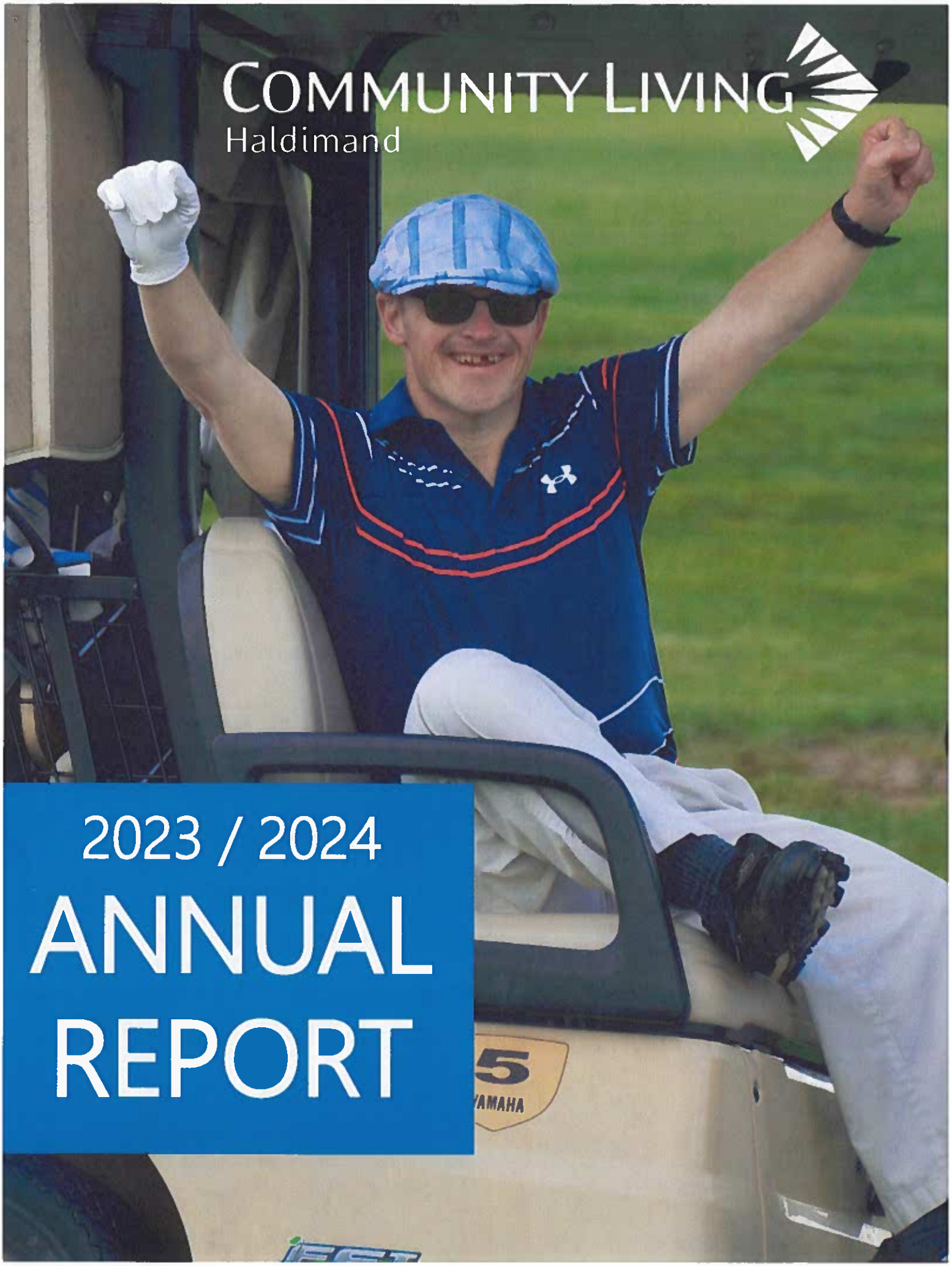

COMMUNITY LIVING
Haldimand
2023 / 2024
ANNUAL
REPORT

OUR VISION

Community Living Haldimand envisions a community where the inclusion of everyone is as natural as a heartbeat.

OUR MISSION

Community Living Haldimand is a destination for individuals with an intellectual disability where passion and purpose come together to inspire solutions.

OUR VALUES

The following five values are the fundamental beliefs of Community Living Haldimand. These principles guide the decisions and actions of the organization.

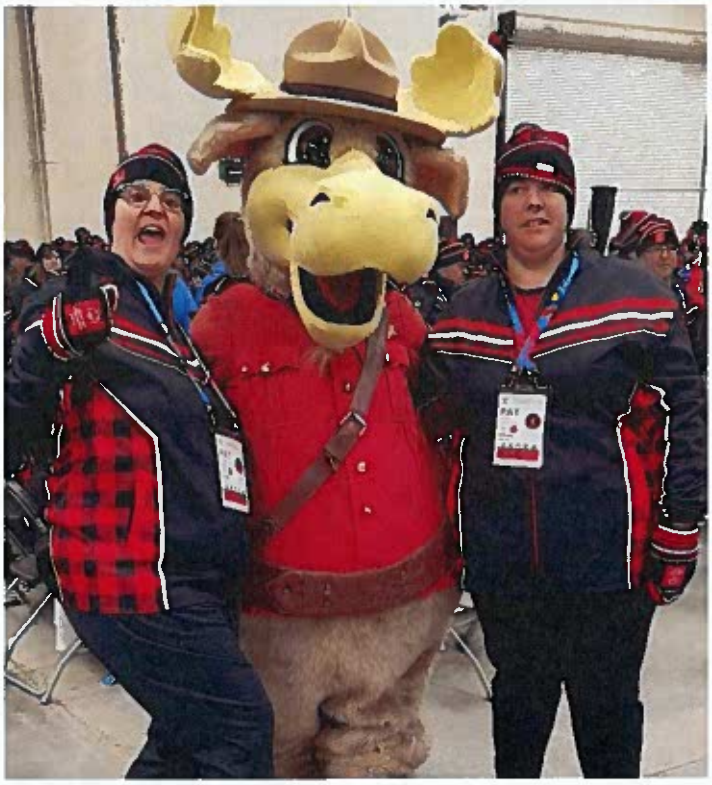
Respect: We promote respect, dignity and equality for all people.

Choice: We celebrate full citizenship that enables people to exercise their rights, fulfill responsibilities and make choices.

Inclusion: We believe communities benefit when everyone is included and makes a contribution

Excellence: We expect excellence from ourselves and foster innovation and partnerships.

Integrity: We reflect honesty, integrity and fairness in our relationships.



PRESIDENT'S MESSAGE

Welcome. I am pleased to invite you to explore Community Living Haldimand's Annual Report covering the period from April 1,2023 to March 31, 2024.

When you read the reports, it will give you an overview of how the many parts of Community Living Haldimand connect to each other. You will see mention of how what starts out at a provincial ministry level can, and does, trickle down to the lives of the two hundred individuals we support. You will also see how our dedicated staff of one hundred forty and volunteers work so that passion and purpose come together to create timely and necessary solutions.

We are grateful for the diverse community partners we engage with. Whether it involves meaningful employment opportunities for supported individuals, affordable housing solutions or stewardship of the spaces we occupy, we could not move forward without them.

The consistent and continued supports from generous individuals this past fiscal year, directly enhances life experiences when allotted funding falls short. A formerly leased residence has been purchased, allocated proceeds from the golf tournament paid for accessibility renovations across the agency, a grant allowed us to plant 100 native trees and bushes in May 2023 ,130 in May 2024, and in 2025, the final 200 plants will be added to our acreage that the Jennie Deagle Complex sits on.

We are pleased to share that a family led support group for parents, siblings, and close friends of individuals with intellectual disabilities is in its' early stages. Gatherings began in January and have included discussing how needs could be met through this network, a wills and estates presentation, and tea - talk get togethers to further determine how the group could exist. Our enthusiastic and creative Anniversary Committee has been busy since September planning events to showcase how Community Living Haldimand is committed to shaping our future while honouring our past. No small task! We look forward to seeing you at the upcoming events as we say thank you to our community for their support during the last sixty-five years.

Respectfully submitted,
Heather Furtney, *Board President*

COMMUNITY LIVING
Haldimand

BOARD OF DIRECTORS 2023/24

We greatly appreciate the guidance and contributions of the Volunteer Board of Directors for 2023/2024.

President .....Heather Furtney

Vice-President .....Sherry Gifford

Treasurer.....Jim Bird

Secretary .....Julia Knijnenburg

Past-President .....Scott Miller

Director .....Crystal Silverthorne

Director .....Ken Parr

Director .....Kim Brooks

Director .....Deanna Schaus

Director .....Sheri LaFleur

her Furtney, *Chair* & Sherry Gifford, *Vice-Chair*

Jim Bird, *Treasurer*

Kim Brooks, *Director*

CEO MESSAGE

You'll notice throughout this Annual report that's there always lots of activity and achievements to be celebrated in and around Community Living Haldimand. People are having their dreams become reality, our employees are being recognized for their service excellence (Leap Employment winning an award) and length of commitment to the people supported by CLH (Annual Awards Celebration) and to our Mission and Vision.

On a daily basis, people are being supported in the life domains that are important to them. We've also welcomed new people into service through Passport, Community Participation and Supported Independent Living.

CLH is a proud member of Community Living Ontario (CLO) and OASIS (Ontario Agencies Supporting Individuals with Special Needs) and we participated wholeheartedly in the #5tosurvive campaign launched by CLO to lobby the provincial government for increases to base funding.

Alongside almost two hundred other organizations, we met with our local MPP and others from the Ontario cabinet to carry the message about the need for funding increases to meet our fiscal needs and to help address waitlists. As a supporter of CL Haldimand, rest assured that there is a strong, dedicated Board of Directors to help shape the organization and to support our dedicated and professional employees.

Respectfully submitted,
Bob Butella *CEO*
Community Living Haldimand

SUPPORTS AND SERVICES TEAM

Community Living Haldimand exists to provide supports and services to adults with an intellectual/ developmental disability (IDD) living in Haldimand County. From our humble beginnings in 1959 when six children attended a school in Canfield purchased by the newly formed Association and supported by the Fisherville Lions Club, we've grown to an organization that provides services and supports to well over two hundred.

In the following sections we describe the services and supports and share stories of some of the people we're here to help.

COMMUNITY PROGRAMS

Community Participation Support, Passport and Expand your Horizons.

Community Living Haldimand offers a range of community-based services to more than two hundred people living throughout Haldimand County. These services include Community Participation Services, Communities in Motion, Passport, and Expand Your Horizons. Our aim is to support individuals to engage in community activities that match their interests. Community participation helps people to develop friendship, skills, and greater independence. Recently, we partnered with the Haldimand Abilities Centre to expand support options at the Jennie Deagle Complex.

The bi-weekly coffee club meets at various locations in Dunnville and Cayuga allowing people to get together to enjoy each other's company.

Meagan Booth attended Prom on Friday June 2, 2023 at Liuna Station in Hamilton. She arrived dressed in style in a stunning gown with a matching corsage. Meagan was thrilled when she arrived at prom and was greeted by her father and was able to have some pictures taken with him. Meagan danced the night away with her friends.

Along with her fellow graduates, on Friday November 3, 2023, at Cayuga Secondary School, Meagan attended her high school Graduation Ceremony. Meagan was presented with her High School diploma by CSS principal Amber Mitchell.

Respectfully submitted,

Kricia Gitta, *Manager, Community Services*

SUPPORTIVE LIVING PROGRAM

Group Living and Supported Independent Living

Twenty-five people are supported in nine group living locations in Hagersville, Cayuga and Dunnville. CLH employees are on-site twenty-fours a day, seven days a week helping people to live their best life by providing individualized supports.

The Group Living locations include:

Carrick St., Hagersville

Filsinger, 2256 River Road, Cayuga

McKay St., Cayuga

Chippewa St., Cayuga

Southend Drive, Cayuga

Lock St., Dunnville

Alder St., Dunnville

Maplewood Court, Dunnville

Tamarac St., Dunnville

In Supported Independent Living (SIL) we assist and support up to 45 individuals who live independently in their own home either alone or with a roommate in Cayuga and Dunnville areas.

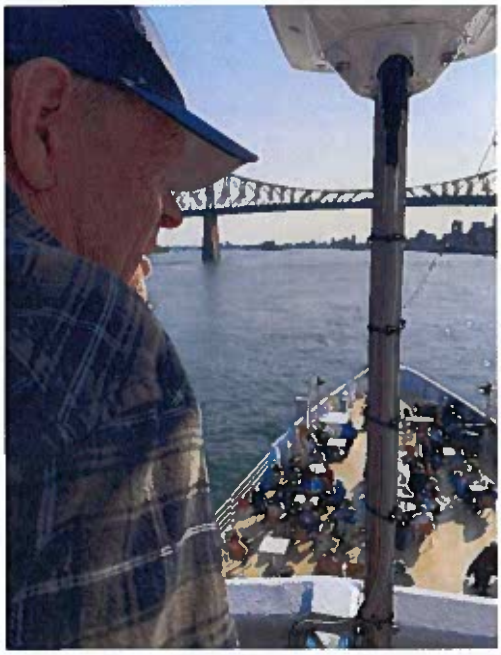
In both group and supported independent living, CLH employees provide individualized supports that might include: assisting a person with personal hygiene; dressing; meal preparation; administration of medication; Physician visits; and budgeting/ banking. An Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship, and choice is developed for and with each person. The ISP defines the role of the person in service, their family and personal networks, and CLH employees in helping to achieve their goals.

When vacancies arise, we receive referrals from the DSO (Developmental Services Ontario) and go through a vacancy matching process.

A YEAR IN THE LIFE ...

Doing what you Love

Natasha Graham is a young woman who has always enjoyed swimming. After COVID restrictions were lifted she was eager to get back into a pool and started competitive swimming with the Simcoe Seals swimming team. Her hard work has led her to win several awards during the 2023 Special Olympics swim season, including a 1st place finish in freestyle backstroke. Natasha enjoys swimming so much that she packs her supplies a week ahead of time. Her CLH support team agrees that she loves to swim, has a lot of respect for her coach, and enjoys being part of the swim team.

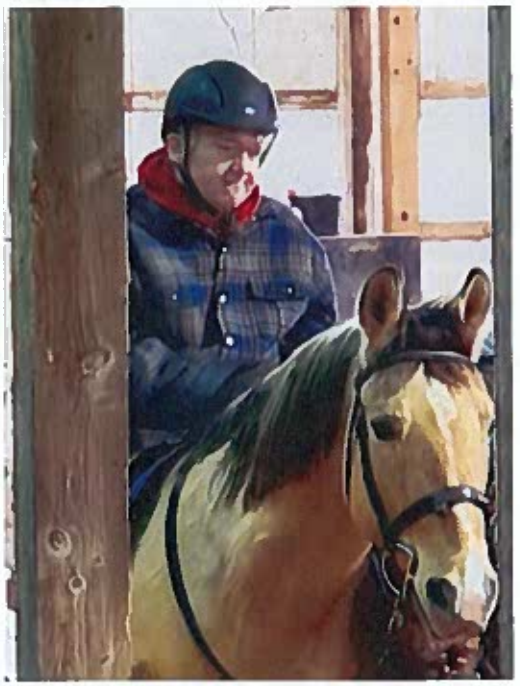


Montreal Bound

Arny Ramsden enjoys traveling and recently wanted to experience a boat ride on the St. Lawrence River. He planned a long-awaited trip to Montreal and was excited to go on his trip in September 2023. Arny enjoyed riding the train and seeing many amazing sites while visiting Montreal. During his stay Arny visited a wishing tree where he named each of the Chippewa support staff and wished them all well. This heart-warming moment is a great reminder of how much Arny cares about his great support team. Arny loved the many tall cranes in Montreal as they reminded him of his dad.

Expect something good to happen

John Crawley, who lives in a group living home, is always eager to share his stories of family with you- he does this on his iPad and enjoys expressing himself with supported typing. His motto being *"Expect something good to happen"* and John goes about his day living this! One of the many things John does that he enjoys is horseback riding. He loves going to Rural Routes and TEAD equestrian to ride and help with the horses.



A Zest for Life

Carlee Scott was nominated for and received the Holly Johnson Award for her amazing zest for life and accomplishments in art and helping others both at home and in the community. One way Carlee enjoys giving back to her community is through volunteering. She volunteers every Wednesday at the Salvation Army with her mom. Carlee enjoys helping them clean, sorting items and interacting with the customers.

Respectfully submitted,
Lori King, *Manager, Supports and Services*

LEAP EMPLOYMENT SERVICES

Community Living Haldimand offers comprehensive Employment Support Services to individuals facing barriers to employment within the community. Over the past year we have successfully served 28 new clients by providing a spectrum of services including: pre-employment training: professional resume crafting; job interview workshops; help to access transportation; and on-site job coaching and support.

We found a way to extend support to clients that need help for a longer time than most, helping to sustain their employment. In 2023 we expanded our staffing complement by recruiting a dedicated job coach to work alongside our existing facilitators. This has helped us to provide enhanced on-the-job supports leading to better employment outcomes for our clients.

Leap Employment has built strong partnerships with local employers, and we're committed to making those partnerships even stronger. We'll keep working closely with businesses and help more people find jobs. We'll listen to what employers need and find ways to help meet those needs. Our goal is to create a community where everyone can succeed in their job, and we're excited to keep making progress towards that goal.

Tyler McBride a Leap job seeker works 40 hours a week in a fulfilling position he has always dreamed of at Haldimand County – the Hagersville Arena

Kate-Lynn Say-Cutler a Leap job seeker working her Tuesday morning shift at Foodland where she helps prepare the dips, salads, and fruit trays.

Respectfully submitted,
Kricia Gitta, *Manager, Community Services*

Award Winner

At the Annual Fedcap Service Provider Summit in Niagara Falls on April 29, CLH's Leap Employment Services won the: ***2024 Achievement in Job Seeker Satisfaction Award***

Fedcap is the Service System Manager (SSM) operating Employment Ontario programs on behalf of the Provincial Government. Fedcap is an international nonprofit organization providing services to more than 250,000 people annually through its offices in the U.K., the U.S. and Canada. Locally, Fedcap is the SSM for Haldimand Norfolk, Brant, Hamilton, Niagara, and Milton.

We would like to recognize and sincerely thank the Leap team: Phil Garner, Mike Drever, Ashleigh Schuur, and Kricia Gitta for their tireless efforts in helping people with employment barriers secure and maintain jobs "throughout Haldimand and Norfolk.

HUMAN RESOURCES

It is an exciting year as we start to celebrate 65 years of providing services and support to individuals and their families in our community! Many activities and events are planned with the Board, employees, people we support, and community volunteers all participating to make our 65th a memorable year. The following is a brief overview of the employment details and activities at Community Living Haldimand (CLH) for the past year.

Employees and Hiring

We currently have 140 employees and continue to grow and welcome new members to our staff teams, while celebrating and appreciating the dedication of many long-standing and valued employees. Below is an overview of the length of service of employees:

Years Worked for CLH	Number of Employees
30 – 37 years	14
20 – 25 years	15
10 – 15 years	13
5 years	27
Less than 1 - 2 years	71

The staffing challenges experienced during the Covid years seem to be settling and hiring needs within the various support locations continue to be met as quickly as possible when a vacancy occurs.

Employee Recognition

Employees are recognized each year through Employee Anniversary Awards, Gifts and Tickets to Annual Recognition Dinner, and other treats and gifts throughout the year.

During the past year employees were given recognition several times for the great work they do including team treat baskets, bags of apples from Cleaver's Orchard in Simcoe, Tim Horton's gift cards, Christmas gifts, and Christmas Bonus Hours.

CPS Team

Employee Training

Employee training is ongoing, and areas of focus include: mandatory training required by CLH and MCCSS; health and safety training; and training specific to support needs.

External training and professional development this past year has included: Mental Health First Aid; Pronouns 101; Compassionate Leadership - How to Build Resilient Teams; How Challenging Work Changes Us - Advanced Skills for Helping Professionals; Navigating Through the Fog - Maintaining Our Ability to think Clearly During Times of Stress; Defining the Line: Setting and Maintaining Healthy Boundaries; Aging and Developmental Disabilities; Prevention and Management of a Crisis (Bethesda); Community Capacity Development Initiative (Regional Support Associates); Ontario Association on Developmental Disabilities Conference; OASIS Conference; and the Community Living Ontario Conference.

Virtual training is still being offered as a time saving, effective way to provide training to large groups of people across the province who join webinars on various topics. Often CLH team meetings are held on a virtual app so that more employees can fit meetings into their busy schedules. Whenever possible coming together 'in person' is the best way to connect with each other, and everyone looks forward to getting together for a common purpose and to share time with their team.

We have continued our partnership with those employees taking the DSW Apprenticeship through local colleges as they work towards expanding their skills, experience, and career opportunities for the future.

Summer Students and Co-op Placements

Over the past year we welcomed a Summer Student through Canada Summer Jobs Program, and co-op placement students. Students gain knowledge and valuable experience working in the social services field and we have the benefit of their enthusiasm for learning. Our student from last summer remained on our staff team, working part-time throughout the school year. A great benefit to everyone.

HR Best Practices Committee

A new group is being formed in place of the HR Best Practices Committee and will be known as the Employee Engagement Committee. This Committee will provide an opportunity for employees from across CLH to help establish and maintain a positive and productive work culture. Thank you to everyone on the previous HR Best Practices Committee for their participation over the years.

Thank you!

Special thanks to the great team of employees at Community Living Haldimand, working in all areas of the organization, for their professionalism and dedication to the providing the best possible services for the people we support, continually striving to be innovative, and being leaders in their field.

Respectfully submitted,
Sue Bontaine, Human Resources/Office Manager

Joyce (CPS), Heather (Board of Directors), Kate (CPS) & Rebecca (CPS)

Judi (McKay) & John

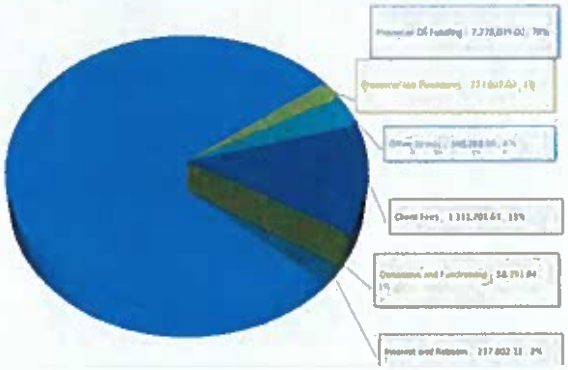
Andrea (Passport) &Ginger

Shawna (Passport), Greg & Eleasha (Passport)

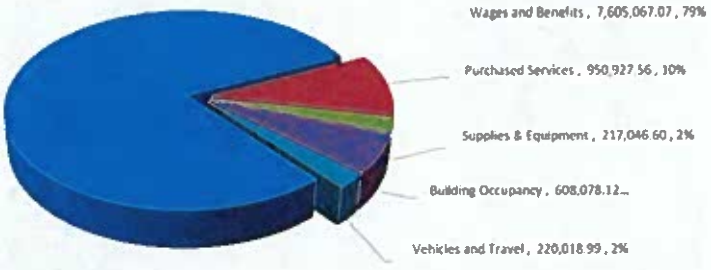
CONDENSED SUMMARY FROM FINANCIAL STATEMENTS MARCH 31, 2024 UNAUDITED

A) Information from Statement of Financial Position					
	2024	2023	2022	2021	2020
	$	$	$	$	$
Assets					
Bank Balance and Investments	1,041,621	1,143,573	1,348,547	1,202,614	759,882
Accounts Receivable	228,853	206,698	254,908	282,433	208,723
Investments	809,555	782,772	769,067	767,500	758,745
Deposits and Other Receivables	268,109	259,744	386,594	382,809	391,939
Land Building and Equipment	1,154,652	539,519	567,255	594,992	622,729
	3,502,791	**2,932,306**	**3,326,371**	**3,230,348**	**2,742,018**
Liabilities					
Accounts Payable and Deferred Revenue	1,271,140	1,069,339	1,494,346	1,423,619	968,228
Fund Balances	2,231,651	1,862,967	1,832,025	1,806,729	1,773,790
	3,502,791	**2,932,306**	**3,326,371**	**3,230,348**	**2,742,018**
B) Information from Statement of Operations					
Revenue					
Provincial DS Funding	7,778,039	7,710,843	7,626,148	6,998,714	6,489,488
Provincial Job Placement	223,007	134,799	132,902	131,442	91,638
Federal Grants	4,871	-	-	16,196	13,290
Other Grants	355,413	-	236,200	-	111,918
Client Fees	1,311,702	1,199,745	1,000,849	947,047	1,109,606
Donations and Fundraising	58,792	83,646	14,768	9,542	53,568
Interest and Rebates	237,802	158,469	123,236	143,328	153,154
Total	9,969,625	9,287,502	9,134,103	8,246,269	8,022,662
Expenditures					
Wages and Benefits	7,605,067	7,226,926	7,002,345	6,264,194	6,118,897
Purchased Services	950,928	1,029,994	1,076,135	1,009,909	666,978
Supplies & Equipment	217,047	190,393	150,966	250,143	157,804
Building Occupancy	608,078	614,884	565,710	429,637	581,172
Vehicles and Travel	220,019	194,363	313,652	259,447	363,740
Total	9,601,138	9,256,560	9,108,807	8,213,330	7,888,591
Excess (deficency) of Revenue over Expenditures for the Year	368,487	30,942	25,296	32,939	134,071

Revenue—April 2023 - March 2024



Expenditures—April 2023 - March 2024



EMPLOYEE MILESTONES

Please join us in celebrating the following employees for their dedicated years of service.

Congratulations to all employees celebrating an anniversary with Community Living Haldimand in 2024

35 Years

Brenda Hill — Maplewood

30 Years

Debbie Iwanyzki — McKay

25 Years

Leanne Cochrane — CPS

20 Years

Sara Croft — Southend

Liz Catherwood — Central Admin

Amy Clark — Chippewa

15 Years

Charlene Park — Passport

5 Years

Rose Trotman — Filsinger

Janice Graham — Passport

Stephanie Bosma — Carrick

Janice Petrie — McKay

Michelle Horton — Alder

Tricia Dekker-Lovegrove — Passport

Charlene (15 yrs) & Donald

Adam & Tricia (5 yrs)

Carlee & Janice P (5 yrs)

FUNDRAISING

Donors

This past year more than 90 individuals and groups supported the activities of CLH through donations of money or gifts-in-kind. More than $58,000 was raised and used to support the Jennie Deagle Dreamers, repairs and maintenance of our properties, and other equipment not provided through our government funding.

CLH proudly thanks the following donors!

Monetary

Helen Aitchison
David and Joanne Anderson
Raymond and Sandra Arnold
Margaret Bancroft
Margaret & John Banks
BAASS Business Solutions
Jim Bird Sr.
Jim & Bev Bird
Shari Booker
Caledonia Chamber of Commerce
Cayuga Mutal
Nancy Clark
Edward Coats
D. Dishke
Jamie and Jodie Easson
Gary and Brenda Evans
Richard and Arlene Everets
First Ontario Credit Union
Gallagher
Grace United Church
Gyatt & Moffet
Heaslip Ford
L & E Hubber
Denis and Barbara James,
Will & Leslie LaRiviere
Long Point Lions Club General
Jennifer and Andrew MacDougal
Dave McBurney
Ron & Pat McClung
Lance Mounk
Nova Mutual Insurance
Oneida United Church
Susan Patterson
Tom and Diane Peart
Glenn and Sheila Phibbs
Earl & Eleanor Piette
C. Pope
Pooran Law
Roy & Joanne Reichheld
Ken & Deanna Shaus
Robert & Bette Schriner
Schweyer's Water Haulage
Don and Jean Smith
The Fleck Family Foundation
Tuesday Night Ladies Golf
Keith and Marilyn Vandervolt
Winegards,
George and Odeyne Wodskou
Sharon Woods
Zen Construction

In-Kind

Blooming Designs Florist
Cayuga Car Wash
Chuck & Peter Hogeterp
Tanshaw Sanitation
Richardsons Farm Market
Dunnville Aeros
Haldimand County
Haldimand Press
Binbrook Agricultural Society
Caledonia Fair
Binbrook Little Theater
Binbrook Grill
Niagara IceDogs Hockey Club
Ross and The Ram Rodeo Tour
Houwer Beef
Vital Links
Potho's Restaurant
Norfolk County Fair
God Fathers Dunnville location
Shaw Festival
Harley's Haven Farm
Cayuga Mutual
Health Source Plus
Home Hardware Selkirk
Bonnie Nolan - Luxe & Company
Lighthouse Theater
The Thrifty Dresser
Cayuga Displays
Haldimand Hands on Health
Cayuga IDA
Cayuga Tim Hortons
R/T Sports Cards & Collectibles
Erie Mutual
G's Hairstyling Gifts & More
Hauser's Home Healthcare
Little Dings
Foodland Cayuga
Niagara River Lions
J.L. Mitchener Public School (Cayuga)
Mark's Work Wearhouse
Santa to a Senior — Haldimand
Wally Parr

FUNDRAISING

Our heartfelt thanks to the 109 golfers, 47 prize donors, 38 sponsors and numerous volunteers who helped raise over $16,000 for Community Living Haldimand on September 14, 2023. Proceeds from the 16th Annual Golf Tournament went towards accessibility improvements at some of our locations including an accessible washroom, a ramp and lift enhancements just to name a few. The list is long but with the support of the community helping to make our fundraising a great success, improvements are being made to make day to day life easier for the people that we support. For more information about Community Living Haldimand, the Jennie Deagle Dream Fund, or to see a list of our sponsors, donors and photos from the tournament, visit clhaldimand.com

2023 JENNIE'S DREAMERS

Jennie Deagle was a determined woman who acted with a sense of urgency. For more than fifty years, she persevered to make important things happen for Community Living Haldimand whether they were large or small. In 2018, the Jennie Deagle Dream Fund was created as a living legacy to this remarkable lady. Since the first dreams were awarded in 2019, after five years, thirty-two dreams have been fulfilled. In 2023, the following individuals joined this inspiring group: John Anderson, David Baird, Rob Bassindale, Micheal Carnes, Gage Gillard, Ronda Henderson, Natalie Lindemann, Brooke Mehlenbacher, Glen Smith, Lori Woodham, Cindy Zintel, Krista Zintel Their stories were shared on our Community Living website, our social media feeds and through local newspapers. Jennie's Dreamers make us proud. Here are some of their photos and stories. To read more stories about the positive impact of the JDDF visit our website.

Shania Twain In Concert

Rob had an absolute blast at the Shania Twain concert! It was a night where we got to forget our worries, live in the moment, and celebrate the power of music to unite us all. "My dream was to go see Shania Twain in concert. I had the absolute best time of my life at the Shania Twain Concert. I've always enjoyed her music and but wasn't sure if going to see her in person was something I could do. Having my dream come true makes me think I could try other things I may not be sure of. Thank you to the Jennie Deagle Dream Fund and committee for making my dream a reality."

An Unforgettable Game

Krista's lifelong wish of attending a Toronto Maple Leafs game finally came true, thanks to the Jennie Deagle Dream Fund. Krista's journey to her dream Toronto Maple Leafs game was as exciting as the game itself.

Riding the GO Train, walking to the arena, and watching her favourite player, Johnny T, up close during warmup - every moment was a dream come true. "What a game! My dream was to go to a Toronto Maple Leaf game. My dream came true when I applied to the Jennie Deagle Dream Fund, I had an amazing time.

I got to ride the GO Train to Toronto and then walked to the arena. We got there in time to see the warmup and I saw my favourite plater Johnny T really closeup. I also got my picture taken with Carlton the leaf's mascot. The Leaf's had a bad start to the game but pulled out a win in overtime. I was so happy. I want to thank the Jennie Deagle Dream Fund Committee for helping me achieve my dream. I will never forget it." - *Krista*

New York City

Brooke and Cindy had the once-in-a-lifetime opportunity to visit New York City during its magical holiday season.

We saw the famous Radio City Christmas Rockettes show I really like it . We walk around and saw the big Christmas tree there was a lot of
people there I was lucky to get a good picture of that . - *Brooke*

Hello, my name is Cindy Zintel and I am a 2023 Jennie Deagle Dreamer. My dream was to visit NYC and I received 3 day bus trip to NYC. I got to see the Empire State Building, the rockettes, Central Park, Grand Central Station and the Rockefeller Christmas tree .
Having my dream come true made me happy because I got to go on vacation with my best friend. - *Cindy*

2023 HOLLY JOHNSON AWARD

Daneel Hartery and Carlee Scott were presented with Holly's Hearts awards at a special ceremony at the Jennie Deagle Complex on November 22, 2023.

The award is named in memory of Holly Johnson, a woman supported by Community Living Haldimand (CLH) who had a zest for life, music and dance always making people smile with the most amazing hearty laugh. Since 1998 forty-four individuals have been presented with the award, recognizing people who help to make their community better through acts of kindness, friendship and caring.

Daneel from Dunnville holds a part time job, and volunteers at Grandview Lodge, and the Salvation Army Kettle Drive. He supports the local foodbank, shows kindness to everyone he meets, and is always willing to lend a helping hand.

Carlee from Cayuga is a weekly volunteer at the Salvation Army thrift store and recently helped to clean up the gardens at St. Stephens School during Faith Day. Carlee is an artist and makes cards, drawings and notes sending people a cheery hello especially if she thinks they need cheering up.

"Congratulations to Carlee and Daneel for helping to make their communities a kinder, better place to live", "You are an inspiration to everyone."

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