

ANNUAL REPORT

2023 | 2024

Be A Part of Making a POSITIVE Difference

www.clnorthperth.ca | 1-519-291-1350 | info@clnorthperth.ca



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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 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.

MESSAGE FROM OUR CHAIR

BEN UNDERWOOD

In my second year as chair for the Community Living North Perth board of directors, I become ever more grateful to be part of such an amazing and impactful organization. This year was a year of achievement, advocacy, and planning for the future. One of our greatest achievements for the year was attaining accreditation through Accreditation Canada. Our organization has worked hard over the past year to prepare for the accreditation and their hard work paid off when CLNP attained Accreditation with Exemplary Standing. This accreditation not only ensures the highest levels of care are received by those we support, but shows other organizations and stakeholders of our commitment to care. Another great achievement for the year was securing funds to purchase another house in Listowel to provide housing for more people with specialized needs.



This project headed by our Executive Director was especially impressive in a year where funding was limited. We are currently renovating the house and look forward to its opening in 2024. While CLNP strives to continue to improve, some of this progress is dampened by funding issues. Community Living launched a campaign called #5ToSurvive asking for a 5% boost to developmental services agency core funding which has not seen a funding increase in 30 years. CLNP took a frontline seat in these efforts by reaching out to CKNX and The Ranch to advocate, hosting our MPP in Listowel, and urging our supporters to write letters. We continue to advocate and aim to be a leader in this field. Our organization has also made significant strides in planning for the future. Partnerships were developed with Conestoga and Lambton colleges in order to recruit and train new staff. This is especially important in these times of labour shortages and low unemployment. Significant work was also put into management training and building the organization into a great place to work. This initiative was rewarded by significant improvement in staff satisfaction surveys. We look forward to continuing this work and making CLNP the best workplace it can be. We have also started a fundraising initiative in our Bring Us Home campaign to raise funds to provide more housing. As we are coming to the end of our three-year strategic plan, we have started working on our next strategic plan to continue this positive change. I would like to thank our staff for the amazing work they do every day in providing top quality care to those we support, our board members for their hard work and volunteering their time, and lastly our Executive Director for her vision and leadership. I look forward to what the next year brings with optimism and pride in our organization.

MESSAGE FROM OUR EXECUTIVE DIRECTOR

JENNIFER CROFT

Dear CLNP Friends and Supporters,

I'm delighted to share with you the remarkable accomplishments of Community Living North Perth over the past year. It's been a period of significant progress toward our strategic objectives, and I'm genuinely proud of what we've achieved together with our dedicated team, the individuals we support, their families, and our broader community.

One of our most significant highlights from the past year is the attainment of Accreditation with Exemplary Standing by Accreditation Canada. This achievement, attained through our participation in the Huron Perth and Area Ontario Health Team Accreditation Collaborative, is a testament to our unwavering commitment to meeting the highest performance standards set by Accreditation Canada. It underscores our dedication to delivering quality care and safety, setting a new benchmark for collaborative community-based care.



Additionally, we've made significant strides in enhancing CLNP as an appealing workplace. Through Personality Dimensions training provided by "Build a Kickass Company," we've gained valuable insights into our team's diverse thinking and work styles, fostering a more cohesive and supportive work environment. Our investment in core competencies training, coupled with engaging wellness initiatives led by our Wellness Committee, has resulted in a notable increase in staff satisfaction—a testament to our ongoing efforts to cultivate a positive workplace culture.

Looking ahead, we're excited about the future growth of our supports and services. With North Perth experiencing rapid population growth and an increasing demand for services in the developmental services sector, we're proactively planning for the future. We've secured specialized funding for essential projects, including accessible transportation and facility enhancements, and we're eagerly anticipating the opening of a new residence tailored to individuals with complex needs.

Despite our successes, we acknowledge the challenges posed by stagnant funding in the developmental services sector. While we've successfully leveraged grants and donations to support various initiatives, escalating expenses continue to be a concern. We're committed to advocating for sustainable funding solutions to ensure the continued provision of vital supports to those in need.

Housing remains a pressing issue, with many individuals in our community awaiting suitable accommodations. We're actively engaging with local stakeholders to explore options for improving access to supported housing, including our upcoming Bring Us Home campaign, aimed at raising funds to provide intensive supported housing for individuals with complex needs.

Staffing remains a priority as we strive to maintain optimal service levels amid workforce challenges. While recruitment efforts have been challenging, we've made significant progress in reducing our vacancy rate through targeted initiatives and creative recruitment strategies.

Looking forward, we're focused on achieving our strategic priorities outlined in our 2022-2025 Strategic Plan, fostering community partnerships, enhancing service flexibility, and preparing for sector reforms. With your continued support, I'm confident that we can build on our successes and continue to make a positive impact in our community.

I extend my heartfelt gratitude to our dedicated CLNP team, our visionary leadership team and Board of Directors, and our supportive community partners and donors for their unwavering commitment to our mission.

If you're interested in joining us on our journey or contributing to our efforts, whether through volunteering, donations, or board participation, please don't hesitate to reach out. Your support is truly invaluable and makes a real difference in the lives of those we serve.

As we reflect on the past year, I'm filled with optimism for the future. Together, I know we can achieve even greater things in the year ahead.

Warm regards,



Executive Director
jcroft@clnorthperth.ca
519-291-1350

OUR BOARD OF DIRECTORS



BEN UNDERWOOD
BOARD 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 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 now works with RBC to provide financing for farmers and agricultural businesses in Southwestern Ontario. Ben is happy to share his financial knowledge and enthusiasm with the board. Ben's hobbies include sports, reading, and exploring nature with his dog Link.



KAREN HUBER
BOARD 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.



VIRGINIA DUNBAR
BOARD 2ND VICE CHAIR

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, 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.

OUR BOARD OF DIRECTORS



BETHANY DINSMORE **BOARD 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 Corrie 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 to the CLNP Board of Directors.



LISA SCHAEFER **BOARD DIRECTOR**

Lisa grew up and currently resides in Listowel with her husband Tyler and two daughters, Keira and Brooke. She is a Health and Wellness Officer at the Avon Maitland District School Board and brings a wealth of in-depth experience and knowledge in human resources. Lisa is passionate about supporting her community and promoting North Perth as a place to live, work and play for everyone. If she is not running her kids around, you will find her at home reading, walking around town or hiking the Bruce Trail.

OUR BOARD OF DIRECTORS



ASHLEY FOX

BOARD DIRECTOR

Ashley was born and raised in Harriston before pursuing a practical nursing diploma from Georgian College in Owen Sound. She resides in Palmerston with her husband and daughter. Currently, she is the Community Outreach Coordinator and a Nurse Case Manager with Promyse Home Care. Known for being a jack of all trades, she is also in various positions of healthcare advocacy and volunteer support. She brings with her a host of leadership and governance experience from past board experience with the College of Nurses of Ontario and the Canadian PSW Network. Ashley's hobbies and interests include reading, gardening, and ongoing education opportunities.



MICHELLE WHITNEY

BOARD DIRECTOR

Michelle obtained her Honours Bachelor of Commerce (Accounting) degree from Fanshawe College, and then continued on to obtain her Chartered Professional Accountant (CPA) designation in 2020. Michelle has worked in public accounting for nearly 15 years, with the last 8 being at BDO Canada. Currently, she works out of the Waterloo office as a Manager in Audit and Assurance, serving a variety of clients including many in the not-for-profit sector. Michelle moved to Perth East in 2022 and was looking for a way to get involved in the community. She is looking forward to sharing her accounting knowledge with the board. Michelle's hobbies include golfing, reading and spending time with her dog Oliver.

MEET OUR INCOMING DIRECTOR



David Capek, CPA, BMath, is an accomplished professional with a strong background in finance and accounting, holding a Bachelor of Mathematics from the University of Waterloo. Currently serving as the volunteer Treasurer of the Saugeen Bluffs Seasonal Committee, David has a proven track record of fiscal responsibility and organizational leadership. With past experiences as the volunteer Treasurer of the Family Education Center and the Mississauga Arts Council, David has demonstrated his commitment to community involvement and financial stewardship.

Additionally, he currently serves as the secretary on the Board of the Halton Peel CPA Association, showcasing his dedication to professional development within his field. David's professional journey includes roles such as Director of Finance at Community Living Burlington and Controller at Surex Community Services, where he honed his expertise in financial management and strategic planning. Recently relocating to Listowel with his wife of 20 years, Deborah, along with their beloved dog Ellie Mae and cat Cheer, David is eager to continue his community involvement. He looks forward to contributing his skills and experience to the Board of Community Living North Perth, furthering his commitment to making a positive impact in the lives of others.



CLNP SENIOR LEADERSHIP TEAM

JENNIFER CROFT, EXECUTIVE DIRECTOR

ABDON AGUILLON, BUSINESS MANAGER

SONDRA SCOTT, PROGRAM MANAGER

SHANNON OSTRIYZNICK, EMPLOYEE RELATIONS LEAD

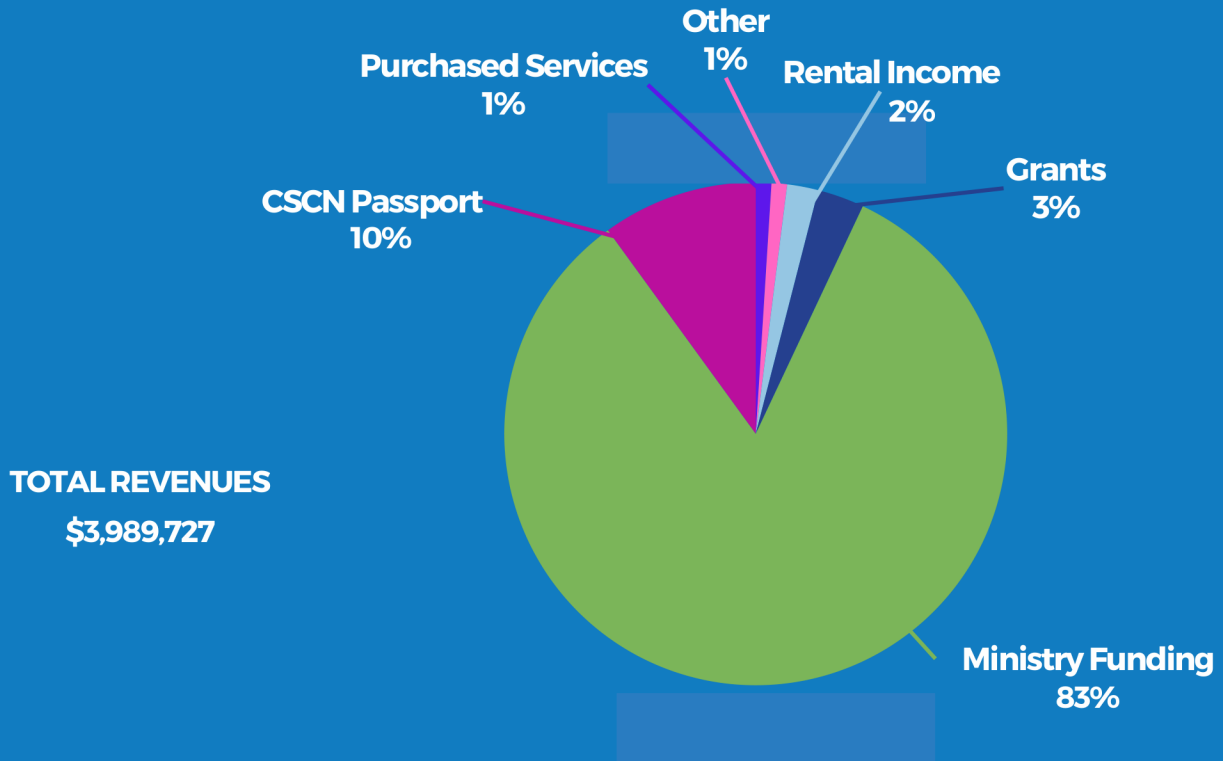
TRACY WAREHAM, COMMUNITY ENGAGEMENT LEAD

SUSAN UNDERWOOD, PROJECT LEAD

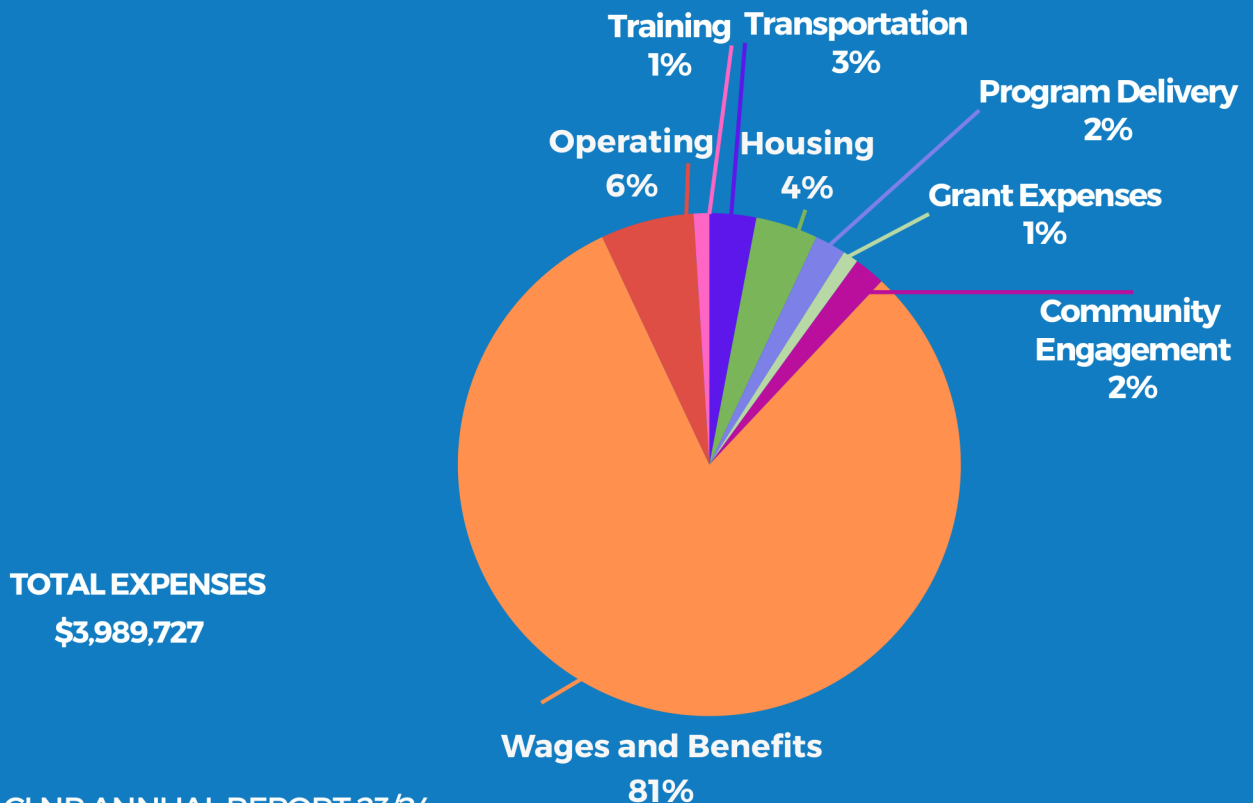
BROOKLYN WRIGHT, EXECUTIVE TEAM ASSISTANT

FINANCIAL HIGHLIGHTS

REVENUES



EXPENSES

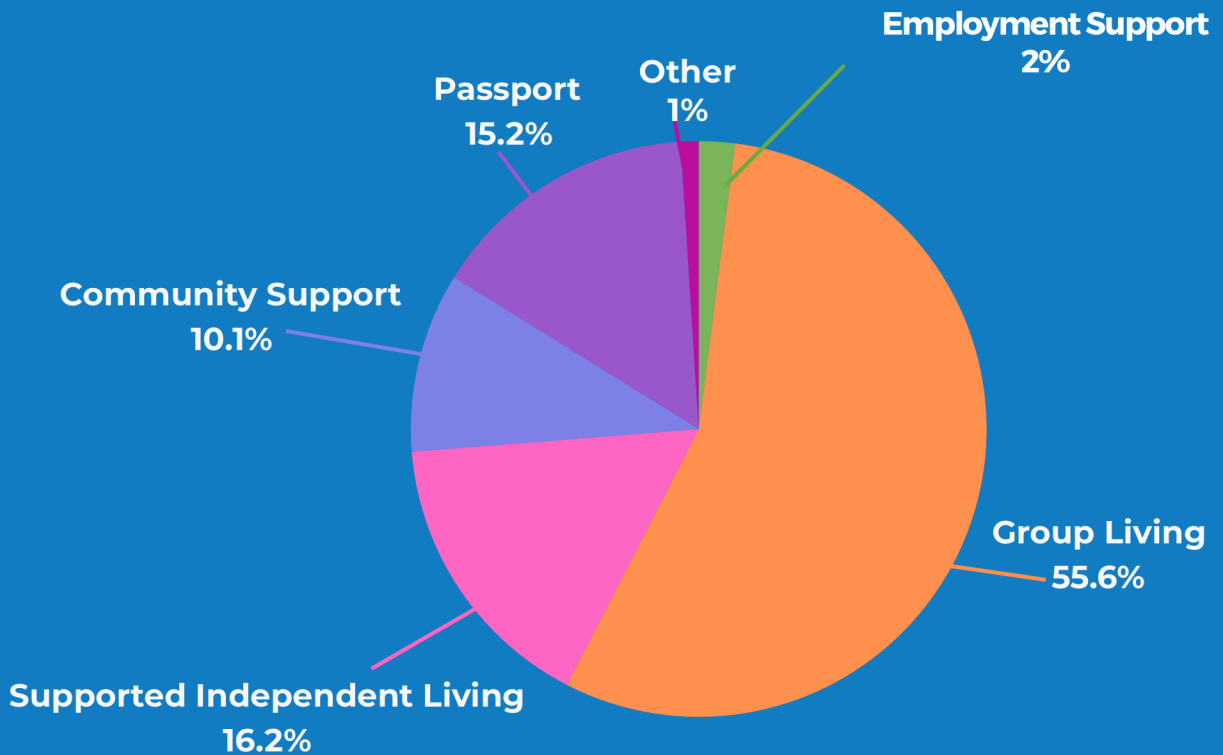


CLNP SNAPSHOT

SUPPORT HOURS

TOTAL SUPPORT HOURS

64,455



FUNDRAISING EVENTS

FOOD TRUCK THURSDAYS



After 2 successful years of Food Truck Fridays, we are carrying on with our fundraising through Food Truck Thursdays. Each week between April and October, a member of the KW Food Truck group sets up in the CLNP Parking Lot to keep the residents of North Perth well-fed with their fantastic variety of delicious foods. This year, we kicked the summer off with Food Truck Palooza on May 2nd, with four of our food truck favourites set up at one time. Last summer we raised over \$4000 to support our summer youth programming, and this year we hope to raise even more!

STAKED PANCAKES

We were very excited about a new partnership with Stacked Pancake house in Listowel this year. In honour of Community Living Month, the owners of Stacked, Romy Sharma and Hitang Singla donated 10% of their proceeds on May 27th to support CLNP programming. Over \$400 was raised for CLNP, and we are now planning future opportunities to collaborate.



GARAGE SALE

With thanks to our enthusiastic staff, a second annual garage sale was held to raise funds for CLNP summer youth programming. Over \$200 was raised to support the youth attending this year's Summer Support program.

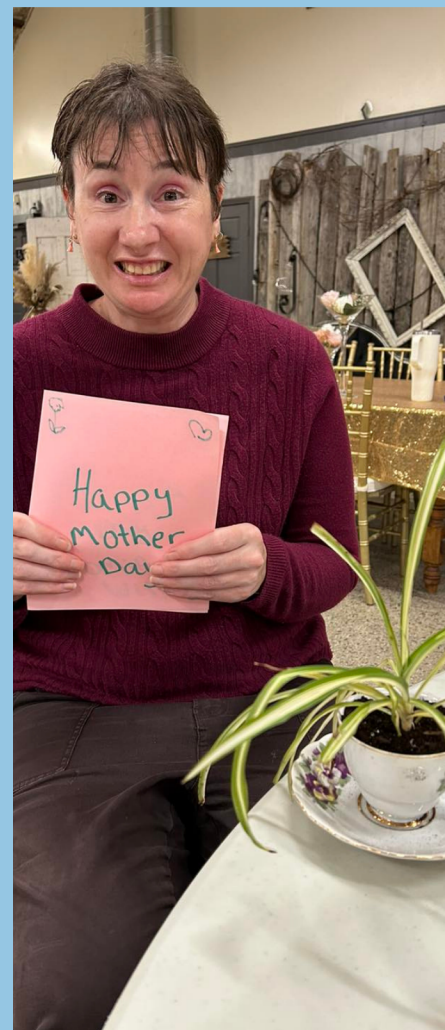
IMPRESSION BAKERY

We were also excited this year with another new partnership with Impressions Bakery, who created a CLNP donut with Blue Raspberry frosting, specifically in celebration of Community Living Month. The owners contributed \$1 for every donut sold, totaling \$890. Many local businesses shared their social media posts with their donut breaks featuring the CLNP donut.





STAYING INVOLVED IN OUR COMMUNITY



STRATEGIC ACCOMPLISHMENTS 2023-24

In the second year of our 3-year Strategic Plan, the CLNP Board of Directors and Senior Leadership, have achieved significant progress in fulfilling our strategic priorities. Below are some of our key accomplishments:

BUILDING AND SUSTAINING SERVICES IN THE COMMUNITY

Our commitment to improving the quality of support and expanding our services to meet the evolving needs of our community remains steadfast. Recognizing the lack of affordable and accessible housing as a major barrier, we have refined our understanding of housing needs and launched the Bring Us Home campaign. This initiative aims to raise funds for a housing hub providing 24/7 supported housing for those with unique needs. This year, we expanded our housing options by purchasing a new home in Spring 2024, dedicated to individuals with significant health and behavior challenges. The home is undergoing renovations to ensure safety and will be supported by a comprehensive recruitment and retention campaign for new staff.



STRENGTHENING OUR COMMUNITY PRESENCE

This year, we intensified our efforts to raise awareness about CLNP within the community and among partner organizations. Our social media presence grew, showcasing the activities of those we support and highlighting sector challenges. In the fall, we engaged with local MPP Matthew Rae to discuss sector concerns and the impact of government decisions on individuals with intellectual and developmental disabilities. We also participated in the #5tosurvive campaign through various media, including social media, a letter-writing initiative, radio series, and newspaper articles. Our partnership-building efforts included presenting to the Municipality of North Perth Council about our housing needs and the Bring Us Home campaign. We actively participate in the North Perth homelessness task force and regularly meet with municipal staff and partners in health, social services, and other non-profits to collaborate in our support for individuals with complex needs.



STRATEGIC ACCOMPLISHMENTS 2023-24

CREATING A STABLE, DYNAMIC ORGANIZATION

A highlight of this past year is our achievement of Exemplary Standing with Accreditation Canada. Through our joint accreditation with health and community service providers in the Huron Perth and Area Ontario Health Team, we improved medication management, infection prevention, control, emergency planning, and governance practices. We are also transitioning to paperless documentation, thanks to a grant for electronic record-keeping. This upgrade will enhance communication, record-keeping, data collection, and overall privacy and security. Additionally, we bolstered our fundraising and donation capabilities with the help of a consulting firm. We developed a strong case for support for our Bring Us Home campaign and trained local champions to seek support for this project.



CREATING A DYNAMIC TEAM ENVIRONMENT

We secured grant funding to improve our human resources practices over the next two years, focusing on recruitment, hiring, and retention to attract and keep top talent. We will implement best practices to ensure a highly engaged and functional staff. Significant investments in staff training and team-building have been made, covering areas such as mental health, psychological first aid, healthy relationships, medication management, infection prevention and control, and privacy and confidentiality. Leadership training aimed at fostering a strong workplace culture and personality dimensions training for all staff have resulted in a 15% increase in staff satisfaction over the past year.

WHAT'S NEXT?

As we enter the final year of our Strategic Plan, we will continue to strengthen relationships with secondary and postsecondary schools to facilitate youth transitions into the adult system and promote careers in the DS sector. We will also enhance our advocacy efforts with municipal, regional, provincial, and federal partners to support the challenges faced by the people we support. With the Ministry of Children, Community and Social Services implementing the Journey to Belonging reform initiative, we will align our programs and services with the new sector approach for service delivery and funding. Our focus will also include adapting supports for youth entering the system and individuals with complex needs and dual diagnoses. Finally, we will maintain our focus on housing through the Bring Us Home campaign and collaborate with partners to identify suitable housing solutions for those we support.

IN MEMORIAM

REMEMBERING FRIENDS THAT WE HAVE LOST



CINDY HAMILTON

Passed away suddenly with family by her side at Listowel Memorial Hospital on March 24, 2024 at the age of 58. Beloved daughter of Velma Hamilton and the late Ron Hamilton (2023). Loving sister of Kent (Julie) Hamilton of Atwood and Kelly (Greg) Davidson of Monkton. Cherished aunt of Bryce Hamilton (Mackenzie Smith), Laci Hamilton, Cody Davidson (Amanda Diehl), Jadyn Davidson and Harley Davidson. Proud great aunt to Jackson Davidson. Predeceased by her grandparents Doug and Norma Hamilton and Frank and Ellie Crowe. She will be missed by many aunts, uncles and cousins. Cindy was loved by her family and was supported by Community Living North Perth for over 30 years.

WELCOME TO THE CLNP FAMILY

NEW PEOPLE RECEIVING SUPPORT

Elizabeth Skipper

Leeanna Hammar

Sierra Johnson

NEW STAFF

Abdon Aguillon

Alicia Douglas

Breanna Gagne

Catherine Helle

Madi Hoelscher

Unni Nair

Nikita Patil

Hailley Potts

Stephanie Raben

Ligia Raposa

Gracie Start

Susan Underwood

Tiffany Walker

CONGRATULATIONS ON YOUR ACCOMPLISHMENTS



Congratulations to Nancy on being recognized for 15 years of volunteering with the Victorian Order of Nurses (VON).



Congratulations to Christian on the successful start-up of his new coffee service.



Congratulations to Bev Ament and Hannah Richardson for graduating from Conestoga College Supportive Care program.



Bring Us **Home**

COMMUNITY LIVING
North Perth

**EVERYONE DESERVES A
PLACE TO CALL HOME.**

- ✓ Youth transitioning out of the foster care system
- ✓ Young adults who have finished school and are ready to start their adult lives
- ✓ Adults who have been living with aging parents or siblings and need secure housing for their future
- ✓ Individuals who don't fit typical supportive housing models in other sectors because of their complex needs

What if **you** could change their story?

Stable Housing 24/7 Professional Support • Community Independence

We Can Be Champions

You stand at a pivotal moment. Your compassionate action today can bring us closer to a world where every heart has a home, where every individual lives a life touched by **dignity, independence, and the power of community.**

- ✓ Help us raise \$4 million. Every single dollar will go toward building supportive housing for adults and youth with developmental disabilities
- ✓ Donate land for a custom-build or an existing property that is suitable for renovation or expansion.

For more information on how to bring them home, please contact:

Tracy Wareham, Community Engagement Lead
Phone: 519-291-1350 extension 222
Email: twareham@clnorthperth.ca

Help bring
them **home**

Scan the QR code or
visit

www.clnorthperth.ca



COMMUNITY LIVING
North Perth

YOU CAN BE A CHAMPION

EASY WAYS YOU CAN MAKE A LASTING IMPACT



✓ GIFTS THAT COST YOU NOTHING NOW

To create your legacy for adults with intellectual and developmental disabilities in our community, you simply sign your name. That's how easy it can be to include a gift in your Will. It costs you nothing now, but your impact goes on for generations protecting the future of adults being supported by Community Living North Perth.

Once your family and friends are provided for, please consider making your support for Community Living North Perth part of your life story with your legacy gift.

✓ GIFTS IN A WILL

When you remember Community Living North Perth with a gift in your Will, you make a lasting contribution to our services. Your legacy gift will drive the most urgent priorities of the Community Living North Perth.

✓ RESIDUAL BEQUEST

Community Living North Perth receives a percentage of the remainder or residue of your estate after other specific legacies have been fulfilled. This gift will be used where it's needed most. A lot of people prefer to give a residual gift as it keeps in line with inflation and does not lose value over time.

✓ SPECIFIC BEQUEST

Community Living North Perth receives a specific dollar amount or a specified gift in kind (property, collections, books, jewelry, and so on). This gift will be used where it's needed most. Gifts in kind will be sold and proceeds will also be used for Community Living North Perth where it's needed most.



THE ONE-MINUTE BEQUEST

Now it's easier than ever to create your legacy of protecting Community Living North Perth. You can do it with the One Minute Bequest.

✓ STEP 1

Request a Multiple Beneficiary Designation Form for your Registered Retirement Savings Plan, your Registered Retirement Income Fund or life insurance policy from the administrator of your plan.

✓ STEP 2

Fill out the form and name Community Living North Perth as one of the beneficiaries.

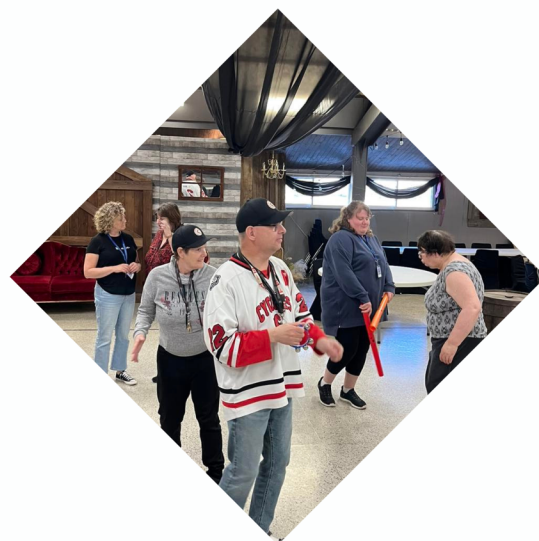
✓ STEP 3

Return the form to your plan administrator.

It's that easy. In just three steps, you can make a gift to Community Living North Perth that costs you nothing now, powers the most urgent priorities facing Community Living North Perth, and continues its impact for generations to come.

✓ OTHER WAYS TO GIVE

You have even more options available to create your legacy for Community Living North Perth. Your generosity will safeguard Community Living North Perth today and tomorrow for future generations to benefit.



✓ GIFTS OF STOCKS AND SECURITIES

Donating publicly-traded stocks and securities provides a tax-advantageous way to support Community Living North Perth. When you make a gift of stocks, you receive a tax receipt for the fully appreciated value of your gift and will not have to pay tax on realized capital gain. The receipt value will reflect the closing price on the date stocks are received by CLNP. The standard capital gain inclusion rate of 50 percent on selling shares is eliminated when you transfer your shares to Community Living North Perth rather than selling the stocks and donating the proceeds. You may transfer publicly traded stocks and securities electronically from your brokerage account to Community Living North Perth by selecting the 'securities' section on our Donation Page of our website (www.clnorthperth.ca) which is operated by Canada Helps. Just provide a Letter of Instruction* to your broker and ask that they transfer your shares to Community Living North Perth.



✓ GIFTS IN MEMORY AND TRIBUTE

A memorial or tribute gift to the care of our clients Community Living North Perth is a meaningful way to express your love, admiration, and gratitude for someone special. Your gift will honour your loved one, create a lasting tribute to them, and connect both of you through your shared passion for Community Living North Perth.

When you make a gift in your Will for Community Living North Perth, you can do it in memory of or in honour of someone who's important to you. It will stand as your legacy and your loved one's legacy for generations to come.



✓ GIFTS FROM DONOR ADVISED FUNDS

Donor-advised funds (DAFs) are one of the most convenient ways to support a cause you care about while maintaining the flexibility you desire. A DAF is a little like a personal charitable savings account. It allows you to make a charitable contribution (into your DAF account), receive an immediate tax deduction and then make gifts (recommend grants) over time to your favourite charities – like Community Living North Perth.

Talk to your lawyer or financial advisor today for more advice on how to leave a legacy gift for adults with intellectual and developmental disabilities by naming Community Living North Perth as a beneficiary.



Inspiring Possibilities Since 1958