



Daniel Giroux, Board Chair

Danielle Duranceau, Executive Director

Looking forward to future endeavours. Whoever thought "normal" would be such a great adjective....well we certainly do, as we finally returned to the normalcy of our lives, in June, when Ministry removed many of the stringent guidelines implemented during covid. Our programs have returned to fully participating in the community and our "fee for service" Passport program is thriving. Re-connecting people with social clubs, employment opportunities and partaking in community events has been a great morale booster for the people we support, volunteers and employees. The government's vision "Journey to Belonging" where people supported and their families choose how they want to live their lives has played a pivotal role in how we provide services. Our aim is to tailor services so that are relevant, safe, community based and person directed to facilitate meaningful relationships, fulfilling lives and a true sense of belonging.

Our organization completed strategic planning in November 2023, a process the board undertakes every 3 years, rejuvenating our strategic direction to ensure our objectives align with MCCSS directives, the expectations of people receiving support services and their families. We were very excited to share with stakeholders, in early January, our refreshed vision and mission, re-affirmed core values and commitment to fostering a Culture of Gentleness. We have been busy implementing some of the objectives of our 3 pillars of strategic focus; increasing our efforts on recruitment & retention to ensure a consistent and qualified work force, exploring inclusive housing options with various partners and transportation needs. We look forward to the coming months further engaging with our community to join our journey to help people lead awesome lives!

Thank you to our board of directors for their continuous support and guidance. Thank you to our employees: our front line support workers and management team for their dedication in providing safe, caring supports unique to each person and focusing on all aspects of people's lives creating opportunities for inclusion and belonging.

BOARD OF DIRECTORS 2023-2024

CHAIR

Daniel Giroux

DIRECTORS

Elaine Oetelaar

Debra Baker

Marilyn Blackwood

Sandra Jarvo

Réjean Boulanger

Jacques Cholette

Donna Orwell

David Forrest

3 KEY PILLARS OF STRATEGIC FOCUS

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 provides safe, caring supports unique to each person. We focus on all aspects of people's lives creating opportunities for inclusion and belonging.

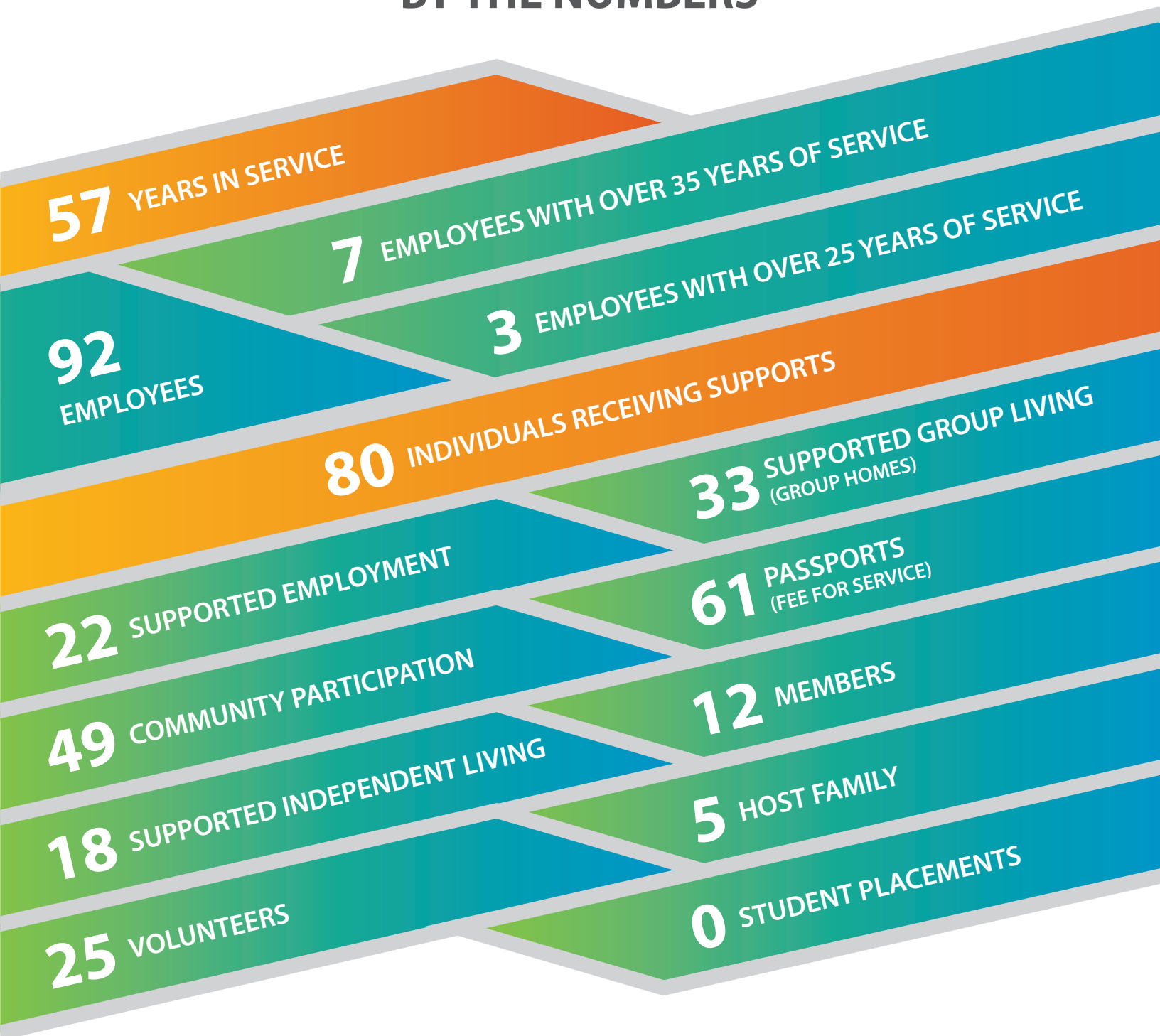
CORE VALUES

Trust
Respect
Honesty
Empathy

VISION

Join our journey to help people lead awesome lives!

COMMUNITY LIVING GLENGARRY BY THE NUMBERS



2023 COMPLIANCE REVIEW – CONDUCTED BY MINISTRY

The Ministry of Children, Community and Social Services conducted their annual compliance review at Community Living Glengarry from July 24 - 28, 2023. 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.

The compliance review consists of 350 indicators. Two residences and the host family program were reviewed.

During the review CLG met all indicators except 12, 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.



COMMUNITY

PARTICIPATION

The Community Participation program at Community Living Glengarry supports 48 people in a variety of different activities and events. Some people are involved everyday while others attend only when there are events that are of interest to them. People are supported by 4.5 full time employees and 1 part time, who assist them in developing individualized programs based on their interests and needs.

In line with Community Living Glengarry's mission, our goal is inclusion in the community. So as much as possible people are involved in activities outside the centre, such as pickle ball, aqua fit and swimming, bowling, bingo, Zumba classes and going to the gym. We do offer a few courses, such as crafts, painting and cooking at the centre as well. This past year we have developed a couple of partnerships in the community. We teamed up with the Township of North Glengarry to help organize and participate in an inclusive yoga class on Friday afternoons. This class has proven to be very successful and is attended by community members and people supported. We also have continued our relationship with the GIAG Outreach program and were instrumental in organizing a joint therapeutic drumming session once a month.



EMPLOYMENT SUPPORTS

The Employment Supports program offers services to 22 people and employs 1.5 full-time employees. The program provides assistance to people in applying for jobs, coaching, transportation to and from jobs, and checking in once employment has been found. This year we were able to secure jobs for 2 people we support at HGMH in the laundry facility. This has been an amazing partnership where the people we support have been accepted and are an essential part of the team.

Of the 22 people supported in the employment supports program, 10 people are employed in various jobs in the community and 3 people are employed doing cleaning at the Don Johnston Building.



SUPPORTED INDEPENDENT LIVING (SIL)

The SIL program currently provides support to 18 people. A variety of services are offered to people in this program based on their personal needs.

Community Living Glengarry secured 2 apartments in the newly constructed building in Cornwall on 9th Street. The building was an initiative that involved all levels of government to provide inclusive housing in the community. Cornwall and Area Housing along with CLG partnered in an agreement in order to provide an opportunity for 2 people receiving supports to move out of their family home and live independently for the first time in their lives. Supported Independent living support staff along with family members of these 2 individuals have ensured a smooth transition to this new chapter in their lives.



GLENGARRY INTERACTION

The 2023-2024 season was a year of growth for Glengarry Interaction with 61 active members. We hosted our annual training events with great success and participation. We welcomed outside speakers such as the North Glengarry Fire Department and OPP as well as our knowledgeable internal trainers.

On the social side we kicked off the season with a Spooktacular Hallowe'en party followed by a Christmas themed movie night. We took to the road in April for a Rock & Bowl evening and supper in Orleans. The season was capped off by BBQ and last training session on June 11th.

We look forward to welcoming new and returning members in the fall!



PASSPORT SERVICES

Community Living Glengarry's Passport Services is a growing program with constant change. This service offers 1-1, 2-1 and group ratios. We are currently welcoming new people from the community who are looking for services for their family members. During the 2023-2024 year, we supported 61 people with 3 part-time passport workers and the assistance of residential workers. We manage the funding for 52 people and invoice 9 others externally.

Government Funding for Passport Services

Passport is a program that helps adults with a developmental disability be involved in their communities and live as independently as possible by providing funding for community participation supports, activities of daily living and person-directed planning. The program also provides funding for caregiver respite services and supports for primary caregivers of an adult with a developmental disability.

Passport is funded by the Ministry of Children, Community & Social Services. The Passport program in Eastern Ontario is administered by March of Dimes Canada, serving the communities of Ottawa-Carleton, Stormont-Dundas-Glengarry, Prescott-Russell and Renfrew County. To apply for funding contact Developmental Services Ontario Eastern Region (DSOER).



RESIDENTIAL

SERVICES

Our Residential Services offers 24-hour support. We currently have five residences, four in Alexandria and one in Green Valley, with a total of thirty-two beds.

Bishop Residence had one vacancy in the main house, due to an individual with complex needs moving into the downstairs apartment, Unit C, at the home. The Bishop residence then welcomed a new person from the community, filling the vacancy, in December 2023.

Dominion Residence was successful with reconnecting a person supported with their long lost family. It was quite an amazing achievement and staff continue to nurture this relationship. West Boundary's team was very successful with connecting a person supported to the Seaway Valley Theatre Company where he is now fulfilling a significant social role with them. Also on the horizon is an exciting upcoming 80th birthday for another individual, our eldest person receiving supports.

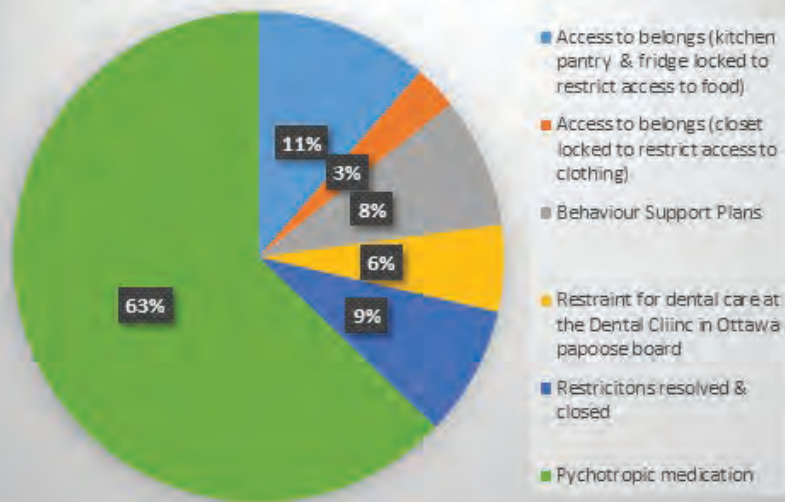
Roy Crescent Residence has focused on the stability of people's health and wellness. People's accessibility has been a challenge, but happy to say that people supported have returned to their Day Away program with the Maxville Manor and GIAG.

Anik Residence successfully assisted a person with the transition of moving into her own apartment in the community. The team also assisted her with planning her dream vacation, with her Mother, to Nashville.

RIGHTS

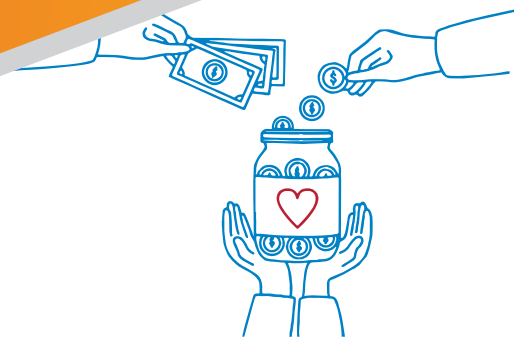
PROTECTION & PROMOTION

2023-2024 Right's Committee Meeting Statistics



In 2023-2024, the Rights Committee convened five times. During this period, we reviewed 37 rights restrictions. The committee is composed of volunteers, including a pharmacist, a family member, a police officer, and two individuals who receive support. We work together with the supported individual and their team to help resolve any restrictions on their rights.

FUNDRAISING



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 Tribute to Johnny Cash and our Ted Orwell Summer Classic Golf Tournament, we also held our \$10,000 Draw. Community Living Bingo's 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.





COMMUNITY

LIVING MONTH



May is Community Living Month, a province-wide annual awareness campaign "Shine a Light on Community Living" to promote true inclusion for people who have an intellectual disability and their families. Thank you to the North Glengarry Council for supporting "inclusion of people with disabilities" by proclaiming "May" Community Living Month and raising the Community Living flag!

To promote Community Living Month we are encouraging everyone to help us raise awareness and celebrate with us. Throughout Glengarry County some restaurant locations will be using "Community Living Month" placemats, we will be posting "inclusion" lawn signs and making weekly cupcake deliveries to businesses. We will also be illuminating our buildings' exterior lights to blue and green and we encourage our community members to do the same. We welcome people to share Facebook posts of their homes illuminated in blue/green and tag us @clglengarry. Our final "May" event is The Johnny Cash Tribute Show (light lunch, door prizes, silent & live auction) held Saturday, May 27th at the Agora Center (Cornwall).

Together, we can create a powerful example of inclusion that will shine not only in our community, but throughout many others around the province.





EMPLOYEE

ENGAGEMENT

Thursday March 28, 2024 Community Living Glengarry's Employee Engagement Committee celebrated with an employee appreciation evening that took place at the Glengarry Golf and Country Club.

This year's theme was going back to the 80's where the venue was decked out in the 80's theme, employees were encouraged to dress the part, and they did. Employees were treated to a 80's meal and danced the night away to 80's music and took part in music trivia and a photo booth and many prizes were up for grabs.

Special thank you Cupe Local 3390 for donating door prizes and a very special thank you to our committee members: Donna Ouimet and Julie Bourgon, Connie Hurtubise and Maurice Dupelle.

STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2024

REVENUES	\$	EXPENDITURES	\$
MCCSS subsidies	5,175,232	Salaries & Benefits	4,810,933
Other grants	524,798	People Supported	444,376
Accomodation Fees	368,717	Administration	449,571
Fees for Services	382,620	Buildings expenses	361,356
Other income	42,785	Other expenses	501,784
Fundraising	230,951	Fundraising	193,591
TOTAL	\$ 6,725,103	TOTAL	\$ 6,761,611

Copies of completed audited financial statements are available upon request.