

Annual Report 2025 2026

BE A PART
OF MAKING A
POSITIVE DIFFERENCE

☎ 1-519-291-1350

✉ info@clnorthperth.ca

🌐 www.clnorthperth.ca



Table of Contents



01	Our Vision, Mission, Values
02	Message from Our Executive Director
04	Message from Our Board Chair
06	Strategic Plan
07	Message from Self Advocates
08	Quality Improvements
09	Renovations & Facility Improvements
10	Bring Us Home Housing Campaign
11	Celebrating Our Donors & Funders
12	Supports & Services Overview
15	In Memoriam
16	Employee Appreciation
17	Training Advancements
18	Financial Highlights

2025-2026

Vision, Mission, Values



Community Living North Perth is a registered charity and non-profit organization that supports adults with developmental disabilities to build meaningful lives and strong connections within their communities. Through person-centred supports, community partnerships, and a commitment to inclusion, we empower people to pursue their goals, strengthen their independence, and contribute as members of their community.

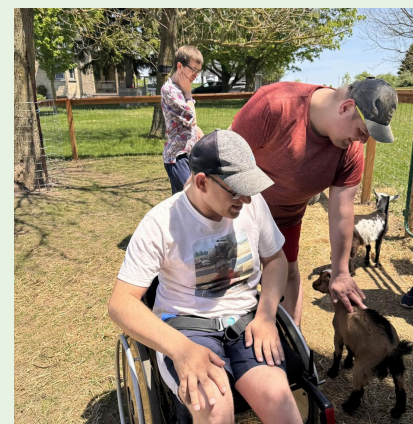


VISION

People with developmental disabilities thriving in communities where they feel included, valued, and empowered.

MISSION

We partner with people with developmental disabilities to build a life of their choosing through innovative, personcentred supports that reflect their goals.



VALUES

- Respect & Self-Determination
- Inclusion & Belonging
- Empowerment & Growth
- Innovation & Adaptability
- Integrity & Accountability
- Sustainability & Stewardship





Message From Executive Director Jennifer Croft

As I reflect on the past year at Community Living North Perth, I am filled with gratitude for the people, families, staff, volunteers, partners, and supporters who continue to make our community stronger, more inclusive, and more connected. This year has been one of both growth and challenge. Across Ontario, developmental services organizations continue to face increasing pressures related to staffing, housing, funding, and growing community need. At the same time, we are seeing more people and families looking for supports that are flexible, individualized, and focused not only on care and safety, but also on belonging, independence, and meaningful community life.



Despite these pressures, I am proud of the progress we have made together. This year marked the beginning of implementation of our new 2025–2030 Strategic Plan, which focuses on three key priorities: strengthening person-directed supports and partnerships, building workforce capacity and organizational excellence, and improving long-term financial sustainability.

Throughout the year, we continued to strengthen our housing strategy, expand partnerships, and explore new service models that increase choice and flexibility for people supported. One of the most exciting developments has been the continued advancement of our Bring Us Home inclusive housing initiative. With growing housing insecurity across our region, this work has become more important than ever. Families continue to tell us how critical safe, stable, and inclusive housing is for the future of their loved ones, and we remain deeply committed to moving this vision forward.

We also continued expanding purchased services and individualized supports, helping more people access flexible opportunities that reflect their goals, interests, and changing needs. Across all areas of service, we are working to ensure that supports are increasingly person-directed, community-based, and focused on meaningful quality of life outcomes.

This year's quality and satisfaction surveys reinforced many of the things we are most proud of as an organization. Individuals and families consistently described CLNP staff as caring, respectful, compassionate, and supportive. Families shared appreciation for safe and comfortable homes, strong health and wellness supports, and the dedication of our team members. People supported told us they feel respected, listened to, and safe within our services. These are accomplishments that matter deeply. At the same time, the surveys also challenged us to continue growing. We heard clearly about the ongoing impact of loneliness and social isolation, the need for stronger community inclusion and relationships, and the stress many aging caregivers continue to experience. These conversations are helping shape our priorities moving forward. We know that true quality of life extends beyond care and safety. It also means friendship, belonging, choice, purpose, and meaningful participation in community life.



Our staff team continues to demonstrate remarkable resilience and commitment during a time of significant workforce pressures across the sector. Recruitment and staffing challenges remain real, but we have also made important progress in leadership development, mentorship, systems improvements, and workforce stabilization efforts. I want to sincerely thank our staff for the compassion, flexibility, and professionalism they bring every day. The work they do changes lives.

We are also incredibly grateful to our community partners, municipalities, businesses, donors, and funders who continue to believe in our mission and support our work. Collaboration has never been more important. Whether through housing partnerships, employment opportunities, fundraising support, healthcare collaboration, or community inclusion initiatives, these relationships strengthen our ability to create opportunities for people with developmental disabilities to thrive.

As we look ahead, we know there is still much work to do. Waitlists continue to grow. Families continue to worry about the future. Financial sustainability remains an ongoing challenge for our sector. But we also move forward with optimism. We have a strong foundation, a dedicated team, meaningful partnerships, and a clear vision for the future.

Most importantly, we continue to be guided by the voices and experiences of the people we support and their families. Your feedback, trust, advocacy, and partnership continue to shape the direction of Community Living North Perth. Thank you for being part of this journey with us. Together, we are building a more inclusive community where people with developmental disabilities are valued, connected, empowered, and supported to live lives of their choosing.

Jennifer Croft, Executive Director
Community Living North Perth



Pictured left to right (front row): Shannon Ostriyznick, Alexis Patterson, Paige Viol, Susan Underwood, Connie Mayburry, (back row): Larisa Shea, Jennifer Croft, Brooklyn Wright, Sondra Scott, Tiffany Walker, Sonia Arnold, Abdon Aguillon, Rebecca Broderick, and Bert (Jim) Miller. Absent: Tracy Wareham.

Message From Chair of the Board Bethany Dinsmore



This year at Community Living North Perth has been defined by growth, resilience, and a shared belief in what inclusive communities can achieve. As Chair of the Board, I am inspired by the engagement shown by the individuals we support (including the Self Advocates), the dedication of our staff, and the generosity of our community. Their commitment reinforces why this work matters and why we must continue moving forward, even when the environment around us is challenging.

From a governance perspective, the Board has focused on strengthening oversight, advancing long-term planning, and

ensuring that our decisions support both stability and impact. The launch of our 2025–2030 Strategic Plan has given us a clear framework to guide this work. Implementing a plan of this scope demands discipline, persistence, and a willingness to make difficult decisions, not only when conditions are favourable but especially when they are not. The Board remains committed to guiding this plan forward with steady, responsible leadership.

Financial stewardship has also been a central priority this year. In a sector facing rising costs, workforce pressures, and increasing demand for individualized supports, careful planning and prudent decision-making are essential. The Board maintains its commitment to inclusive housing efforts, such as the Bring Us Home campaign, as well as to the continued development of flexible, purchasable services that offer individuals and families greater choice and control.

I also want to acknowledge and express our strong support for Jennifer Croft and the CNLP leadership team. Their steady guidance, thoughtful decision-making, and commitment to person-directed supports have been critical in navigating a demanding year. The Board is grateful for their professionalism and for the clarity they bring to both day-to-day operations and long-term strategy. Their leadership gives us confidence as we continue advancing the priorities of the new strategic plan.

We are encouraged by the strong partnerships that continue to grow across our community and by the progress being made to expand opportunities for people with developmental disabilities. At the same





time, we recognize the ongoing need to deepen community connections, reduce isolation, and support families who carry significant responsibilities. These realities remind us that our work must continue to evolve and that momentum cannot pause.

To everyone who contributes to this mission: staff, families, partners, donors, and supporters - Thank You! Your dedication ensures that CNLP remains a place where people are valued, supported, and empowered to thrive.

As we look to the future, we do so with optimism and determination. Together, we will continue to build a community where everyone belongs.

Bethany Dinsmore, Chair of the Board
Community Living North Perth

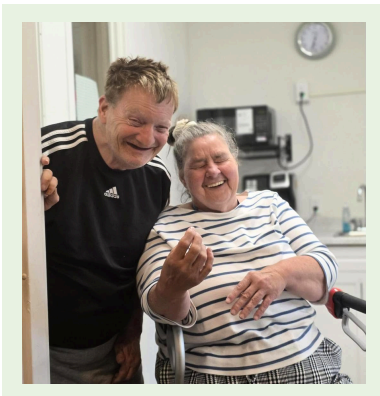


Pictured (Left to Right): Abbey Bald, Larisa Shea (Executive Team Assistant), David Capek, Ashley Fox (Vice Chair), Tammy Northam (Vice Chair), Bethany Dinsmore (Chair), Lisa Schaefer, Jennifer Croft (Executive Director), and Michelle Whitney (Secretary). Absent: Sandi McLaughlin, and Karen Huber

2025-2030 Strategic Plan



The senior leadership team at CLNP has worked closely with the Board of Directors to create a five-year strategic plan that will continue to align our organization with future goals, address sector-wide challenges, and adapt to the changing needs of people we support.



Strategic Priority #1: Empowered People, Expanded Reach & Strong Partnerships

- We will support people to live meaningful lives by expanding services, strengthening partnerships, and fostering inclusion.
- We will facilitate people with developmental disabilities to be more connected to their communities, achieving their personal goals with reduced reliance on formal supports.

Strategic Priority #2: Workforce Capacity & Organizational Excellence

- We will build a thriving, values-driven workforce and strong internal systems that support quality and innovation.
- We will grow a resilient, skilled, and engaged workforce supported by strong leadership, staff development, and a culture of continuous improvement that drives performance and Just Culture.



Strategic Priority #3: Financial Diversity & Sustainability

- We will secure long-term sustainability through innovation, diversified funding, and strong community investment.
- We will position CLNP as a financially stable, innovative, and forward-thinking organization, prepared for future challenges and opportunities.

Message From The Self Advocates



This year has been a busy and rewarding one for the Self-Advocates Group (Voices on the Horizon) at Community Living North Perth. Our group continues to work toward raising awareness of the needs, interests, rights, and capabilities of people with developmental disabilities while promoting inclusion and belonging in our community. Throughout the year, we participated in a variety of activities focused on community involvement, education, and advocacy. We were proud to give back to our community by helping clean up the walking trail in Listowel and volunteering at the BIA Carnival, where we helped raise awareness and funds for Community Living North Perth.

Learning and personal growth were also important parts of our year. We attended a conference with self-advocates from other Community Living organizations, giving us the opportunity to connect, share experiences, and learn from one another. We also participated in educational sessions on internet safety at the local library and attended a fire safety demonstration hosted by the North Perth Fire Department. One of the highlights of the day was getting hands-on experience using a fire extinguisher.

Advocacy remains at the heart of what we do. This year, we had the opportunity to deliver an educational presentation to Kin Cares and meet with our local MPP, Matthew Rae, to discuss issues that matter to people with developmental disabilities. These experiences allowed us to share our perspectives and help build greater understanding within our community.

In December, we enjoyed a special holiday gathering with Community Living North Perth's Board of Directors. Sharing a festive meal together provided an opportunity to celebrate our accomplishments and strengthen connections across the organization.

We are proud of what we have achieved this year and grateful for the opportunities we have had to learn, contribute, and advocate. We look forward to continuing our work in the coming year and helping to create a more inclusive community for everyone.



Quality Improvements

CLNP's Quality Framework is guided by the Quintuple Aim, with person-directed care at the centre of all services. During 2025–2026, quality results reflected strong outcomes in individual experience, health, and service delivery, with overall satisfaction remaining high at **91%**.

Preventative Care

97.5%

Have had at least one preventative medical visit in the past year.

CLNP people supported:

- 96-98%** Participated in emergency and wellness planning.
- 98%** Had Access to primary care.
- 92%** Had complete ISP.

Person Directed Outcomes

92%

"I have chances to do a variety of community activities that interest me."

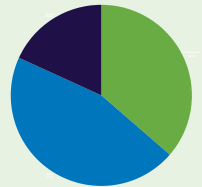
Compared to last years survey:

+32%

People supported know and understand their rights.

"I can make my own choices and decisions."

- Strongly Agree**
- Agree**
- Neutral**



Frontline support remained a priority throughout the year, with overtime remaining low at **2%**. Workforce stability was further supported by strong retention, reflecting in a low turnover rate of **3.44%**.

Looking ahead to 2026–2027, there will be a strong focus on workforce stabilization through enhanced recruitment, retention, attendance, onboarding, mentorship, and scheduling. In addition, CLNP will expand purchased supports to strengthen capacity and sustain high-quality service delivery.

Overall, the results achieved demonstrate strong person-directed outcomes, high satisfaction, and effective preventative care.





Renovations & Facility Improvements



2025/2026 Projects

Teaching Kitchen Installed

CLNP received a grant through the Government of Canada's Enabling Accessibility Fund to renovate our existing kitchen at the main office.

The new layout is more accessible, allowing individuals in wheelchairs to access countertops and appliances. The cupboards have pull-out drawers designed for easy access. The installation of accessible doors and the purchase of additional aid devices will allow CLNP to introduce new recreation programs around cooking and kitchen life skills..

Upcoming Projects

Stair Lift at CP Hub

CLNP received a grant through the ROOTS Community Fund initiative with Trillium Mutual Insurance. The new stair lift will enable safe access to both levels of the home. It will improve participation in the community program hub space, and promote dignity and independence.

New Deck & Ramp at SGL Residence

CLNP is in the planning stages of building a joint deck with an improved accessibility ramp to connect our SGL duplex. The covered deck will allow staff and people supported to move between the two sides of the residence with ease, increasing social and programming opportunities.

Modular SIL Residence

CLNP is replacing our modular SIL residence with a custom design created in partnership with Royal Homes. The new building will have capacity for four people supported in the SIL program. Each unit has a bedroom, bathroom, sitting area and kitchenette to increase independence. The residents will have access to a laundry facility, full teaching kitchen, and covered outdoor space. An office space will allow staff to provide supports on-site.

Campaign Updates



Bring Us Home Housing Project

The Vision

A supportive housing building that facilitates 15 individuals in our community to thrive with dignity and independence in affordable apartment-style units. The building will be designed in partnership with the people we support through the co-design process, with a focus on choice and accessibility.

Land Donation

CLNP is very excited to have received a donation from the Municipality of North Perth of a building lot on Main Street. The property brings us closer to making the Bring Us Home vision a reality. The walkable location close to downtown is ideal for the people we support.

Architect & Design

CLNP has engaged the services of an architect through JPM Architecture Inc from Goderich. Through their services we have designed a preliminary layout and front elevation design for the new building. We are currently working on the rezoning application, building permit, and multiple applications to funding grants.

Funds Raised

Through the efforts of CLNP, our partners, and our strong supporters in the North Perth community, we have raised \$566,972 towards this project. Our goal is to raise \$6 Million dollars to bring this opportunity to life for adults with developmental disabilities in North Perth.

How to Donate

Donations are accepted online or in-person. For more information, or to setup a donor meeting, contact our Fund Development Coordinator; Rebecca Broderick at 519-291-1350 ext. 428





Celebrating Our Donors & Funders

Giving Level Breakdown

We extend our sincere appreciation to our donors, funders, and community partners for their continued generosity and support. The following information reflects donations and funding received during the period of July 2025 through June 2026.

Visionary Circle **(\$500,000 and above)**

Municipality of North Perth

Bethany & Sheldon Dinsmore
Remo Schlumpf
Ene Underwood
Anonymous donor

Supporter Circle **(\$10,000 - \$49,999)**

Listowel Kinsmen
John and Susan Underwood

Community Circle **(\$1 - \$999)**

82 supporters
gave a combined \$12,603.49

Friend Circle (\$1,000 - \$9,999)

Benshaw Applied Motor Controls
Innersee Initiatives
Kempston Werth Realty
MicroAge Basics
Ravelle Auto Group
Wallenstein Feed & Supply Ltd.
Ward & Uptigrove

Additional Recognized Donors

Larry Cerson & Marie Gear



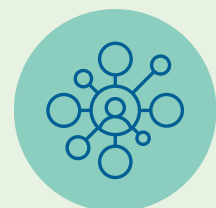
\$573,465

Funds Raised This Year



97

Total Supporters



5

Regions Reached



An Overview Supports & Services



This year, we supported **61 unique individuals** across our programs:



Summer Supports
7 People Supported



Supported Independent Living
23 People Supported



Supported Group Living
8 People Supported



Passport Program
57 People Supported



Intensive Support Program
2 People Supported



Community Participation Hub
7 People Supported

What People Told Us

"I love going to different restaurants with my staff."

"CLNP treats everyone very nicely."

"I'm really happy with my apartment."

"CLNP is fantastic!"



Supported Group Living Program (SGL)

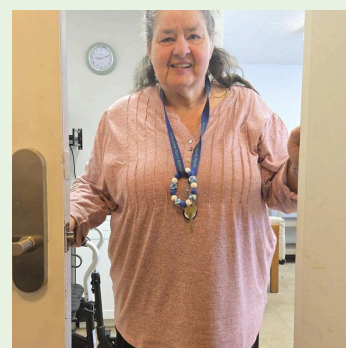
Supported Group Living provides person-centred support in shared residential homes where individuals can enjoy the benefits of both independence and community. Each home is designed to offer a safe, welcoming, and inclusive environment where people can build meaningful relationships and participate fully in daily life. Support is individualized based on each person's goals, interests, and needs. Individuals are assisted with daily living activities, health and wellness, skill development, employment and volunteer opportunities, and community participation. Our focus is on creating homes where people feel valued, supported, and empowered to live fulfilling lives.

Supported Independent Living Program

Supported Independent Living (SIL) helps people develop the skills, confidence, and independence needed to live successfully in their own homes and communities. Through person-directed planning and individualized supports, participants work toward goals that are meaningful to them while increasing their ability to manage daily life with less reliance on formal supports. Support may include assistance with household management, budgeting, personal well-being, community connections, employment, and other areas that contribute to a successful and independent life. The program emphasizes choice, self-determination, and community inclusion, helping individuals build the skills and relationships needed to thrive.

Purchased Services & Passport Management

Purchased Services provides flexible, individualized supports that can be accessed using Passport funding or personal funds. The program is designed to give individuals and families greater choice in how they access supports and achieve their goals. Services may include one-to-one supports, community participation, skill development, recreational opportunities, transportation, and specialized services tailored to individual needs. We also offer Passport Management services, providing administrative support for individuals and families who would like assistance managing Passport funding, submitting expenses, and navigating program requirements. Purchased Services creates opportunities for people to access supports that reflect their unique goals, schedules, and circumstances, helping them build independence, strengthen community connections, and participate in activities that matter most to them.





Intensive Support Program (IS)

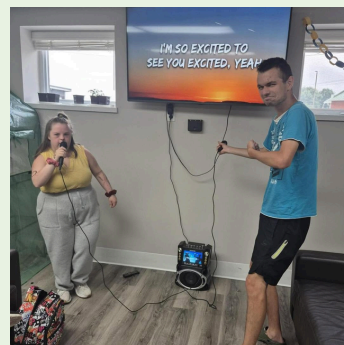
The Intensive Support Program provides highly individualized, around-the-clock support for people with complex needs who require significant assistance to live safely, participate in their community, and achieve their personal goals. Support is tailored to each person's strengths, preferences, and aspirations, recognizing that meaningful outcomes look different for everyone. Our team works alongside individuals to promote health and well-being, build life skills, strengthen relationships, and create opportunities for community inclusion. Through consistent and responsive support, individuals are empowered to make choices, develop greater independence where possible, and experience a strong sense of belonging in their homes and communities.

Community Participation (CP) Hub

The Community Participation Hub supports individuals to build meaningful connections and active roles within their communities. Through person-centred planning, participants pursue goals related to employment, volunteering, recreation, lifelong learning, and community involvement. The program focuses on developing skills, confidence, and relationships that increase independence and social inclusion. By connecting individuals with opportunities and resources in their local communities, the Hub helps people build fulfilling lives that reflect their interests, strengths, and aspirations.

Summer Support Program

The Summer Support Program provides youth and young adults with developmental disabilities the opportunity to enjoy a meaningful, engaging, and personalized summer experience. Working closely with participants and their families, supports are designed around individual interests, goals, and future aspirations. Activities may include employment exploration, skill development, recreation, community participation, social opportunities, and preparation for adulthood. The program also serves as an important bridge for youth who will transition into adult developmental services in the coming years, allowing them to build relationships, explore supports, and gain confidence in navigating their communities. Funded through community fundraising and grant support, the program helps young people develop skills, connections, and experiences that contribute to greater independence, inclusion, and long-term success.





With Respects In Memoriam

NANCY WADE 1965-2025



Nancy Wade was a valued member of the Community Living North Perth family for more than three decades, receiving support since 1992 and spending many years in our Supported Group Living program. She was known for her infectious giggle, warm personality, and her love of animals, especially her beloved cat. As we remember Nancy following her passing on July 25, 2025, we celebrate the laughter, kindness, and lasting memories she shared with our community.

BETTY WAGNER 1943-2026



Betty Wagner was a valued member of the Community Living North Perth community, receiving support through our Supported Independent Living program since 2020. She was known for her love of animals, the special bond she shared with her pets, and her enjoyment of thrift shopping and finding unique treasures. As we remember Betty, we celebrate the joy she found in life's simple pleasures and the meaningful connections she made with those around her.

Employee Appreciation



On October 15, 2025, Community Living North Perth hosted its annual Staff Appreciation event to recognize and celebrate the dedication and contributions of our employees.

The event featured a catered dinner followed by an Amazing Race-style team-building activity. Staff worked together to complete challenges at various community locations, with support from several local businesses, including Listowel Ford, Cailor Homes, Food Basics, and Liv Fit. Each participating business hosted an activity that teams completed to earn their next clue. The event fostered teamwork, collaboration, and community engagement. Congratulations to the Red Team, who emerged as the winning team.

A highlight of the evening was the recognition of employees celebrating significant years of service milestones. We were proud to acknowledge and thank the following staff members for their dedication, commitment, and invaluable contributions to Community Living North Perth and the people we support:



Paige Viol - 5 Years of Service



Bonnie Ford - 10 Years of Service



Sondra Scott - 30 Years of Service



Tracy Wareham - 35 Years of Service

Their collective 80 years of service reflect an extraordinary commitment to our organization, our mission, and the individuals we support. We extend our sincere appreciation for their ongoing dedication and the positive impact they continue to have within our community.



Training Advancements



Due to fiscal constraints, training expenditures have been reduced during this reporting period. Despite these limitations, Community Living North Perth has remained committed to supporting staff development and enhancing service quality through targeted training opportunities.

Members of the leadership team have completed a variety of professional development programs, including Certified Master Rotation Designer, Joint Health and Safety Training for Supervisors, Leadership Essentials Certificate, Dealing with Workplace Change, Supervision Skills: Managing Group and Employee Interactions, Donor Stewardship, Trauma-Informed Supervision, Project Management Fundamentals, Conscious Care and Support, Introduction to Anti-Black Racism, and Best Practices for Accessibility in Marketing.

In addition, leadership staff continue to participate in an ongoing in-house Leadership Development Program, which is delivered monthly and focuses on strengthening leadership competencies, organizational effectiveness, and employee engagement.

Direct Support Workers have participated in a range of training initiatives designed to enhance their skills and support best practices in service delivery, including Crisis Intervention Training (delivered in-house), First Aid and CPR Certification, Conscious Care and Support, Advanced Behavioural Training through Regional Support Associates (RSA), Dual Diagnosis for Direct Support Professionals, Fetal Alcohol Spectrum Disorder (FASD) Training, Emotional First Aid for Peers and Frontline Workers, Accessible Van Training

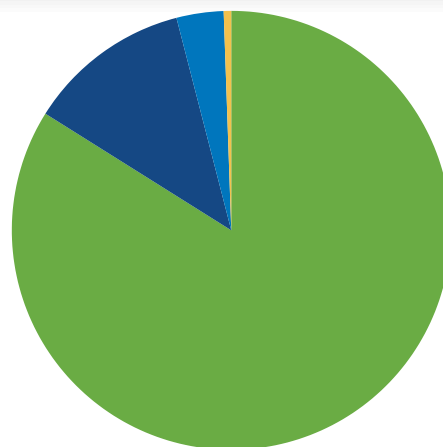
These training opportunities support the ongoing development of staff and contribute to the delivery of safe, person-centered, and high-quality services for the people we support.

Financial Highlights



Revenues: \$4,882,007

- Ministry Funding (MCCSS) **83.9%**
- Purchased Services **12.1%**
- Donations, Fundraising & Grants **3.5%**
- Other Revenue **0.6%**

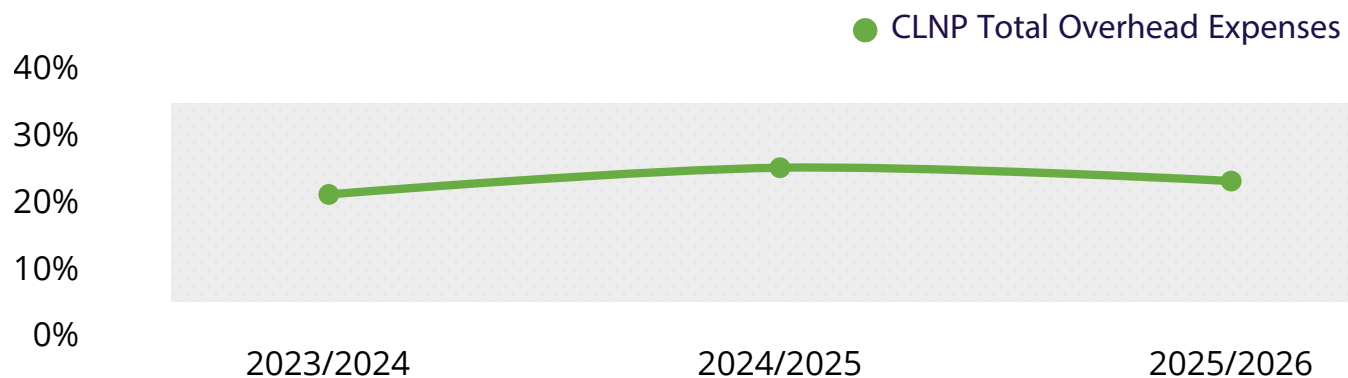


Expenses: \$5,253,050



Overhead Expenses

Charity Intelligence Canada considers 5%–35% to be the reasonable range for overhead spending, with ratios above 35% potentially indicating inefficiencies (Charity Intelligence Canada). As shown below, CLNP remains comfortably within this recommended range, demonstrating a balanced investment in administration and fundraising while maximizing resources directed to strategic priorities.





“

I'm very grateful for everything that CLNP does – they are always helpful when I need them.

**MAKING A
MEANINGFUL
DIFFERENCE.
CREATING ENDLESS
OPPORTUNITIES IN
OUR COMMUNITY.**



COMMUNITY LIVING
North Perth



Since 1958

INSPIRING POSSIBILITIES