

# ANNUAL REPORT 2022/2023





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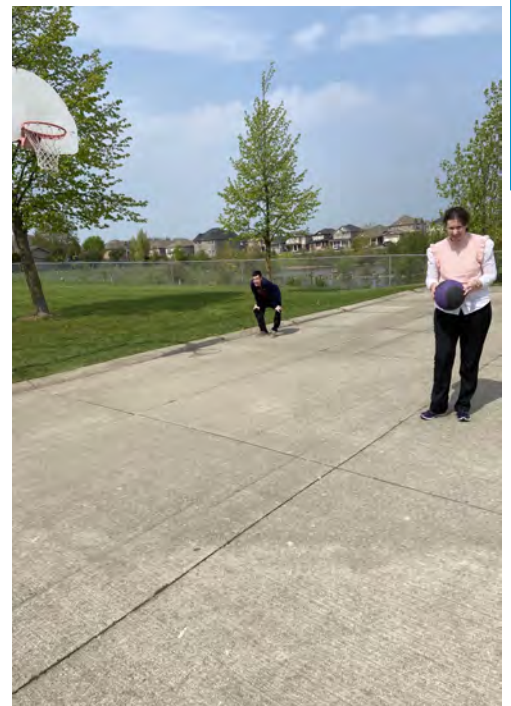
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# MISSION. VISION. VALUES.

## 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** - We welcome, appreciate and admire individuality, unique gifts, talents, preferences and differences. We value people, homes and property, privacy and confidentiality. We honor the right to make self-determined, safe, informed choices.

**Inclusion** - We advocate for the right for people to participate fully in their community. We create a welcoming atmosphere to the individuals we support. We partner with families, caregivers, friends and community.

**Empowerment** - We provide opportunities for the people we support to realize their goals and dreams. We encourage physical, social, emotional, intellectual and spiritual development. We celebrate differences, individuality and accomplishments.

**Integrity** - We focus on high quality, effective and efficient service delivery. We demonstrate accountability and transparency to all stakeholders. We ensure open communication with individuals, families and other stakeholders.

**Innovation** - We strive to be an agent of change in areas of education, housing, recreation and employment. We respond to individual needs, seek creative approaches and are flexible and open to change. We plan for future needs and foster creative partnerships within the community.

# Ben Underwood

## CHAIR



Resiliency is the word for our 2022/2023 year. COVID-19 brought with it many challenges and legacies that still affect our organization even as we begin settling into our new normal. It brought challenges in the form of how can we effectively care for those we support while maintaining their lifestyle, how can we keep our staff safe, how do we maintain a presence in our community, and how can we be better prepared for a situation like this in the future. It was certainly a strain on the frontline staff, management, and for those we support and I applaud the resiliency all of them showed as we move through one of the biggest challenges our sector has ever faced.

If COVID-19 wasn't a big enough challenge, the sector is also faced with staffing shortages that has certainly had an effect on CLNP. With record low unemployment rates and fewer people entering the sector workforce, maintaining enough staff has been difficult. As we work to find solutions to this our staff has again showed amazing dedication, perseverance, and resiliency. Both myself as the chair and our entire board can not say thank you enough to our staff for the hard work they are putting in.

CLNP has taken many steps to face and overcome these challenges including hiring a Community Engagement leader to increase awareness and advocacy in our community, implementing and updating policies and frameworks around safety, forming partnerships with colleges to attract new staff, updating our scheduling technology to more effectively schedule our current staff, and facilitating temporary workers so that the people we support can get the care they need.

Big steps have also been taken in preparation for the "Journey to Belonging" initiative by the ministry to improve services for those we support, participating in joint accreditation with several other agencies in Huron and Perth to show our commitment to high quality care, and much needed renovations to our Listowel office to improve our image and staff wellbeing. I want to reiterate how proud of this organization I am including our front-line staff, management, ED, and board members. You continue to care for and improve the lives of those we support and I cannot wait to see what your passion and dedication brings for this upcoming year.





# Jennifer Croft

## Executive Director



As the Executive Director of Community Living North Perth, I'm excited to share our Annual Report for the 2022-2023 fiscal year. This report highlights the amazing things we've accomplished, the challenges we've faced, and the initiatives that have made a real impact over the past year.

### **I. What We're All About**

We're a passionate bunch here at CLNP, and our mission and vision have been our guiding lights throughout the year. They're the heart and soul of everything we do, and we're proud to keep them going strong, even in the face of a global pandemic! Despite the challenges that we faced, we managed to continue to promote the best quality of life for the people we support, and support all individuals to be part of their community.

### **II. Awesome Achievements**

We've had some major wins this year, and we couldn't be prouder of what we've accomplished together. Our programs and initiatives have made a real difference in the lives of the people we support, as we bounced back from the Covid lockdowns of the preceding years. We've seen firsthand the positive impact of our work through inspiring success stories, positive feedback, and the smiles and laughter from those we support. From camping trips and swimming parties, to garage sales and holiday celebrations, we were all happy to be able to have fun and spend time with our families, friends and community. As you read through this Annual Report, you'll see all the fantastic things that happened this year.

### **III. Power of Collaboration**

We firmly believe that collaboration is key to achieving our goals. That's why we've continued to build strong relationships within our communities. The incredible support we've received from local partners, donors and supporters has been instrumental in our success. This year, we forged a new partnership with Conestoga College, first with their Supportive Care program to offer free training for people looking to work in the Developmental Services Sector, and later to ensure all our staff are highly trained in properly administering medications to the people in our care. We also worked with the Centre for Employment and Learning and with the Municipality of North Perth's Set7 program to provide training and development opportunities for our staff that will help us grow in our ability to provide even better supports to the people in our care.

#### **IV. Our Incredible Team**

None of our success would be possible without our fantastic team. Our staff members are the true champions behind our success. They've poured their heart and soul into our mission, going above and beyond to make a difference. We're proud of the incredible skills and dedication they bring to the table, as they put their energy into making each day a special one for the people they are supporting.

#### **V. Challenges**

It hasn't all been smooth sailing. We've faced our fair share of challenges along the way, but we've met them head-on. We've adapted, learned, and grown stronger as a result.

Health and social services are facing an unprecedented staffing shortage, and there are fewer workers who are interested in joining the sector to meet the 24/7 needs of our more vulnerable members of the community. We have been fortunate to meet some phenomenal temporary workers who are willing to bring their knowledge, expertise and time to help us bridge the gap while we work on recruiting the very best workers for our team.

We also experienced our first outbreaks of the pandemic during the past year, when we met our nemesis in the Omicron variant. Our teams handled the adversity like champions, and helped the people we support get well and back involved in their normal activities in no time.

#### **VI. The Road Ahead**

Looking to the future, we've set our sights high. We have a clear roadmap with strategic priorities that will guide our work. We're determined to keep pushing boundaries, growing sustainably, and addressing the evolving needs of our community.

We continue to explore opportunities to grow our funding in order to expand our ability to meet changing needs of the people in our community. We are also focussed on improving the standard of care that we provide, by meeting the high standards required for Accreditation. We are excited to be able to improve our access to technology to meet the needs of the future head on. And we are looking forward to strengthening our relationships within our community and to collaborating with partners in the community to better serve the needs of the people we support.

We're excited about the possibilities that lie ahead. By diversifying our funding, nurturing partnerships, and exploring new programs, we're confident that we'll continue to make a lasting difference.

#### **VII. Wrapping It Up**

We couldn't have achieved all that we did without the support of our incredible team, board, donors, and community. You've all been a vital part of our journey, and we're grateful for your continued belief in our mission.

Thank you for being a part of Community Living North Perth. Let's keep making waves and changing lives together!

With gratitude,  
Jennifer Croft  
Executive Director

## MEET OUR BOARD OF DIRECTORS 2022-2023



*Ben Underwood* - 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.

*Karen Haber* 1ST VICE CHAIR

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.



*Bethany Dinsmore* 2ND VICE CHAIR AND 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.

*Velma Hamilton* DIRECTOR

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. Velma and her late husband Ron have their children...a daughter Cindy, son Kent along with his wife Julie, their children Bryce (Mackenzie) and Laci. A daughter Kelly and her husband Greg, their children Cody (Amanda), Jacy and Harley. In 2022 Velma welcomed her first great grandson Jackson. This is my final year as a board member at CLNP. I have seen a lot of changes, this is part of life and met a number of people .. I am at peace leaving our board knowing the expertise and direction our ED Jennifer and our Board are going is healthy and progressive . Bless you all! Velma





*Virginia Danbar* DIRECTOR

Virginia was born and raised in Listowel where she and her husband Bruce still reside. They are parents of 3, Michael, Steven, and Kelsey, and proud grandparents of 4, Meika, Connor, and Lucas, and Isabella. She has been employed since 2005 at Libro Credit Union and currently fills the role of Community Manager. Virginia is passionate about supporting our business community as well as having a focus on Equity, Diversity, and Inclusion. Her hobbies include knitting, reading, and camping.

## MEET OUR INCOMING DIRECTORS



*- Ashley  
Fox*



*-Debb  
Ritchie*



*-Lisa  
Schaefer*



*-Nick  
Cadotte*

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](mailto:info@clnorthperth.ca).

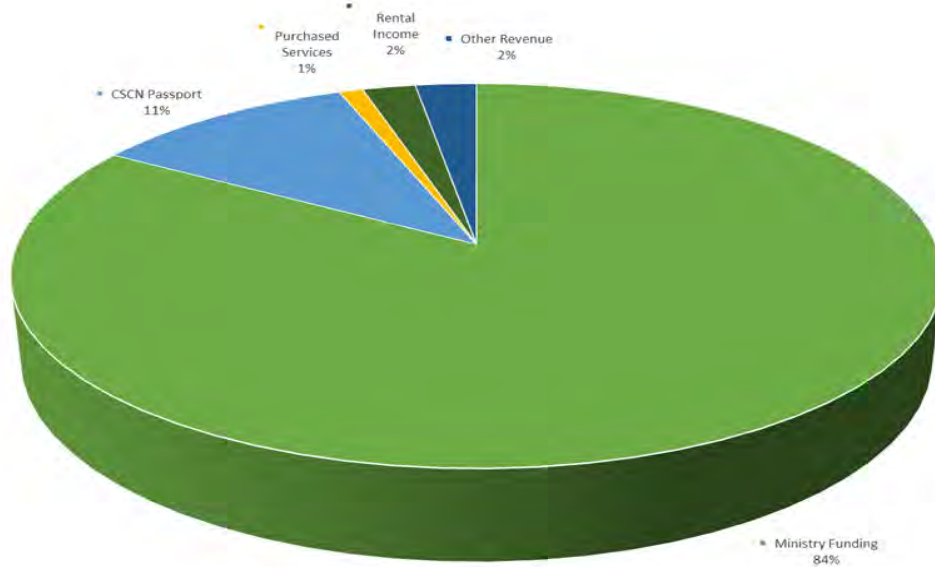
## SENIOR LEADERSHIP TEAM

Jennifer Croft - Executive Director  
Sondra Scott - Program Manager  
Abdon Aguillon- Business Manager

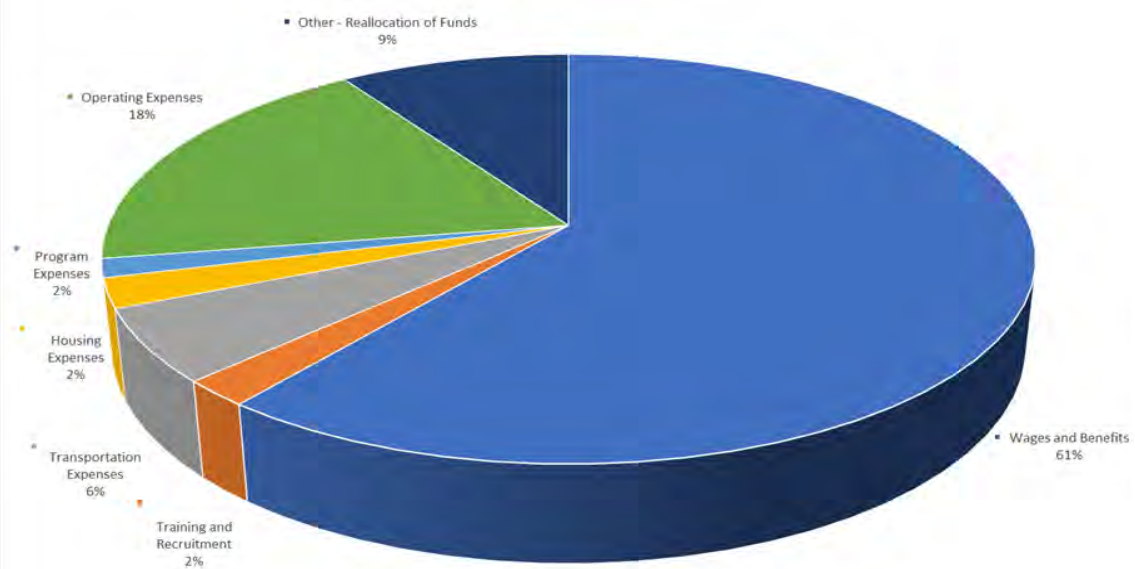


# FINANCIAL HIGHLIGHTS

Revenues

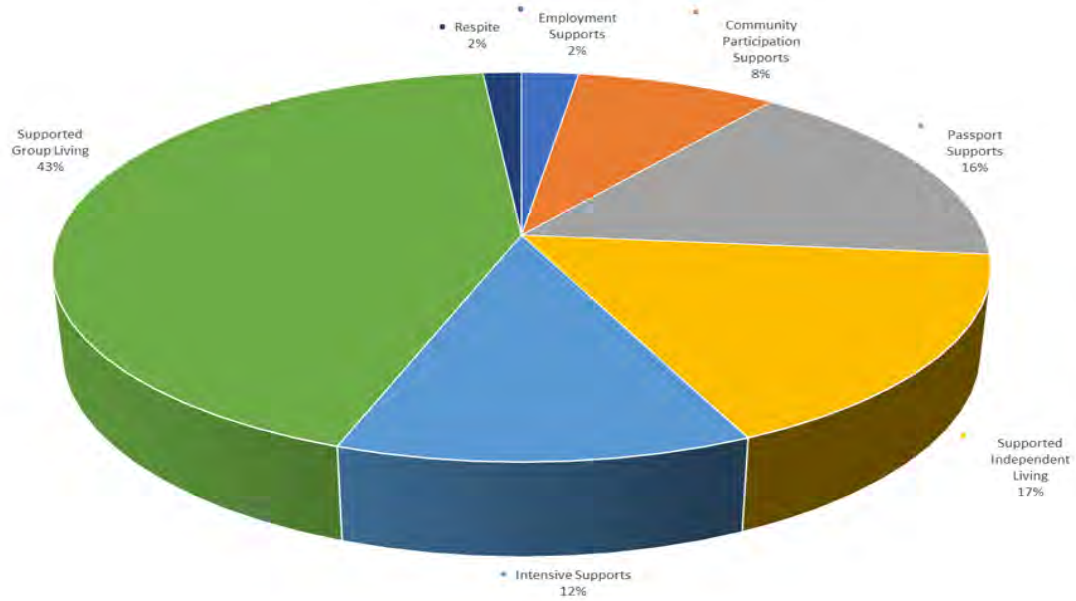


Expenses

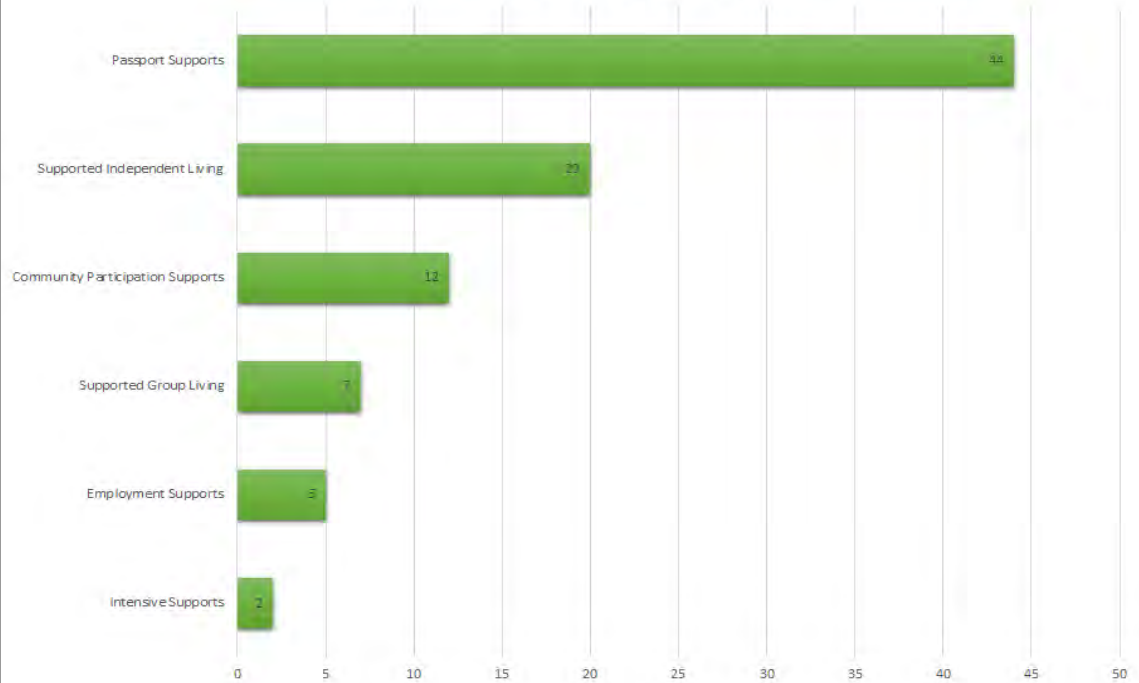


# CLNP SNAPSHOT

Distribution of Support Hours



Number of People Supported





## FOOD TRUCK FRIDAYS

Food Truck Fridays have been a great success for building community support for CLNP. We are now in our 3rd season of providing North Perth residents with their Food Truck fix between April and October. A portion of all food truck sales goes to support programs and services for youth and young adults in our community. Our thanks to the KW Food Truck group for supporting this worthwhile cause



## ULTIMATE VALENTINE DATENIGHT FUNDRAISER 2023



We were pleased to repeat our Ultimate Date Night fundraiser for the second year in a row. We would like to thank the Kitchen Cupboard and Icebox and Impressions bakery for helping us put together a delicious charcuterie box, complete with cheesecakes and wine. The proceeds from this event help to support emergency funding needs for the people we support who are living on fixed incomes.



## CLNP GARAGE SALE 2023

Our CLNP staff and the people we support worked together to participate in Listowel's Town Wide Yard Sale. Thank you to everyone who donated items for the sale. The proceeds from this fundraiser will support the expansion of our recreational programs.





# BOUNCING BACK FROM COVID





# IN MEMORIAM

## REMEMBERING FRIENDS THAT WE HAVE LOST



### **SHEILA MOIR**

Peacefully at her home in Listowel, on Monday, April 24, 2023, Sheila Jo-Ann Moir passed away in her 47th year. Beloved daughter of John Moir of Listowel, and Cathy Moir-Allen & Lloyd Allen of Bluevale. Dearly missed older sister of Jenn Moir & Andy McDougall of Wingham, April & Craig Elcich of Welland, and Rob & Cassie Moir of Listowel, and aunt of Nate Elcich. Survived as well by her aunts, uncles, and extended family. A private family service will be held the Eaton Funeral Home, Listowel, on Friday, April 28, 2023. Interment in Fairview Cemetery, Listowel. Memorial donations to Community Living North Perth would be appreciated. The family would like to thank the staff at Community Living North Perth for their commitment and support over the years.



### **KIM YORKE**

Kimberley Anne Yorke passed away peacefully with her brother James and sister-in-law Amanda by her side on Monday April 3, 2023 at Stratford General Hospital at the age of 56. Preceded in death by her parents James Sr. and Donna Yorke and younger sister Nancy Yorke. Born in Toronto, Ontario - Kimberley was a strong and determined woman who had to overcome many obstacles during her life. She was also a loving and caring daughter, sister, and aunt. Kimberley will be greatly missed by her brother James Jr. (Amanda), Nephews Justin (Dominique) Toope-Yorke, Liam Toope-Yorke, and James Yorke, nieces Caitlyn (Brandon) Toope-Yorke, Sierra and Stella Yorke and Great nephew Jaxson Konink. Special thank you to Community Living North Perth especially to Kimberley's support worker and friend Connie Mayburry.



### **CAMILA MCGRISKIN**

Camilla was a very sweet and thoughtful lady. She had a very calm and gentle manner. Some of her friends refer to her as an "earth angel".

Her favorite place to go was Kincardine where she used to live, she loved to enjoy lunch at the beach and go to her favourite gift store for a shopping spree. She was very active, going out for several walks each day to enjoy nature and a trail near where she lived. She will be missed by her friends, neighbours in her building, and our staff at CLNP.

# 2022 -23 STRATEGIC ACCOMPLISHMENTS



## BUILDING AND SUSTAINING SERVICES IN THE COMMUNITY

### Improving access

With the help of funding from the Enabling Accessibility Fund we are improving our washrooms in our main building. We will now have a family washroom with an adult change table and barrier-free sinks, which will be available to the people we support and others in our community. This is an important step to ensuring our program spaces are fully usable by people with mobility limitations.

### Rebuilding connections

We are excited to have opened our new lounge area in our main building. It is great to see the people we support rebuilding their social connections in a space that can be used both for formal recreational programs and informal gatherings. Our fundraising efforts will continue to support expansion of the recreational options offered in our new space.

### Helping people achieve their goals

Over the past year we have been working with our staff teams to improve our individualized support plans. Each Support Plan will take into account what is most important to the person we are supporting, and teams will work together to help individuals to achieve their goals.

## STRENGTHENING OUR COMMUNITY PRESENCE

### Engaging our community

After experiencing the isolation of the pandemic over the last few years, CLNP is working hard to rebuild our presence in the community. Office updates and new signage for our main building will be a great resource for helping people find us for our special events and activities. We are also quite excited to have our new Community Engagement Lead, Tracy Wareham, who will be building relationships across the community to support CLNP in achieving our vision.

### Meeting needs

While most of our operational expenses are Ministry funded, we rely heavily on fundraising and donations for our capital purchases and for starting up new programs to meet the needs of our community. We have engaged the company V Formation to work with us on fund development to help us achieve our strategic priorities over the coming year. We will be launching a major gifts campaign in the fall to help us meet the housing needs of the people we support.

### Sharing our stories

Check out our refreshed website and social media postings to learn more of the exciting things happening at CLNP. We have almost 1000 followers on our Facebook page and over 400 on our Instagram account, and we are hoping to grow that so that more people in North Perth are keeping up with the great things we do at CLNP.



## CREATING A STABLE, DYNAMIC ORGANIZATION

### Improving Quality

We are focusing much of our attention on improving the quality of the services and supports that we offer. Our new quality improvement plan will measure our improvements in supports that are person-centre, effective and efficient. We are working on becoming an Accredited organization, in partnership with nine other health and social service organizations within the Huron Perth and Area Ontario Health Team. Accreditation is a stamp of approval to show that we meet the highest of standards expected for health and social service agencies nationally and internationally.

### Becoming paperless

As a small organization, it can be difficult to be able to keep up with the technological requirements for providing high quality services. Over the past year we have implemented new IT systems for our financial management and payroll. We are fortunate to be a recipient of grant funding to allow us to implement a new electronic record system in the coming year. Moving to a paperless system will allow us to improve our record keeping, streamline our processes, and improve communication across the organization.

## CREATING A DYNAMIC TEAM ENVIRONMENT

### Building stronger teams

We have made great strides this year in building our wrap-around teams for each person we support. We now have dedicated teams for each residential home, and a team dedicated to our community programs. As we continue to recruit new staff to fill our vacancies, we will be able to improve our scheduling to ensure the people we support in the community have dedicated teams working with them to achieve their goals.

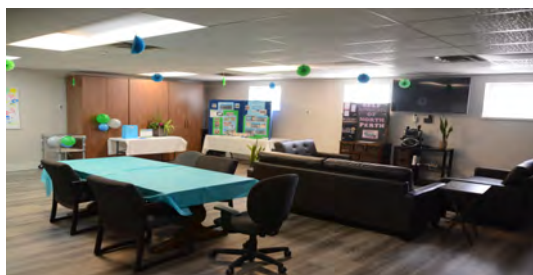
### Strengthening our leadership

We have been partnering with local organizations such as the Centre for Employment and Learning, Set7, and Contact North to secure training opportunities for our leadership team in developing their leadership skills and competencies. In the coming year, our focus will be on leading our team through change, as we prepare for the Ministry's sector reform initiative Journey to Belonging.



## CELEBRATING OUR OPEN HOUSE ON JUNE 9TH OF OUR NEW LOUNGE / CAFE / ACTIVITY ROOM AT OUR CLNP OFFICE

WE ARE EXCITED TO OPEN  
OUR NEW LOUNGE AT OUR  
CLNP OFFICE. A SPACE TO BE  
USED FOR ACTIVITIES AND  
PROGRAM FOR THE PEOPLE WE  
SUPPORT AND COMMUNITY  
MEMBERS



OUR DOOR PRIZE WINNERS!  
CONGRATULATIONS TO:  
JEAN LOCKING  
JULIE MITCHELL





# CONGRATULATIONS ON YOUR ACCOMPLISHMENTS



Crystal Willemssen has been part of the CLNP community since 2010. Crystal is currently living in Stratford with her fiancé after purchasing her own home. Crystal is a mother to 3 young children and a newborn. While working fulltime in a factory and pregnant with her 4th child she completed the PSW course through the Center for Employment and Learning. When returning to the work force after her maternity leave she is guaranteed her dream job in her new field. Congratulations to Crystal for overcoming many obstacles and using the resources available to help her achieve her dreams. She is a terrific mom and will excel in her role as a PSW! Crystal your family, friends and support staff are so incredibly proud of you!

Krystle Martin attended the 2023 LDSS Prom and we all celebrate Krystle's graduation from highschool June 2023





# CELEBRATING OUR CLNP STAFF

## 2023 LENGTH OF SERVICE AWARDS



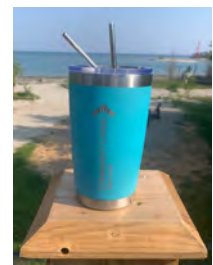
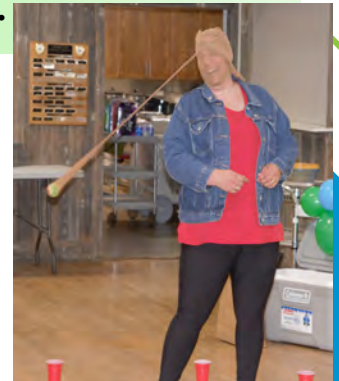
SONIA ARNOLD  
20 yrs  
KATHY JO O'GRADY  
20 yrs  
TYLER HAK  
5 yrs



*On June 15th we celebrated the Amazing Team of support staff that we have here at CLNP by having a Team Appreciation Night.*

*We had a night of fun!*

*A Barbeque and a fun competitive night of 'Minute to Win it'  
Each Staff received a travel cup and CLNP jacket.*



## DO YOU HAVE A MINUTE TO CHANGE A LIFE?



Sixty seconds is all it takes to create a legacy for adults with intellectual and developmental disabilities in your community. All you need to do is add Community Living North Perth to your will to realize your vision of the future. Once your family and friends are provided for, you can add a bequest for Community Living North Perth. It just takes a minute.

Since 1958, people like you have supported Community Living North Perth. It all started when a group of parents needed a school for their children with developmental disabilities. Over the years, Community Living North Perth has supported clients and families on their journey toward joy.

When was the last time you experienced a moment of pure joy? That electrifying feeling of accomplishment, of overcoming obstacles, and embracing your true potential?

Sometimes the most valuable life experiences come from everyday moments. Something as simple as preparing a meal for friends can be so rewarding. For many of us, these moments are taken for granted, but for people living with developmental disabilities, these everyday moments are triumphant.

That's why Community Living North Perth believes in the transformative power of possibility. You can help create a community where everyone can thrive, regardless of their abilities.

Over the years, with support from people like you, countless stories of resilience, courage, and success have forever changed so many lives. Can you be a part of these everyday triumphs?

By making Community Living North Perth a part of your will, you can help adults experience pure joy when they get the support they need to live happy and healthy lives.

Community Living North Perth is just like the Listowel Memorial Hospital. Volunteers started our Hospital, and the Provincial government pays for the operating costs, but the community provides any new equipment and funds other programs. CLNP is the same. The government pays most of our operating costs, but any new programs or equipment are only possible through donations by the community.

One of the challenges facing adults with developmental disabilities is living on their own. Currently, our community faces a housing challenge, and CLNP needs to create more supportive housing for our clients. A gift in your will means CLNP can build housing which can be costly and take time.

A gift in your will can ensure that future projects and equipment are ready for people in need.





# COMMUNITY LIVING NORTH PERTH

*Inspiring Possibilities Since 1958*