

# Annual Report 2022-2023

# MOVING FORWARD IN DIFFERENT TIMES



COMMUNITY LIVING  
Glengarry

*Inspiring Possibilities*

Daniel Giroux, Board Chair

Danielle Duranceau, Executive Director

*Moving forward in different times. As we slowly moved out of the pandemic a lot of things feel different both in the world and in our organization. This has tested us; our ingenuity, skills, patience, leadership and most of all our resilience. We have all managed many challenges in our careers, however, this time we could fill a book or two! Time and time again our employees were called upon to do extraordinary things and our teams have pulled together to support one another. We have never been so grateful, as we have been over the past couple of years, for the remarkable commitment of our teams to ensure that the best quality supports were offered to people receiving services, further instilling the values of a "Culture of Gentleness" where people feel safe, loved, valued. Our interactions with those we support positively reflect the core values of wholeness of life, equality, justice, quality of service and integrity.*

*Through the past year we were eager to access our community, the emphasis was to grow and enhance our supports and services and to reconnect with our community. For some people it meant catching up on time lost with their families or natural supports, returning to their employment, re-engaging with social clubs that they were members of and for others it meant simply taking every opportunity to LIVE WORK & PLAY in our community.*

*Following a lengthy hiatus created by Covid-19, we actively reopened our in-person Community Participation and Passport services. There has been great efforts to reimagine supports and services in alignment with the "Journey to Belonging" where people supported choose how they want to live their lives. Our aim is to provide services that are relevant, safe, community based and person directed to facilitate belonging and inclusion.*

*We have strengthened our relationship with the Glengarry Family Engagement group and the SunShiners group over the past year. We were very fortunate to receive a grant through the Ontario Caregivers organization, which enabled the three Community Livings in SD&G to explore the creation of a larger family & caregiver network for the SD&G area. We had great participation from the three counties and were very pleased that a couple parents from Glengarry have taken the initiative to be the lead for the newly established SD&G Caregiver Network. In just a short couple of months, they have created a Facebook page, produced a regular newsletter and organized several educational & social events and applied for another grant to further enhance their network. Keep up the great work!*

*Refreshing our strategic direction is at the forefront this year as it will guide us over the next few years further solidifying our organization to be in sync with the Journey to Belonging, to continue fostering a Culture of Gentleness and to focus our efforts on recruitment & retention. Thank you to all our amazing employees; to our front line support workers for your dedication & commitment, our management team for their perseverance and leadership and our board of directors for their continuous support and guidance, as we look forward to the coming year knowing our teams will once again rise to challenge with a perfect balance of grit and grace.*

## KEY STRATEGIC GOALS

**GOAL #1:** To secure adequate funding to sustain current operations and support anticipated organizational growth.

**GOAL #2:** To excel in service delivery.

**GOAL #3:** To demonstrate organizational strength and leadership.

## MISSION

Community Living  
Glengarry is a non-profit leader providing supports and services for people with intellectual disability. We focus on all aspects of daily living and on community inclusion.

## CORE VALUES

Trust  
Respect  
Honesty  
Empathy

## VISION

Enrich the lives of people with intellectual disabilities.



## BOARD OF DIRECTORS 2022-2023

### CHAIR

Daniel Giroux

### DIRECTORS

Elaine Oetelaar

Debra Baker

Marilyn Blackwood

Sandra Jarvo

Réjean Boulanger

Jacques Cholette

Donna Orwell

David Forrest

## EMPLOYEE ENGAGEMENT

The Employee Engagement Committee is made up of management and support workers who meet on a regular basis to come up with creative ways to engage and celebrate the good work our employees provide for the people we support.

Over the past year we have held many contests and challenges, topping off the year by closing with our Employee Appreciation Night where employees were invited to hop on a bus and head to Ottawa for a delicious dinner and enjoy a great performance at the Yuk Yuk's Comedy Club.

Thank you to our committed employees and to our committee members who put in countless hours of their own time to make this committee possible.

## 2022 COMPLIANCE REVIEW – CONDUCTED BY MINISTRY

The Ministry of Children, Community and Social Services conducted their annual compliance review at Community Living Glengarry from April 19 - 22, 2022. Compliance inspections are intended to provide assurances to the Ministry, members of the public, stakeholders and individuals receiving services and supports that adults with developmental disabilities are receiving quality standards of care, in a safe and secure environment. In a normal operating year, organizations are rated on 280 indicators, however, during covid-19, organizations are rated on 79 indicators plus MCCSS uses a covid checklist to ensure that organizations are following practices and the recommendations of Ministry of Health to ensure the safety and well being of individuals supported by the organization. During the review CLG met all indicators except 2, which were scored as non-compliant. Corrective action was immediately performed. CLG received a letter of compliance, which is posted on the agency website and in the front lobby at the Community Network Centre.

## BISHOP RESIDENCE

At the Bishop residence we value independence, teamwork and kindness above all else. Our home has seven people supported: **Peter, Michel, Manon, Barb, and Lyne** are in the main living area while **David** and **Nina** have their own separate apartments.

**Peter** is very outgoing and loves meeting new people in the community. He has many interests. Peter enjoys going to hockey games, golf, and bowling. He loves to help and takes great pride volunteering with a business called Full Bellies. Peter attends school Monday through Friday in Cornwall.

**Michel** has recently moved into the house in the past few months and has transitioned very well; he has been in 'Supported Independent Living' for many years. Michel is very independent and enjoys going for walks by himself. He will regularly take train trips to Montreal to visit his family by himself and enjoys going shopping at stores around Alexandria. He has a love for movies and music and loves to share the names and memories from his favourite media with staff and other people supported.

**Manon** has a very lighthearted personality. Manon enjoys playing bingo, bowling, cards, and is an avid artist when it comes to arts and crafts and drawings. Manon is always looking forward to try new opportunities to grow and enhance her independence and creativity.

**Barb** is very funny and friendly. Notably a huge Habs fan, Barb prefers to wear and use products and clothing related to the Habs. She has paid employment for one hour a week. She enjoys going to Glen's hockey games, visiting the farm to pet some animals and bowling. Barb greatly enjoyed the opportunity going by limo to attend a Laval Rockets hockey game.

**Lyne** was welcomed into our home this year. Her interests include going out to get drinks with her friends, playing bingo in Cornwall and going to the GIAG Outreach program. She goes to the Community Network Centre to participate in a painting class; her painting was displayed in the community art show hosted by the Glengarry Artists' Collective.

**David** lives in his own apartment and enjoys his time living independently. He enjoys having conversations about his passion for automobiles. He is really close to his family. One of David's main goals this past year was to attend a family member's wedding in Oakville. Needless to say he was pretty ecstatic to have an overnight trip making it to this special event. David was also elected this year to the Board of Directors for our organization.

**Nina** prides herself that she is living independently, which was one of her Mom's wishes for her. She enjoys going to the Outreach Program to participate in their activities. She gets together regularly with her sister Mary-Lou to have dinner and spend quality time. Nina was thrilled to finally visit her brother's cottage in Magog, Quebec this past summer. This trip previously had been put on hold for a couple years due to covid.

The Bishop residence has an infectious energy as soon as you enter the home. Everyone complements each other very well and everyone works together in harmony to accomplish our daily goals with ease and efficiency.



## WEST BOUNDARY RESIDENCE

With sunny skies continuing on the horizon, the people supported at West Boundary celebrated reunions with their loved ones over the past year. Our connections with the people we love are sometimes taken for granted, but the pandemic has reminded us that family is and will always be one of the most important blessings in our lives.

**Elaine's** sister, Sue came to visit her all the way from Alberta. **Terri** has been going to visit her mom on weekends and they went to see a play together. **Linda** went to stay for a weekend with her brother and family last Christmas and had a very special reunion with her nieces and nephews. **Martine** flew to New Brunswick for Thanksgiving to see her nieces. They had a wonderful time apple picking and taking family portraits. **Julie** has been going home with her mom and dad on weekends and special occasions. **Tom** has been making visits to his hometown of Westport, Ontario during the warmer months where he puts flowers on his mother's grave. **Tim** has been re-establishing family bonds with his brother Dan and they go for drives together and visit friends at Muir's Scottish Bakery.

During this transition time from what has been deemed as the loneliness epidemic, the support team at West Boundary are currently pursuing goals and active social roles for people supported where they feel valued, cared for and respected, all while once again staying connected to their community, whether it is the rebuilding of lost connections and friendships or exploring and pursuing new opportunities.

Rebuilding the foundation for what was lost can be overwhelming and challenging for the people supported as we take in account, the many changes in their lives from activities, routines, relationships and health, not to mention that the community itself may be a bit different from the way they remembered it.

I can offer a brief snapshot of some of the behind the scenes planning that goes into reestablishing person-centered opportunities. Tom gave us permission to share these plans. Here are two of the plans in progress.

This summer, Tom will be reconnecting with Ann, who is a cherished friend and volunteer. Ann used to support Tom many years ago when she worked at West Boundary. She worked with Tom to help create the groundwork of his Westport trips and reestablish his natural support connections. These continue to be a favourite visit to this day. Beginning this May, Ann will once again be accompanying Tom to Westport that she started with him years ago.

For people that know Tom well, you are fully aware that Tom has well-developed twangy vocals that is instinctive and natural. His definitive Country sound has captured the imagination of many and so much so that a local band is eager to give Tom a one-on-one opportunity to practice with their band. The full details are not quite clear yet, but Tom has already requested that the band, the County Lads play at his 80th Birthday Party next year.

I cannot speculate of the other plans that are in store for the other people who call West Boundary home, but you can be certain that their planning for new experiences and opportunities will be focused on the importance of connecting where they are valued and respected with inclusion in their community and beyond.



## ANIK RESIDENCE

2022 was a pretty exciting year at the Anik Street Residence. After a difficult 2 years in a pandemic, life at Anik seemed to be coming back to the good old days. First we would like to introduce you all to Anik's new roommate **Claude**. Claude moved from his parent's home to Anik on April 1st, 2022. Claude has adapted quite well to living in a congregate setting. During the last year we have gotten to know him much more. Although he participates out in the community such as going swimming and bowling he also participates in house activities such as helping to cut vegetables for the pizza, playing Lucky 7 and sandbags with his roommates.

In December we also welcomed a new but returning person at Anik, **Michel**. He has been doing quite well here and has been enjoying outings at the Legion for his weekly beers. On Easter weekend his family planned a 100th birthday party for his father at the Bonnie Glen. Michel attended the party in his best attire and enjoyed an afternoon with his family and friends. His father was very happy that Michel attended the event.

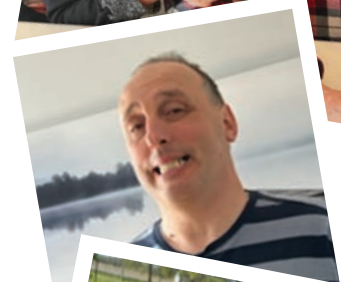
Speaking of enjoying some beers, our ladies here at the house enjoy having wine on occasion. These ladies particularly love having a nice glass of red wine so what better way of doing that than attending a local winery and enjoying a flight of their wine. In September **Michelle** and **Lyne** had the opportunity to go to the Vankleek Hill Vineyard. The weather was beautiful and the wine was perfect. If you don't believe me just look at the smile on these ladies faces. They enjoyed their day so much that they want to do it again this summer.

During the summer we had the opportunity to attend an outdoor mass at Rigaud. It was a beautiful scenery being in the mountains and among the tall trees. We also enjoyed a nice picnic on the premises.

**Gerald's** highlight is attending GIAG programs for seniors twice a week. During the pandemic he was unable to attend and is so happy to now be able to attend again. He looks forward to it every week and enjoys spending good times with his peers. He has had the opportunity to go out on a boat and participate in many other activities. You can see his beautiful big smile when they let him sit behind the steering wheel. He will often come home telling us all about his day and will show us with pride his fabulous works of art and at times has given some to the staff.

**Michel** celebrated his 39th birthday this year. He had the opportunity of going to the casino and he also went to a firefighter's breakfast in Apple Hill, where 11 of his family members joined. Here he is taking a picture with Sparky and his firefighter friends. They had the sirens sounding just for Michel.

For some of you that do not know, **Corinne** loves the water. She is also a little thrill seeker as well. This year she was able to go back to Calypso with some friends to beat the heat and get a little adrenaline rush. During the summer this trio also attended the highland games for the first time since the pandemic where they enjoyed Celtic music and watching the competitions.



## ROY CRESCENT RESIDENCE

The moment everyone walks into our home everyone says it feels like a home. We are very proud of the warm and inviting atmosphere we thrive to achieve.

Our number one achievement this year is that everyone remained healthy and safe!! This is something that we've worked hard at maintaining. It's been a hard few years and hats off to our hard working staff.

Roy Crescent has had a few changes this year, **Mike** moved to Dominion and we welcomed **Simone** to our group. Simone has been a great addition and loves her new home. Cooper our house cat has taken a fancy to Simone and sleeps on her bed every day.

**Elizabeth** also had a milestone birthday this year celebrating her 65th with her friends from Dunvegan, enjoying a catered meal together. Everyone had a great time.

With Covid restrictions lifting, we are starting to get back into planning more activities and meaningful outings for everyone. This has been a group effort and a challenging one as many of the people supported, in this home, are nonverbal and aging.

**Stephan** and **Raymond** had an awesome day out in Hudson Quebec and a great meal at St Hubert. We walked to the shops and enjoyed an ice cream treat.

**Robert** and **Roger** shared a special day at Sucrierie de la Montagne in Rigaud, Quebec where we all enjoyed a harvest breakfast brunch, we could barely walk back to the car we were all so full.

These are a few examples of activities we participated in this year and are looking forward to new and exciting activities in 2023!

We may not have it all together, but together we have it all!



## DOMINION RESIDENCE

Good roommates are hard to find, harder to leave, and impossible to forget; sadly, we said our goodbyes to **Linda** as she passed away the morning of February 24, 2022.

With everything going back to normal following COVID-19, we were able to get out into the community more often, and we're able to invite family members to visit Dominion. This is a recap of some fun activities Dominion has enjoyed!

**Matt** joined our house on May 2nd of 2022, and was welcomed by all his housemates. He has made friends that enjoy watching TV with him in his room. Matt comes from a loving family, and Lynn, Matt's mother, stops in often, and every time she comes all housemates are excited to see her. She even sometimes brings in treats for everyone. Matt also has two sisters, and a dog he enjoys seeing. Matt has a private worker that will come pick him up, and take him out for lunch or dinner, or sometimes a nice country ride. His private worker will often bring Matt to his family's home for visits.

**Michel** had a nice visit last summer from his mother, and step dad that live in BC, as they try to come down at least once a year to visit him. He also enjoyed many bike rides during the summer. Michel also enjoyed going to Upper Canada Play House to watch a sing along play, and attended events at the Highland Games such as the Hammer Throw!

**David** had one of the most memorable birthdays that he still talks about today! He got to enjoy a plane ride, and was very excited to fly past his sister's cottage, and mother's place. He also spent time at his sister's cottage that he always loves going to. David also started 2022 with a walker, and in no time, was back to walking on his own again!

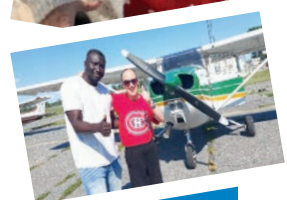
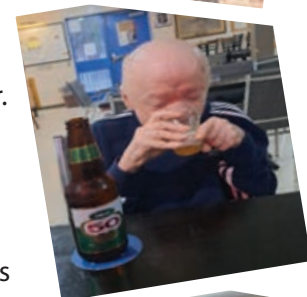
**Mike** was living in another group home, but came to live at Dominion on June 3rd. Mike has enjoyed many visits to the bar to have a beer, he has also started back swimming that he is loving! Last summer he was able to visit a petting zoo, and had lots of fun feeding all the different animals. He was very helpful at the golf tournament assisting to make the gift bags, and then handing them out.

**Michael** is Dominion's music-enthusiast! He loves his dance music, and will dance around the house while listening to YouTube. He has even got his housemate enjoying music, and sometimes he has his housemates dancing with him. Michael also has a private worker that will take him for many nature walks. During the summer months you will find Michael digging in the backyard exploring for bugs.

**Mary Lou** is the only female at Dominion, and her housemates seem to have a special bond with her. If Mary Lou is out her housemates are wondering where she went. Mary Lou enjoys being home, but does enjoy going out occasionally. She really enjoyed Community Living's BBQ last summer, and she loves going to visit her sister at Bishop, or her sister coming to visit her at Dominion. A lot of times when Mary Lou's sister would come visit the ladies would have a spa day! She was also able to visit her brother's cottage that she hadn't been able to do for a long time. Mary Lou also enjoyed the plays at Upper Canada Play house last year. Dominion had a party for her birthday, and invited her sister, and an past housemate she used to live with. They enjoyed a tea/spa birthday party.

We, as a house also enjoy many fun activities. We have BBQs in the summer, and enjoy our meals outside. We even had a Canada Day BBQ, and invited family members. At Dominion we are a house that LOVES holidays. For Halloween everyone made sure to hand out candy to all the kids. During the month of October we held weekly movie nights featuring Halloween movies, and of course we would have a treat while watching the movies. At Christmas time we listen to lots of Christmas songs, and watch movies. We enjoyed making Christmas cookies, getting a Christmas tree, and setting it up as a team. We also held a lot of dance parties with all different kinds of music.

Couldn't have asked for better roommates, we're not just roommates, but a team! We didn't choose each other, but sure are lucky to have each other. We balance each other out perfectly.





## COMMUNITY LIVING MONTH

Community Living Month “May” is a province-wide annual awareness campaign to promote true inclusion for people who have an intellectual disability and their families. To promote Community Living Month we encouraged the community to help us raise awareness and celebrate with us. “Inclusion” signs were posted throughout the county of Glengarry and a “Shine the Light on Community Living” contest was held where people were asked to share photos on Facebook showing their building’s exterior lights were blue and green. In support of our business community, we delivered green & blue frosted cupcakes each week during the month of May to various businesses. We spent a weekend at our local Your Independent Grocers where we held a bbq and bagged groceries, inserting inclusion flyers into the bags. Together, we can create a powerful example of inclusion that will shine not only in our community, but throughout many others around the province.



## EMPLOYMENT SUPPORTS

The Employment Supports program provides services to 22 people and employs 1.5 full time support workers. The program provides assistance to people in resume writing, finding jobs, coaching, transportation to and from jobs, and checking in once employment has been found. The program also offers support to people to attend the employment courses offered through GIAG. We also provide volunteer opportunities for people that help them to develop the skills they will need to secure a job in the future.

Of the 22 people we support, 9 people are employed in various jobs in the community; 5 people are employed doing cleaning for CLG, 3 people are in volunteer positions, and 1 person is on the waiting list for the GIAG employment course. Unfortunately, 3 people lost their jobs due to the pandemic and we are currently looking for job opportunities for them.

## SUPPORTED INDEPENDENT LIVING

The SIL program currently assists 18 people to live independently or semi-independently in the community.

We provide guidance and support for people based on assessed needs and their personal individual support plan which can range from participating in community activities, maintain personal and family relationships, meal preparation, money management, landlord-tenant negotiations and assistance with appointments and accessing other community resources.

We focus on quality of life and assisting people in achieving their personal goals and dreams.





## COMMUNITY PARTICIPATION SUPPORTS

The community participation program at Community Living Glengarry is based at the Community Network Center. 41 people attend the programs offered and they are supported by 4.5 full time and 2 part time employees. Some people are involved everyday while others only attend when there are scheduled activities of interest to them. People's daily schedules are individualized as much as possible and are based on their interests and needs. We have once again started to offer supports on a fee for service basis to families in the community who wish to purchase services for their son/daughter.

In line with Community Living Glengarry's mission, our goal is inclusion in the community. So as much as possible we want people out and participating in opportunities that are available outside of the center. In a small rural community, however, we are limited to the number of activities that are available in the community so we do offer courses in the Community Network Center as well. In the fall, we are hoping to connect with other organizations such as Encore and Rendez-Vous and open some of the courses that we offer to the people that they serve.



## FUNDRAISING – A YEAR IN REVIEW

Community Living Glengarry has had the support of Glengarry and surrounding areas with our Fundraising initiatives.

We have held many annual events such as our Lobster Fest our Ted Orwell Memorial Summer Classic Golf Tournament, we also held a Christmas Concert along with an Ottawa Senator's Raffle and our annual \$10,000 Draw. Community Living bingos have taken place every Wednesday at the Cornwall Bingo Centre.

Community Living Glengarry receives a wide range of support such as donation of items and sponsors for events as well as the community's attendance at our events. Fundraising would not be made possible without the support of community partners and the generosity of people attending and supporting our fundraising.



As we close off this year, we look forward to our next year of fundraising events with hopes of returning to more in person events and continuing to collaborate with our Community Partners.

## INFRASTRUCTURE & FUNDING

Community Living Glengarry was successful in obtaining funding for a couple of our homes. The Bishop residence received additional funding for the renovations that started at the end of 2021-2022 as additional costs incurred for the kitchen renovations. Bishop also replaced the ventilation and UV light purification system.

Dominion had the floors in both bathrooms removed and a new floor installed. Each bathroom was also renovated to make it more accessible. The Arjo bathtub was replaced with a new one as parts for the previous Arjo bathtub were becoming obsolete.

Roy Crescent received funding for replacing their water tank and installing an iron removal system.

## STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2023

REVENUES	\$	EXPENDITURES	\$
MCCSS subsidies	4,708,974	Salaries & Benefits	4,263,495
Other grants	503,341	People Supported	442,951
Accommodation Fees	348,142	Administration	436,194
Fees for Services	251,704	Buildings expenses	368,964
Other income	50,358	Other expenses	372,431
Fundraising	278,532	Fundraising	216,899
<b>TOTAL</b>	<b>\$ 6,141,051</b>	<b>TOTAL</b>	<b>\$ 6,100,934</b>

Copies of completed audited financial statements are available upon request.