



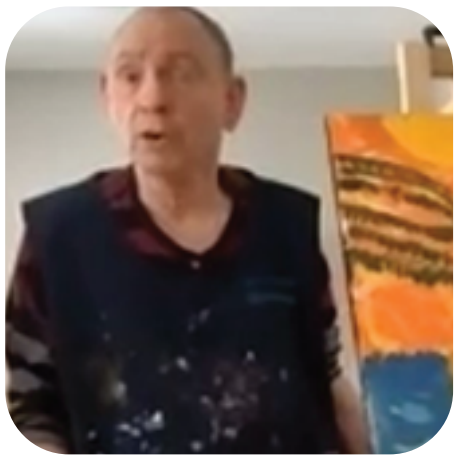
TRUST



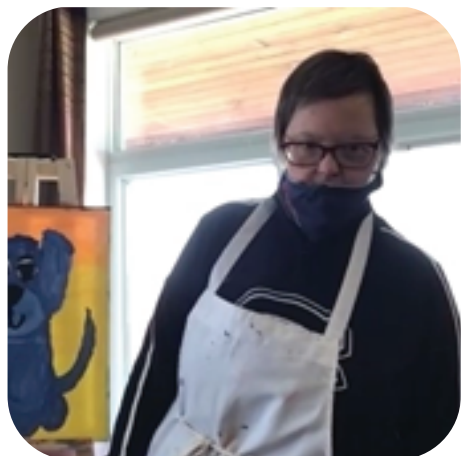
RESPECT



HONESTY



EMPATHY



2020-2021  
ANNUAL  
REPORT

COMMUNITY LIVING  
Glengarry



*Inspiring Possibilities*

**Dan Giroux, Board Chair**  
**Danielle Duranceau, Executive Director**

It has been a full year living and adjusting to the challenges that the covid-19 pandemic has created. Our priority is to maintain a safe and healthy environment for people with disabilities, employees, families, friends and all other stakeholders. Working closely with and following the guidance from Ministry of Health, the Eastern Ontario Health Unit and Ministry of Children, Community and Social Services, we have managed to take a very proactive approach in keeping the covid-19 virus at bay. We have implemented policies, PPE guidelines, enhanced cleaning/disinfecting procedures, and the monitoring of covid symptoms throughout our organization to keep people as safe as possible. Throughout the 2020-2021 year, our focus remained committed to enriching the lives of people who have a developmental disability by providing quality services, meaningful and inclusive opportunities and strengthening family connections. We had to adapt rather quickly to a new way of providing meaningful day services and family visits by making a major shift from group activities and in-person visits to a virtual service delivery. We are proud to say that we have been able to offer many regular virtual events for people to enjoy and it has been amazing to see how the people we support have embraced this technology. Employee recruitment, training, growth & development were performed virtually as well. Zoom and Microsoft Teams have now become many organizations' best friends! We are very thankful for our many community partnerships with local organizations and our wonderful families who have been so understanding and cooperative, we know it's been a difficult year having minimal in-person contact with their loved ones, due to restrictions and lock down measures. We look forward to the coming year, hoping for some normalcy... and hopefully more in-person contact!

I would like to offer our sincerest thanks to our Board of Directors for its wisdom and strong leadership and our compassionate, resilient employees for being supportive in helping us promote an inclusive society and creating a Culture of Gentleness, during these challenging times.

### 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.



## 2020 Compliance Review – Conducted by Ministry

The Ministry of Children, Community and Social Services conducted their annual compliance review at Community Living Glengarry August 11 & 12, 2020. 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 rated as low-moderate. 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.

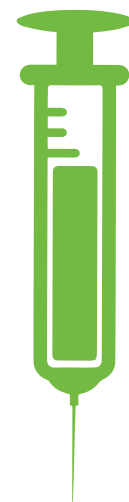
## Vaccination Statistics

Community Living Glengarry was fortunate to be the recipient of a vaccination clinic held on-site at our head office location in mid April 2021, to administer a 1st dose. This clinic was coordinated by the Eastern Ontario Health Unit in conjunction with Cornwall SDG Paramedic Services with a primary focus on vaccinating people supported residing in our residential, supported independent living and home share programs. We had 44 people participate at the clinic. The clinic was also open to our employees, although many of our employees were vaccinated prior to the clinic by accessing the on-line booking system. A follow-up clinic, for those who attended the first clinic, is expected to be scheduled in August 2021.

As of May 25, 2021

Employees: 81% of active employees have received their first shot

People Supported: Residential: 90%; SIL: 89%; Host Family: 100% . All people supported who wished/agreed to have a vaccination received one.



## Board of Directors 2020-2021

### Chair

Daniel Giroux

### Directors

Elaine Oetelaar

Debra Baker

Marilyn Blackwood

Sandra Jarvo

Réjean Boulanger

Jacques Cholette

Phil Cloutier

Donna Orwell

Kelly Anne Doyle

## Staff Appreciation

Community Living Glengarry held their first virtual (Zoom) Employee Engagement party on March 12, 2021. We were very pleased that 55 employees participated in this, St. Patrick's Day themed, staff appreciation event. Just prior to the event, all participants received a gift bag of St. Paddy's Day attire to dress up in, a catered charcuterie box, and a cupcake for dessert.

The following employees were recognized for their length of service:

25 years: Chantal Desjardins

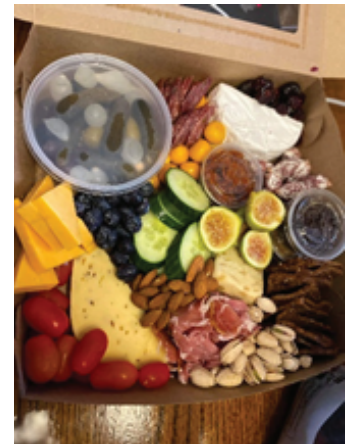
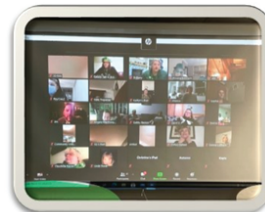
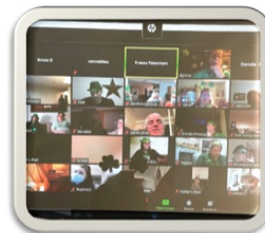
15 years: Emer Ellis

10 years: Rick Hutt, Phil Maheu, Connie Laframboise

5 years: Colleen Heslegrave

Winners of the "February Photo Contest" leading up to the appreciation event were announced and received a \$25 pre-paid visa card. During the event 3 paid days off work, sponsored by CLG were drawn and CUPE Local 3390 held 20 draws of \$50 gift cards from various establishments. Congratulations to all contest and draw winners!

*Thank you*



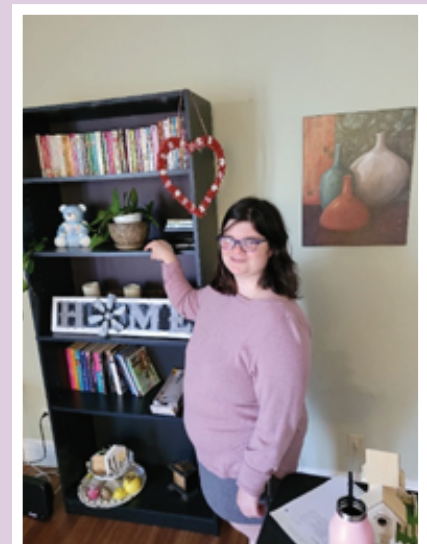
*Hi I'm Lisa Marie Johnson.*

*I moved to Glengarry County in 2014 and was part of the Host Family Program living outside of Alexandria and dreamt of having my own place. In December of 2020, I was lucky to move into my own spacious apartment with a roommate whom I really like.*

*Living in the apartment makes me feel like I've become an independent adult with more choices and freedom offered to me.*

*I am learning to cook my own meals and I like living in town closer to my friends and where stores are close by. I'm taking several virtual learning classes such as crafts, painting, bingo, and yoga which I enjoy.*

*I can't wait to see what the future holds for me.*



## Community Participation AGM *By Gail McKay Webster*

When the community participation program was closed to group activities March 2020 we were forced to come up with alternative ways of supporting people while still ensuring their safety. We decided to set up virtual activities that people could participate in from home. Prior to the pandemic, we were offering many successful activities and classes at the Community Network Centre so it made sense to try to offer these activities virtually. We started with bingo and we have gradually added new activities over the last six months, including craft and painting classes, yoga, chat and games groups. Classes and chat groups are offered twice a week and have been very successful with classes at full participation most weeks. The chat groups are less structured but were started to give people an opportunity to socialize and play games with their friends.

The virtual program has been such a success that we will continue to offer a variety of virtual activities going forward, and we will be offering some of these activities to other Community Living organizations. We see the virtual program as enhancing the community participation program and providing alternatives for the people we support and families.

We also wanted to provide support workers and families with suggestions of things they could do with people at home. We enlisted the help of a student, Taylor Hambleton, to do some research for us because we knew there was a wealth of information available online. Taylor came up with lots of great information and assisted in putting together a Virtual Activities Resource Book. The resource book is full of links to various sites people can access during down time. There really is something for everyone. As the provincial restrictions start to ease, we are looking forward to initiating one-on-one support for people to participate in community based programs and activities. This means that in the future, we see fewer people spending full days at the centre and a more individualized approach to supporting people. Support workers will work with people and families to develop individualized plans based on people's interests and needs, and will then support people to be involved in their community.

Our philosophy has always been that if an activity is available in the community, then we will support people to participate in the community. If the activity is not available in the community then we will look at offering classes at the Community Network Centre and opening it to the community.

### **Bingo** *By Julie Bourgon*

Virtual Bingo started in September 2020 and has been quite popular since day 1. Every week between 20-25, sometimes more, log in for some good old fashioned games of bingo from 1:30-3:00pm on Friday afternoons. The winners then anxiously await their prizes that are delivered the following week.



### **Yoga** *By Kristen Ouimet*

We started virtual yoga on December 1st, 2020 and it has been running every Tuesday and Thursday since then. Our yoga sessions last 30 minutes long. We practice chair yoga, making it accessible for more people. We have a great turnout in each class and many people are becoming regular "yogis." We begin each practice with some deep breathing then move into a yoga flow which focuses on stretching and strengthening the upper and lower body. We then end the practice with more deep breathing to relax and calm the body. Before we sign off, we usually have a small discussion where people can socialize with one another. I am really enjoying teaching this class because I can see the progress people are making each week. I also see the joy it brings people being able to participate in the class with their fellow peers, even if it is virtually.

## **Crafts** *By Donna Ouimet*

Virtual craft classes started in September 2020. It started with a group of 6 people who were able to create with minimal assistance. A month later we offered it to people in the group homes. A staff assists them in the craft sessions. There are now 13 people participating in the 2 virtual craft classes.

Virtual crafting is not as easy as one would think. The instructor, not being able to physically help them is probably the biggest challenge. The participants not only have to focus on the instructor's directions but also what is being demonstrated. It was a bit of a struggle at the beginning but after having to redo their craft a few times, in one sitting, their focus to detail has improved.

Participants look forward to the next class. They are encouraged to come up with ideas of projects they want to make instead of the instructor always choosing. The ladies from the Wednesday class tend to take turns with ideas they would like to create, ranging from wreaths to planters to solar chandeliers. They are always happy with their creations.

I am amazed by the talent this group has. Seeing the progress they've made in the past few months and the pride they have when showing me their finished project, gives me a great sense of satisfaction. The participants of our virtual Craft Club rock!!



## **Tuesday & Thursday Chat Groups** *By Julie Bourgon*

To say the way services are offered has changed in the past year would be an understatement. However with the help of technology, some patience and a little bit of a learning curve we have been able to keep in touch and support each other from a distance. Twice a week I host virtual chat groups that allow people to check in with each other and catch up and share what is going on in their lives. We have recently incorporated TRUE or FALSE trivia into our chats which has been a success. Although we'd rather be together in person (a subject that comes up quite often during our chat groups) and have had a few bumps along the way navigating all the technological aspects, most people supported are now quite familiar with the zoom platform and quite grateful to be able to stay connected virtually until we can be together again.

## Wednesday Chat Group *By Staci Doth*

Since the beginning of February, Wednesday afternoons has been dedicated to checking in with each other and spending time together. Since we can't get together in person, our virtual chats have been very successful.



We talk and share pictures and videos about national and international days of awareness and appreciation such as International Women's Day and Mental Health Week right down to some more unique celebrations like National Burrito Day. The group enjoys playing games like Hangman, Guess That Sound and True or False. We sometimes watch videos on places or events of interest like Granby Zoo and the Tulip Festival. There have also been a few surprise guests which is exciting because it allows the group to catch up with people they might not have spoken to in quite some time. The rest of the time is spent laughing and joking around. We often watch a segment of America's Funniest Videos which gets us giggling and smiling.

The Wednesday afternoon chat group is a great way to stay in touch. We always look forward to our next time together!

## The Painting Group *By Bobbi Poitras*

On Mondays and Wednesdays, Community Living artists set up their easels, canvasses and paints, and don aprons to participate in a painting class. They are enthusiastic, patient, talented, and a lot of fun. Since March 2021, after a year's pause due to the pandemic, we resumed classes via Zoom. Although not quite as fun as seeing everyone in person, it is working very well and the art that is being produced is fabulous!

What we do: I paint something, often using an image from copyright free sites on the internet, and my students follow along as I paint it again, step-by-step. The paintings never come out identical, which is the beauty of art. Everyone develops their own style and has their own ideas of what they would like on their canvas. I often have more than one painting going at once because if someone misses a class, they have to catch up the following week. In a physical classroom, everyone usually works on a painting of their own choosing, but on Zoom it works best if there are only one or two going.

I've held a lot of different jobs over the years, from waitress to secretary to elementary school teacher, but this is by far my favourite! I can't wait till we are back in a physical classroom!

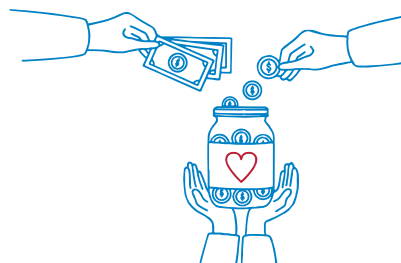


## Fundraising - A Year in Review

Community Living Glengarry has been very fortunate to receive continuous support from Glengarry and surrounding areas with our Fundraising program.

We have held many annual events but due to Covid-19 over the past year our main events were cancelled, causing us to take a different approach to fundraising. We held our \$10,000 Draw virtually. Community Living Bingo's have taken place during Covid-19 as a Car Bingo Drive-In (outside of any lockdown periods) 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 initiatives.



### The following is net proceeds from events:

Bingos \$3117.00  
 Virtual \$10,000.00 Draw \$11,040.00  
 Tomorrow's Dream Payroll Deductions \$3925.00  
 Donations and other Revenues \$ 47,887.00

## Donations & Funding Received Specific to Covid-19

In kind donations for PPEs were received from Knix who donated 1,000 masks & gloves. Glengarry Memorial Hospital donated 500 surgical masks and the Canadian Red Cross donated 640 PPE Kits. Each kit consisted of 2 pair of vinyl gloves and a surgical mask.

Funding received primarily came from two sources: the Social Service Relief Fund, for \$35,000 to assist with PPE expenses and MCCSS. MCCSS provided funding covering: \$17,786.28 of PPEs; \$5,910.94 for 2 gazebos, to facilitate outdoor family visits, and cleaning/disinfecting services of \$11,319.10.

Early on during Covid-19, MCCSS made it a requirement for all organizations they fund, to complete a weekly survey, through a secure porthole, recording the quantities of all PPEs used, such as: isolation gowns, gloves, masks, eye protection, disinfecting agents, hand sanitizers etc. The list of what organizations report on is quite extensive. The benefit is that MCCSS makes automatic weekly shipments of the PPEs organizations are low on, ensuring there is an adequate supply on hand.

## Statement of Operations for the year ended March 31, 2021

REVENUES	\$	EXPENDITURES	\$
MCCSS subsidies	4,540,411	Salaries & Benefits	3,810,794
Other grants	474,002	People Supported	486,769
Accommodation Fees	336,480	Administration	436,853
Fees for Services	162,848	Buildings expenses	465,614
Other income	165,696	Other expenses	424,256
Fundraising	74,928	Fundraising	58,861
<b>TOTAL</b>	<b>\$ 5,754,365</b>	<b>TOTAL</b>	<b>\$ 5,683,148</b>

Copies of completed audited financial statements are available upon request.

## Infrastructure

West Boundary residence had the shingles on the roof replaced by Van den Oetelaar Roofing & Contracting. MCCSS funded the project in the amount of \$11,444.