



Community Living Oakville

Annual Report 2021 - 2022

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## 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.



## 2021 - 2022 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

Kaitlin Nesbitt, Director at Large

Chengbo Qian, Director at Large

## Message from the President



As we look back on another busy year for CLO, we have lots to celebrate and lots of people to thank. First and foremost, as the CLO President, I want to thank all of our staff for the tremendous work they do each day to help each person we support as they strive to fulfill their goals and dreams. This has been particularly challenging as they have had to work through another year

of Covid restrictions and health risks. Thankfully, as an agency, our teams have managed through Covid quite effectively.

Looking back, we, at CLO, are fortunate to have a talented and dedicated board, caring and committed staff, and a strong community of families and volunteers, all working together to enhance the lives of each person that we support, bringing our CLO Mission to life each day. I particularly want to thank our Direct Support Professionals for their hard work and commitment during this ongoing uncertain time with the continued Covid pandemic.

Alexandra is now in her second year as our Executive Director and has settled into her leadership role very well. In fact, it was quite an honour for CLO that Alexandra was recently recognized by The Honourable Anita Anand, Member of Parliament for Oakville, for Alexandra's outstanding contributions to our community when she was awarded the Queen's Platinum Jubilee Medal. Congratulations Alexandra!

I would be remiss if I didn't also thank the Ministry of Children, Community and Social Services, that have yet again helped with additional funding to address pressures of the pandemic in meeting our needs for staffing and safety supplies. This funding is on top of the base funding that Community Living Oakville receives each year to enable us to deliver our services. Thankfully, this additional funding support has offset the additional costs incurred during the pandemic.

Our Board of Directors has been busy and engaged this past year as it provides strategic oversight and stewardship of the agency. We welcomed two new Board members this year (Kaitlin Nesbitt and Chengbo Qian) who have both been active contributors to the Board. Kaitlin is the first supported person to join the Board in many years and has provided wonderful perspectives during our Board meetings. Chengbo has quickly taken an active role on our Finance committee. Thank you to both Kaitlin and Chengbo.

The Board operates through its regular full-Board monthly meetings and through four Board sub-committees: Quality Outcomes, Governance, Finance, and Development. I want to thank the Chairs of each of these committees (respectively, Shannon O'Neill, Mags Shorey, Tom Crawford, and Peter Hnatiw) for their important role in driving the actions of their committees, as we collectively have accomplished many important activities this past year.

The Quality Outcomes Committee has focused on oversight of and guidance for the ongoing work of management as they implement both our Accreditation Plan and our Strategic Plan. These plans are inter-related but have many distinct activities. Despite the constraints of Covid, great progress has been made on both fronts. The CQL Accreditation team conducted an interim review and is pleased with our progress and is preparing to return over the next year to formally review and renew our accreditation status. As part of our Board governance, the Quality Outcomes Committee also provides ongoing oversight on Rights Restrictions, Serious Occurrences and Complaints.

The Governance Committee has led the Board nominations process, which has resulted in the nomination of another talented candidate to join our Board. In addition, the committee has initiated a necessary comprehensive review of our By-Laws. This is part of the Board's work to get prepared for new legislation that governs the non-for-profit sector in Ontario. Over the next few years we will be updating all of our By-Laws. The Governance Committee also spearheaded our Board development workshops and Board survey, with the focus on continuous improvement of the capabilities and functioning of our Board, which included a strong focus on Diversity, Equity and Inclusion at the Board level and across the agency.

Our Development Committee has been active in driving our very successful fund raising efforts, led by Brenda Kerr. The recent golf event was a huge success and we expect the best fund raising results that we have ever achieved. In addition, our Christmas Ask fund raising was another great success late last year. In addition to the fund raising, this committee launched an important initiative to develop a new marketing strategy, being led by Anne Dean. This work is progressing well and is still underway. The focus is on improved awareness and branding, engagement and revenue generation across a range of audiences. We are looking forward to sharing the results during the coming months.

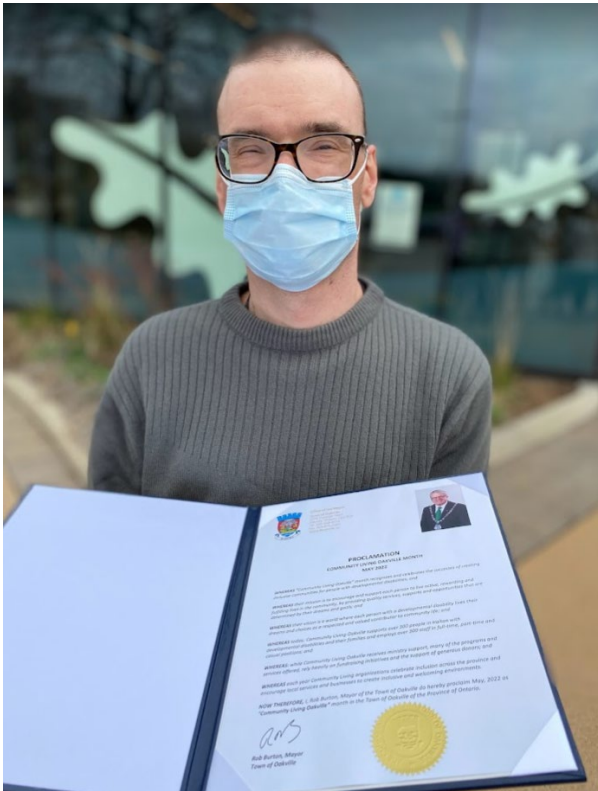
While we are looking forward to having Anne Dean join the Board this fall, we will be saying goodbye to two long-standing Board members: Barry Thomson and Thomas Crawford. It would take many paragraphs to outline the

countless accomplishments of both Barry and Tom for the benefit of CLO and the persons we support. They have both served as our President in past years as well as Chairs and members of most committees. They have been instrumental in strengthening our financial position for CLO. It has been an honour to work with them both over the years as they have guided me and other Board members on many topics. Thankfully they have offered to stay involved as non-Board members of the Finance Committee.

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. 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.

Thank you!

**Tom Whelan**  
President, Board of Directors



## 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 Executive Director



Community Living Oakville is pleased to share our 2021-2022 Annual Report with you. It is hard to believe that a year has passed by. It most definitely was another year of uncertainty due to the pandemic, however we are now positioned in a place of knowledge and experience. Throughout this time, the health and safety of the people we support and employees have always been

at the forefront. We thank Halton Public Health for their continued guidance in ensuring a safe environment for all.

We have experienced our share of outbreaks, changing health regulations and guidelines. The people we support and staff however, have demonstrated perseverance and have overcome any challenges that they have faced. Thankfully, the warm weather and summer months allowed people to re-connect with others outdoors and venture out; discovering what Ontario nature has to offer. Our virtual workshops and online sessions have also continued; offering learning opportunities, exercise, chances to connect with others and share some laughs.

As the year progressed, we also saw the soft re-opening of our fee for service options. These services via Xcel, allow people to develop their skills towards independence and enhance their social network. Although we are grateful to have slowly re-opened these services, we recognize and acknowledge all families who are still waiting to access services in our region. Pending health regulations and resources, Community Living Oakville hopes to develop and expand its offerings in the near future.

We are currently in our third year of our strategic plan and have been successful in meeting various objectives, despite the trials in which we have faced. Strengthening our emphasis on supporting each person's full participation in the community has been a driving force in getting our feet back on the ground. Once health regulations due to the pandemic lifted, we also continued to advocate for community inclusion and engagement by developing new partnerships and strengthening past ones. Community Living Oakville would also like to acknowledge the many supportive businesses who employ people we support and embrace diversity in the workplace. Though there are too many to reference, it is important to recognize the role that they play in investing in community inclusion and enhancing the financial independence of others. A few notable employers who have made a significant impact this year include: Halton Healthcare, Ernst & Young, as well as Fortinos.

Our agency is also heavily invested in making a difference systemically, therefore has been busy this year advocating and participating in the work of regional developmental services planning tables. Some of our advocacy efforts have included supporting those most in need to secure housing and services, developing diversity strategies to enrich our workplace, as well as preparing for the ministry's reform; 'Journey To Belonging.' We thank our regional agency partners who continue to strive for a common vision and are readily willing to partner; strengthening our efforts towards inclusion.

Another highlight this year, was the recognition of our frontline staff by the Ontario government. Our dedicated staff are at the pillar of the services we offer and were awarded a well-deserved permanent compensation enhancement. It is due to the many talented and hardworking staff that we are able to support people and offer quality services. Thank you to all staff who have worked in this unpredictable climate, yet strive to maintain consistency for the people we serve.

It is important to note however, that we are currently facing a staffing crisis that extends beyond Community Living Oakville. As a result, our agency has been collaborating with local school boards and colleges, sector planning tables and the ministry to actively market the developmental services sector, recruit and retain staff.

We would like to acknowledge and thank the Ministry of Children Community and Social Services (MCCSS) for their ongoing support provided. Thanks to the Covid Residential Relief Fund, select increased expenses due to the pandemic were covered and continue to be supported. Some of these items have included personal protective equipment, staffing and support to hire a temporary recruiter.

Though Community Living Oakville receives base funding through MCCSS, enhancing the quality of our services and supporting people to attain their goals requires additional funding. This has been made possible by our generous donors, sponsors and those who support our development initiatives such as our annual golf tournament. Our community also contributes in other forms such as through volunteerism. Each year we welcome both volunteers and students who dedicate their time to support people and our events. We thank all of you for your contribution and making a difference.

In times of unpredictability and the necessity to react quickly, long term planning and reaching outcomes may seem daunting. Our management and senior management team, nevertheless, continue to push us all forward and ensure that we are achieving quality outcomes for people supported and staff. Our Board of Directors also volunteer

their time to do so, by providing both governance and leadership. Thank you all for providing guidance to our teams and working towards our shared vision.

In closing, we are continuously inspired by the positivity of the people we support. You all encourage us to reach farther and not only educate our community, but ourselves. Thank you for being you!

**Alexandra Hoeck Murray**  
Executive Director



**When life gives you... Josh?**

A brilliant young man, who enjoys learning all about you, remembers every date, event and photo, and won't let you forget anything. Josh has a marvelous sense of humour, bringing laughter and light to every room he enters – inspiring you to want to be a Josh in someone's life.

Watch: [Josh in the Spotlight](#).

*When life gives you Monday, dip it in glitter and sparkle all day! – Josh S.*



**The Journey – Ryan Hibbard**

He'll play sports, go on family vacations, get straight A's, grow up and move out on his own. All parents have dreams and aspirations for their unborn child but for Ryan, who was diagnosed with Autism at the age of 3, these dreams and aspirations became challenged by the status quo of society.

Many families can relate to this, but just like Ryan's story, with support, courage, strength and love, new paths along this journey will be discovered.

Watch: [Ryan's Story](#).

*Sometimes the things we can't change end up changing us. – Anonymous*

# Treasurer's Report - For the Year ending March 31, 2022

## OPERATIONS

This past year we ended the year with a small deficit. This is a testament to our management team and the staff and the continued support that we are receiving from our Ministry partners. Although we continue in COVID lockdown, we are running virtual programming through our stay connected projects. We have now experienced two frustrating and difficult years of COVID. It is taking its toll on management, staff and those we support. I am constantly amazed at the professionalism and compassion demonstrated by our management and our staff. They continue to provide excellent support and care for our loved ones. Through all of this, the management team has maintained financial discipline even with the enormous operating cost variances due to the COVID pandemic. We have been able to maintain our financial stability. Obviously, the Ministry has been a big support in this endeavour but it is the management team, who are on the front line as are all of our staff both full and part-time. Our revenue for the year was \$1,920,000 over plan and our expenses were \$1,896,000 over budget; most of this due to staff over time and part-time help. Our biggest revenue drop was in the Fee-for-Services programming as we were not able to carry out several of these programs due to the lock-down.

This was the first year of leadership for our new Executive Director and I believe Alexandra has done a tremendous and successful job of managing the financial side of our operations. Alexandra has been successful in procuring several grants, which has allowed us to expand our programming and supports.

To Alexandra, the management team and all of our staff, full and part-time a big thank. You deserve it and you earned it.

## CAPITAL

We had a very successful year in Capital. Even with COVID we were able to deliver a successful Golf Tournament generating \$110K in revenue before expenses of some \$42K. The proceeds from the sale of Church street property have been invested in some secure money market investments and generated approximately \$67K in interest income. We ended the year in Capital with \$420K surplus. The support we receive from Friends, Families and Partners is generous and gratifying. The donations and fundraising opportunities we carry out allow our team to go the extra distance to ensure that all those we support are well cared for and are able to live a comfortable and a rewarding life style. We thank all of you for your support.

I must also recognize the very strong and talented finance committee. We meet monthly to review the financial results of CLO operation, Capital and Best Pack, the meetings are lively and challenging. And I believe fully supportive to Alexandra and her team. Tom Whelan, Paul Chiasson, Peter Hnatiw, Peter Nesbitt, Barry Thomson, Chengbo Qian, Alexandra Hoeck Murray and Suresh Tharma, our Director of Finance, all play a key role in overseeing our financial position.

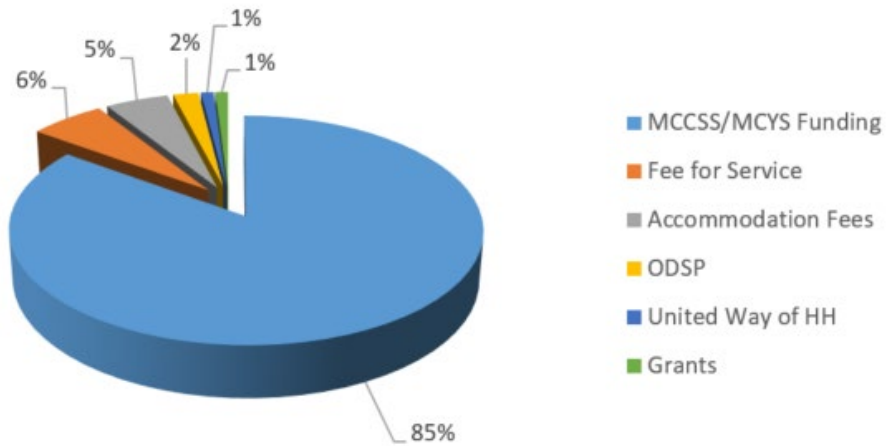
Thank you to all and congratulations.

Respectfully Submitted,

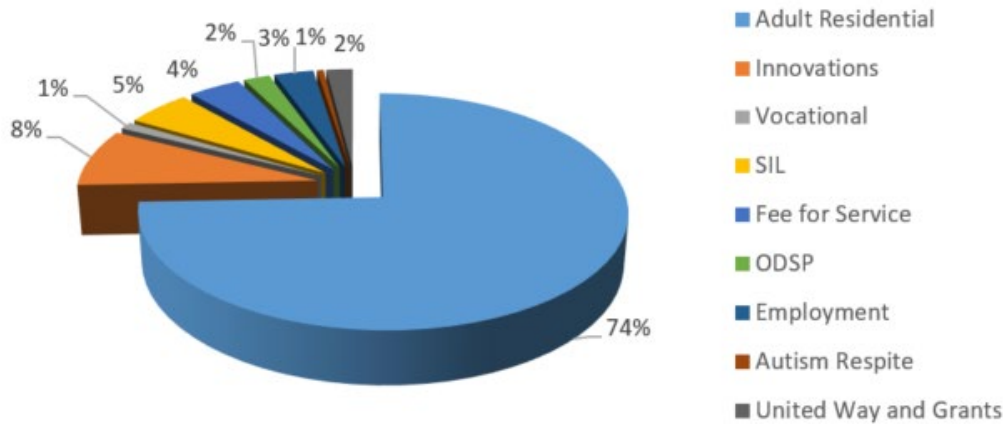
**Tom Crawford**  
Treasurer

# 2021 - 2022 Financial Activities & Support

## SOURCES OF REVENUE



## EXPENSES BY CATEGORY



# A Heartfelt Thank You to our Generous Donors

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

- United Way Halton & Hamilton (UWHH)

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

- Gerald and Margaret Sutton & their Foundation
- June and Ian Cockwell
- Ontario Trillium Foundation
- RBC Foundation

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

- Oakville Community Foundation
- The Harry E. Foster Foundation

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

- Barry, Liz and The Thomson Family
- New Horizons
- PCM
- Peter and Petrina Nesbitt and the Petrus Fund  
*(a fund held within the Oakville Community Foundation)*
- Robitaille Charitable Foundation
- Second Harvest
- Service Canada
- The Balogh Family Foundation  
*(a fund held within the Oakville Community Foundation)*
- The Co-operators Community Funds

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

- Dean Piett
- Lori Szwarc
- Mercedes-Benz Oakville
- Petro-Canada CareMakers Foundation
- The WB Family Foundation

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

- Abbey Animal Hospital
- Birnie Electric
- Civitan Club of Oakville & Halton Civitan Club
- Elva and Alan Telfer
- Mark and Vanessa Barr
- PwC
- Tom and Michelle Whelan
- The Cardamone Group of Royal LePage

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

- Access Abilities 1036332 Ontario Inc.
- Andrew Long
- Andrew Storey
- Beayni Group Ltd
- Bob Kabel
- Bob Mark
- Bonnie, Terry and The Jackson Family  
*(a fund held within the Oakville Community Foundation)*
- Brian and Shelley Delorey
- Christine Hardy
- Cross Avenue Auto
- Debbie and Tim Birnie
- Dona Justice
- Donna and Aleks Novakovic
- Eve and Peter Willis
- Gary MacDonald
- Greensmith Landscaping Inc.
- Greg Newton
- Greg Powell
- Isabella Evans
- Knights of Colombus
- Mags and The Shorey Family  
*(a fund held within the Oakville Community Foundation)*
- Mye 2 Japanese Restaurant
- Paul Chiasson
- Paul Donolo
- Peter and Patti Hnatiw
- Robert Ferrie
- Rushad and Neelam Khoorshed
- Steve Ostrowercha
- The Frank and Azniv Lochan Family Foundation  
*(a fund held within the Oakville Community Foundation)*
- The Goddard Private Client Group of RBC Dominion Securities
- Wilma Fournier Family Real Estate Team  
*(Sutton Group Quantum Realty)*



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Charitable Business #:  
107790552 RR0001

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](mailto:andrea.interior@oakcl.org). We will ensure that this is rectified in the next Annual Report.