

COMMUNITY LIVING
North Perth



ANNUAL REPORT

2021/2022



COMMUNITY LIVING NORTH PERTH IN ACTION



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MISSION. VISION. VALUES.

Our Mission

We are dedicated to promoting quality of life through education, advocating inclusion, realizing dreams and supporting people to be contributing members of their community.

Our Vision

Supporting individuals in a welcoming community.

Our Values:

- Respect
- Inclusion
- Empowerment
- Integrity
- Innovation

Stephanie Gratton

CHAIR



I would like to start off by expressing the sincere delight and gratitude I feel about representing the chair for the CLNP board of directors for the past year. It is my pleasure to work alongside an amazing team to support and advocate for individuals in our community.

While this year has shown us more challenges due to the ongoing COVID-19 pandemic, our board members worked hard to continue operating CLNP as a governance board. I would like to say thank you to all of the board members for their time and hard work. As a governance board, we have come a long way and for that we should be proud.

Towards the end of the year, things opened up a bit for the people we provide support to. More events were occurring, people could see their loved ones, and we gained back a sense of normalcy. Just before Christmas, the Omicron variant shattered that sense of normalcy. As unfortunate as this was, with our ED Jennifer's guidance and leadership, we were still able to successfully operate and make tough decisions for the people we support to keep them safe. Thank you, Jennifer, for your ongoing support and leadership.

Thank you to CLNP's management team for your commitment and dedication to continue to keep those we support safe. Your extra hard work is appreciated. Additionally, thank you to our staff, families, and volunteers. Every form of support makes an amazing difference.

We look into the next year with optimism and we hope that the lives of those we support will continue on the track back to "normal". We look forward to watching these individuals flourish as they go back to filling their days with the people and things that make them happy.

Stephanie Gratton



Jennifer Croft

Executive Director



Looking back, it was this time last year that we were optimistic about resuming some version of normal after a tough pandemic year. For a brief period in the summer, we were quite happy to resume many of our community, group and social activities, albeit in a modified manner to keep the people we support safe and well. However, as the pandemic flared up again, we found ourselves in a repeated pattern of closing down and re-opening, always trying to find the balance between making sure the people we support had quality of life, and making sure they were kept safe and well.

Then Omicron made its appearance, just before Christmas. It was heartbreaking to have to pull back on our celebrations and visits at the very time of year that we all needed it the most. Omicron proved to be our toughest challenge yet in the pandemic – over the next 4 months we were in a constant state of response to illness and isolation among our team and the people we support. I can't praise our CLNP team enough for their diligence in protecting each other and the people we support – CLNP was one of the few congregate living settings in the region that was able to avoid an outbreak during the 5th wave of the pandemic. Unfortunately, in the 6th wave, the highly-contagious variant caught up to us and we experienced our first outbreak in one of our homes. Again, our CLNP team deserves the highest praise for their response to the outbreak and their outstanding care for the residents in the home who were sick.

Speaking of our CLNP team, it has to be acknowledged that the staffing crisis in health and social services has not left us unscathed. In both health and social services, the number of staff leaving the sectors is much higher than the number of staff that is entering the workforce. Add to this a very low unemployment rate, and it has become a sector-wide crisis to maintain the number of staff necessary to provide the supports that people need. Our CLNP team has continued to show their passion and dedication to their work, but between the stresses of the pandemic and staffing shortages, it has been a trying year, to say the least.

Yet, despite these challenges, CLNP has undertaken some significant quality improvement projects over the past year. A small staff team has developed improvements to our medication management processes to increase safety and reduce errors. We have formed a new IPAC team to monitor infection prevention and control across the agency. We have also updated many of our technology systems, including our base operating system, our privacy and security measures, and our software for finance, payroll and scheduling. We are also very excited about our review of our scheduling processes and our planned scheduling enhancements to improve predictability, consistency, fairness and equity in how we schedule our staff and services.

This coming year will be an exciting one. Again, we are optimistic that we are able to move past the pandemic restrictions and rediscover the fun part of what we do as an organization and as part of our community. We will also be participating in a joint accreditation with 15 other health and social service agencies in Huron and Perth. The accreditation process will help CLNP identify areas for improvement in our operations and leadership, and will ultimately demonstrate that we meet the high-quality standards that are met by thousands of organizations that are accredited across the country. We are also diligently planning and preparing for the coming changes to our sector through the Ministry's transformation initiative "Journey to Belonging". These are interesting times, and I have no doubt that CLNP is up to the challenge of meeting them head on.

Jennifer Croft

MEET OUR BOARD OF DIRECTORS 2021- 2022



Stephanie Gratton CHAIR

Stephanie Gratton was born and raised in the Listowel area. She has worked in the Developmental Services sector in different roles for over 25 years and most currently works as the Office Practice Manager for the North Perth Family Health Team. Presently she is chair on the Board of Directors for Community Living North Perth. Steph resides in Atwood with her husband Stephane and has 3 Children, Courtney, Chase and Jenna.

Ben Underwood 1ST VICE CHAIR

Ben was born and raised on a farm in Wingham before pursuing a Bachelor of Commerce Degree from McMaster University. Ben moved to Listowel in 2020 to start a career in CIBC Commercial Banking and was looking for a way to give back to his new community. In 2021 he came across an opportunity to join the board of directors for CLNP. Ben is looking forward to providing his financial knowledge and eagerness with the board. Ben's hobbies include sports, reading, and exploring nature with his dog Link.



Velma Hamilton 2ND VICE CHAIR

Velma Hamilton retired after over thirty years from Trillium Mutual as a commercial property underwriter. Velma joined the CLNP board of directors in 1990, wanting to learn more about the organization. At that time Velma's family were fortunate to receive supports at CLNP for their daughter Cindy. By joining the board Velma wanted to help other parents in the transition of finding supports for their child. Since that time CLNP has joined with Listowel District Secondary School to connect with parents before their child has finished high school and also provides a summer support program for young teens. Velma sits on committees for CLNP and Vacation Bible School at her church. Velma's hobbies and interests include scrapbooking, enjoying life with family and friends. Along with her husband Ron, they have their daughter Cindy, son Kent and his wife Julie, and their children, Bryce and Laci, and daughter Kelly and her husband Greg, their children Cody, Jadyn and Harley.

Bethany Dinsmore SECRETARY

Bethany Dinsmore has worked at Thames Valley Children's Centre for nearly 17 years and is a Manager of Clinical Services in the Autism & Behavioural Services program (supporting families of children and youth with an autism diagnosis). She is a Board Certified Behavior Analyst ® and is passionate about supporting individuals of all abilities to build fully integrated and inclusive lives within their communities of choice. After moving to the Gorrie area in 2001, when she joined her husband on his family farm, Bethany has enjoyed working with countless families and community partners throughout Huron, Perth, Grey and Bruce counties. She brings with her a host of leadership experience and an enthusiasm for human services as she joins the CLNP Board of Directors, June 2021.





Jill Calder DIRECTOR

Jill Calder is a retired teacher who spent the last 17 years of her career committed to educating students with special needs at Listowel District Secondary School. She values this experience and the relationships she formed, and brings a strong belief in equity and the importance of celebrating diversity to the CLNP Board. Jill is a proud mother of two who enjoys travelling, gardening and spending time with family and friends.

Mary Jane Bender DIRECTOR

Mary Jane (MJ) Bender has lived her whole life as part of the North Perth community. She grew up in Atwood and now resides on their 6th generation family-owned farm just outside of Listowel. She spent her professional career as a Child and Youth Worker in many aspects of the social service field, including Community Living and Avon Maitland District School Board. MJ is semi-retired and is presently driving school bus which she loves. She is looking forward to her term with the Board and CLNP.



Karen Haber DIRECTOR

Karen was born and raised in Millbank. She has worked in children's mental health and developmental services sectors for 30 years. Currently, she is the FASD Coordinator for Sunbeam Developmental Resource Centre and is involved in many provincial initiatives that raise awareness and understanding of FASD. Karen is passionate about equitable, inclusive and culturally safe communities. She works towards this through her work at Sunbeam, her private consultation practice and her involvement in volunteer work. Karen has twin boys, Jacob and Justin. She enjoys time at the cottage, hiking and reading.



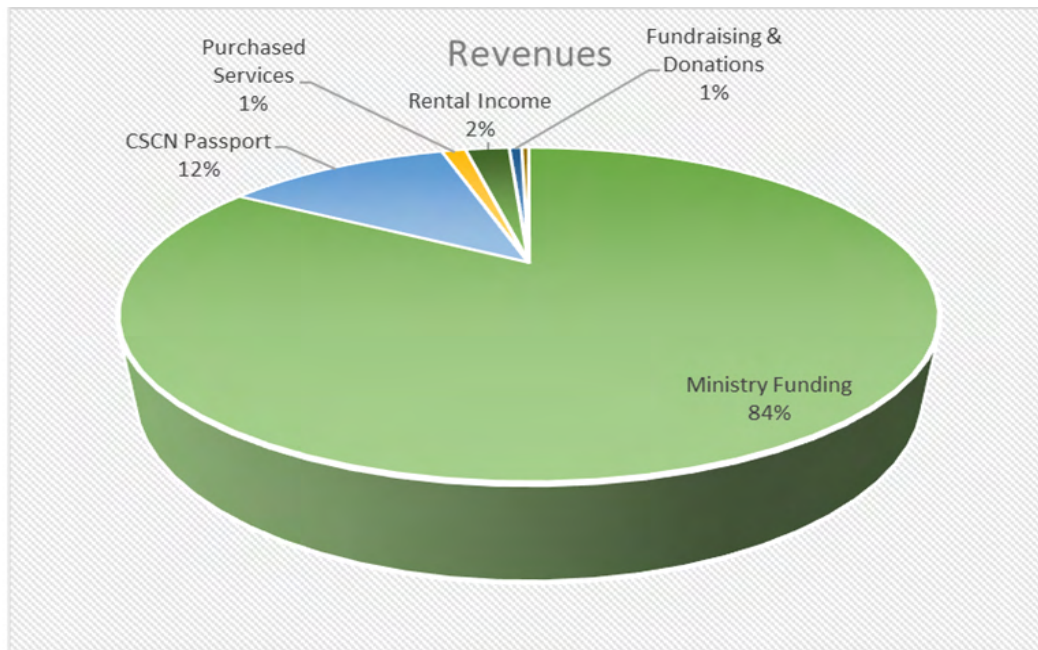
Community Living North Perth is governed by a dedicated volunteer Board of Directors. Directors are elected at the Annual Meeting and are entrusted with providing fiduciary oversight and setting strategic directions for the organization.
If you are interested in joining our Board of Directors, please contact us at info@clnorthperth.ca.

SENIOR LEADERSHIP TEAM

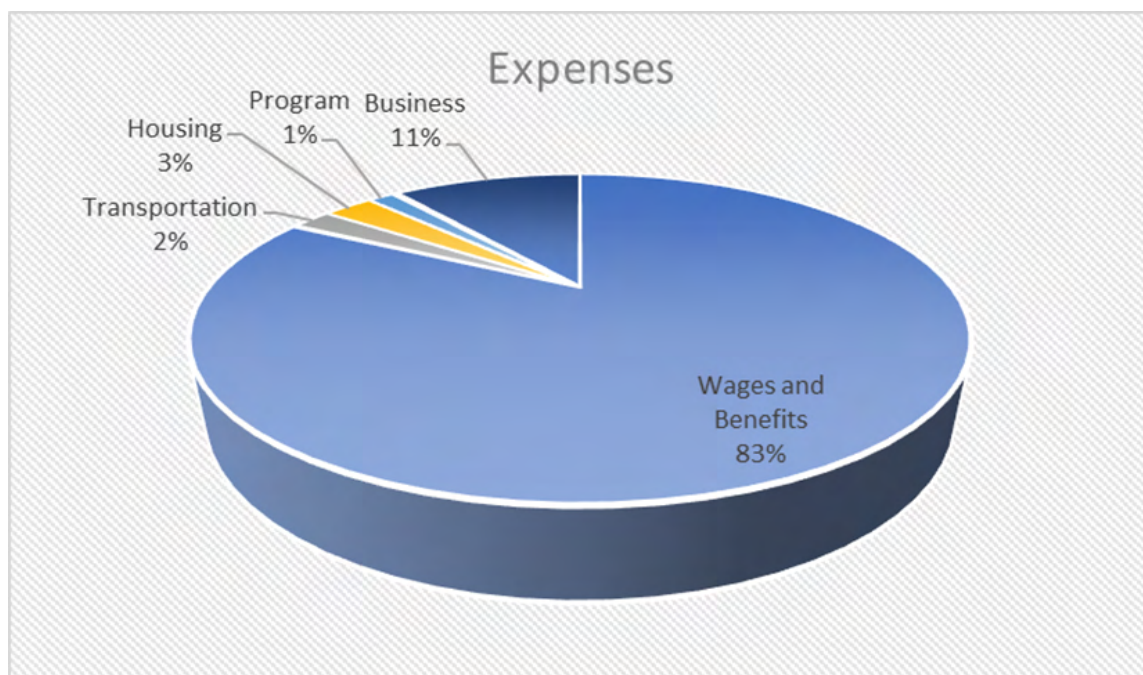
Jennifer Croft - Executive Director
Carolyn Bender - Manager
Sondra Scott - Manager
Tracy Wareham - Manager

FINANCIAL HIGHLIGHTS

Revenues

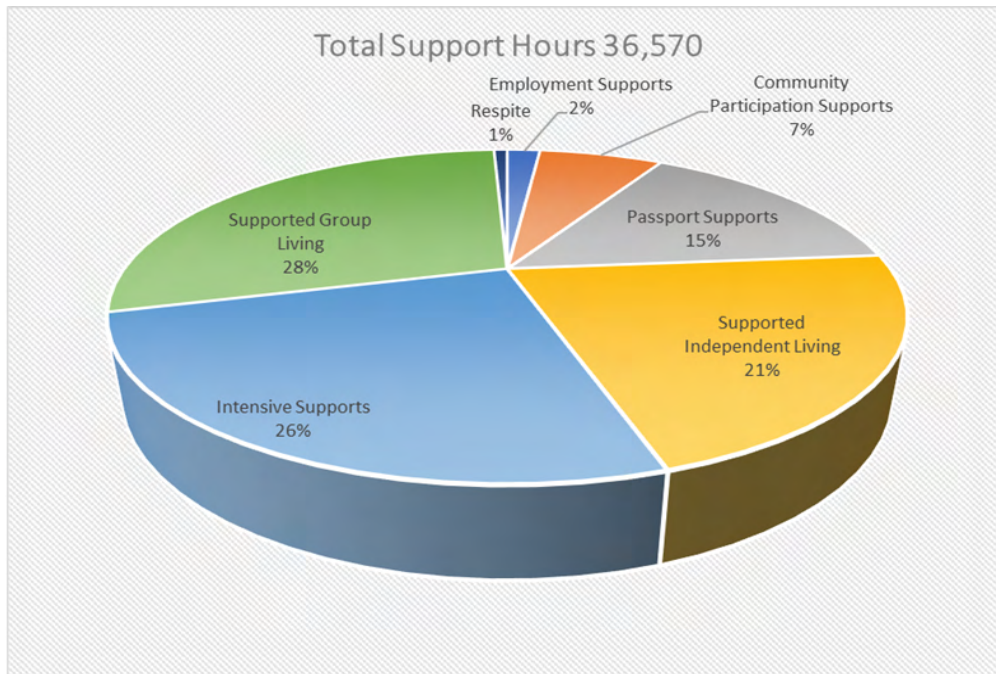


Expenses

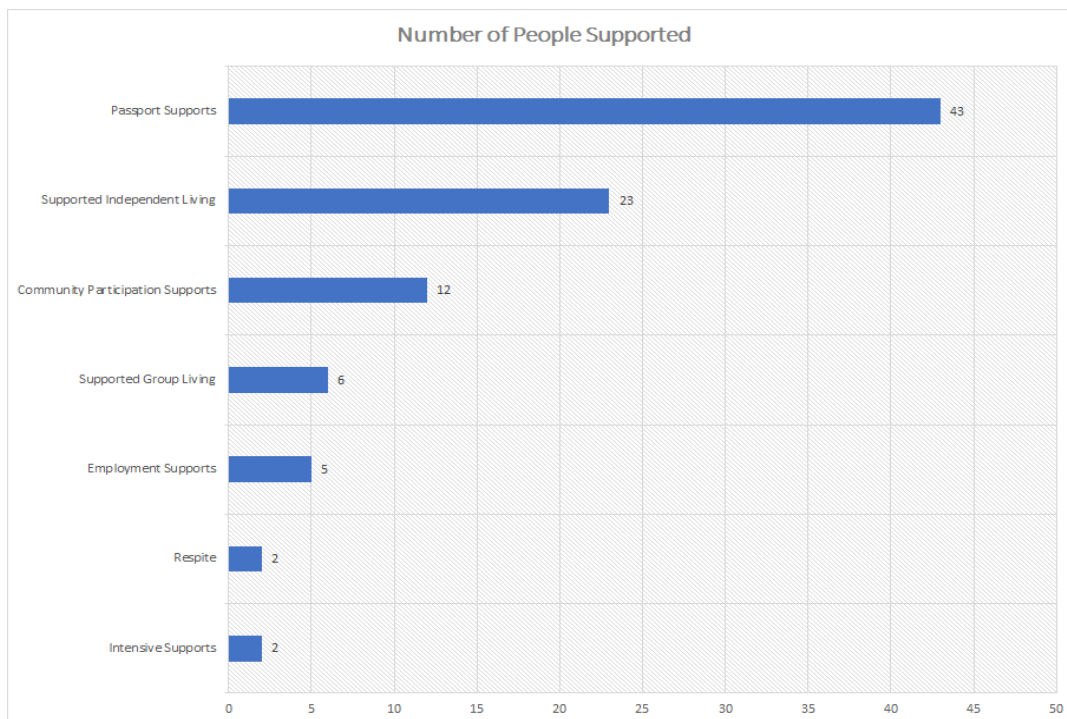


CLNP SNAPSHOT

ANNUAL HOURS OF SERVICE



INDIVIDUALS SUPPORTED



FUNDRAISING

FOOD TRUCK FRIDAYS



Food Truck Fridays have been a great success. We are now in our second season of offering a variety of foodtrucks to provide the community of North Perth their Food Truck Fix. We appreciate the continued support of our community and the KW food truck group.



ULTIMATE VALENTINE DATE NIGHT



We wanted to come up with a fun but safe fundraising event that everyone could enjoy during Covid 19. Our Ultimate Valentine Date Night offered a Charcuterie board, wine, desserts and games to be enjoyed. We had great support again from our community and all proceeds helped to fund added supports for the individuals in our care, including an emergency fund for people we support, and our summer supports program.



PAINT NIGHT

We had a great turn out at our Paint Night Fundraiser . Participants were able to make their own beautiful painting to take home. Thanks to Painting by Megan for teaching the class and the Listowel Ag Hall for providing the space.



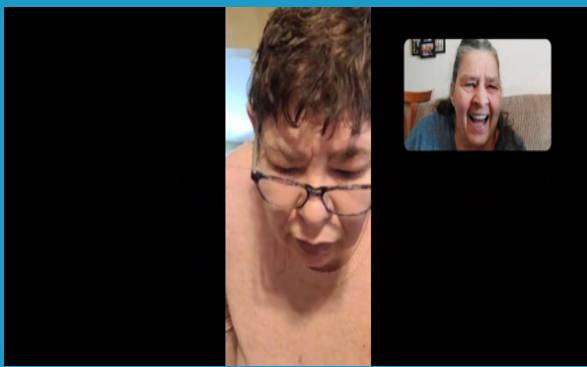
We had a good turn out for our Card Making Fundraiser. Participants made 3 all occasion cards to take home with them with proceeds again going to CLNP summer support program. Thank you to Susan Schlorff of Stamping Up and the Listowel Ag Hall for providing the space to create.

CARD NIGHT



CLNP COVID 19 RESPONSE

We know that Covid 19 has significantly impacted all of our lives over the past two years. At Community Living North Perth the safety of our team and the people we support has remained of utmost importance to us. We have developed and implemented a Covid-19 Safety Plan and continue to monitor and adjust our precautions based on provincial directions and Ministry guidelines.



Our staff have done an amazing job in supporting people through the Covid 19 pandemic. They were creative and flexible and found new and innovative ways to provide supports and help people to stay connected by still keeping safe
Thank you to our amazing team at CLNP!

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KIM LOWRY

Kim was a people person, she was well known in her community. Kim loved to entertain, she volunteered at many retirement and nursing homes, as well the hospital and VON. Kim loved to sing and tell jokes, she always had a joke for everyone. She was a church and choir member, she went to Dynafit and loved going out Friday evenings with friends. Kim remembered everybody, she always remembered everyone's names. Kim loved any social event and spending a day away. She was an huge Bluejays fan and loved being able to attend a game. Kim loved spending time with friends and loved her family dearly. She had a beautiful smile and always had a positive outlook on any situation.



KENDAL AMBEDIAN

Kendal was a very thoughtful, kind and spirited woman. She had a thoughtfulness and unconditional love that extended to everyone who was lucky to be part of her life.

Kendal adored being with her boyfriend Terry and spending time with him with her cat. She had a deep love for her family members and friends. She loved to go bowling, to the movies, to the casino and dancing / singing at band jam. She was game to try anything that sounded fun which made it such a pleasure to spend time with Kendal and touching to see how she continued to dream big and continue to achieve her goals in life.

Kendal enhanced all of our lives at CLNP and also so many lives of those in her community. She always showed genuine concern for others, naturally aided others with her kindness and empathy. Kendal's charismatic smile was contagious and you couldn't help but feel lucky to be included in her life! She continues to be missed by our team and we reminisce and hold onto all the special memories that we were so lucky to have enjoyed with her.



ROBERT MENNIE

Robert was a very social man, he had an infectious smile and loved to spend time with people.. He was active in his community, he liked to go to church, he was the member of Dynafit of it for years and also worked at Keil-Dadson. He especially liked spending time with his friends Sheila and Terry and many others but most of all his sister Wanda his sister Wanda. They spent many weekends and holidays together. Robert was a huge Elvis fan and love to collect memorabilia. Robert had an amazing memory and he always had a story for everyone he spent time with, he remembered everybody.



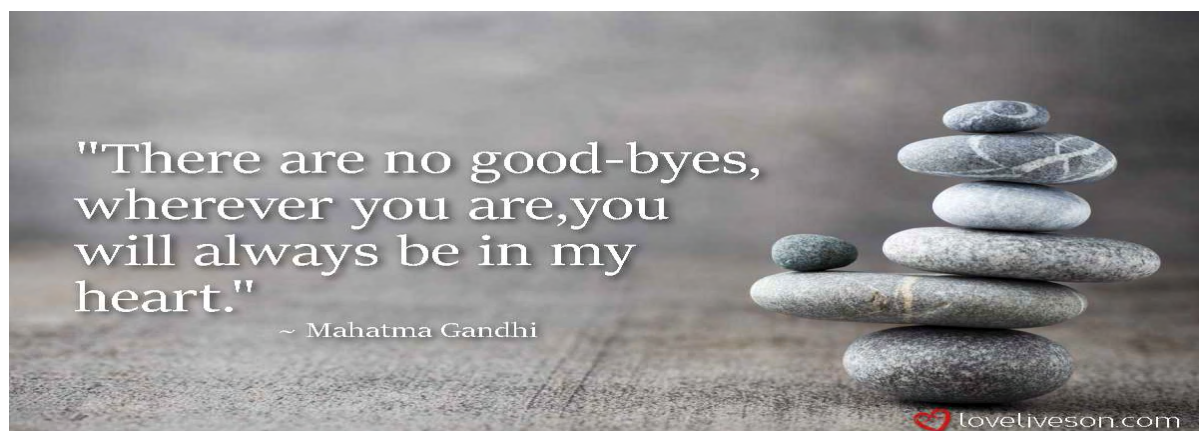
RICHARD BARKER

Rick Barker (Richard) of Listowel and formerly of Toronto passed away January 22, 2021. Loving husband of Stacey Bross. Rick became involved with Community Living North Perth in 1981, Rick was one of the first people who moved to the Listowel Group Home on 710 Wallace Avenue, North and Blake Street, East. When the home moved to 660 Wallace, South in 1986 so did Rick. Rick then had several more moves in his life before he became ill and moved to Cressant Care Nursing Home. Rick continued to receive support by staff that enjoyed taking him out for a drive coffee and bagel or a hamburger with cheese. Rick's favorite saying was blondes have more fun. Rick is greatly missed.



JOANNE BEACOM

Joanne Beacom of Stratford and formerly of Listowel passed away in the year July 1, 2021 at Spruce Lodge. Joanne came involved with Community Living North Perth in the year 2002. Then moved into an apartment before she moved to Spruce lodge due to health concerns in 2019. Joanne liked to keep staff on their toes doing her favorite workout to Richard Simmons and driving her to MacDonalds on Wednesdays and KFC on Sundays. Joanne is greatly missed by everyone.



KEY ACCOMPLISHMENTS 2021-2022

CYBER SECURITY

One of side effects of the worldwide Covid-19 pandemic was a rise in cyberattacks on companies and individuals. According to the cybersecurity firm Deloitte, hackers upped their game during the pandemic and in order to capitalize on the new shift by companies to remote working, they developed new malware to attack and infiltrate systems. Throughout 2021-22, CLNP worked with local service provider MicroAge Basics to update our systems and cybersecurity precautions to reduce the risks of a cyberattack. This work sets a good foundation for our work in the coming years to move away from paper-based documentation and more into electronic-based records.



SCHEDULING ENHANCEMENTS

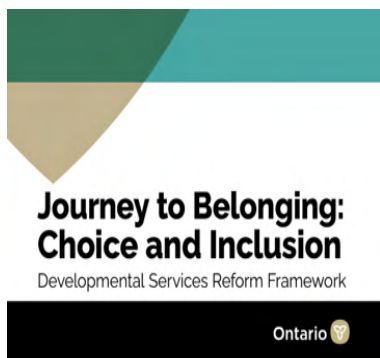
Over the past 20 years CLNP has continually grown, expanding from 1 home to 4 homes and from supporting 35 individuals to supporting over 50 individuals. During that time, our need to juggle complex schedules for our CLNP team and the individuals that we support has become increasingly challenging and time consuming. We are excited to have secured the support of Workforce Edge, a highly specialized Canadian organization focused entirely on workforce deployment in health and social services. Workforce Edge has worked with both large and small organizations across the country to assist them to stabilize their scheduling. Workforce Edge will support our goals at CLNP to improve equity, fairness, predictability, and consistency in our scheduling, with an overall goal to improve the satisfaction and joy of our staff and the people we support and their families. We are looking forward to implementing our new scheduling processes in 2022-23.

BOARD GOVERNANCE

The 2021-22 fiscal year has been an exciting one for our Board of Directors as they have strengthened their policy governance approach to oversight of CLNP. In the fall of 2021, the Board implemented new Bylaws and Governance Policies to guide the Board in their functions. Over the winter, the Board committees for Governance and Nominations, Quality Assurance and Fundraising all developed strong plans to manage the risks and to strengthen the overall quality of the work being done by CLNP. In the spring, with the assistance of The Desk Consulting Group, the Board has been focussed on setting new strategic directions for the organization to set us on a strong path for future growth and development. In the coming year, the Board is looking forward to further strengthening the organization by preparing the organization for Accreditation and for ensuring compliance with the new Not for Profit Corporations Act.

JOURNEY TO BELONGING

In Spring 2021, the Ministry of Children, Community and Social Services released their long-term vision for developmental services in Ontario. Called the "Journey to Belonging", the Ministry transformation strategy is focussed on a shift to individualized funding, diversity of services, and people-directed supports over the next 8-10 years. CLNP is starting our planning now to prepare for these changes in a way that will allow us to continue to support the people in our community in a way that meets their needs. We are looking forward to hearing more as the Ministry continues to communicate the expectations for service providers both now and in the future.



COMMUNITY LIVING NORTH PERTH'S SUPPORTS & SERVICES

Customized to help people achieve their goals and gain citizenship and independence in their community:



Accommodation Supports Support with every aspect of living with a focus on quality of life, for adults in a comfortable home.



Community Participation Meaningful community activities based on interests in leisure, recreation, volunteering and education.



Supported Independent Living Support in the community.



Educational Services Classes, workshops and training opportunities to gain skills to enhance daily living.



Employment Services Assist in determining employment fit, develop a plan and secure employment. On the job training and on-going job coaching. Striving for competitive employment

Interested in Purchasing a Service?

Community Living North Perth provides high quality individual and family focused supports and services throughout North Perth and surrounding areas.

What supports and services are available?

If you have passport funding or personal funds, the following supports and services are available for purchase:

Community Supports - Meaningful activities based on interests in leisure, recreation, volunteering or education

In Home Supports - Designed to help you live as independently as possible

Employment Services - Assistance in securing competitive employment through resume building, job coaching and more



Your options are endless. Want to learn a new skill, participate in a recreational activity or gain greater access to your community? Community Living North Perth can help. For more information, please contact us at 519-291-1350 or by email info@clnorthperth.ca



COMMUNITY LIVING NORTH PERTH

Inspiring Possibilities Since 1958