Charitable Surplus	\$158,868	\$325,891	\$231,652

## OPERATING REVENUE



## OPERATING EXPENSES





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**f** [facebook.com/clwalkerton](https://facebook.com/clwalkerton)