



Community
Living
Oakville



Annual Report
2020 - 2021

Table of Contents

2	Our Vision & Mission
3	Our Core Values
4	Message from the President
5	2020 - 2021 Board of Directors
6	Message from the Executive Director
7	Governance Committee
8	Treasurer's Report
9	2020 - 2021 Financial Activities & Support
10	Quality Outcomes Committee
11	Meet Satwinder Dhillon
12	A Heartfelt Thank You to our Generous Donors
13	Development Committee
14	Meet Margaret Campbell
15	Years of Service
15	Bruce-Lyn Award for Excellence

Our Vision & Mission



Our Mission

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 Vision

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

Our Core Values



For each person we support, we value:

Citizenship

We enable citizenship for people we support through safe participation in all aspects of community life, respecting dignity and individuality.

Individuality

We provide personalized care to the people we support, tailoring our programs and service to their individual needs.

Quality

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

Progressiveness

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

Accountability

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



Message from the President



It goes without saying that this has been a very unusual year for all of us as we have learned how to manage our way through this pandemic. In the past year, the pandemic continued to present challenges for Community Living Oakville (CLO), the people that we support and their families, and our employees and volunteers. While it has been challenging, it is wonderful to hear of the many success stories within CLO along the way. Thank you to all who have worked so hard during this difficult time!

It has been an honour to serve in the role of President of the Board of Directors beginning in early 2021. I want to thank our former President, Peter Nesbitt, for capably leading our Board for the past few years, prior to passing the baton to me. He and his family have been wonderful supporters of CLO for many years, and we are grateful for all that Peter and his family have done to make CLO a better place. We are also fortunate to have a talented and dedicated board, caring and committed staff and a strong community of families and volunteers working together to enhance the lives of each person that we support.

This has been a year of change and transition at CLO as we said good-bye to Janet Lorimer as she begins a well-deserved retirement, and as we welcome Alexandra Hoeck-Murray as our new Executive Director. We are lucky to have such a strong leadership team at CLO that made the Executive Director transition proceed seamlessly. While we have celebrated and thanked Janet in a few memorable ways, including the Zoom retirement celebration, I want to again recognize the positive influence Janet has had on the evolution of CLO to become the wonderful agency we all know. I wish Janet all the best in her retirement. There will always be a welcome mat waiting for Janet when she visits as a friend of CLO.

While Alexandra has only recently taken the helm, she has been an integral part of many of our accomplishments over the past year. She and her team, along with Janet, have managed through the many challenges presented by Covid-19 for CLO and the people we support, minimizing and containing outbreaks. The health and safety of each supported person, and our employees and volunteers is paramount. I particularly want to thank our Direct Support Professionals for their hard work and commitment during this uncertain time.

Many thanks also 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. Thankfully, their funding support has offset the additional costs incurred during the pandemic.

Our Board of Directors had another productive year with much work done in our committees including Quality Outcomes (previously named Service Quality), Governance, Finance, Development and Strategic Planning. Highlights of work by our committees include our successful Executive Director recruitment and transition, finalization of the work plan for our multi-year Strategic Plan, support for our Quality Enhancement and Accreditation initiatives, completion of Board diversity training, review of Board composition and Board succession planning, Board candidate search and nominations (which has resulted in two proposed Board additions), support for the transition of our Finance Director and financial system and reporting, and relaunch of our important fundraising initiatives with our annual golf tournament organized for September 2021. Thanks to all committee Chairs and Board members for their personal commitment to Community Living Oakville. We look forward to having our two new Board members join our strong Board of Directors for the coming year, including the first supported person on the Board in many years.

As noted above, Peter Nesbitt resigned from the Board in February of this year. Peter had served on the Board for four terms and has been an active member on all Board committees, with a particular focus on Development and Finance. On behalf of the Board and all of CLO, we thank Peter for his leadership, stewardship, advice, and commitment to CLO.

I am hopeful that the year ahead will bring opportunities to reconnect with each other in person, and get back to a more “normal” environment for us to provide our services and supports to those we care so much about. We are very pleased to have Alexandra leading our organization as our Executive Director as we navigate our reopening in these uncertain times. We have lots to look forward to, and I know our entire team of employees will continue to do their utmost to enhance the quality of life for each person we support.

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 persons we support.

Tom Whelan
President, Board of Directors



2020 - 2021 Board of Directors

Tom Whelan, President

Shannon O'Neill, Vice President

Tom Crawford, Treasurer

Barry Thomson, Director at Large

Brenda Kerr, Director at Large

Brian Delorey, Director at Large

Mags Shorey, Director at Large

Paul Chiasson, Director at Large

Peter Hnatiw, Director at Large

Kevin Flynn, Director at Large

Message from the Executive Director



This year we celebrate Community Living Oakville's 67th year. As we all know, we have faced many trials and tribulations as a result of the COVID-19 pandemic. It has been a year and a half since we first had to shift our mindset and move many of our special interest programs and services online. People we support and staff have demonstrated resilience and innovation as a

result of the pandemic. It has further encouraged us to reimagine what services may look like in the near future and allowed people to reflect on what meaningful days look like for them going forward. Both people we support and staff enhanced their technology and communication skills and created innovative ways of engaging with our community. Through our online platform 'Stay Connected,' people have gathered to share educational information, learn new skills, participate in activities, develop friendships, as well as welcome an array of guest speakers and leaders. Not only did this venue provide opportunities to stay connected, it strengthened and supported our community.

During this time, our Quality Enhancement team continued to progress forward in conducting Rights Assessments and Personal Outcome Measure interviews with people we support. Rights assessments have provided education to the people we support and staff. They have highlighted the importance of being aware of one's rights as well as honouring and promoting people's rights. Through Personal Outcome Measures, goals are regularly identified and person-directed action plans have been created. A common goal continues to be at the forefront for many people as they wish to 'participate in life of the community.' These goals along with our vision 'a world where each person with a developmental disability lives their dreams and choices as a respected and valued contributor to community life,' have been part of the catalyst and vision for the re-imagining of day services.

Over this past year, our ministry has also received direct feedback from people, resulting in the government's plan to reform developmental services. 'Journey to Belonging: Choice and Inclusion,' guides a long-term vision for our sector in Ontario, promoting and supporting people so they can participate in their communities. Through the generous support of United Way Halton Hamilton, Community Living Oakville has been able to move forward, plan and implement a transition specifically in the area of day service offerings; promoting community participation and inclusion. Through a five year granting term, we will be able to effectively re-imagine the traditional structure of

day services and implement a model based on the goals of people we support. Stepping away from historical concepts of congregate, segregated day programming - to fully participating in the life of the community. This will not only provide enhanced opportunities for people we support, however challenge systemic practices as community services will become more diverse. Through working with and educating community partners, we are able to create an inclusive community for all.

We are also proud to report that we are entering our third year of accreditation with The Council on Quality and Leadership (CQL). Our leadership team in consultation with people we support, have been making great strides in implementing recommendations from our accreditation plan. Some of the most recent notable enhancements include creating a more robust rights policy, consultation in regards to our use of intrusive behavior intervention strategies and the creating of both a natural supports and quality outcomes monitoring policy to guide us. In addition, we have developed methods to internally monitor Basic Assurances. By tracking data that is measurable, meaningful and provides value; we are able to enhance the overall quality of life of the people we support and our services. Our accreditation plan, also aligns closely with our strategic plan and strategic themes including programs and services, community inclusion and engagement and culture and capacity.

Community Living Oakville is invested in securing opportunities to provide training and awareness for both people we support and our staff. In turn, we are able to develop a strong work culture and build capacity amongst our valued team. As part of our strategic plan, we are committed to developing a comprehensive diversity initiative. In working towards this, we most recently had the pleasure of having a number of guest speakers and educators, representing various cultures work with both our Board of Directors and leadership team. We have also enlisted in the support of SMD Consulting, who have begun to work with us in order to consult and develop a diversity, equity and inclusion work plan for our agency. Through applying their approach; integrating an anti-racism and anti-oppression framework, we will be able to enrich our services and work culture. This past year, Community Living Oakville's committee of self advocates - the Raise Your Voice Council, held their fourth annual COVE conference with our agency partners; also highlighting the importance of celebrating diversity and inclusion. They entitled the conference 'World Café' and welcomed speakers that educated participants on various topics such as: support for Indigenous families with disabilities, building inclusive and equitable cultures, advocacy for the LGBTQ+ community, introduction to world languages and thinking differently through magic.

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

Community Living Oakville truly is a diverse agency and as they say 'it takes a village.' Thank you to all of our partners and stakeholders who contribute to the richness of our agency. To the people we support, thank you for being 'you' and guiding us through your vision and personal goals. To our staff, thank you for your dedication and remarkable adaptability. You have provided quality support during times of uncertainty; always placing the people you support at the forefront. Thank you to our leadership team who continue to rise in times of challenge and raise the bar in supports and services. To our Board of Directors, we thank you for your strong commitment in volunteering and governing our agency, while supporting many of our important initiatives. We would also like to sincerely thank all of our donors, students and volunteers who provide opportunities for the people we support that otherwise may not be possible. We were grateful this year to everyone supported our golf tournament and making it successful.

We would also like to recognize the Ministry of Children, Community and Social Services for the support and funding they provide; particularly during this pandemic. Through their support, we have been able to ensure the health and safety of all with continued supplies of personal protective equipment and Covid Residential Relief Funding; supporting pressures related to Covid-19. We also thank the tremendous

efforts of Community Living Ontario, our Provincial Network and OASIS for their advocacy and ensuring the people we support have a voice and are at the table, when decisions have been made during this pandemic.

Finally, I would like to recognize Janet Lorimer for her executive leadership for almost nine years at Community Living Oakville. Janet retired at the end of July and has left a lasting impression on everyone at the agency. Her strong commitment to the people we support, ensuring quality supports, and her advocacy efforts in our sector were immeasurable. Janet took great passion in her role and developed many lasting relationships. I am honoured to assume the role of Executive Director, and aim to uphold our expectations for excellence in person-centered services. I look forward to working closely with the people we support and all of our stakeholders. For those of you that I have not met, please do introduce yourselves and I look forward to collaborating with you. It is through harnessing the talents and innovation of our community as a whole in which leads to agency and sector development; creating systematic change.

Alexandra Hoeck-Murray
Executive Director

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, the annual board development day, succession planning, annual board evaluation, and the performance evaluation of the Executive Director. There has been an emphasis on diversity both at the Board level and throughout the organization. Shannon O'Neil prepared two presentations for the Board on diversity. Both were greatly appreciated and helpful in expanding our thoughts and ideas on diversity.

It is important that the board consists of members with varying experiences and skills to reflect the community and the needs of the organization. This year we were focused on finding two new Board members, one with financial experience and one as a supported person of Community Living Oakville. The Governance Committee is pleased to recommend Kaitlin Nesbitt and Chengbo Qian to the Board of Directors.

The Governance Committee thanks all the Board members for their interest and involvement with Community Living Oakville. A special thank-you goes out to the staff for their caring dedication to the organization and the people they support, and thank you to the Oakville Community that supports Community Living Oakville in many ways.

Mags Shorey
Chair, Governance Committee

Treasurer's Report - For the Year ending March 31, 2021

OPERATIONS

For the past 18 months we have experienced unprecedented times. Isolation, safety protocols, lock downs, vaccinations, health and wellness concerns, fear, loneliness and some frustration. Yet through all of this, our Management team and staff have done an outstanding job of keeping those we support safe and well; the Management team have also managed to maintain financial discipline while adapting to ever changing needs. We can be proud of the professionalism and the compassion demonstrated by our staff over the past 18 months.

Programs continue to run, albeit virtually and the Stay Connected virtual program has given everyone a platform to stay in contact, participate in activities and have the sense of belonging. We have been fortunate to have received several grants which has allowed us to develop and carry out programming on a virtual platform.

We must acknowledge the financial support we have received from the Ministry. Without this support it would have been very difficult, if not impossible, to operate under these stressful and ever changing times. With all that has gone on the team has still managed to deliver a small surplus. A testament to the financial management and expertise exhibited by our Management team.

Operating revenues were up some \$1,360,000 thanks in a large part to the support from MCCSS. Similarly, operating expenses were up some \$1,295,000; this was due in large part to higher labour costs and overtime.

It is a testament to our staff that we were able to run programs, carry on as best we can with day to day activities, keep everybody well and safe and continue with as normal a life as possible.

To all our Management and staff THANK YOU!

CAPITAL

We were not able to run our golf tournament last year, yet we were still able to bring in much needed fundraising dollars. This year we were only \$43,000 below last years total! Our Capital revenues were down by \$51,000 from last year. Our fundraising expenses were down by \$53,000 while capital expenses were down by some \$286,000. The result is a very strong bottom line with income up \$309,000 from the previous year. As a result, we have a very strong Balance Sheet and are in excellent shape financially to carry out our future needs and growth requirements.

Thank you to all who continue to support our fundraising efforts so we may continue to enhance the lives of those we support.

I would also like to take this opportunity to thank the members of the finance committee who give their time and experience to support our financial direction and success. Thank you Peter Nesbitt, Paul Chiasson, Peter Hnatiw, Barry Thomson, Janet Lorimer, Alexandra Hoeck Murray and Suresh Tharma. This year has been a difficult year with life changing daily, yet we have had a very successful year of operations. This success is due to the commitment, compassion and professionalism of the leadership demonstrated by Janet Lorimer and her Management team. Janet has left the organisation in very capable hands.

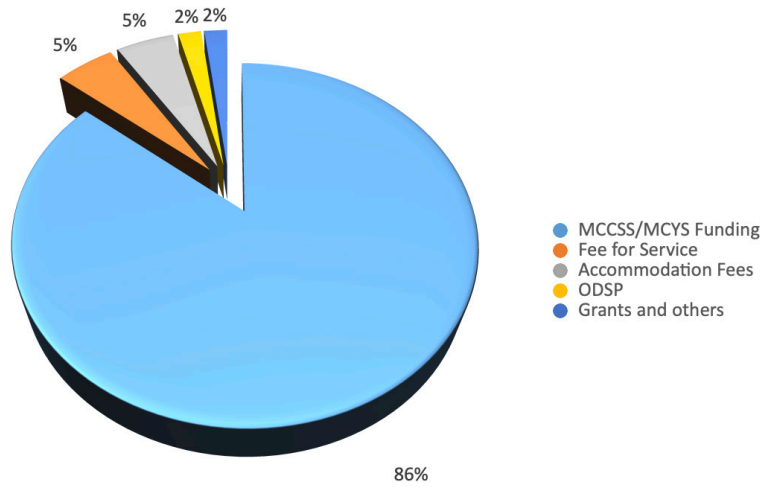
Congratulations to all and Thank you!

Respectfully Submitted,

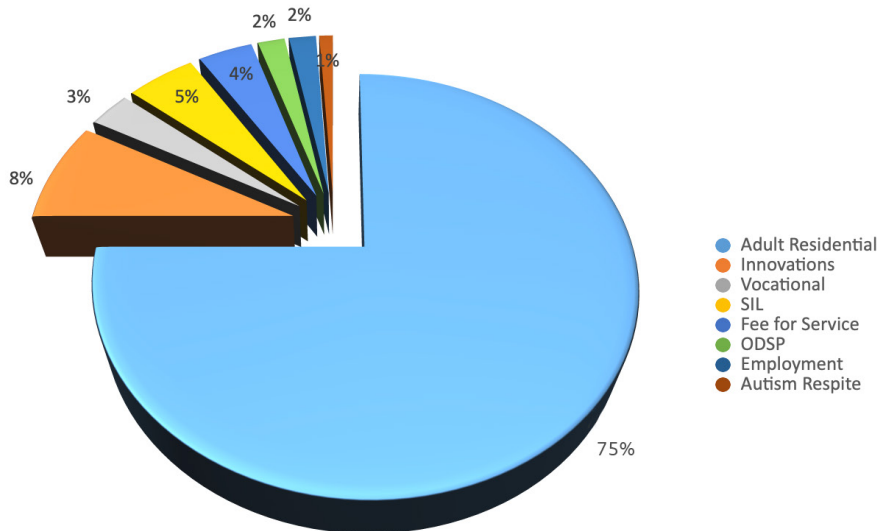
Tom R. Crawford
Treasurer

2020 - 2021 Financial Activities & Support

SOURCES OF REVENUE



EXPENSES BY CATEGORY



Quality Outcomes Committee

Throughout 2020/2021 CLO has continued to expand and enhance the quality of its services and supports with a commitment to a “person-centered” model, which focuses on the uniqueness of each person, while continuing to adapt to challenges of the ongoing pandemic. In the past year, the Board approved the Strategic Plan 2020-2024 (“Strategic Plan”) which represents the culmination of insights from various focus groups involving families, persons we support and management, and builds on the Basic Assurances framework defined by the Center for Quality and Leadership (“CQL”).

In addition, CLO has continued its journey towards achieving accreditation based on CQL’s Quality Assurances Accreditation model and has strengthened its relationship with CQL, including receiving laudable feedback by CQL for the work carried out by staff and management. As part of this initiative, CLO has continued to implement the Personal Outcome Measures (“POMS”) for individuals supported by CLO with much success. POMS is an important tool for identifying and evaluating personal quality of life for supported persons and this model is based on the model defined by CQL. By utilizing POMS, CLO is better able to support each person to live active, rewarding and fulfilling lives as determined by their personal dreams and goals. Jennifer Dance has been a leader in implementing POMS and with the recent addition of Alison Fay to the Quality Enhancement Team, who will join Jennifer as a Reliable Interviewer, the Board anticipates greater success in this area in the coming year.

To reflect CLO’s priority on enhancing the lives of persons supported by CLO beyond the minimum service requirements and to align with CLO’s emphasis on quality outcomes and continuous improvement, the Services Quality Committee has been aptly renamed the Quality Outcomes Committee. The Board also recently approved a Quality Outcomes Monitoring Policy (“QOM Policy”) that focuses on monitoring and recording the progress of Quality Outcomes Measures and POMS. The Board and

CLO are committed to supporting each person to achieve their personal outcomes through an overarching focus on quality outcomes and continuous improvement in all aspects of CLO’s services and supports.

This policy builds on CQL’s recommendation to gather, interpret, and analyze data as a tool to better understand how CLO can tailor its services and supports to enhance the lives of persons supported by CLO. The purpose of the QOM Policy is to ensure we understand the effectiveness of our services and supports and continuously improve by measuring and monitoring quality through defined and structured processes, systems, and data. CLO’s management team has been collaborating over the past year and will monitor data in five focus areas including: rights restrictions, POM data, complaints, incident management, and goals. CLO has received positive feedback from CQL for these efforts and looks forward to implementing a Quality Outcomes Monitoring Plan to operationalize the QOM Policy.

Although the pandemic has presented challenges to providing services and supports, collaboration within the sector has grown and CLO remains on track to achieve its Strategic Plan. CLO’s Executive Director, Alexandra Hoeck-Murray has been successful in securing grants for the re-imaging of Day Services and CLO has received feedback that persons we support are happy with the individualized nature of services. The Strategic Plan also recognizes the changing needs of seniors and CLO is actively looking at opportunities to increase the accessibility of its residential locations. Moreover, the Board and CLO recognize the importance of diversity, equity, and inclusion and continue to embrace these principles in carrying out the Strategic Plan and in all aspects of its services, supports and culture.

Shannon O’Neill
Chair, Quality Outcomes Committee

Meet Satwinder Dhillon



Satwinder (Sat) is described as remarkable, thoughtful, loyal, family oriented, creative, smart and a reflective thinker. These affirmations are echoed by Sat's family and her house mates. Getting to know Sat, you will discover that she is constantly reaching for the stars and looks forward to see what the future has in store.

Sat is an avid traveler. Her passion for seeing the world shines through as she shares stories about her adventures. She was fortunate enough to learn about her heritage and her culture first hand, during a trip to India. She visited temples and absorbed all the flavors that India had to offer. Sat also likes to share her experience of the wonderful cruise to Alaska with her mother and father and of course, her excursion across the sea to Paris with her sisters.

Sat is very family oriented, and her parents fondly recall how she would always coordinate her birthday parties to include immediate and extended family and friends. Once COVID -19 is over Sat would like to continue to travel the world and to reconnect with her family and friends.

Satwinder's Journey to Independence

Sat's reflective thinking led her to having a deep conversation with her parents regarding her desire to live on her own. The catalyst for this was, Sat's sisters moving out to pursue their university studies and seeking their own independence. Sat wanted the same opportunities, and with the support of her parents, was able to accomplish this goal.

Sat is living out her dream, residing in an Enhanced Supported Independent Living (ESIL) home since 2018. In ESIL, Sat is living her best life, on her own terms. She enjoys her independence; keeps in regular touch with her family, visits them often and enjoys various activities with family and friends. With Covid-19 restrictions in place, these visits look a little different, but she is able to connect with everyone virtually.

Sat is an active member in her community and has many valued roles. She worked as an administrative assistant Medi-Chair and her most recent employment is with Goldfish Swim Club where she assists in the hospitality department pursuing a variety of jobs. Sat looks forward to returning to work once the COVID-19 restrictions will permit.

Sat is an avid sports fanatic. You will often find her swimming, doing track and field, walking and bowling. Her creative vigor is displayed through her love for the visual arts. Sat loves beadings and is currently working on a masterpiece.

Dreams for the Future

Sat is happy, but is not content with the status quo. She is always focused on the next frontier. Sat would like to continue her education and dreams of showcasing her culinary talents in the hospitality industry as a Pastry Chef.

For Sat, the future is promising, and she reminds us all, that the stars are not unreachable, all you have to do is set your eye on one, find the patience and passion to reach for it- and the world is yours.

"Always remember that you have within you the strength, the patience, and the passion to reach for the stars to change the world". Harriett Tubman

A Heartfelt Thank You to our Generous Donors

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

- Gerald and Margaret Sutton & their Foundation
- RBC Foundation
- United Way Halton & Hamilton (UWHH)

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

- Oakville Community Foundation
- Peter and Petrina Nesbitt and the Petrus Fund (a fund held within the Oakville Community Foundation)

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

- Barry, Liz & The Thomson Family
- Peter and Patti Hnatiw
- Robitaille Charitable Foundation
- The Balogh Family Foundation (a fund held within the Oakville Community Foundation)
- The Co-operators Community Funds
- The Harry E. Foster Foundation
- The Witt Family

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

- Andrew Gord Hall
- Cheney Window & Door Specialists
- Mags Shorey & The Shorey Family (a fund held within the Oakville Community Foundation)
- Skyway Canada Ltd
- The WB Family Foundation

Contributor (\$2,500 - \$4,999)

- Doug and Sue Brady Family Fund (a fund held within the Oakville Community Foundation)
- HER Studios Inc.
- Mark and Vanessa Barr
- Peter Carfrae
- United Way Greater Toronto

Sponsor (\$1,000 - \$2,499)

- Access Abilities 1036332 Ontario Inc.
- Accessible Daily Living
- Annamarie Rajchyba
- Derek and Linda Vervoorn
- Dona Justice
- Elva and Alan Telfer
- Fox & Leaf Co
- Grant & Barb Wallace
- Halton Junior Civitans
- Jane Lancaster
- Jones DesLauriers Navacord
- Lori Szwarc
- Mary and Naiem Nairouz
- Michael Lardis
- Robert and Jennifer Doyle
- The Frank and Azniv Lochan Family Foundation (a fund held within the Oakville Community Foundation)
- Tom and Michelle Whelan

Development Committee

While Community Living Oakville (CLO) receives most of its funding from the government, many of the programs and services offered rely heavily on fundraising initiatives. Every dollar raised makes a tremendous difference, and thankfully, our generous community continued to be there for us during COVID.

Despite the cancellation of our 2020 golf tournament (our largest fundraising event), a few kind golfers and sponsors donated anyway. We were also thrilled with the results of our annual Christmas Ask (\$76,500), which were 30x higher than the year before. Many thanks to the individual who helped generate these results by offering to match all donations up to a total of \$10,000.

In spite of the ongoing pandemic and the significant financial impact it has had on many businesses and individuals in our community, corporate, family, “in memory of” and other miscellaneous donations were 90% of the previous year.

While total fundraising revenue was below 2019/2020, we still raised approximately \$306,000. Some of these funds were used to purchase items for our residential homes to make the prolonged at home stays more comfortable and enjoyable during the pandemic. Christmas gifts were purchased for those without families, additional support was made available to provide online activities and learning

opportunities during Covid and an additional staff was hired to conduct Personal Outcome Measure interviews with the people we support.

Moving forward we have high hopes for the current fiscal year. For starters, our 35th annual golf tournament will be taking place on September 15th and the response from both sponsors and participants has been tremendous. The \$65,000 we hope to raise will be used to fund our highly sought-after Xcel day programs. These programs help adults and high school graduates with developmental disabilities find meaningful and affordable daytime activities that promote individual choice and foster independence. They help enable their participants to lead active, rewarding and fulfilling lives – a goal we all share.

Without those who volunteer their precious time, attend or sponsor our events and/or donate, CLO would not be the same. So, on behalf of the more than 300 people we support and our many staff who work tirelessly to help everyone achieve their best possible quality of life – THANK YOU!

Brenda Kerr
Chair, Development Committee



Meet Margaret Campbell



“Hit the road Jack, and don’t you come back no more, no more, no more...”
-Ray Charles

Margaret was born and raised on a farm in Milton, Ontario. She helped out on the farm, and remembers how the roosters used to wake everyone up bright and early—something she does not miss. When she was six years old, Margaret and her family moved to Oakville.

After speaking with Margaret you quickly learn she has a marvelous sense of humor. She talks about the time when she was twenty-five and took driving lessons. She says she failed the driving test twice and when the instructor asked her if she knew what she was doing wrong, Margaret quipped “if I did, I wouldn’t be doing it”. She finally passed during her third driving test!

Church was, and still is, a big part of Margaret’s life. She used to sing soprano in the Women’s Choir and although she hasn’t been going to Church in the last 18 months due to the pandemic, Margaret has stayed in touch with people from her Church through phone calls and visits.

Margaret worked at Best Pack for five years, before moving on to work at a post office. She has volunteered for the Town of Oakville since 1995, and volunteered for both the Oakville Hospital and the Humane Society. Margaret has received many awards for her volunteering, and received the Volunteer of the Year award in 2001 from the Oakville Beaver.

Recently, Margaret has returned to her volunteer placement at SENECA, where she is the ‘jack of all trades’, stating “when they need help, I’ll do anything”. Being at SENECA has re-connected Margaret with some of her

old friends and she has enjoyed keeping busy.

Margaret lives in her own beautiful apartment close to downtown Oakville by the lake. She enjoys sitting on her sundeck when the weather is nice. To keep herself busy, Margaret reads books, works on jigsaw puzzles and plays cards. She enjoys going out for lunch and sitting by the water and watching the sailboats go by. Margaret loves art, and some of her artwork is hanging on her walls.

Margaret loves telling jokes and is a regular on Stay Connected’s ‘Laugh Out Loud’ virtual program. Margaret says she likes telling jokes because “it makes people happy and gets them laughing. It makes me happy when I make people happy”.

Margaret is living her dream, she’s retired and enjoys learning about the new technology surrounding everyone these days. Margaret has become quite familiar with her iPad and specifically Zoom. She is a regular on CLO’s virtual program, Stay Connected; particularly joining Total Request Live and the Oldies Hour.

When asked for her advice on how people can stay active during Covid, Margaret replied, “get vaccinated and wear your mask - then you can do things,”.

During Stay Connected’s Total Request Live, Margaret often requests the song ‘Hit the Road Jack’ but she now changes the words to “Hit the Road Covid and never come back no more no more” – a Margaret remix that kicks off the show and can resonate with us all.

Years of Service as of March 31, 2021

5 Years

Adenike Ola-Adigun
Residential

Lisa Cook
SIL

Fify Atoutsei
Residential

Bolanle Ekujumi
Residential

Austine Arrey
Residential

Suzanne Miller
Residential

Davies Omoregie
Residential

Grace Omelebele
Day Services

Denise Salgado
SIL

Laura Hassan
SIL

Sharon Chambers
Residential

Amy Fawcett
Residential

Beverly Powell-Harvey
Residential

Nicole Moniz
Residential

Matthew Rippin
Residential

Denise Sinclair
Residential

Jannett Thompson
Director

10 Years

Christopher Mathews
Residential

Trisina Safi
Residential

Dionne Southe
Residential

Erin Lenehan
Residential

Tina Punzo
Residential

Nic Walters
Residential

Christopher Dixon
Residential

15 Years

Andriy Rewilak
Residential

Silvia Tiscescu
SIL

Catherine Spurgeon
Residential

Karen Hirst
Residential

Cecilia Essandoh
Residential

Razak Aziz
Residential

20 Years

Sandra Hammond
SIL

25 Years

Elena Navarro Finnegan
SIL

Jody Blaauw
Manager

30 Years

Margaret Blaauw
Residential

Patty Ellsmere
Day Services

Bruce-Lyn Award for Excellence

Every year, Community Living Oakville awards The Bruce-Lyn Award for Excellence to a volunteer or volunteer group that has provided outstanding contribution to enrich the lives of people we support. This year, Community Living Oakville is happy to present this award to the Halton Junior Civitan Club.

The Halton Junior Civitan Club's mission is to build good citizenship by providing a volunteer organization of clubs dedicated to serving individual and community needs, with an emphasis on helping people with developmental disabilities.

This past year, the Halton Junior Civitan Club not only raised funds for CLO's Stay Connected program, but organized and hosted themed events for the people we support. These events were enjoyed by everyone who participated.

Thank you again to the Halton Junior Civitan Club for your ongoing support!





301 Wycroft Road
Oakville, ON L6K 2H2
905.844.0146
www.oakcl.org

Charitable Business
#0175265C
BN107790552R001

We wish to extend our gratitude to all donors, including those not listed who wish to remain anonymous. Every effort has been made to ensure the accuracy of this list. If you discover an omission or error, please accept our apologies and notify andrea.interior@oakcl.org. We will ensure that this is rectified in the next Annual Report.