



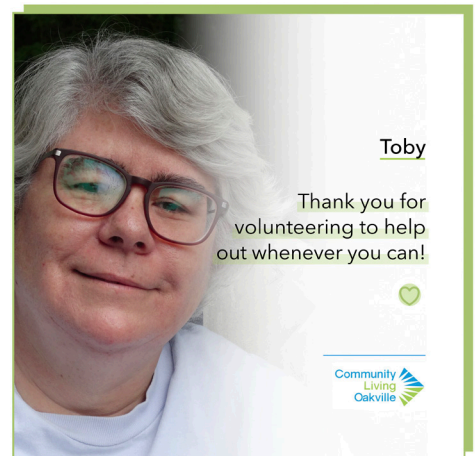
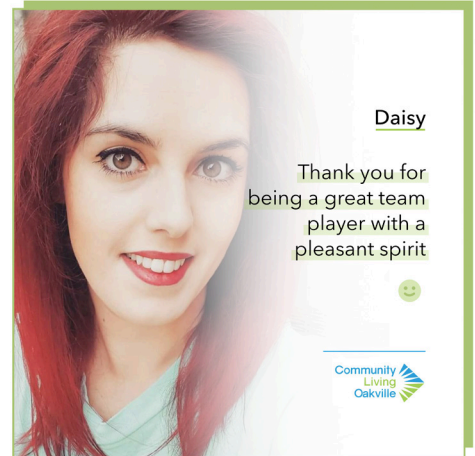
Community  
Living  
Oakville



Annual Report  
2019 - 2020

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## Our Vision & Mission

### Vision Statement

A world where each person with a developmental disability lives their dreams and choices as a respected and valued contributor to community life.

### Mission Statement

We encourage and support each person to live active, rewarding and fulfilling lives in the community, by providing quality services, supports and opportunities that are determined by their dreams and goals.

# Our Core Values

*For each person we support, we value:*

## **Citizenship:**

We support each person to enjoy safe participation in all aspects of community life, respecting their dignity and individuality.

## **Individuality:**

We provide person-directed services and supports, tailored to meet individual goals and needs.

*For our organization and ourselves, we value:*

## **Quality:**

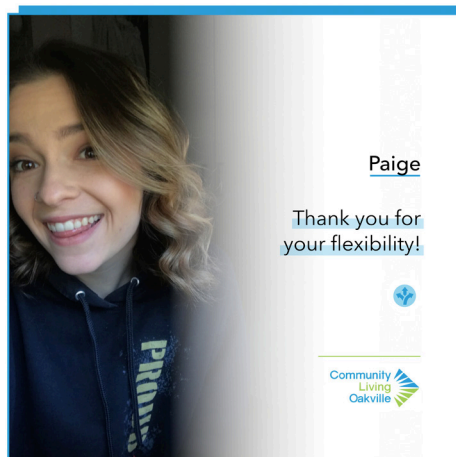
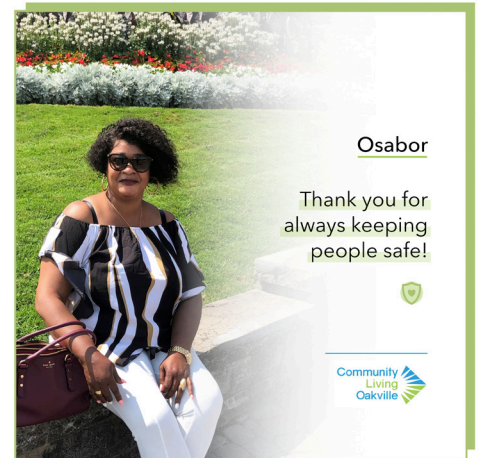
We provide quality services and supports with care and compassion by skilled, trained and dedicated staff.

## **Progressiveness:**

We are adaptable and open-minded, constantly striving to improve our services and supports, applying best practices and creativity.

## **Accountability:**

We accept personal responsibility for our actions and are answerable to each person we support, their families, our funding partners and to each other.



# Message from the President



It has been an honour to serve this year as President on the Board of Directors for Community Living Oakville. We are fortunate to have a talented and dedicated board, staff and community of families and neighbours working together.

I wish to thank Janet Lorimer and her team for their hard work and dedication to the individuals we support, and their families. This past year has been particularly demanding because of the COVID-19 pandemic. Janet and her team developed a thorough strategy to manage the health and wellness of each of the 128 people supported through residential services, and our employees. As of the time of writing my report, we are very pleased to say we have not had any positive COVID-19 cases with those we support and our employees. There is no doubt this a result of the protocol and safety standards that our management have in place. I also wish to thank our Direct Support Professionals for their hard work and commitment.

Many thanks to the Ministry of Children, Community and Social Services and especially to our immediate support person Carmela DiMondo, who helped us in many ways to provide the funding and particularly additional support to address pressures of the pandemic in meeting our needs for safety supplies.

Our Board of Directors had a productive year with much work done in our committees including Service Quality, Governance, Finance, Fundraising, Strategic Planning and CLO 2.0. Highlights of work by our committees include review of our policies & procedures, review and

updating of the strategic plan to align with accreditation objectives with the Council of Quality and Leadership, a comprehensive assessment of our facilities for future growth and strategic opportunities and successful fund raising.

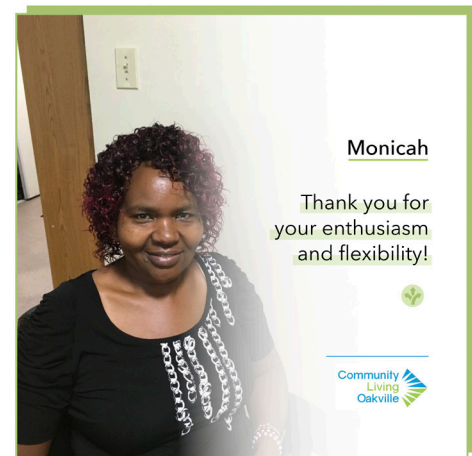
Nick Norvack decided to resign from the Board in December 2019. Nick served on the Board for several terms and was an active member on the Service Quality and Governance Committees. On behalf of the Board and all of CLO, we thank Nick for his advice and commitment to CLO.

The Fundraising Committee had a very active period. With the guidance of the committee chair, Brenda Kerr, we held a very successful golf tournament in June 2019, and Brenda introduced a new fundraising event called Queens of the Court last December at the Oakville Racquet Club, which was also very successful. The Committee also did much work to plan for a 2020 golf tournament; however, due to the uncertainties under the provincial COVID-19 protocols, the golf tournament is postponed to June 2021.

CLO hosted a donors appreciation event in November 2019, which was very well attended. We honoured our donors who have supported us over many years and unveiled our donor wall. We wish to thank our donors and sponsors of events for their generosity.

In closing I would like to thank our Members, families and staff for all of your support as we continue to provide the best service possible to the individuals we support.

**Peter Nesbitt**  
President, Board of Directors





Silvia

Thank you for helping people connect with families!




Andre

Thank you for ensuring people experience security and continuity!



Jonathan

Thank you for the exemplary support you always give!



Lucia

Thank you for being so kind!



Hugo

Thank you for always seeing the best in people!




Jane

Thank you for being the ultimate advocate!




Liesel

Thank you for teaching people job skills!



Andre

Thank you for ensuring people experience security and continuity!



Danielle

Thank you for always being up for an adventure!



Bushra

Thank you for being positive and supportive!



Dikiese

Thank you for providing excellent support every weekend



Stephanie

Thank you for always caring so deeply!



## 2019 - 2020 Board of Directors

Peter Nesbitt, President

Tom Whelan, Vice President

Tom Crawford, Treasurer

Barry Thomson, Member at Large

Brenda Kerr, Member at Large

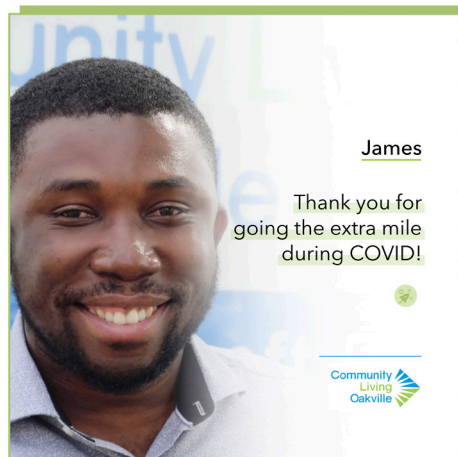
Brian Delorey, Member at Large

Mags Shorey, Member at Large

Shannon O'Neill, Member at Large

Paul Chiasson, Member at Large

Peter Hnatiw, Member at Large



## Message from the Executive Director



This year we celebrate Community Living Oakville's 66th year. It was a year that saw the building of momentum in our collective work to enhance services through an accreditation process, and work on the development of a new Strategic Plan. Last October Community Living Oakville was awarded a three-year Council on Quality and Leadership Accreditation

in Quality Assurances. This is an international accreditation program and demonstrates our commitment to excellence in person-centered services and supports that lead to increased quality of life. We are very proud to have the opportunity to work with the Council on Quality and Leadership over the three-year period to meet milestones set out in our accreditation plan. This plan has been woven into our new Strategic Plan and keeps us focused and committed to the ongoing journey of quality enhancement, and will ensure consistent policies, procedures and practices that promote the rights and autonomy of each person who uses our services. To steward us through this process, the Board approved funding for a Manager, Quality Enhancement, Jennifer Dance.

We are pleased to be finalizing our new 2020 – 2024 Strategic Plan. Our revised Vision, Mission and Core Values demonstrate a commitment to recognizing the importance of each person, choice and respect.

While we focus on providing quality support to people who use our services, we are mindful that a growing number of people in our community who require services and supports, and the need far exceeds the current capacity across Ontario. We continue to plan with the Ministry of Children, Community and Social Services and community partners to increase our capacity in Halton.

Again this year we are in uncertain budgetary times as the Covid19 pandemic has delayed the annual approval process with the Ministry of Children, Community and Social Services. As of March 2020, attention was drawn to health and safety. Many service changes were required under the Emergency Order, and the resultant Guidance from public health and our ministry. Our Emergency Pandemic Plan was immediately activated as we entered uncharted waters, and we are proud of the strength and commitment of employees, resilience of those we support. The pandemic has had a fatiguing impact on the daily lives of all people. As well this year our attention has been drawn to another societal issue. At Community Living Oakville, we have a strong diverse team, whose strengths and experiences compliment each other's. Our daily work reflects the value of every person, and we re-

main resolute in ensuring that no person will experience race based discrimination within our organization, and committed to working with our community to facilitate change that supports Black Lives Matter. The issues we face this year have challenged us individually, and as a society.

I want to thank employees at all levels, people we support and families for their efforts, support and patience as we navigated the ever changing and evolving guidance from government. We are grateful that we have had no Covid outbreaks as of the preparation of this report. We also thank the Ministry of Children, Community and Social Services and donors for the support that has been available to address the significant costs of support and personal protective equipment since March 2020, all of which has enabled us to maintain safe environments.

Over the past several months there have been many learnings that encourage us to consider new directions, and may shape future services differently than we had previously envisioned. As a part of our accreditation journey, and the use of Personal Outcome Measures interviews, we are learning much more about what people who use our services want. That information will be used to determine next steps, and identify needed changes.

Unfortunately, we have been unable to hold some of the planned fundraising events this year, and we hope the coming year will look quite different. We sincerely thank the many friends and donors who have generously continued to supported us.

Again this year we thank provincial organizations OASIS and Community Living Ontario for their advocacy work on behalf of the developmental services sector and people who have a developmental disability.

I want to thank our volunteers, supporters, and funders. We are very fortunate to have many long term friends who again have supported us in a wide variety of ways. Our donors are named in the Annual Report, and recognized on our donor wall. We appreciate funding from United Way, many private foundations held within the Oakville Community Foundation, the Oakville Foundation for Intellectually Handicapped People, Royal Bank of Canada as well as the Ministry of Children, Community and Social Services, our largest funder.

*Continued on Page 10*

# Treasurer's Report - For the Year ending March 31, 2020

## Operations

The year turned out to be a very challenging one for the organization as expected revenues did not materialise as anticipated. This led to a deficit in operations of \$53,833 for the 2019-2020 year. Even with this small deficit for the year, the organization remains in a strong position both financially and operationally.

Management with the support of the Ministry have done an excellent job of working with the resources available while building our programs and services and maintaining a safe and nurturing environment for those we support. All programs and services are growing and providing the supports and environment for growth and development that they were meant to do.

COVID-19 has had a tremendous impact on the organization, with the closure of the Day Programs on March 16 to the need to change the operations of the organization in every area. In March the organization incurred over \$49,000 of extra expenses in the area of PPE and other supplies, which were covered by the Ministry through a special COVID payment. In addition, Management and the Board made the decision to provide a temporary wage increase of \$2 per hour to all staff to recognise their efforts during this extremely challenging time. This wage increase was not in the budget, and was the main contributor to the loss incurred by the organization, however, it was the position of the Board that this was a vital payment to make to the staff.

Subsequently, in April 2020 the Ministry replaced this with a \$4 temporary increase to front line staff only.

## Capital

During the year our Church Street location was sold. This site did not fit into the long term needs of the organization and so the decision was taken to dispose of it. A substantial gain was made from the sale and we have invested the funds to be used as part of the long term redevelopment of the organization.

It should be noted that we continue to utilise the property rent free until the purchaser begins their redevelopment of the property.

Capital ended the year with a surplus of \$12,914, combined with the gain realized from the sale of Church Street, Capital recorded a surplus of \$1,597,441.

Fundraising and donations raised were \$471,627 this year, a significant increase over the previous year.

Rental and Ministry funding was down slightly from the previous year to \$700,358.

Total income for capital increased by \$232,967 over the previous year.

Fundraising supported \$140,697 of approved projects

during the year and in addition Capital supported Administration funding of \$207,600.

## Financial

Community Living Oakville repaid \$424,000 of its mortgages and notes during 2019-20. Total Liabilities at fiscal year end stands at \$3,972,616, down from \$4,315,482 the previous year. Total Assets stand at \$7,338,300 up from \$6,276,062 the previous year.

## Best Pack

Although Best Pack ended the year with a loss of \$138,504 there is a bright light ahead. Management has done an excellent job of developing new long term, growth in the business. New equipment and a strong marketing program are starting to lead to an increase in sales.

It must also be noted that Best Pack does contribute \$138,482 to the overhead of Community Living Oakville as a whole.

## Ministry

As in prior years the Ministry contributes the majority of the operations funding for Community Living Oakville at 77% for the past fiscal year. However, the continued financial pressure relating to increasing costs in all line items, changing needs of people we support as they age, crisis situations, the legislated pay equity obligation have a direct impact on the operations of the organization.

## Fiscal Year 2021

For the fiscal year 2021, due to COVID and a change in the Ministry's financial and budgeting software, a finalized budget has yet to be submitted to the Ministry. However, management presented a balanced budget for 2020-2021, which was approved by Community Living Oakville's Finance Committee and Board of Directors. In order to balance the budget, management had to include anticipated revenues from the Ministry for ongoing pressures in the amount of \$192,000.

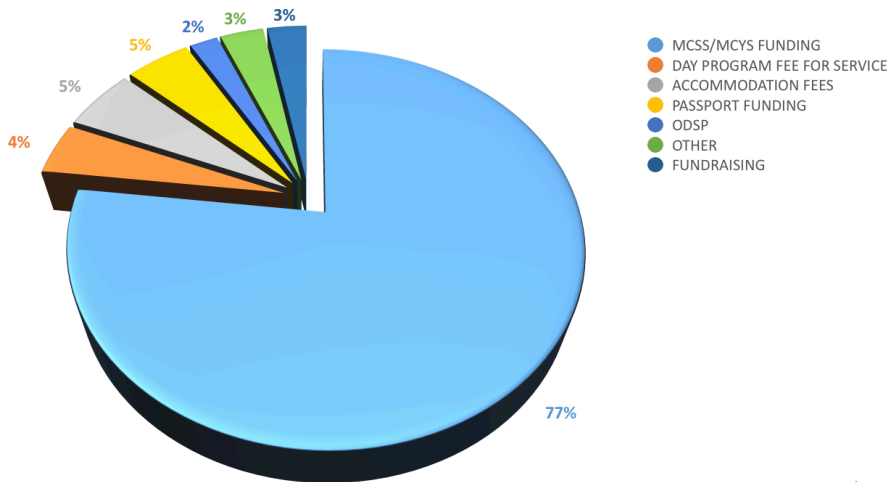
In summary we have had an excellent year on all fronts, we are financially strong and well poised to face the challenging times ahead of us.

These results are due to the continuing committed leadership provided by Janet Lorimer and the strong and dedicated team she has working with her. Congratulations and thank you to all.

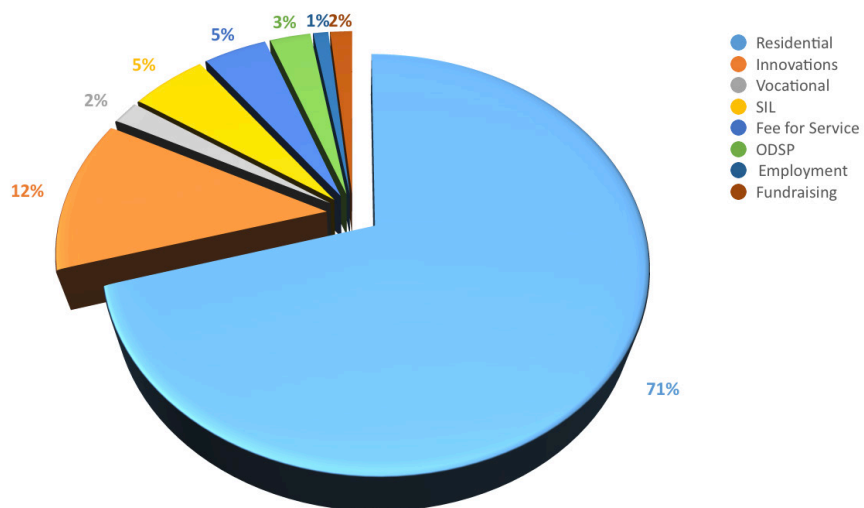
**Tom Crawford**  
Treasurer

# 2019 - 2020 Financial Activities & Support

## SOURCES OF REVENUE



## EXPENSES BY CATEGORY



## Governance Committee

The Governance Committee's most basic duty is to ensure that the organization is fulfilling its fullest potential and that the Board is managing itself well. Over the year, the governance committee has taken the lead on the review and updating of all the policies, procedures and by-laws of the organization; the annual board development day, succession planning, annual board evaluation, development of the new strategic plan for 2020-2024 and performance evaluation of the Executive Director.

In order to fulfil all of its rules, it is critical that the board consists of members with varying experiences and skills to reflect the needs of the organization. Fortunately all the board members from last year have agreed to continue for the upcoming year. Since the last AGM, one board member has had to step down for personal reasons. This year, the Governance Committee is recommending that Kevin Flynn be elected to the Board at this AGM.

The Governance Committee thanks all the Board members for their interest and involvement in CLO. A special thank-you goes out to the staff for their caring dedication to the Organization and their clients and to the Oakville Community that supports Community Living Oakville in many ways.



### **Mags Shorey**

Chair, Governance Committee

## Message from the Executive Director *(cont'd)*

Thank you to our employees, Management Team and Directors who work together and navigate our challenges. It is an honour to work with them as well as a dedicated Board of Directors who provide us all with a strong foundation. We greatly appreciate the Board's support of new initiatives. Project Search, our partnership with the Oakville Trafalgar Memorial Hospital and Halton Board of Education which enables students in their final year of school to receive a combination of education, job skills training, and real work experience was tremendously successful in 2019/2020, it's first year. Our Board of Directors made this possible by funding one of the full time positions for the project while a second position was funded through grants.

I want to thank all the people who worked to organize our first virtual Annual General Meeting. Alexandra Hoeck-Murray, Hugo Troccoli, Alison Fay. Over the last several months using technology more, and differently has been of the utmost importance in order to carry on doing business in new ways. Thank you all. In Day Services, virtual technology has enabled friends to connect and enjoy a wide variety of shared interests together. Thank you to all of the employees who have worked hard to facilitate interesting and social virtual opportunities.

**Janet Lorimer**  
Executive Director

# Service Quality and Strategic Planning

As part of our goal to continuously enhance the quality of our services and supports we deliver at CLO, during fiscal 2018/19 we established an important new role, Manager of Quality Enhancement, and appointed Jennifer Dance into this role. During that year our goal for Jennifer was to launch our move to implement Personal Outcome Measures (“POMs”) across CLO, based on the model defined by the Centre for Quality and Leadership (“CQL”). Personal Outcome Measures are a powerful tool for identifying and evaluating personal quality of life for supported persons, and the degree to which an organization like CLO individualizes supports to achieve outcomes.

We knew the move to POM’s was an important and large undertaking for CLO, which would span a few years. To get started, Jennifer was trained as a POMs “Reliable Interviewer”, and then began the process of conducting POMs interviews for selected persons we support. As that year progressed, Jennifer made great initial progress with implementing POM’s, which was being received with rave reviews. As that year closed, the Service Quality Committee recommended to the Board that we should build on this success with POM’s and embrace achieving accreditation of CLO based on the CQL’s Quality Assurances Accreditation model. We then formalized our relationship with CQL and committed to achieving accreditation over the coming year.

## Accreditation

As we moved through 2019/20, our Service Quality focus was on achieving Accreditation while also continuing to expand our reach of POMs across different program areas in CLO. Working to achieve accreditation started with our self-assessment conducted by the broader management team. This led to CQL conducting its assessment in early October 2019, and resulted in CLO becoming an externally accredited organization for the first time in our history. However, accreditation is not an event, it is a journey of continuous improvement aligned with the goals outlined in CQL’s model. Management has developed a detailed implementation plan aimed at realizing many of the identified changes and improvements over the following 18 months. These changes all are part of enhancing the quality of life for each person we support through person-directed planning and person-centred services and supports. The Board and the management team have embraced these changes and are excited about the journey ahead.

## Strategic Planning

Our current strategic plan runs through the period 2017-2020, and needs to be renewed to cover the period 2020-2024. To that end, the Board formed a committee to lead the development of our renewed strategic plan. The recent work on the CQL Quality Assurances accreditation has been a great catalyst for the renewal of our strategic plan. The CQL Basic Assurances framework has given us

fresh ideas and our accreditation assessment has helped shape our upcoming priorities. Building upon this, the Strategic Planning Committee began its work in the fall of 2019 with various focus groups involving families, persons we support and management, and concluding with a full Board focus group meeting in February 2020. With the support of the Board, we agreed the framework for the renewed strategic plan based on 3 overarching strategic themes, which are fully aligned with our CQL accreditation. The Board also agreed it was an appropriate time to review and update our CLO Vision, Mission and Core Values, which were last updated in 2009/10. Our Vision, Mission and Core Value are the bedrock upon which we build our strategic plan.

After reflecting upon the CQL Basic Assurances model and our commitment to POMs, it was apparent that we could make some improvements to our Vision and Mission Statement, and some small changes to our Core Values. These changes would help us better reflect our commitment to a “person-centred” services and supports model, which clearly focuses on the uniqueness of each person. This commitment is reinforced by using language referring to each “person that we support”, rather than referring to these individuals as a group of “people we support”. While this change may seem subtle, it is actually very important as it helps remind us everyday that each of us has unique needs and dreams that need to be respected and supported.

Based on these ideas, with the Board’s approval, we have renewed our CLO Vision to be about:

*“A world where each person with a developmental disability lives their dreams and choices as a respected and valued contributor to community life.”*

And to help realize that Vision, we have renewed our CLO Mission Statement to be:

*“We encourage and support each person to live active, rewarding and fulfilling lives in the community, by providing quality services, supports and opportunities that are determined by their dreams and goals.”*

While we completed the renewal of our Vision, Mission and Core Values (see page 2), with the onset of the global pandemic, our work on completing the 2020-2024 Strategic Plan was put on hold. It was evident that our management and staff had to put its entire focus on delivering our services and supports during a very difficult time. As the situation began to stabilize, we have recently completed the important details within the strategic plan. The renewed plan will soon be approved and published, completing the work of the Strategic Planning Committee.

## Tom Whelan

Chair, Service Quality  
Chair, Strategic Planning

# Development Committee

I'm guessing that everyone has heard the expression "it takes a village". It means that many people's help or involvement is needed to achieve a goal, and this proverb fits our goals and Vision perfectly.

I would therefore like to express heartfelt gratitude to everyone in our "village" who has contributed to Community Living Oakville in some way. While we are government funded, many of the programs and services offered rely heavily on fundraising, which requires the generous support of our community. Without those who volunteer their precious time, attend or sponsor our events, and/or generously donate, CLO would not be the same.

2019's fundraising events included our annual golf tournament and a new tennis event called "Queens of The Court". Together these two initiatives raised approximately \$90,000, and thanks to the various types of donations received throughout the year, our annual fundraising total reached \$437,308.00.

Many of these funds were used to enhance our numerous popular and essential Day Service Programs. These programs provide the individuals we support with many meaningful educational, recreational, leisure and social opportunities. They include, but are not limited to, literacy, photography, music, drama, fitness and cooking classes; radio broadcasting, sports and trips out into our wonderful community. They all help enable their participants to lead active, rewarding and fulfilling lives – a goal we all share.

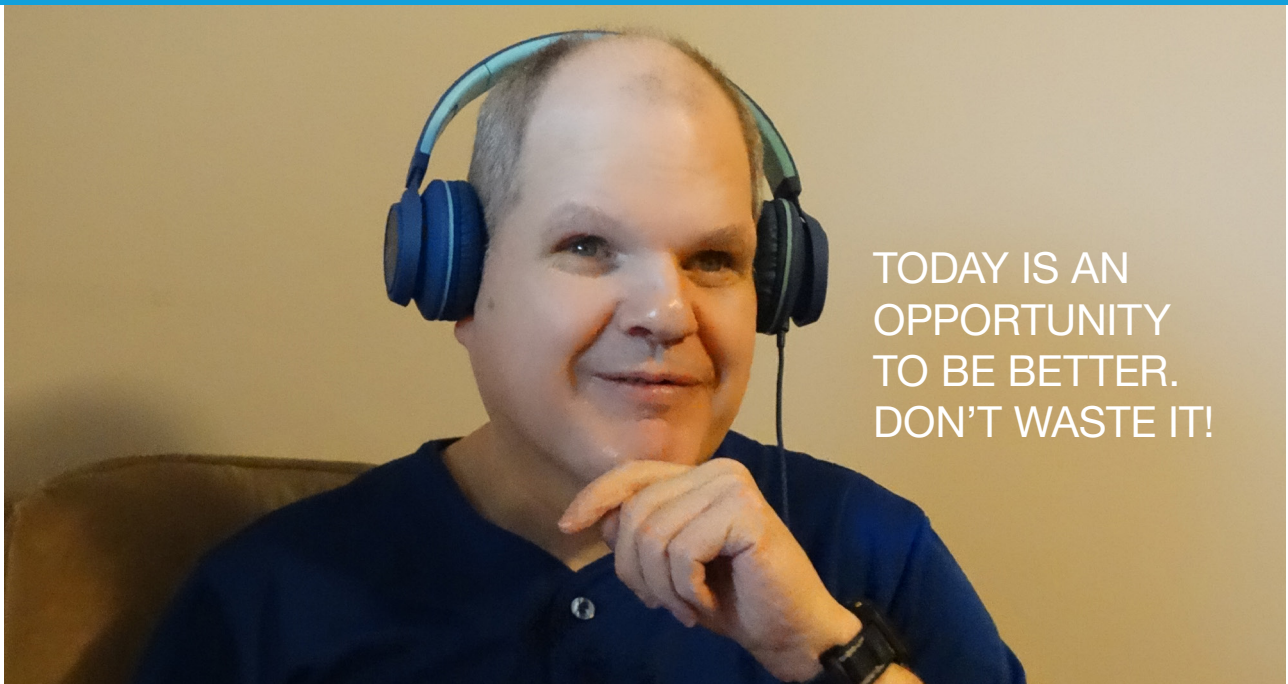
Unfortunately our 2020 golf tournament was a casualty of COVID-19, but this event will return bigger and better next year! We are however very thankful to the handful of golfers and sponsors who donated anyway, and for the many kind messages received.

On behalf of the more than 300 people we support, and our 300 staff who work tirelessly to help everyone achieve the best possible quality of life – THANK YOU!

**Brenda Kerr**  
Chair, Development Committee



## Meet Marty Copland



This has been Marty Copland's motto since the madness of the pandemic started. When the day to day routine you knew for decades suddenly changed in a 48-hour period, you could have sat and watched the world go by, being stressed or you could have decided to take the bull by the horns and start a new adventure - and boy Marty took the bull by the horns!

He decided to take opportunities to find new passions and learn new skills. Anyone who knows Marty knows that he is a social butterfly, so the daily Zoom sessions were right up his alley. With the generous donation from Best Buy Canada, he was able to acquire his own tablet. Marty learned quickly how to use his new device with the support of his team. He charges his tablet at night and every day at 10:00 am he logs on to Zoom and joins whatever session is going on. He loves "Name that Tune" with Hugo and Cooking with Chef Adam. Marty has enjoyed staying connected to all of his friends over Zoom. He is happy that he has been able to strengthen his friendships with Greg, Andrea and Joel. Marty also likes the scavenger hunts, bingo, and the dance parties in particular. He also mentioned really enjoying the ukulele lessons. In addition, Marty also took part in a rights workshop with Michael from The Council On Quality and Leadership, where he was very engaged and eager to learn more.

One of the skills he has developed that has grown into a passion, is his love of cooking! Marty never knew that this was something that he would enjoy as much as he does. Along with Cooking with Chef Adam on Zoom, he has prepared pretty elaborate meals for himself and his housemates. On the day he shared insight for this article, Marty was excited as he had made pineapple chicken. He has also enjoyed making Mexican Lasagna. Who knew that making jam could be something he would love doing it! Homemade raspberry and blueberry jam are now a staple in his home and are a labour of love. Marty said "the cranberries are next as Thanksgiving is around the corner." He also shared, "when this pandemic is over, I want to keep cooking and maybe even sign up for a cooking class."

During the pandemic, Marty has loved the drive by birthday celebrations and has taking a liking to walks in his neighbourhood. He expressed that the most difficult hurdle for him was not being able to see his longtime girlfriend Annie every day. Thankfully, he is able to see her on Zoom and calls her often. Marty has also had a few visits with her and can't wait to hold her close again soon.

He is looking forward to life going back to normal. It is clear that when Marty was given lemons, not only did he make lemonade, he made an awesome lemon cake with a side of lemon sorbet!

## Meet Greg Kozak

Greg has a deep appreciation and knowledge of nearly every generation of music from the 60's until now. Combine that with his smooth broadcaster voice and you have a Radio Host who can carry listeners through a musical journey where you will be glued to your headphones. Greg is a walking music encyclopedia and can tell you about very specific dates when albums were released and interesting facts about a myriad of artists from all generations. Greg spends a lot of his time fully immersed in music and radio. He loves tuning into stations from all over North America and will tell you what the most popular radio station is from ANY state in the U.S. So, it's only natural that he would be the host of Community Living Oakville's first Radio Show "Kicking Back With Kozak." This show later evolved into "In The Loop Media," where he took his skills to a more visual format and now to TRL (Total Request Live); a LIVE Radio show in which he hosts on Zoom. During TRL, Greg invites listeners to request their favorite songs, share music news and knowledge such as a musician's birthdays, as well as other interesting facts about artists. Greg hosts these shows naturally and is always looking to deliver more great music and information each session.

Like any good radio personality, Greg likes to start his days with a coffee...a Tim Horton's Dark Roast Coffee - to be exact. Perhaps this is something he uses to tune his signature voice?

Greg is an unstoppable force who is always ready to participate and engage with people and special guests. He has interviewed his hero Dr. Temple Grandin, has reviewed numerous thrill rides like Skywheel Niagara, Whirlpool Jetboats, Niagara Helicopters and was fearless when he did the superman pose at the Edgewalk on top of the CN Tower!

Greg will never back down from a chance to go on an adventure and his thrill seeking personality is the fuel for his creativity, tenacity, and ability to entertain.

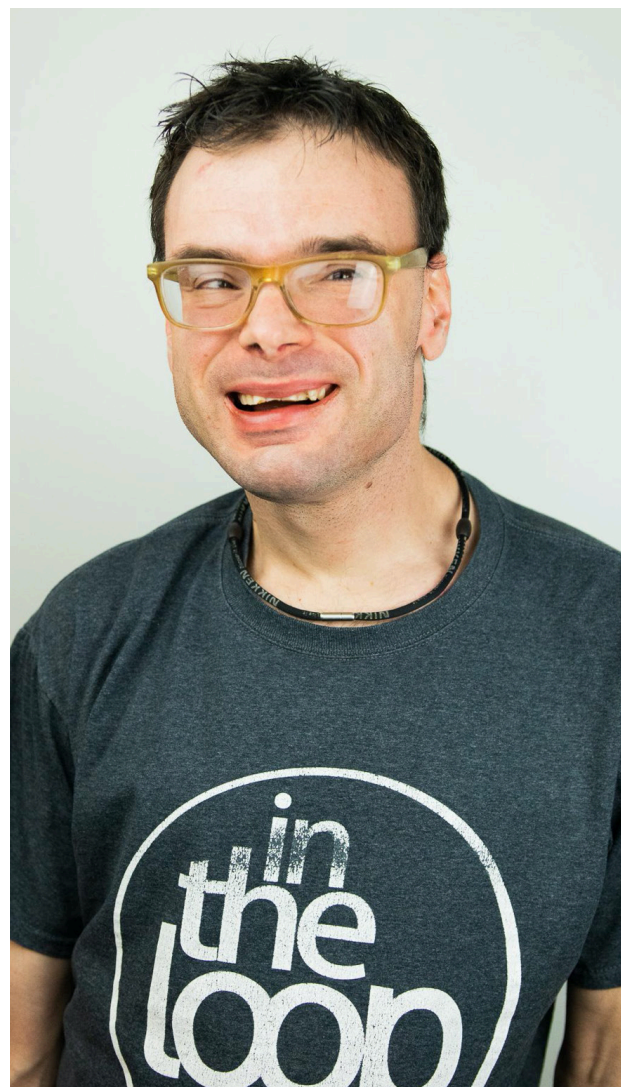
Greg takes full advantage of new technologies from smartphones to popular apps like Zoom. He always stays on top of the latest and greatest communication tools which gives him what he needs to stay in the loop with friends and current events.

He is also always the first one to step up to the plate when a project or opportunity arises and gives 100% effort, 100% of the time. He is an asset to any team and will execute what is required of him to achieve the goal.

Most of all, Greg is known to be empathetic and thoughtful of other's feelings and wants them to be genuinely be happy. His jokes on morning zoom sessions have definitely brought some smiles to some faces.

The trouble with Greg is that it is impossible to play "Name That Tune" with him. You will never beat him. It's almost like you need to tell him to sit out so others can have a chance. He is THAT good!

Stay tuned into our media network as Greg Kozak can't be missed!





Agnes

Thank you for being genuine!



Community Living Oakville



Isaac

Thank you for using every opportunity to connect people in the community!



Community Living Oakville



Kristie

Thank you for being a great advocate!



Community Living Oakville



Ali

Thank you for having an abundance of patience while job coaching!



Community Living Oakville



Tina

Thank you for always standing up for people!



Community Living Oakville

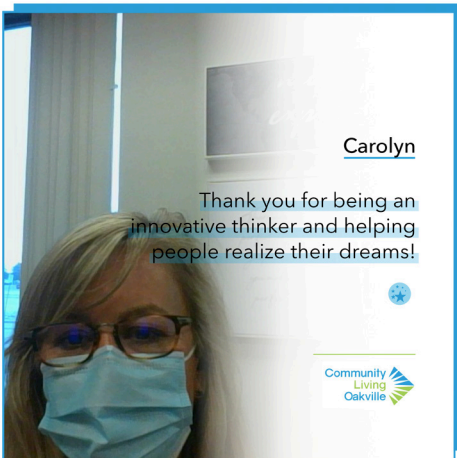


Charity

Thank you for always being willing to help out - with a smile!




Community Living Oakville

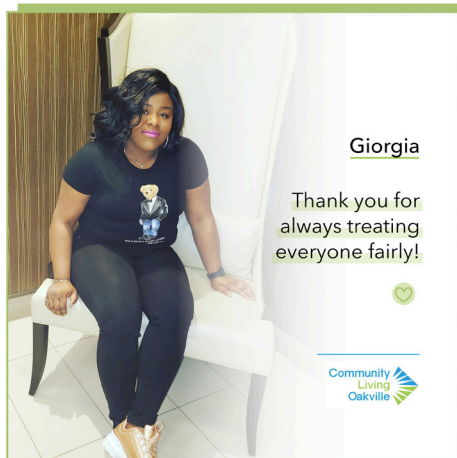


Carolyn

Thank you for being an innovative thinker and helping people realize their dreams!




Community Living Oakville



Giorgia

Thank you for always treating everyone fairly!



Community Living Oakville



Lisa

Thank you for bringing your artistic talents to work!



Community Living Oakville

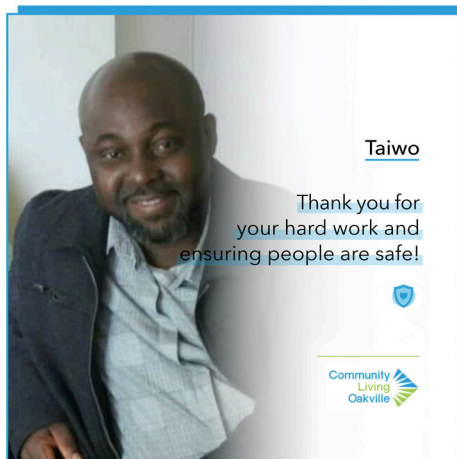


Therese

Thank you for being so crafty!



Community Living Oakville

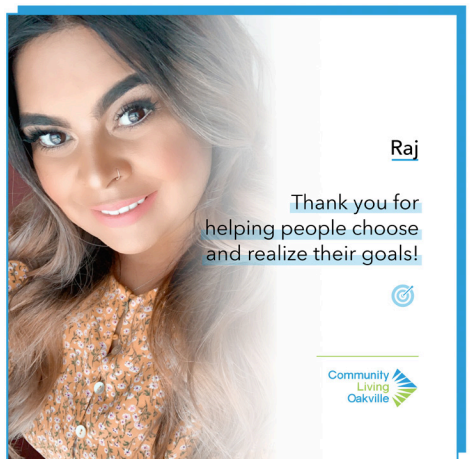


Taiwo

Thank you for your hard work and ensuring people are safe!




Community Living Oakville



Raj

Thank you for helping people choose and realize their goals!



Community Living Oakville

# A Heartfelt Thank You to our Generous Donors

## **Innovator (\$500,000 - \$999,999)**

- Margaret and Gerald Sutton & Their Foundation
- United Way Halton & Hamilton

## **Advocate (\$100,000 - \$249,999)**

- Clinton and Dona Justice
- Petrina and Peter Nesbitt  
(a fund held within the Oakville Community Foundation)
- The Balogh Family Foundation  
(a fund held within the Oakville Community Foundation)

## **Leader (\$50,000 - \$99,999)**

- Children's Aid Foundation of Halton
- The WB Family Foundation
- SKYWAY Canada
- Barry, Liz & The Thomson Family

## **Benefactor (\$25,000 - \$49,999)**

- The Witt Family
- The Fleck Foundation
- Gladys and Ed Cross
- United Way Greater Toronto
- First Canadian Title
- Tom and Michelle Whelan
- RBC Foundation
- Estate of Corrie Eerkes
- FCT Insurance Company Ltd.
- Mary West

## **Partner (\$10,000 - \$24, 999)**

- Elva & Alan Telfer
- Joy Justice and Jim Slattery
- RBC Foundation
- Massive Tank Studios
- Robertson, Eadie & Associates Ltd.
- Chris Govan
- Marquest Asset Management Inc.

- Magnes Group Inc.
- United Way of Oakville
- Sandra & Peter Corcoran
- Dominic Gammiero
- Robitaille Charitable Foundation
- Roy & Clemence Chard
- Drew, Eloise and Andrea Wallace
- The Estate of Harold Martin
- Mary & Naiem Nairouz
- Cheney Window & Door Specialists
- The Francis Family
- IBM Employees' Charitable Fund
- Godin Productions
- Mr & Mrs A & N Gecekusu
- O'Connor MacLeod Hanna LLP
- The Taylor Group
- The Estate of Wendy Cochrane
- Don and Helen Johnston
- The Estate of Betty MacLeod
- Mars Petcare
- Falconbridge Limited

## **Supporter (\$5,000 - \$9,999)**

- The Civitan Club of Oakville
- Mags Shorey & The Shorey Family  
(a fund held within the Oakville Community Foundation)
- Beayni Group Ltd.
- John Hoey
- Christopher Invidiata
- Brenda and David Pasieka
- William and Laurie Shutt
- Williams Wilson Sherport Foundation
- Abbey Animal Hospital
- HSBC Securities (Canada) Inc.
- Mary & Piero Cardomone
- W.H. Shutt & Associates Inc.
- Barry & Ann Coles
- Mercedes-Benz Oakville

- Lockwood Kia
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- PCM - Project Construction Management
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- MM/SAM Ltd.
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- Mr. Mark Barr
- Shaun Porter
- Sam Cluderay
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- SmartMeds Pharmacy
- Teamsters Local Union 938
- Knights of Columbus
- Mel & Sally Mitzel
- Stewart Financial
- David Justice
- Napoleon
- Graeme Hibberd
- McCarthy Tetrault LLP
- The Frank and Azniv Lochan Family Foundation  
(a fund held within the Oakville Community Foundation)
- Joy Justice & Jim Slattery
- Whole Foods
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- Union Gas
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- Morguard Corporation
- Altana Pharma Inc

- The Kitchener & Waterloo Community Foundation
- Strongco

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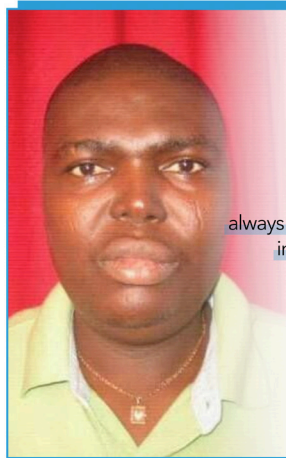


Micha

Thank you for helping promote independence!









Osaretin

Thank you for always remaining calm in any challenge!








Erika

Thank you for being a passionate advocate!









Rapinder

Thank you for being caring!









Brianna

Thank you for always going above and beyond!









Abby

Thank you for always seeing the best in people!








Bev

Thank you for your great culinary skills!









Akua

Thank you for always being so kind and warm!







Bola

Thank you for always keeping things in order!







Heather

Thank you for always being so positive!





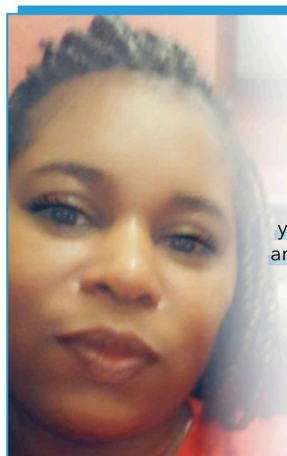


Pauline

Thank you for always seeing possibilities in people!







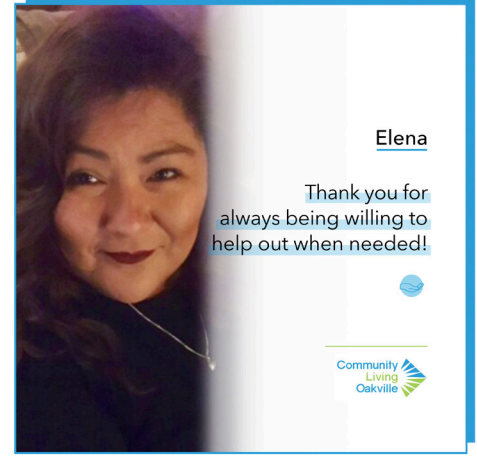


Shivanna

Thank you for your hard work and dedication!







# Years of Service as of March 31, 2020

## 5 Years

**Chelan Williamson**  
Residential

**Aimee Doughty**  
Residential

**Danahi Suarez-Vila**  
Day Services

**Asha Aggarwal**  
Residential

**Francisca Sarpong**  
Residential

**Rajdeep Gill**  
Residential

**Esther Osarogiuwa**  
Residential

**Hugo Troccoli**  
Day Services

**Sherry Coleman**  
Residential

**Isaac Chakuma**  
Residential

**Sabrina Troisi**  
Residential

**Sandra Omorodion**  
Residential

**Sheila Gifford**  
Residential

**Tyson Buckley**  
Residential

**Andrea Lee**  
Manager

**Alexandra Hoeck Murray**  
Director

**Gordana Djordjevic**  
Best Pack

**Surinder Hansra**  
Best Pack

## 10 Years

**Joyce Hammond**  
Residential

**Vanetta Edwards**  
Residential

**Desiree Dos Santos**  
Residential

**Akua Nkrumah**  
Residential

**Leisa Gay Lewis**  
Residential

**Sherene Myers**  
Residential

**Julie Bisbicos**  
Manager

## 15 Years

**Steve Zamora**  
Residential

**Rapinder Dhillon**  
Day Services

**Stephanie Butcher**  
Day Services

**Leanne Abbott**  
Day Services

**Lala Desousa**  
Residential

**Allison Chapelle**  
SIL

**Jennifer Dance**  
Manager

**Kim Moncada**  
Manager

## 20 Years

**Raymond Desrochers**  
Residential

**Mary White**  
Manager

## 25 Years

**Beverly Kerr**  
Day Services

## 30 Years

**Toby Goldenberg**  
Day Services

**Mary Jo Nunes**  
Day Services

**William Strong**  
Day Services

**Farkhanda Nawaz**  
Residential

**Shannon Coles**  
Director



301 Wycroft Road  
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905.844.0146  
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