

# ANNUAL **IMPACT** REPORT

2024 - 2025

COMMUNITY LIVING  
Walkerton and District



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check out the NEW logo for the  
Walkerton Action Committee  
Your Active Group of Community  
Advocates

# BOARD OF DIRECTORS

Our Board of Directors provides strategic oversight, fiduciary guidance, and mission-driven support. While not involved in day-to-day operations, their collective expertise helps ensure accountability, long-term vision, and organizational integrity.

**DAN SULLIVAN**  
*Board Chair*

**SHARON SEWERS**  
*Past Chair*

**WILF LANE**  
*Treasurer*

**KATHY BENNINGER**  
*Board Member*

**DEBI MORTIMER**  
*Board Member*

**DAVE BENNINGER**  
*Board Member*

**NANCY SKIBA**  
*Board Member*

**CRAIG HARRISON**  
*Board Member*

**DAN GIERUSZAK**  
*Board Member*

**MARGARET ELLIOTT-NIESEN**  
*Board Member*

## MANAGEMENT & ADMINISTRATION TEAM

Our team is made up of dedicated professionals who bring expertise, compassion, and a shared commitment to advancing inclusive communities.

**MICHELE BELL**  
*Chief Executive Officer (CEO)*

**ADRIANA LONDOÑO**  
*Director, Finance & Corporate Resources*

**CHLOË DESCHÊNES**  
*Manager of Philanthropy*

**MARY FEE**  
*Manager of Supported Group Living and Supported Independent Living*

**SHERYL MARSHALL**  
*Manager of Family Support Services*

**TAMMY ROBERTSON**  
*Manager, Community Participation*

**SAMANTHA FANNING-PRETOVITCH**  
*Human Resources Coordinator*

**MELISSA ROBBINS**  
*Sr. Executive Administrator*

**JEFFREY ADISAM DHSC**  
*Chief Operating Officer (COO)*

**VINEETH JOHN**  
*Director, People & Culture*

**KIM JEX**  
*Manager, Payroll & Benefits*

**CHRIS KOCH**  
*Senior Financial Analyst*

**GARETH LLOYD**  
*Manager, Quality Assurance and Policy Development*

**JACKIE MCCARTNEY**  
*Manager, Passport and Individualized Funding*

**JENNIFER MORROW**  
*Manager, Early Intervention Supports for Children*

**SUE SKINNER**  
*Manager, Property & Resources*

**HEATHER TRAVIS**  
*Communications Manager*

**FIONA SMITH**  
*Director, Support Services*

**KIMBERLEY GUTSCHER**  
*Supervisor, Supported Group Living*

**LISA PATTERSON**  
*Supervisor, Supported Group Living*

**LORRIANE MERCHANT**  
*Supervisor, Community Participation*

**TAMMY DOBSON**  
*Supervisor, Supported Group Living*

**KAREN CLARKE**  
*Supervisor, Supported Group Living*

**CORTNEE MORTEN**  
*Supervisor, Supported Group Living*

**JENNIFER DOUCET**  
*Supervisor, Supported Independent Living*

**RACHAEL FRITSCH**  
*Administrative Assistant*

# REFLECTING ON THE YEAR MICHELE BELL & DAN SULLIVAN

*CEO and Chairman of the Board*

Dear Friends and Partners,

The 2024–2025 year at Community Living Walkerton & District was marked by strong momentum and meaningful impact. Guided by our 2023–2026 Strategic Plan, we focused on three key priorities: strengthening service quality, modernizing operations, and keeping the people we support at the center of everything we do.

We enhanced our quality assurance practices, upgraded our technology infrastructure, and refreshed our communications strategy to deepen community connections. We also made major investments in leadership development and recruitment, building a skilled and resilient workforce ready to move our mission forward.

The HUB saw exciting growth this year, becoming a vibrant space for learning, connection, and community. We launched *Community Vision*, our new newsletter, to share the stories that matter most. It's already making an impact—engaging families, stakeholders, and supporters across the region and shining a light on the incredible work happening every day at Walkerton.

None of this would be possible without our dedicated staff. Your passion and commitment continue to make a real difference in the lives of the people and families we serve. Thank you for all you do.

Looking ahead, we're excited to expand our Passport program, opening up even more opportunities for inclusion and community participation. We're also focused on growing our team to meet the evolving needs of those we support.

Thank you for being part of this journey. We look forward to continuing this important work—together.

*Michele & Dan*





## MISSION

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

## VISION

We envision a community where all people are welcomed, accepted and included.

## VALUES

### CORE VALUES

#### **01. Trust**

*Being reliable and instilling confidence in other people.*

#### **02. Respect**

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

#### **03. Honesty**

*The sincerity and truthfulness of our words and actions.*

#### **04. Empathy**

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

### SERVICE VALUES

- Dignity and Positivity – Treating everyone respectfully and enhancing a positive image and value for all people.
- Inclusion – Fostering the community's capacity to welcome, include and accommodate all people in its social, economic, spiritual and recreational life. To develop, encourage and support people's preferences and interests within their neighbourhood and community.
- Person Centred – Recognizing the diversity of people by providing support based on their unique and changing needs, interests and preferences.
- Learning and Growth – Identifying and developing the skills, abilities, competencies and talents of each person, continually.
- Self-Determination – Providing information and options to enable people to make meaningful choices, to exercise their rights and to pursue their interests.
- Meaningful Relationships – Welcoming and facilitating the involvement of a growing number of family members, friends, and relevant others in the lives of people.
- Safety and Security – Ensuring the vulnerability of people is understood and safeguarded.



# BY THE NUMBERS

NUMBER OF PEOPLE &  
FAMILIES SUPPORTED

914

NUMBER OF  
TEAM MEMBERS

105

SUPPORTED  
GROUP LIVING

39

PASSPORT  
CONTRACTS

156

SUPPORTED  
INDEPENDENT  
LIVING

31

COMMUNITY  
PARTICIPATION

72

INFANT & CHILD  
DEVELOPMENT

69

SSAH  
CONTRACTS

121

FAMILIES  
SUPPORTED

426





# STRATEGIC PLAN

## Strategic Planning: Grounded in Insight, Driven by Impact

Our strategic plan ensures our goals reflect both the evolving realities of our sector and the voices of those we support. Our approach draws on sector trends, demographic shifts, economic conditions, and most importantly, direct feedback through stakeholder input. This combination of data and lived experience helps us shape a plan that is relevant, focused, and grounded in opportunity.



## Strategic Plan 2023-2026

### Empowering the people we support

Developing new ways to offer services and build skills in people we support and empower them to have a full life of choice and inclusion.

### Developing Creative Housing Solutions

Working with experts in our sector and communities in finding innovative and affordable housing solutions.

### Excelling in Complex Support

Evolving our training, housing, and operations to continue providing the best services and supports for people with complex needs, building on our reputation and the changing needs of the people we care for.

### Empowering our team

Recruiting, onboarding, communicating with, listening to, engaging, developing, and supporting our team members in creating a great place to work.

### Preparing for Sector Reform

Ensuring the preparedness of our team, the people we support, and the people who care for them for Journey to Belonging, everything we do will be considered and executed through the lens of customer choice and community inclusion.

### Building a Technology Foundation

Designing and implementing modern, consistent, accessible, user-friendly systems and align them with efficient and effective processes across all organizations.



# A YEAR REVIEW

## 2024–2025 Strategic Plan Accomplishments

In alignment with our 2023–2026 Strategic Plan, Community Living Walkerton & District made meaningful progress in communication, technology, quality assurance, and workforce development—all focused on enhancing the lives of the people we support.

### Empowering the People We Support

We launched a new events calendar on our website, giving individuals and families easier access to up-to-date program and event information. Social media is now regularly updated, increasing our visibility and community engagement. Events like the Spaghetti Social brought people together in fun, meaningful ways.

Through the Passport program, we conducted participant surveys to better understand their needs and preferences—reaffirming our commitment to choice and personal growth. We also improved community access by adding a new vehicle to our fleet, expanding mobility options for the people we support.

### Excelling in Complex Support

To meet evolving care needs, we developed and delivered a comprehensive medication training program—ensuring staff are well-equipped to provide safe, responsive, and person-centered care. This is part of a broader focus on supporting individuals with complex needs more effectively and confidently.

### Empowering Our Team

Workforce development was a major priority. Leadership training was completed in October 2024, and professional development opportunities were expanded for the Family Support and Early Intervention teams.

We also strengthened our HR infrastructure with the hiring of a Director of People and Culture and a new HR Coordinator. A focused recruitment campaign helped fill most vacancies, bringing stability and new energy to our programs.





# A YEAR REVIEW

## 2024–2025 Strategic Plan Accomplishments

### Developing Creative Housing Solutions

This year, we focused on improving existing housing. We installed an accessible washroom in one home, and—with a generous \$179,000 contribution from MCCSS—we completed eleven capital improvement projects across other locations. These upgrades are helping to ensure safe, accessible, and comfortable living environments.

### Preparing for Sector Reform

As part of preparations for the Ministry's Journey to Belonging (J2B) initiative, we strengthened our quality and compliance efforts. We revamped our Quality Assurance Measures (QAM) auditing process, introduced structured audit schedules and improved questionnaires, embedded QAM into staff orientation, and launched a post-audit action plan for continuous improvement.

### Building a Strong Technology Foundation

We continued modernizing our operations with cloud transitions and streamlined communication tools. New systems now support IT and maintenance requests, hardware tracking, and more.

We implemented “Go Easy,” a new HR platform, and “TIMMS,” our individualized money management system for Passport. These tools give staff faster access to resources and help streamline service delivery organization-wide.

### Impact

Every step forward this year was grounded in our commitment to inclusion, quality, and person-centered supports. These achievements reflect the strength of our team, the voices of the people we support, and the future we're building—one where everyone has the tools and opportunities to thrive.



# AN UPDATE

Working Together,  
Making an Impact

*from:*



This past year marked a defining chapter in the evolution of the Tri Alliance — a collaborative partnership between Community Living Walkerton & District, Bruce Peninsula Association for Community Living, and Community Living Owen Sound & District. Together, we've shown that shared leadership and coordinated services don't just create efficiencies — they raise the standard of support for the people we serve.

Across all three organizations, we've made meaningful progress in key areas: property care, transportation, communications, and team development.

- We launched a shared Maintenance Portal, allowing for faster response times and more consistent support for housing needs.
- We coordinated the purchase of new vehicles, improving safe, reliable access to the community.
- We hosted joint staff meetings, leadership forums, and cross-agency initiatives that strengthened collaboration, shared learning, and a unified culture.

Behind each shared system or cost-saving initiative is a deeper purpose: to redirect time, energy, and resources toward person-centered supports. Whether it's upgrading homes, streamlining repairs, enhancing accessibility, or elevating the voices of the people we support, every decision we make reflects our shared mission — inclusion, independence, and dignity for all.

## **And the results are clear.**

- Staff across agencies feel more connected and informed.
- Projects are being completed faster, with more care and intention.
- People supported are experiencing safer homes, stronger services, and more consistent community access.
- Teams are gaining confidence, building leadership capacity, and moving in a more unified direction.

## **Our Focus Moving Forward:**

- Build smart, scalable systems that work across all agencies.
- Stay accountable to our Operational Plans by measuring impact, not just activity.
- Invest in staff retention and leadership development through thoughtful hiring and culture-building.
- Keep the people we support at the center of every action and decision.

Tri Alliance is not about becoming one agency. It's about acting as one team when it matters most. It's about understanding that while each of our communities is distinct, our mission is shared. By working together, we're not just improving how we operate — we're building a stronger, more responsive future for person-directed support.

# SUPPORT SERVICES

## People. Progress. Possibility.

The past year has been a powerful reflection of what's possible when commitment, creativity, and collaboration come together to support people in living full, connected lives. Teams at Community Living Walkerton & District have delivered services that are person-directed, responsive, and rooted in dignity.

Whether helping someone move into a more accessible home, supporting a child and their family through early intervention, or maintaining continuity of care through dedicated team efforts—every action has contributed to something bigger: stronger communities where everyone belongs.

These outcomes are not only stories of individual success—they are a direct reflection of our broader strategic priorities:

- Advancing inclusive, person-centered supports
- Strengthening our workforce and team capacity
- Building sustainable, community-integrated services

Support Services are the heartbeat of this vision. This section of the report celebrates the people behind the work, the lives impacted, and the progress made toward a more inclusive and empowered future for all.



# SUPPORTED GROUP LIVING (SGL): A YEAR OF CONNECTION, COMMITMENT, AND COMMUNITY

In 2024, the Supported Group Living team at Community Living Walkerton & District demonstrated what it truly means to lead with heart, even under pressure. The team showed up every day with determination, creativity, and a deep sense of duty to the individuals they support. While the year brought operational challenges, it also brought personal victories—moments that reminded everyone why this work matters.

One such moment came when an individual reconnected with a dear friend after many years. They shared a meal and attended a musical event in the community—an evening full of joy and meaning. This same person had been wishing for new flooring in her apartment for quite some time. With encouragement and advocacy, that wish became a reality. It wasn't just about aesthetics—it was about feeling heard, supported, and at home.



Another bright spot emerged when a non-verbal individual began attending a local day program three times a week. She returned from each visit beaming, her smile saying what words couldn't. These small victories — born from person-directed support — are at the core of what Supported Group Living is all about.

“

*Even though she can't tell us verbally that she had a great day, her face says it all.*

”

The team also celebrated a meaningful community inclusion moment when one person volunteered at Tim Hortons during a Special Olympics promotion. She helped decorate donuts, chatted with customers, and was not only invited back for the following year's event but also for the store's Camp Day. It was a simple but powerful example of belonging, dignity, and reciprocal connection.

One key focus moving forward is to ensure stronger onboarding and team-building structures as new staff are brought in—keeping morale high and consistency strong.



# SUPPORTED GROUP LIVING (SGL): A YEAR OF CONNECTION, COMMITMENT, AND COMMUNITY

Looking ahead, Supported Group Living will continue to strengthen its foundations by investing in team cohesion, preserving individualized service quality, and continuing to turn small moments into big impacts for the people we support.

## Key Activities:

- Facilitated personal reconnection and community participation.
- Supported self-advocacy and home environment improvements.
- Enabled regular participation in a new day program.
- Fostered a community volunteering opportunity through Tim Hortons.
- Focused on person-centered supports.

“

*I am proud of the team—  
though extremely small—who  
worked together through it all  
to ensure the people we support  
had great days.*

”



## Impact Summary:

Community Living Walkerton & District's Supported Group Living program demonstrated the strength of person-directed care in action. Through meaningful community engagement, daily resilience, and individualized support, the program enabled people to live with dignity, choice, and connection. Despite operational challenges, the team delivered consistent, high-quality care—directly advancing our strategic priorities of meaningful inclusion, independent living, and empowered teams.

# SUPPORTED INDEPENDENT LIVING (SIL): RESILIENCE, RELATIONSHIPS, AND REAL-LIFE SOLUTIONS

This year, the SIL team faced some of the most intense pressures to date—from significant workforce shortages to supporting individuals with increasing health and mobility needs. But the story isn't about what was lacking; it's about what the team accomplished despite it.

One notable situation involved an individual facing significant mobility changes. Initially admitted to hospital, they were added to the Long-Term Care (LTC) waitlist. However, their condition improved, and a creative partnership with the hospital allowed the person to return home while remaining a priority for LTC. This collaboration gave them five extra months living in their own home—a meaningful and person-centered outcome.

In another case, someone was facing a potential LTC move because they could no longer manage stairs at their residence.

The SIL team found an alternative, accessible housing opportunity and helped the person move. The joy was immediate and powerful.



Even when the desired outcome wasn't possible, the team still focused on the best available solution. For instance, when the program was unable to recruit a complex needs support team for a person, they worked with the treatment agency already involved to create a continuity-of-care plan, ensuring the individual moved forward with needed supports—even if it wasn't the path originally intended.

This year, the Supported Independent Living program made a lasting impact by helping people achieve greater independence, stability, and connection. Through thoughtful planning, responsive support, and strong community partnerships, individuals were able to return home, access more suitable living environments, and remain active in their communities. These successes reflect the program's unwavering commitment to person-directed support and its ability to create real, life-enhancing outcomes every day. As the program continues to grow, it remains a vital part of building inclusive, empowered communities.

“  
*They were so excited and were telling people, ‘No stairs!’*  
”



# SUPPORTED INDEPENDENT LIVING (SIL): RESILIENCE, RELATIONSHIPS, AND REAL-LIFE SOLUTIONS

## Key Activities:

- Maintained service continuity with supervisors and team members working overtime.
- Created a hospital-community partnership to support transitional care while preserving individual autonomy.
- Prevented premature LTC placement through accessible housing relocation.
- Supported high-needs individuals through collaborative, cross-agency transitions.
- Began implementing GoEasyCare to simplify staffing and scheduling logistics.
- Prioritized training for both clinical topics and team development.

## Impact Summary:

In 2024, the Supported Independent Living program at Community Living Walkerton & District exemplified resilience under pressure. The team maintained continuity of care and helped people navigate complex health, housing, and support transitions. These efforts directly supported our strategic priorities: promoting independent living, ensuring person-directed planning, and strengthening team capacity through shared leadership and real-world partnerships.

*“This partnership allowed the person to be home for an additional five months they wouldn’t have been otherwise.”*

# FAMILY SUPPORTS: LIFTING FAMILIES, STRENGTHENING FUTURES

In Walkerton, the Family Supports Team plays a vital role in helping families navigate complex systems with confidence and care. Their work focuses on building real relationships, connecting people to services, and responding to the changing needs of the community.

This past year, the team expanded their reach and deepened their impact through regional collaboration, cultural learning, and direct engagement with schools and service providers. Working alongside the Tri-Alliance agencies — Bruce Peninsula Association for Community Living and Community Living Owen Sound & District — they've created a stronger network of support that families across Grey and Bruce can rely on.

By taking part in events like the Diversity and Belongingness Conference, hosting regional meetings, and presenting to local educators, the team is committed to making support more accessible, inclusive, and effective. Their actions speak clearly: families in Walkerton deserve informed, responsive support—and this team is here to deliver it.



Have you met  
these two creative  
entrepreneurs?  
Scan to read about  
them in the latest  
Community Vision



# FAMILY SUPPORTS: LIFTING FAMILIES, STRENGTHENING FUTURES

## Key Activities:

- **Attended the Grey-Bruce Diversity and Belongingness Conference**
  - Strengthened cultural awareness to better serve an increasingly diverse community.
- **Participated in Tri-Alliance Regional Team Meeting**
  - Shared updates, discussed challenges, and learned about programs like Life Directions and the Youth Apprenticeship Program.
- **Presented to Bluewater District School Board Special Education Teachers**
  - Highlighted service eligibility, support roles, and collaboration opportunities to enhance student and family outcomes.
- **Collaborated Across Agencies**
  - Worked closely with BPACL and CLOSD to align support strategies across the region.
- **Invested in Staff Development**
  - Focused on continuous learning to stay informed about local resources and emerging family needs.

## Impact Summary:

The CLWD Family Supports Team strengthens the Walkerton community by connecting families to the resources they need—when they need them. Through culturally informed, collaborative, and community-based work, they help build a support system where families feel seen, heard, and empowered.



# EMBRACING INCLUSION: JOSH'S JOURNEY AT THE WALKERTON LAWN BOWLING CLUB



**In the quiet town of Walkerton**, the lawn bowling greens are more than just a place for sport—they're a community where everyone is welcome. Among the members, one young man has quickly become a beloved fixture: Josh, a new member whose story is a shining example of inclusion and community spirit.

Josh joined the Walkerton Lawn Bowling Club not long ago, bringing with him a warm smile and a genuine enthusiasm for the game. Despite being new to the sport, Josh has been embraced by the club members with open arms, proving that the Walkerton community values character and passion as much as skill.

He bowls regularly in the Monday and Tuesday night leagues, and his dedication is paying off. Josh recently came in third in a novice tournament at the club, an impressive achievement for someone so new to the game.

The members are not only thrilled with his progress but also inspired by his determination. "Josh has really taken to this sport and has a special enthusiasm for the game. The Walkerton Lawn Bowling Club is proud of the effort he has put forward," says Tom, a long-time member of the club.

Beyond the greens, Josh's impact on the community continues. He volunteers once or twice a week at the club, helping maintain the greens and ensuring everything is in top shape for the other members. His willingness to contribute his time and effort shows his deep commitment to the club and its members.

But Josh's community spirit doesn't stop there. He also volunteers weekly at the Salvation Army in Hanover, extending his kindness and dedication to those in need. His passion for giving back is evident in all that he does.

In addition to his bowling and volunteer work, Josh has a keen interest in cooking and dreams of a future in the food industry. He's already working towards this goal by gaining experience with Paul at New Directions.

This young man is also an entrepreneur at heart, running his own small business, "Kardboarders Cardboard Shop," where he crafts unique pieces out of cardboard. His creativity and drive will be showcased at the upcoming Christmas market, where he will sell his handcrafted items.

Josh's story is one of inclusion, community, and the power of embracing new opportunities. As he continues to grow both as a bowler and a community member, he's proving that when a community comes together to support one another, everyone thrives. With two more tournaments on the horizon—in August and September—there's no doubt Josh will continue to impress and inspire.

The Walkerton Lawn Bowling Club is lucky to have Josh, and his story is a reminder that inclusion enriches us all. Whether on the greens, in the kitchen, or in the community, Josh's journey is just beginning, and it's clear he has a bright future ahead.

# CHILDREN'S SERVICES: EARLY INTERVENTION & SUPPORTS

## FAMILY-CENTERED SERVICES

This year, Children's Services demonstrated the power of commitment and creativity. The program, which supports families during some of their most formative years, continued to operate at full capacity with one dedicated staff member. Thanks to their consistency and adaptability, families experienced no service gaps or waitlists—a remarkable achievement given the program's scale and complexity.

Resuming home visits was one of the year's most significant shifts. With transportation often posing a barrier, these in-home services ensured that support remained accessible and personalized, reinforcing our goal to meet families where they are, both figuratively and literally.

### Impact Summary:

Early Intervention provided the youngest members of our community and their families with a head start on inclusion, support, and success. By reducing barriers to early learning environments and promoting connection through inclusive play and family groups, we laid the foundation for lifelong participation. Children were not only seen and heard—they were welcomed, supported, and empowered to thrive.

Operationally, the team adopted new technology to increase administrative efficiency, freeing up more time for direct support and program engagement. These small shifts created big impacts—streamlining workflow while sustaining a high standard of individualized care.

Additionally, the program celebrated a smooth leadership transition that strengthened internal relationships and communication. The Early Intervention staff member also praised the team culture in Walkerton, highlighting the welcoming and supportive environment that made collaboration seamless and enjoyable.

*“We resumed some home visiting this year, a step that removes barriers and brings services directly to families in their space of comfort.”*

### Key Activities:

- Delivered uninterrupted support to a large caseload of families across Grey-Bruce.
- Resumed home visits as per ministry guidelines, promoting service accessibility.
- Introduced new tech tools to improve administrative efficiency.
- Maintained family-centered, person-directed services despite staffing limitations.
- Successfully navigated a leadership transition while fostering a positive, collaborative work culture.

# COMMUNITY PARTICIPATION PROGRAM (CP): REINVENTING ENGAGEMENT

“

*We're not just supporting participation; we're shaping leadership.*

”

## Key Activities:

- Staff-led program development
- Inter-site training alignment
- Digital documentation system rollout
- Morale-building initiatives

Our CP program redefined its approach through inclusive, person-directed planning and inter-site alignment. Joint staff training and shared operational practices strengthened consistency and improved onboarding.

By investing in digital documentation tools and aligning cross-community practices, we ensured better outcomes and greater compliance. Staff were empowered to lead programs, boosting morale and sparking creativity.

These efforts mirror our Strategic Plan's drive toward Operational Excellence, Team Empowerment, and Service Relevance.



## Impact Summary:

The Community Participation program turned group activities into personal journeys. By empowering staff and participants to co-create experiences, the program became a vibrant platform for connection, creativity, and purpose. Every aligned practice and digital tool we implemented translated into more responsive, individualized support—and ultimately, a richer community life for everyone involved.



# A COMMUNITY ACHIEVEMENT ON SHORTT STREET

It's always amazing to see what can happen when a community comes together. This is exactly what took place on Shortt Street, where a beautiful transformation unfolded to create a safe and welcoming new home for its future residents.

It all started with a need for a fresh living space. After 15 years in their former home, it was clear changes were necessary to keep everyone safe. With some concerns about fire safety, it became essential to find a new place that could be updated to meet all modern safety standards. And so, the search began.

After months of house hunting, a cozy 3-bedroom bungalow on Shortt Street was found. This peaceful spot, with its mature trees and private backyard, seemed like the perfect fit! Of course, it needed a few updates to ensure everything was just right, so a dedicated team of professionals got to work.

From new floors to better laundry facilities, structural repairs, and even a brand-new fire sprinkler system, the house underwent a full transformation. Accessibility was a top priority, too, with wider stairs and smooth transitions throughout the main level. The result? A comfortable, safe, and stylish home that's perfect for its new residents.

This project was truly a group effort. Local carpenters, painters, electricians, fire prevention experts, and our own Jeff Hardman; Supervisor of Maintenance all played their part in making this home as wonderful as it is now. The new residents even got involved, picking out their favorite colours to personalize their bedrooms and make the space truly their own.

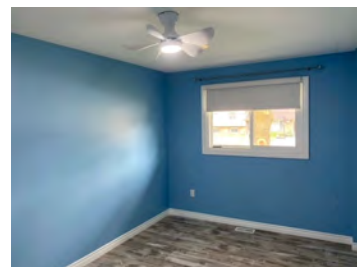
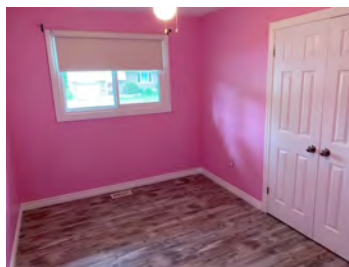
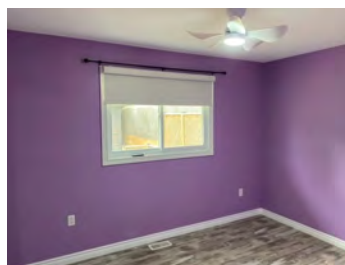
Shortt Street is more than just a place to live – it's a symbol of what we can achieve when we work together. With support from the entire community, the new home is ready to provide safety, comfort, and independence for years to come.

It's not just about bricks and mortar – it's about creating a place where people can truly feel at home. Thanks to the incredible efforts of everyone involved, Shortt Street stands as a shining example of how a little teamwork can make a big difference.

## Community Collaboration

This project was a collaborative effort involving multiple contributors:

- **The Carpentry Guys:** Handled the majority of the renovations, including flooring, stairs, drywall repairs, and installation of the egress window.
- **Kendra Tiffin:** Provided painting services.
- **Miller Fire Prevention Ltd and AK Security Systems:** Installed the water sprinkler system and the monitoring panel.
- **Mazur 2 Electrical:** Managed all necessary electrical work, including hardwiring smoke detectors and preparing the electrical setup for the laundry closet and kitchenette.





# COMMUNITY ENGAGEMENT





# COMMUNICATIONS: TELLING OUR STORY, STRENGTHENING OUR VOICE

In 2024, communications at CLWD reached new levels of momentum thanks to the support of every individual team.

We launched *Community Vision*, a new agency newsletter that puts people first in our storytelling. Each issue connects families, partners, and the wider community to the lives, achievements, and voices of those we support. This isn't just about visibility—it's about dignity, pride, and belonging.

We invested in our people. Through ongoing social media training, we empowered teams across the organization to share meaningful, real-time stories. This led to a stronger online presence, increased community engagement, and deeper trust. Our platforms now reflect a fuller picture of who we are and the impact of our work—told by the people living it.

## Impact Summary:

By amplifying real stories, training staff to be confident messengers, and deepening community connections, we helped the people we support feel seen, heard, and valued. Every message moved us closer to a more inclusive, connected Walkerton.

Behind the scenes, the communications team helped shape CLWD's evolving identity. We laid the groundwork for a bold new brand strategy and introduced internal training to build confidence and clarity in both internal and public messaging. The result: faster turnarounds, stronger collaboration, and a unified voice that better reflects our mission.

We brought design in-house and streamlined our tools—saving resources while improving consistency and responsiveness. Centralized templates and shared oversight helped us reduce duplication and make every communication piece a tool for advocacy and inclusion.

From digital storytelling to event promotion, communications played a key role in advancing CLWD's strategic goals: securing financial sustainability, empowering staff, and building stronger community connections. But most importantly, our efforts helped amplify the voices of the people we support—ensuring they're not just seen and heard, but valued.

Looking ahead, 2025 will bring the launch of a full Communications Plan as we continue building a culture that's strategic, inclusive, and uniquely Walkerton.

# COMMUNICATIONS: TELLING OUR STORY, STRENGTHENING OUR VOICE

## COMMUNITY MATTERS

At Community Living Walkerton and District, we know great things happen when people come together. Our diverse schedule of programs, events, and opportunities aren't just fun—they're an incredible way to boost your communication skills, spark creative problem-solving, and build lasting connections. Whether you're honing a new hobby or just having a good time, you'll be surrounded by a community that values and inspires you.

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Community Living Walkerton and District is committed to assist people with developmental needs to live, work, and participate fully in the community as valued partners.

## Welcome

At Community Living Walkerton and District, our Supported Independent Living (SIL) Program is committed to empowering people to live meaningful

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Our goal is to be a positive influence in shaping our community where all people have the opportunity to live out their hopes and dreams, regardless of differences in intellectual or other abilities.

## SUPPORTED INDEPENDENT LIVING

COMMUNITY LIVING  
Walkerton and District



## COMMUNITY PARTICIPATION

WITH

COMMUNITY LIVING  
Walkerton and District

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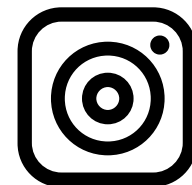
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Inspiring Possibilities  
WITH

## SUPPORTED GROUP LIVING

COMMUNITY LIVING  
Walkerton and District



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FALL 2024 | ISSUE 3

## COMMUNITY VISION

The Newsletter For Community Living Walkerton & District



### EMBRACING INCLUSION: JOSH'S JOURNEY AT THE WALKERTON LAWN BOWLING CLUB

by: Heather Travis & Tracy Flakholm

In the quiet town of Walkerton, the lawn bowling greens are more than just a place for sport—they're a community where everyone is welcome. Among the members, one young man has quickly become a beloved fixture: Josh, a new member whose story is a shining example of inclusion and community spirit.

Josh joined the Walkerton Lawn Bowling Club not long ago, bringing with him a warm smile and a genuine enthusiasm for the game. Despite being new to the sport, Josh has been embraced by the club members with open arms, proving that the Walkerton community values character and passion as much as skill.

He bowls regularly in the Monday and Tuesday night leagues, and his dedication is paying off. Josh recently came in third in a novice tournament at the club, an impressive achievement for someone so new to the game.

The members are not only thrilled with his progress but also inspired by his determination. "Josh has really taken to this sport and has a special enthusiasm for the game. The Walkerton Lawn Bowling Club is proud of the effort he has put forward," says Tom, a long-time member of the club.

Story continued...next page....

COMMUNITY LIVING  
Walkerton and District



# QUALITY ASSURANCE

Key achievements this year included a focused initiative to improve cross-agency collaboration through standardized policy management and compliance practices. These efforts reflect a commitment to organizational cohesion and shared accountability.

The department observed smoother operations through tools like AIMS, Citation, and SharePoint, enabling staff across agencies to stay connected and streamline their work—directly supporting digital transformation and collaborative operations.

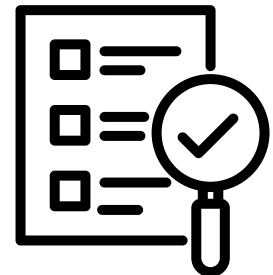
Major systems such as Citation (for policy reviews), OneDrive/SharePoint (for shared documents), and GoEasyCare (for payroll and shift management) further enhanced efficiency and reduced duplication, reinforcing standardization across agencies.

Support for strategic priorities included implementing scheduled QAM audits, developing follow-up protocols, and onboarding education for new staff—enhancing both quality assurance and workforce development.

This year, we improved how we track staff compliance with policies and procedures. While Citation continues to be our main HR platform, we worked with our IT department to create a new internal database that helps organize and filter the data from Citation.

This new system makes it easier to see:

- Which staff are missing required policies
- What location they work at
- How long the items have been outstanding



These changes help us stay on top of compliance and allow for quicker, more focused follow-ups. Best of all, the system can be used across all three agencies, giving us a consistent and efficient way to manage policy compliance.





# PHILANTHROPY



This year marks an exciting milestone for Community Living with the launch of our new Philanthropy Department and the establishment of a dedicated Manager of Philanthropy to support all three communities under Tri Alliance. While we are still in the early stages, our primary focus has been on building a solid internal structure to guide development initiatives across each agency. We've begun implementing essential systems and procedures, recognizing that this groundwork is crucial for sustainable fundraising and long-term organizational growth.

The creation of this role represents a significant step forward for Community Living. It enables us to be more intentional and strategic in how we engage supporters, pursue funding opportunities, and communicate our mission. In our first year, we've prioritized identifying the organization's most pressing funding needs and begun shaping targeted fundraising and grant development plans in response.

In addition, we are strengthening our community presence by cultivating meaningful relationships with local nonprofits and community organizations—laying the groundwork for future partnerships and collaborative initiatives.

We are also excited to be moving forward with impactful campaigns like Giving Tuesday, in which we participated at the end of 2024. These efforts help amplify our mission and connect us with a broader base of supporters. Currently, we are working on updating our website to better reflect our work and initiatives, while also drawing attention to our "Donate Now" button through compelling impact stories that show the real difference community support makes.

Although this work is still evolving, we're energized by the potential it holds. With a dedicated focus on philanthropy, we're ready to dream bigger, connect more deeply, and expand our impact in meaningful ways. This is just the beginning, and we're excited for what lies ahead.



# LOOKING AHEAD

## a letter from the COO

As we close out this year, our sights are firmly set on the future—with clarity, momentum, and a shared commitment to impact. In the year ahead, we'll be driving harder against our Operational Plan, using it not just as a guidepost but as a tool for focused action. A renewed emphasis on KPI tracking will help us better define what success looks like—making it easier to celebrate our wins, spot opportunities for growth, and stay aligned across teams.

Recruitment and retention remain front and center. We're continuing to invest in our people by strengthening leadership pipelines, refining onboarding experiences, and creating a workplace culture where staff feel supported, valued, and motivated to grow.

We're also deepening engagement—both internally and in the communities we serve. Through more frequent communication, inclusive events, and platforms for authentic storytelling, we're building stronger connections and amplifying the voices that matter most.

Finally, we're laying the groundwork for our next Strategic Plan. This will be a co-created vision, shaped by data, dialogue, and shared values. It will reflect not just where we are, but where we want to go—and who we want to be - committed to equity, inclusion, and bold leadership in the sector.

The work ahead is clear. The energy is real. And the path forward is ours to shape—together.



Jeffrey Adisam DHsc  
Chief Operating Officer

COMMUNITY LIVING   
Walkerton and District

# THANK YOU

To our staff, partners, families, and communities—thank you for your continued trust, collaboration, and support. Your commitment fuels our progress and strengthens everything we do. We look forward to another year of working together to build inclusive, vibrant communities for all.

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COMMUNITY LIVING

Walkerton and District





# Year End Report for Community Living Walkerton and District March 31, 2025

Presented by

Stephanie Randall, CPA, CA



Wherever business takes you

MNP.ca

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## WHAT WE HAVE TODAY

### Community Living Walkerton and District March 31, 2025

<u>What we own</u>		<u>What we owe to others</u>	
Cash	\$413,158	Amounts owed to suppliers	\$495,939
Accounts receivable	108,547	Deferred capital grants	953,957
Grants receivable	185,639		
Prepaid expenses	1,465		
Current portion of investments	450,000		
Capital Assets - Land & Building (net)	2,864,582		
Historical cost - \$5,453,521			<u>1,449,896</u>
Capital Assets - Equipment (net)	178,288		
Historical cost - \$1,332,921			
Long-term investments	\$84,430		
		<u>What we have for our future</u>	
		Capital asset fund	2,089,653
		Operating fund	746,560
			<u>2,836,213</u>
	<u>\$4,286,109</u>		<u>\$4,286,109</u>

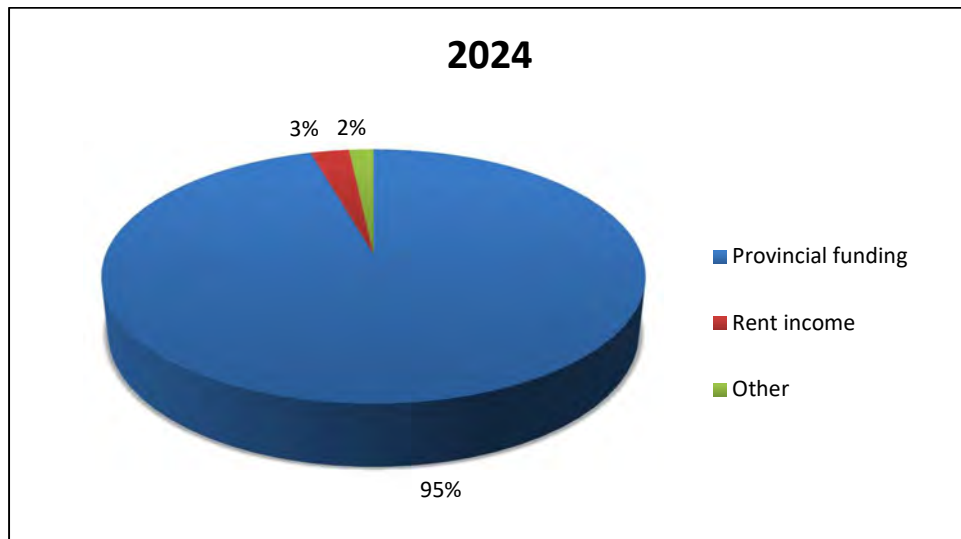
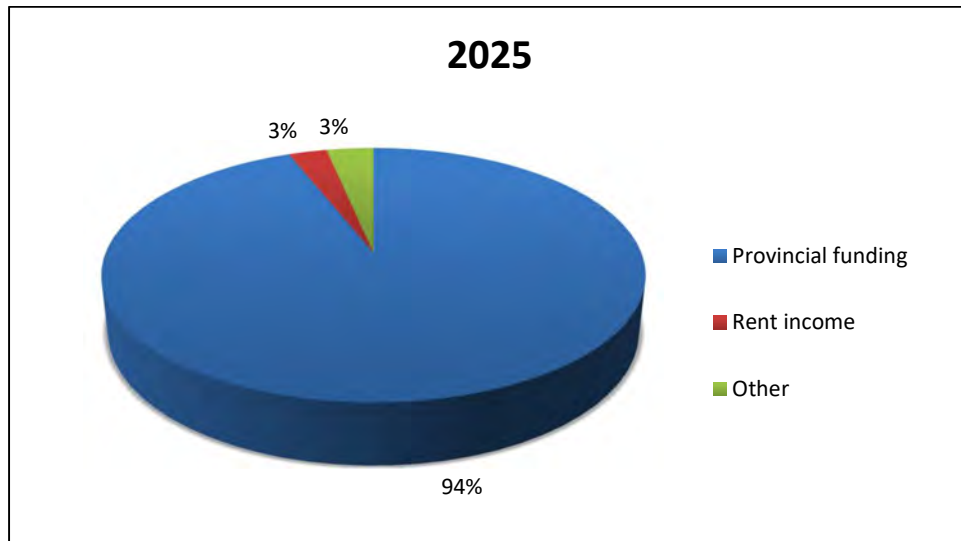
## HOW DID WE DO THIS YEAR

### How did we do this year?

	2025	2024	2023
<b><u>Revenue</u></b>			
Funding	\$6,996,206	\$6,756,930	\$6,704,930
Funding Other	26,814	27,823	16,369
Special Services at Home and Passports	1,178,548	1,254,693	1,265,990
Rent income - owned properties	234,395	229,539	235,680
Interest	51,644	65,135	34,349
Donations	1,809	53,951	2,005
Other	7,794	8,671	9,430
	<u>8,497,210</u>	<u>8,396,742</u>	<u>8,268,753</u>
<b><u>Expenditures</u></b>			
Salaries and benefits	5,814,839	5,585,664	5,380,018
Staff training	16,029	25,458	28,179
Building occupancy	406,166	319,008	338,687
Travel and communication	260,505	258,391	273,601
Other program and service expenditures	2,042,667	1,984,726	2,000,002
Supplies and equipment	57,877	33,409	26,001
Interest and bank charges	994	999	857
Miscellaneous	0	0	0
Amortization	138,327	140,089	145,066
	<u>8,737,404</u>	<u>8,347,744</u>	<u>8,192,411</u>
Revenue over expenditures before other items	(240,194)	48,998	76,342
<b><u>Other Items</u></b>			
Expense recoveries	226,829	17,038	122,771
Net revenue over expenditures *	<u>(\$13,365)</u>	<u>\$66,036</u>	<u>\$199,113</u>
* Consists of:			
Program Surplus	-	-	-
Charitable Surplus (Deficit)	(\$13,365)	\$66,036	\$199,113



## OPERATING REVENUE



## OPERATING EXPENSES

