

# COMMUNITY LIVING

Durham North



*Inspiring Possibilities*

Annual General Meeting

September 28, 2020



## Our Vision

*A community where everyone is valued*

## Our Mission

*To offer quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members*



# Vision, mission and guiding principles

---

The strategic plan is designed to support and advance Community Living Durham North's vision and mission. It will be implemented using the organization's guiding principles.

---

## Our Vision

A community where everyone is valued.

## Our Mission

To offer quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members.

## Our Guiding Principles

1. We are enriched by embracing the uniqueness of each person and their contribution.
2. Everyone is heard. Services reflect what is important to, and important for, each person.
3. Growth and development occur best in safe, respectful and supportive environments.
4. We are accountable to the people we support, their families and the partners with whom we collaborate.
5. Employees, volunteers and the community are vital to our success and future.



# Strategic Plan

2020-2025

---

- Direction 1**     **We will provide services and supports that are second to none in their level of quality**
- Direction 2**     **We will value our employees; recognize effort and achievement, and seek out and cultivate potential leaders**
- Direction 3**     **We will pay close attention to helping people and families who are on the margins of the service system; who want to manage their supports independently, or who are “waitlisted”**
- Direction 4**     **We will improve and modernize our business and administrative processes/tools so as to operate more economically and professionally**

## Messages from the Chair and the CEO

During the past year, we continued our role supporting the work of Community Living Durham North. We held monthly meetings all year with the later meetings being video meetings via ZOOM. We discussed financial issues and recently discussed issues related to the COVID-19 pandemic offering support to the front-line staff. We continue to offer any assistance we can to ensure people are safely and fully supported.

We had three members resign from the board due to personal commitments – Lisa Kowal, Candace Taylor and Bill Klaas. All members of the board have been active participants in board meetings and committee work. Thank you very much for your efforts.

Two active committees of the board of directors are the Finance Committee and the Rights Review Committee. Both committees met monthly to help both the board and the people we serve.

On behalf of the board of directors, I thank all staff of Community Living Durham North for their efforts in the past year.

\*\*\*

The pandemic has made this year unique. Beginning in early to mid March, all of us have had to grapple with problems that never presented themselves before. People we support in group homes were asked to shelter at home. Our employees, those who have stuck it out, became essential workers and front-line heroes. Families have had to observe a variety of rules which no doubt seem more and more irksome as we attempt a gradual and cautious re-opening.

To these families, thank you for your cooperation and patience. To our staff, thank you for getting us through this! And to the people we support, thank you for putting up with being secluded for so long. Our job is to help you be a real part of the community; keeping you apart from it has been necessary but it has felt all wrong!

Robin and Karla: You have been an inspiration to all of us. We are getting through this; and I have never been more proud to be a part of this remarkable organization.

*Clare Suggitt*

Clare Suggitt  
Board Chair

Glenn Taylor

Glenn Taylor  
CEO

# **Agenda for the Annual General Meeting**

Monday, September 28, 2020

Conducted on the Zoom Platform

- |            |  |          |  |
|------------|--|----------|--|
| <b>1.</b>  | <b>Welcome &amp; Opening Remarks</b>           | <b>-</b> | <b>Clare Suggitt</b>   |
| <b>2.</b>  | <b>Profiling an Essential Worker</b>           | <b>-</b> | <b>Jim Sadgrove &amp; Christine Robinson</b>   |
| <b>3.</b>  | <b>Years of Service Awards</b>                 | <b>-</b> | <b>Leeanna Cliff</b>   |
| <b>4.</b>  | <b>The Jamie Ross Star of Excellence Award</b> | <b>-</b> | <b>Louise Renwick &amp; Leeanna Cliff</b>  |
| <b>5.</b>  | <b>Approval of 2019 Minutes</b>                | <b>-</b> | <b>Glenn Taylor</b>  |
| <b>6.</b>  | <b>Report of the Treasurer/Auditor</b>         | <b>-</b> | <b>Len Wright &amp; Vesa Vilander<br/>of Smith, Chappell, Marsh<br/>&amp; Vilander</b> |
| <b>7.</b>  | <b>Review of Board Succession Plan</b>         | <b>-</b> | <b>Glenn Taylor</b>  |
| <b>8.</b>  | <b>Nominations from the Floor</b>              | <b>-</b> | <b>Glenn Taylor</b>  |
| <b>9.</b>  | <b>Election or Acclamation of the Board</b>    |          |  |
| <b>10.</b> | <b>Formal Installation of Elected Board</b>    | <b>-</b> | <b>Alice Johnson</b>   |
| <b>12.</b> | <b>Closing Remarks</b>                         | <b>-</b> | <b>Clare Suggitt</b>   |
| <b>13.</b> | <b>Motion to Adjourn</b>                       |          |  |

**Our Mission: To offer quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members.**

## Essential Employee during Covid-19

Jim Sadgrove has worked at VOS' Your Independent Grocer for eight plus years. During the pandemic Jim continued to work as an essential employee. Jim was proud to continue to work and has always valued his job - and VOS has always respected Jim as an employee. Jim's dedication and desire to continue working during the pandemic was admirable; he had to learn the new protocols and practices, while getting used to wearing a mask while on shift. Jim says he loves going to work and his favorite part is assisting with the carts as he prefers to be outside. Great Job Jim!



## **Years of Service Recipients for 2020**

*Community Living Durham North is pleased to recognize the following staff and volunteers for their years of dedicated service. Each of their unique contributions has furthered the vision of Community Living and has enhanced the lives of people who have an intellectual disability.*

### **Thirty-Five Years**

Sandra Anderson

### **Thirty Years**

Tracy Louttit

Rachel Sedgwick

Glenn Taylor

### **Twenty-Five Years**

Amanda Carkner

Jill Coffey

Kathy Turner

### **Twenty Years**

Jennifer Johnston  
Karen McKeown

Diane Kring (volunteer)  
Wendy Murray

Tracy McGarry  
Virgilio Pangilinan

### **Fifteen Years**

Aprilee Campbell  
Lynda Brooks  
Alison Chant  
Mary Ann Versage (volunteer)

Lindsay Carr  
Maureen Martin  
Christine Atkins

Melissa Martin  
Lydia Vandenberg  
Elizabeth Paris

### **Ten Years**

John Halik  
Sara Joyce  
Melissa Leslie  
Tanya Mantifel

Val Pigden  
Tereasa Dixon  
Jessica Jeffrey  
Fran Watson

Lisa Mclean  
Nikki James  
Gail Love  
Amanda Brown

### **Five Years**

Christopher Bourdages  
AC Gray  
Antoinette Wright  
Jennifer Subject

Nadine Hilts-Avery  
Tiffanie Mitchell  
Jazmine Langlois

Theo Horner  
Kristen Watpool  
Judy Cox

***Thank you for all that you do!***

## The Jamie Ross Star of Excellence Award

The Star of Excellence Award is presented to an individual or team that exhibits an ongoing commitment to providing quality service and supports. They are recognized monthly by colleagues and managerial staff and presented with the **Big Believer High Achiever Award**.

Community Living Durham North would like to recognize the 2019-2020 Jamie Ross Star of Excellence Award nominees:

- Fran Watson - Fran played a huge role in the success of moving Freda from her long-time home and the SIL program into Reach-view long term care. She worked extremely hard to make the transition as smooth as possible for Freda.
- Bing Pangilinan – a man named Mario moved to the area from Toronto, he was very independent in his former community so he had a hard time transitioning to the area and communication was a barrier. Bing spent countless hours developing a communication board to assist Mario with letting people know exactly what he needed.
- Charles Dean – Robert has an impressive collection of Teddy Ruxpin bears. One of his favourite animatronic Teddy's no longer worked and it would be hundreds of dollars to have it fixed. Charles knew someone local that would be up for the job and sure enough had Teddy returned to Robert in perfect condition!
- Dennis Brown – Dennis planned and conducted a funeral for a former long time Island Road staff allowing each of the men that live at the house to prepare a reading and pick music that would best remember their beloved staff member.
- Joanne Mantel – Joanne facilitated a “buddy cruise” for six people who had a goal to take a vacation. Buddy Cruise Inc. is a non-profit organization bringing awareness and creating inclusion, acceptance and education around the world for people with disabilities. The planning of this trip was done over the course of 18 months. Joanne assisted with transportation, flights, passports, specialized accommodation, funding, insurance, money conversion, etc. They visited the Caribbean and everyone had an amazing time!
- Brianna Brown – Tom had plans of visiting Ripley's Aquarium in Toronto in 2019. Unfortunately, he suffered a stroke and was unable to realize this goal. After a lengthy recovery Brianna put the wheels in motion for Tom, planning and executing an amazing day at the aquarium, which included lunch and a souvenir!
- Kevin Cayer – The women that live at Hwy 7A are avid music lovers. Kevin arranged for concert tickets for Leah Daniels. Through his connections, the tickets were free of charge; they sat in the front row and met Leah afterwards when she presented each of the women with a signed copy of her CD!

- Hilda Corvers – Hilda planned a “Breakfast with Santa” party for all the people living at Simcoe and invited their family and friends. She assisted people to purchase a gift for their loved one to give at the celebration. A lovely breakfast was prepared and everyone enjoyed a visit from Santa!
- Aprilee Campbell and Grant Walcot – These staff helped Jeff to realize his goal of snow tubing! Lots of planning went into the day, warm winter gear, Jeff’s safety and getting him into the tube and up the hill. Jeff had a blast ripping down the hill at Lakeridge!
- Darla Kennedy – In March due to Covid the world shut down and we were struggling to acquire the necessary food quantities for our homes. Darla reached out to Management and offered to help. She has many contacts in the food industry from her many years as a successful caterer. Darla was at National Grocers before they opened to the public two days in a row to get us stocked with necessities. This sure helped relieve some pressure during an uncertain time!
- Dawn DeSouza & Chantal Branchaud – These ladies created Covid packs made up of personal care items, water and snacks for people living rough in our own communities and struggling to find permanent housing.
- Linda Card, Kathy Turner, Caron Weber, Jill Ward and Bonnie Blackstock – These women came into work on their weekend off, prepared, and delivered an amazing turkey dinner to people living in their own apartments during the global pandemic. The recipients of these lovely Easter dinners were beyond grateful!
- Brook-Lynn Adderley – Brook-Lynn came up with individualized activities for people while they were sheltering in place. She created a bug scavenger hunt for a man that loves to be outside, she made a Bob Marley book for another person, and she put hearts with words of inspiration all over a woman’s door to give hope during her battle with cancer. Each of these gestures improved the lives of people during a time of uncertainty.
- Jamie Lee – Jamie arranged a Zoo to You experience for the people she supports. A couple of people really enjoyed the reptiles and wanted one of their very own. Jamie made it happen and Simcoe has a house pet! During the pandemic, Jamie assisted people to set up Facebook accounts to stay in constant communication with their loved ones. She also created fun events to keep people going while sheltering in place. She organized dance parties, video game days, movie theatre nights, and fortune telling and spa days!

This monthly award is given out to the individual or team that demonstrates excellence in supporting a person/people in one or more of the following areas:

- Supported a person to participate in the life of the community by interacting with people, developing social roles, building social capital and promoting opportunities for integration.
- Supported a person to connect to natural support networks, to have meaningful friendships or to explore the level of intimacy he/she desires.

- Supported a person to have a meaningful day, assisted a person with ongoing education in an area of interest to them, or assisted them to achieve gainful employment or a volunteer opportunity.
  
- Supported a person to discover their lifelong goals, accomplish those goals and celebrate their successes.
  
- Supported a person in a way that significantly enhanced their quality of life.

**Congratulations to each of the monthly winners! Stay tuned for the announcement of the Jamie Ross Star of Excellence Award winner during the Meeting!**

# COMMUNITY LIVING DURHAM NORTH

## ANNUAL GENERAL MEETING

MINUTES  
June 24, 2019

1. Clare Suggitt, Board Chair, opened the meeting at 7:06 p.m. by welcoming all present.
2. The evening began with a talk by Jeff Fahrer about his long term involvement with the Terry Fox Campaign. Jeff spoke about his determination and the recognition he has received participating in the Terry Fox run. He also shared his many accomplishments such as record fundraising totals and a visit to the Terry Fox Memorial in Thunder Bay.  
  
Our second presenter was Christine Annis (with help from Aprilee Campbell). They spoke about Christine's interest in getting involved and about how she and her support staff managed to recruit a Big Bike Team of 29 people. Christine's team was the top fundraising team raising more than \$6,000 for the Heart and Stroke Foundation.
3. Leeanna Cliff and the entire Management Team presented Years of Service Awards to both staff and volunteers, specifically to people completing five, ten, fifteen, twenty and thirty years of service. Six people were honored for reaching the twenty year mark and four people for their thirty years of service: Diane Chapman, Linda Donnelly, Christine Robinson and Sheila Wotten.
4. Leanna Cliff and Louise Renwick then took the podium. Leanna explained the significance of the Jamie Ross Star of Excellence Award and its relationship to our monthly Big Believer, High Achiever Awards. They recognized all of the monthly winners over the entire year and then announced the winners of the grand prize - our Star of Excellence: Jeanette Fulford, Dennis Brown and Patti Kourtis. Together, these staff helped Steven to secure a job at Swiss Chalet/Harvey's and to become fully independent in the doing of it.
5. Glenn Taylor then reviewed the minutes of the Annual General Meeting held on June 25, 2018 and printed in this year's package.
6. **MOTION** by Lisa Kowal, **seconded** by Bill Klaas, that the minutes of June 25, 2018 be approved, as presented.  
  
**CARRIED.**
7. Clare Suggitt (Board Chair), on behalf of Len Wright (Treasurer), delivered a brief report informing the membership that we ended our fiscal year with a negligible operating deficit; some \$325 in a context of about \$15 M in revenues and expenses. Clare thanked the Finance staff for their continued commitment and timely and accurate presentation to the Board throughout the year. He then introduced Vesa Vilander of the firm *Smith, Chappell, Marsh, Vilander*.

8. Vesa Vilander, a principal in his firm of auditors, presented his report on this year's audit. He stated that our financial records were in good order, that CLDN has the necessary controls in place, and that monies were spent in a manner consistent with the mandate of the Association.
9. **MOTION** by Brian Robert, **seconded** by Nicky Jones, that the reports of the Treasurer and our Auditor be received for information, and that the audited financial statements be approved.

**CARRIED.**

10. Glenn Taylor proceeded to explain the situation with respect to Board succession. Four (4) people were automatically entering into the last year of a two-year term; i.e. Lisa Kowal, Clare Suggitt, Brian Robert and Elise Hawley.

Five (5) people had completed a two year term but were eligible to stand for re-election: Nicky Jones, Candace Taylor, Shona Casola, Len Wright and Bill Klaas.

Regrettably, four directors who served during all or part of 2018-19 would not be joining us for another year: Terry Vos, Anne Wright, Fonda Zettler and John Lee. Glenn thanked all of them for their very conscientious service to CLDN and to their community.

The A-Team has the right to name one person to the Board of Directors. Polling took place on June 10<sup>th</sup> and Samantha Hillis will replace John Lee (elected in June 2017) as the A-Team's new representative.

Glenn also introduced two additional candidates who were nominees of the outgoing board: Karen Dillon and Danielle Arscott.

11. Glenn Taylor pointed out that with this nomination from the floor there was a slate of 12 candidates which, if acceptable to the membership, would make up a legally constituted Board, as our by-laws stipulate a minimum of seven and a maximum of fourteen. However, the by-laws also contemplate an electoral process and he called three times for further nominations from the floor. None were forthcoming.
12. **MOTION** by Clare Suggitt, **seconded** by Shona Casola, that nomination is closed.

**CARRIED.**

13. **MOTION** by Pam Domingos, **seconded** by Clare Suggitt, that the above detailed slate of candidates be elected by acclamation.

**CARRIED.**

14. John Lee was invited to the podium; Clare Suggitt thanked John for his contribution and presented him with a token of the Board's appreciation.

15. The newly elected Board was sworn in by Alice Johnson.
16. Clare Suggitt made some brief closing remarks and called for a motion to adjourn.
17. **MOTION** to adjourn – Danielle Arscott.

---

Chair

---

CEO/Secretary

**COMMUNITY LIVING DURHAM NORTH**

**STATEMENT OF OPERATIONS - GENERAL**

**FOR THE YEAR ENDED MARCH 31, 2020**

	<u>2020</u>	<u>2019</u> (Note 17)
<b>REVENUES:</b>		
Donations and fundraising	\$ 6,854	\$ 35,044
Membership dues	160	180
Miscellaneous	48,816	45,095
Region of Durham (Note 10)	258,935	270,972
	<hr/>	<hr/>
	314,765	351,291
	<hr/>	<hr/>
<b>EXPENDITURES:</b>		
Supplies	13,806	20,250
Vehicle operation	119	-
Volunteer training	1,509	545
Advertising and promotion	-	604
Purchased services	80	80
Region of Durham (Note 10)	254,450	267,393
	<hr/>	<hr/>
	269,964	288,872
	<hr/>	<hr/>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>\$ 44,801</b>	<b>\$ 62,419</b>
	<hr/> <hr/>	<hr/> <hr/>

**COMMUNITY LIVING DURHAM NORTH**  
**STATEMENT OF OPERATIONS - CONSOLIDATED PROGRAMS**  
**FOR THE YEAR ENDED MARCH 31, 2020**

	<b>BUDGET</b>	<b>ACTUAL</b>	<b>ACTUAL</b>
	<b><u>2020</u></b>	<b><u>2020</u></b>	<b><u>2019</u></b>
			(Note 17)
<b>SUPPORT:</b>			
MCCSS - operating	\$13,497,658	\$13,497,658	\$13,575,114
MCCSS East Region - operating	34,900	34,900	13,100
	<u>13,532,558</u>	<u>13,532,558</u>	<u>13,588,214</u>
<b>REVENUE:</b>			
Rent	1,074,924	1,082,852	1,043,211
Other funding	684,404	656,765	647,469
United Way	30,000	33,408	30,000
Respite	38,000	39,674	37,170
	<u>1,827,328</u>	<u>1,812,699</u>	<u>1,757,850</u>
<b>SUPPORT:</b>			
Amortization of Deferred Contributions (Note 8)	-	115,253	125,850
	<u>15,359,886</u>	<u>15,460,510</u>	<u>15,471,914</u>
<b>EXPENDITURES:</b>			
Wages and salaries	10,836,041	10,450,079	10,626,736
Employee benefits	1,811,390	1,493,242	1,690,718
Staff travel	98,415	94,839	96,010
Supplies	45,127	69,028	71,564
Vehicle operation	142,976	111,078	87,998
Utilities and taxes	216,341	190,327	181,363
Purchased services	280,664	308,463	306,451
Food	351,720	356,409	340,123
Personal needs	192,696	241,752	164,767
New furnishings and equipment	19,000	162,783	91,002
Advertising and promotion	760	-	525
Repairs and maintenance	135,038	410,467	248,364
Staff training and conferences	19,820	56,103	17,691
Rental	326,353	260,539	246,887
Central administration - general (reallocation)	272,315	196,802	254,644
- staffing	611,230	643,070	635,904
	<u>15,359,886</u>	<u>15,044,981</u>	<u>15,060,747</u>
<b>EXCESS OF REVENUES OVER</b>			
<b>EXPENDITURES BEFORE AMORTIZATION</b>	-	415,529	411,167
Amortization	-	342,964	314,909
<b>EXCESS OF REVENUES</b>			
<b>OVER EXPENDITURES</b>	<u>\$ -</u>	<u>\$ 72,565</u>	<u>\$ 96,258</u>

## Board Succession Plan

### Prior to the Call for Nominations from the Floor

The following by-laws are paraphrased:

- 18.0 The Board shall consist of between 7 and 14 directors.
  - 6.3.1 Board members are elected, typically, to serve two year terms.
  - 6.3.2 These two year terms are staggered such that, typically, half of the directors are automatically entering into their second year at any given AGM. Having served a two-year term, the director must stand for re-election if he or she wishes to remain on the Board.
- 

First an acknowledgement of Board Members who served in 2019-20 but will not be standing for election tonight: Lisa Kowal resigned in January of this year owing to other urgent commitments, Candace Taylor re-located out of the area in April 2020, and Bill Klaas was obliged for personal reasons to step down just weeks ago.

We thank each of them for their contribution and we will miss them.

Our standard two year terms were designed so we'd always have some people automatically moving into their second year and others standing for election.

The by-laws confer on the agency's self-advocate group, the A-Team, the right to name one person to the Board of Directors. *Samantha Hillis* was elected by the A-Team in June 2019 so she moves automatically into the second year of her term.

Five other people elected at last year's Annual Meeting are prepared to carry through into the second year of their term:

*Nicky Jones*  
*Shona Casola*  
*Len Wright*

*Danielle Arscott*  
*Karen Dillon*

Three people have completed a two-year term but are eligible to stand for re-election and have signaled their intention to do so:

*Clare Suggitt*  
*Elise Hawley*

*Brian Robert*

The Board has also recruited and nominated two additional community members who wish to stand for election:

*Denise Graham* has lived in Port Perry since 2003. She and her husband were franchisees of a retail establishment for 35 years until his passing nine years ago. Denise has three sons; the youngest has resided in a local group home since 2011. Denise has served on several committees, including a Special Education Advisory Committee, and says she would be honoured to serve on the Community Living Durham North Board and help in any way that she can.

*Stephen Connors* began his career as a Consultant with IG Wealth Management in 2006. His specialized practice services incorporated business owners, professionals, and retirees. He works with a team of professionals to provide world class financial planning and estate planning for his clients. Stephen has lived in Durham Region for 45+ years, and raises his family in Port Perry. Prior to becoming a Consultant, Stephen was a volunteer firefighter for 9 years.

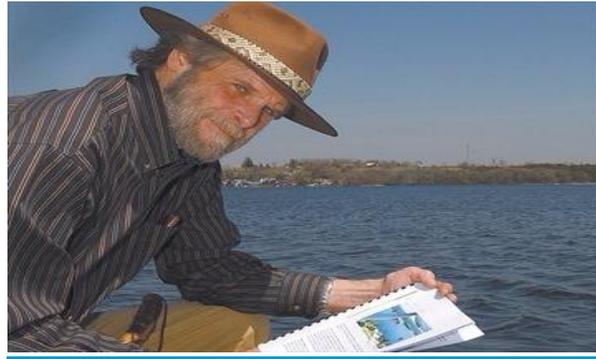
In 1990, Stephen attended the Texas A&M University. Stephen is working towards his Certified Financial Planner designation, which he will obtain by the end of 2021.

Stephen participates in the Big Brothers & Big Sisters of North Durham, Durham Ride for Dad, Port Perry Hospital Foundation and he is an active member with the 100 Men of Scugog.

\*\*\*

In summary, eleven (11) people are prepared to serve in the upcoming year and this would make for a legally constituted Board of Directors. However, the Board has a maximum of fourteen (14) seats, and therefore nominations from the floor can be entertained.

## Jamie Ross Outcome Sponsorship Fund Recipients



Jamie was a deeply generous man who gave anonymously having a great impact on the lives of numerous people supported by our agency. One of our agency's main goals is to assist people to achieve their life long dreams and live a life built on quality. The Outcome Support Fund is used to assist people who may be experiencing a shortfall to achieve their dreams as well as to support opportunities for people to develop social capital and become connected to their community.

The Jamie Ross Outcome Support Fund allowed the following dreams to come true:

The "Buddy Cruise" which is an inclusive vacation. We had a large group attend and stated it was a trip of a life time. The cruise offered a conference on the water with accessible activities, as well as exploring different countries off shore. The fund assisted Justis and Krista financially to attend this great experience.



Jason, who lives in our SIL program has always had a passion for mountain biking and by purchasing this bike with the help of the Jamie Ross Outcomes Fund he is able to connect with likeminded people and stay healthy while participating in an activity he loves.



Tom has always had a passion for plants and flowers. After his stroke in 2019 it was more difficult for Tom to get out for walks in nature. Staff recognized this goal and assisted Tom to apply to the Jamie Ross fund to build an accessible garden. Tom is elated, just look at the expression on his face.





## Membership Form

Mr./Mrs./Ms. Last Name First Name

Address City Postal Code

Telephone Number E-Mail Address

Please note the membership fee is \$10.00 per year and is in the name of one person. Membership entitles you to one vote at the Annual General Meeting.

**Enclosed Please find:**

**Membership fee of:**

\_\_\_\_\_ 1 year \$10.00  
 \_\_\_\_\_ 2 year \$20.00  
 \_\_\_\_\_ Additional memberships  
 (\$10.00 each per year)

**I would like to make a donation of:**

\$100 \_\_\_\_\_  
 \$ 50 \_\_\_\_\_  
 \$ 25 \_\_\_\_\_  
 Other \_\_\_\_\_

Please list the full names of additional members below:

\_\_\_\_\_  
 \_\_\_\_\_

Please make cheques payable to Community Living Durham North and return to:

60 Vanedward Drive, Unit 2  
 P.O Box 964  
 Port Perry, Ontario  
 L9L 1A8

Charitable Registration # 106887813 RR0001

***Thank you for your support!***

