

# changes ahead

annual report 2021-2022



[cl-grimsbylincoln.ca](http://cl-grimsbylincoln.ca)

**COMMUNITY LIVING**  
Grimsby, Lincoln and West Lincoln  
*Inspiring Possibilities*

# annual report 2021-2022

## executive director



Cathy Turner

In 2021/22, our organization saw a change in leadership. I'm excited to be joining Community Living Grimsby, Lincoln and West Lincoln, taking over the reins from the ever-valued and capable France Vaillancourt.

One of my first experiences when I joined was to announce the organization

had successfully been honoured with a FOCUS Accreditation. This was no simple task. Through a vast committee, led by staff and individuals supported, the organization's policies and practices were scrutinized against FOCUS' core and sector-specific domains. I'm happy to report we passed with excellent scores.

### Changes Ahead

There are a number of exciting changes underway in our organization.

In the spring, we launched a strategic

planning exercise to create a roadmap for the next three years. The new plan, which launches this fall, is based upon input from people supported, families, staff and community stakeholders.

A renewed Foundation Board has been struck, and fundraising activities will help to support growth and development within the agency.

Given the concerns with staffing shortages, we're pleased that our efforts to implement a recruitment, retention and recognition program have seen some great gains, reducing the numbers of open rotations by nearly 50% since December 2021. A lot of work and focus has been put into this effort, which touches on many of the leadership positions within the agency.

With pride, and the support of a strong Board of Directors, I have stepped into the shoes of a strong leader. I'm honoured to guide and participate in the future of this agency alongside its hearty, devoted team.

## board of directors 2021-2022

**Lilia Masternak**

President

**Thomas Ayers**

Vice-President

**Sharon Yan**

Treasurer

**Christine Hahn**

Secretary

**Cathy Turner**

Executive Director

**Robert Josefchak**

**Rajesh Ravisankar**

**Sarah Hodgson**

**Donna de Jong**

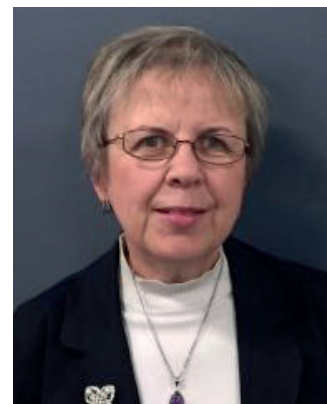
**Heather Allan**

**Nancy Raimondo**

Directors

## president's message

The last year has seen a number of changes, including a change in leadership. In the summer of 2021, France Vaillancourt left the organization. We are grateful for her hard work in steering the association through the many COVID restrictions, lockdowns and regulations.



Thanks to Ron Laroche, who stepped in as acting executive director, for his direction and support while we searched for a new executive director.

In December 2021, we welcomed Cathy Turner into this role. Cathy's previous experience as Director of Administration for the Department of Surgery at McMaster University gives her a solid background in the healthcare industry.

With an easing in COVID restrictions, we've been excited to see our day programs reopening on a smaller scale. Our support staff continues to look for new and creative ways to increase the programs and services offered.

In terms of capital projects, we appreciate the funding from the Ministry of Children, Community and Social Services in completing much-needed renovations to many of our residential facilities. This includes work underway at 41 Livingston to accommodate up to five new placements.

Finally, I'm happy to welcome six new board members. We are looking forward to the contributions of their experiences and insights to create a new and energetic Board of Directors.

## stay in touch



@CLGrimsby



@clgrimsbylincoln



**Community Living  
- Grimsby, Lincoln  
and West Lincoln**

## our journey



### COVID update

While it's been a tough few years living through this global pandemic, we continue to be impressed with the flexibility, patience and kindness shown by the individuals we support, their families and our staff.

Despite the numerous restrictions through 2021/22, our organization did an incredible job pivoting to implement alternative programming, budgeting and doing what was needed to support our community. A new service delivery option that came out of COVID was using Zoom to provide virtual programming. We continue to offer hybrid options (Zoom and in-person) to allow a broader reach for our programs.

While our staff has gone above and beyond in providing quality care, it hasn't been easy. Like most sectors, we're experiencing higher than normal staffing shortages. This has not only put a burden on our scheduling but also a strain on our budget as we hire third-party agencies to maintain full staffing levels.

We are hopeful to plan for a transformed reopening of day and respite programs, and to a certain extent, transportation.





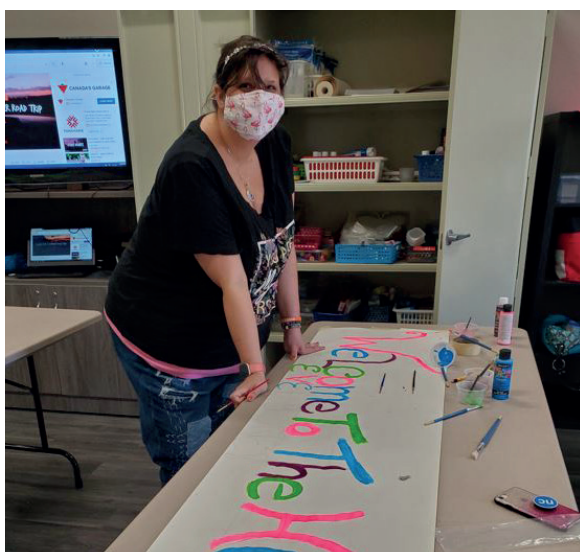
## giving thanks

There are so many people and organizations we'd like to thank for helping us throughout the pandemic.

A special thanks to our staff who remained committed to ensuring individuals virtually connected with friends and loved ones during the lockdowns and restrictions.

We also extend our gratitude to Niagara Region Public Health for their guidance and support with the promotion and implementation of public health reporting requirements. The majority of the individuals we support and our staff are now vaccinated and healthy.

Finally, we're grateful that the reduction in restrictions has meant more family and community connections for individuals. We love seeing the big smiles as friends and families are able to gather in person and enjoy community events.



## staff stories

We are grateful for the amazing individuals who have chosen to work at CLGLWL as they are committed to making a difference in the lives of others. We love these stories from four of our staff members, two new hires and two long-term employees, and wanted to share them with you. Thank you to all of our staff who show up every day with a smile on their face and a passion for helping others.

### Making a difference in the lives of others

When **Cori VanDerScheer** is asked what she looks forward to the most when she comes to work, she says it's the smiles on the young boys' faces when she walks in the door. After 33 years of working at CLGLWL, she also enjoys hearing the excitement from her team members when a child accomplishes a life skill they had been working on or reaches a personal goal.

"I look forward to the everyday routines that keep the home functioning, as well as conquering any obstacle or bump in the road," explains Cori.

She goes on to share a story she holds dear that reminds her of why she chose this career.

"I once met a family whose son was having difficulty transitioning - at school, in his community, as well as at our respite program. The family and I worked together, trying different strategies and approaches.

After about a week of daily interactions with the young man - we were finally able to go to the local library. This was a huge milestone, one that he repeated daily!

Years later, I ran into his parents when I was volunteering at a local event. They came over to say hi and told me that they still talk about how I supported their son. The best part is that he's now a teacher in Japan!

Seeing this child overcome his challenges and go on to have a successful career brings me so much joy, and that is why I continue to get excited about coming to work.



We're one big family that continuously cares and looks out for each other.

Maanvi Sharma  
Employee

”



## Valuing the team approach

When **Maanvi Sharma** was searching for a job earlier this year, she was drawn to CLGLWL because she wanted to work for an organization that serves an important role in the community and pushes for positive change. She was deeply moved by reading the purpose, value and impact the organization has had on a number of families.

What she didn't expect was the sense of family and care that many staff feel, regardless of their position.

“At CLGLWL, you're seen as an equal to those around you and not just another face or number,” Maanvi explains. “We're one big family that continuously cares and looks out for each other.”

Due to the strong sense of belonging, she said it often feels like you're working with your family/friends rather than your co-workers. She also appreciates the positive work environment where you're taught how to learn from your mistakes versus being criticized for them.

“I just love what I do at this organization and the people I work with,” says Maanvi. “I also greatly appreciate the resources and structure that sets all employees up for success. This includes strong communication within the team, regular and positive feedback, opportunities for personal growth as well as teamwork.”

**We welcome Maanvi Sharma to the CLGLWL team!**

## Appreciating a diverse and inclusive environment

When **Dakota Jasutis** was job hunting, she was looking for a position that would be fulfilling and enriching to her life. She found the perfect fit when she joined CAREER Connect.

“It was the ideal position for me as I would be helping people find careers that were also enriching and fulfilling to their own lives,” explains Dakota. “I’d always heard great things about Community Living organizations from my classmates, so I was excited to join CLGLWL fresh out of university.”

One of the things Dakota admires at CLGLWL is the creation of an Equity, Diversity and Inclusivity Committee. She sees this committee as evidence the organization is following its commitment to creating an inclusive and diverse working and living environment for all employees, partners and individuals.

“In my short time with the organization, I’ve appreciated working with people from diverse backgrounds,” says Dakota. “All the employees, partners and individuals have been so welcoming and

accepting. Everyone is eager to get to know each other and work together.”

“Working at CLGLWL feels like you’re accomplishing something every day, which is so important to me. If you can feel like you’ve succeeded and accomplished your goal, then you know you’re doing something right.”



In my short time with the organization, I’ve appreciated working with people from diverse backgrounds.

Dakota Jasutis  
Employee

”





I always looked forward to visiting the group home after school and on weekends to play board games, watch movies, go bowling or just hang out.

Tracey Lavigne  
Employee

”

## Family connections and shared passion

While 37 years may seem like a long time to be working supporting people with developmental disabilities, for **Tracey Lavigne**, her connection to Community Living organizations goes back even further.

From a young child she was involved with a group home that her mother supervised during her 40+ years of working with a Community Living organization.

“I always looked forward to visiting the group home after school and on weekends to play board games, watch movies, go bowling or just hang out,” says Tracey. “I

learned so much from them. At a young age, I knew this is what I wanted to do for the rest of my life.”

Her mother encouraged her to go to college and get her diploma. But a placement at the Darcy Institute in Cobourg made her rethink her career path.

“It was my first institutional experience, and I was petrified,” recalls Tracey. “I couldn’t believe what I was seeing as I’d only known group home living. I left, never wanting to go back.”

When she went home and told her mother that she couldn’t return, her mother gave her

wise advice.

“She told me I can do anything I set my mind to,” said Tracey.

“She reminded me I could make a difference for those people and their lives and encouraged me to not give up, but fight for change. She said they deserve a chance, like everyone else, and need more people supporting them.”

Those words were pivotal to Tracey and have stuck with her during her many years in the field.

Thanks to this advice, she continues to support individuals and comes to work every day excited about enhancing the lives of others.

## our career connect



**CAREER Connect works with businesses in the Niagara Region to create partnerships and secure employment opportunities for over 50 job seekers. The following is the experience of one job seeker who found success with the program.**

Carl reached out to CAREER Connect in early 2022 as he was eager to work and hoping to find his dream job in food and beverage services. Team lead, Lauren Belcastro, made a connection with Brodie, Director of Food and Beverage at the Meridian Centre in St. Catharines. Lauren and Brodie discussed the services and successes of CAREER Connect, as well as any available job openings that would meet Carl's employment goals.

This led to a job interview for Carl. After the

interview, Carl was offered a contract position assisting with food preparation and washing dishes. The CAREER Connect team supported Carl during his training period to ensure he developed the skills and confidence needed to maintain his position.

Carl is doing amazing at work and has become an asset to his team. So much so that the Meridian Centre recently extended his contract, based on his positive work ethic, and contribution to his team. Brodie believes "he is a good fit for us as he comes to work with the right attitude and is a good fit for the team."

Carl's advice for other job seekers is to "find a job that you know for a fact you will love going there day after day. Don't be nervous, just try your best."

When asked what he likes most about this job, Carl said "This is my dream job. The location, my co-workers, and the management are great."

CAREER Connect continually strives for employment successes for all job seekers and to promote inclusivity and diverse work environments.



MAKE THE CONNECTION TODAY.

# roommates & friends

## Supported Independent Living Transitions Program

**Ken and Chris** have been roommates for 6 years, living together at two different locations in Grimsby. They became roommates in November 2016 when a supervisor had a vision of them living together to learn life skills.

The two share a love of sports. Chris enjoys playing soccer, 10-pin bowling, and does track and field while Ken bowls, swims and curls. Together, they play bocce, lawn darts, ladder toss and Jenga in their backyard. When the weather is too cold or wet, they move inside to play board games and cards.

When asked what's important for two people living together, they said getting along and liking each other.

"Ken is the best roommate," said Chris. "He's very kind, generous and joyful."

To which Ken responded, "thanks Chris, you're a good liar."

Staff are impressed with how the two look out for each other. One example is if the path is slippery, they will ensure each other doesn't fall.

Another key to their successful friendship is they have things they enjoy doing on their own, giving them their independence.

When Ken's not home, Chris plays video games and watches movies in his room. When Chris has the place to himself, he loves watching sports.

Over the years, the two men have volunteered at the Humane Society, socializing the cats. While Ken is a cat person, Chris admits he prefers dogs.

Another thing they have in common is their relationships with their brothers. Chris said his brothers Craig and Simon are great guys who come to visit. Ken likes spending time with his brother Allan who takes him out to lunch at Swiss

Chalet and other places.

Thanks to the life skills these men have developed over the years, they've gone from 12 hours of support to 8 hours daily. They feel this is a great success and literally pat themselves on the back, taking pride in their accomplishments!



**thank you, donors**



**With your help, we  
will continue to  
support individuals**

The Benevity Community  
Impact Fund

CPFM Holdings

Frank Coholan Memorial  
Donation

Canada Helps

United Way of Niagara

Margaret Puppa

Lenora Watson

Barbara Mihowich

United Way of East Ontario

James and Yolanda Deboer

Paul Davidson

Ever Hopeful Fund

Marilyn and Bryon Brown

Shirley and Grant Martin

Catharina Vreeken

Brian and Karen Snell

Kathy Salata

Sigrid Smith

Cory Urquhart

Lenora Watson

Thomas and Patricia Barnes

Michael Robertson

Myra McRae

Virginia Gibson

Charles Hopkins

Paul and Gary Holden

Martha and Joel Johnson

Dianne and Rodger Coons

Jospehine Valeriano

Anne O'Toole

John and Barbara McMullen

Allan and Mary Smith

Roger Saldat

Linda Gibson

Rotary Club of Grimsby





## employee service awards 2022



### Five Years:

Elisabeth Thomas  
Morgan Hughes

### Fifteen Years:

James Woodham

### Thirty Years:

Lise Danch

### Ten Years:

Candace Anderson  
Lauren Belcastro  
Christina Dainard  
Michelle Manning

### Twenty Years:

Lisa Deroche  
Rob Jancsi  
Renee Kubik

### Thirty-Five Years:

Tracey Lavigne  
Kim Lymburner



# equity, diversity and inclusivity



*This spring, our organization created an Equity, Diversity and Inclusivity (EDI) Committee that will host events for staff, individuals we support, families and our community. As part of our enhanced commitment to EDI, we are highlighting the personal journey of one of our staff members, told in their words. We thank Brian for sharing his experiences in hopes of helping others.*



My journey  
was not as  
easy

## Brian's Story

I would like to share my story about my life and growing up being different from others.

My journey was not as easy.

In Grade 1, I attended three different Catholic schools. That year, my grandfather died suddenly at age 52.

Looking back, I believe the school changes and the passing of my grandfather had a huge impact on me and our family. I also felt different from other children, but didn't know why. Children also notice those differences.

I didn't like doing the traditional things other boys enjoyed. I wanted

to play with the girls but was continuously told, "boys don't do that."

Being told you can't do the things you like changes you. Children can be cruel and learn from others' negative behaviours. My physical education teacher tried to get me to play indoor sports and turned a blind eye to other boys being aggressive towards me.

I did participate in all the other parts of gym classes as I loved gymnastics, floor exercises, etc. This of course, would lead to being bullied. I was called a fag, sissy and queer. I didn't know what those words meant but each time they were said, they cut deep wounds



and eventually reached my soul. Recess was hell for me.

In Grade 8, I figured out why I felt so different from others, and I was devastated. I am that fag, sissy, and queer, and what do I do now? Since I was bullied so much from Grades 2 to 8, my grades were not the best. My school years were focused on survival and not the educational aspect. I ended up going to a different high school than most of my classmates. I felt excited for that change. Perhaps it will be better.

Looking back as an adult, I know that we all experience defining moments in our lives. Some of those moments can be positive or negative, and some can shape us for the rest of our lives.

When I was 29, I experienced a positive defining moment when I volunteered with the St. Catharine's Association for Community Living. Not only was I named volunteer of the year, but it also inspired me to go back to school to become a DSW (developmental services worker).

My next defining moment was when I began my coming out process at age 37. I had a surprise

party at work and came out. This was a huge milestone for me.

Fast forward to 2014, and I met my husband Mark over coffee at Tim Hortons. I was 15 minutes late. I'm never late! I knew that I would see him again, and it would be for a long time. They say, "Good things come to those who wait." At 54, it happened.

Just because we have a right to marry, it does not mean we are out of harm's way. We all know the world we live in.

As I attended Pride in Montebello Park, I looked back on my journey. I know that little boy that was lost a long time ago would have tapped into the resources available today. It would have made my process a lot easier.

I'm a strong believer in fate and wouldn't change a thing in my life.

I am right where I need to be. Working through this pandemic, being happily married, surrounded by people I chose to be with, slowly getting back to life as we all knew it before COVID, and sharing my story with you.



## agency funding

overall  
increase



+5.24 %

2021-2022 - \$13,074,799

2020-2021 - \$12,424,321

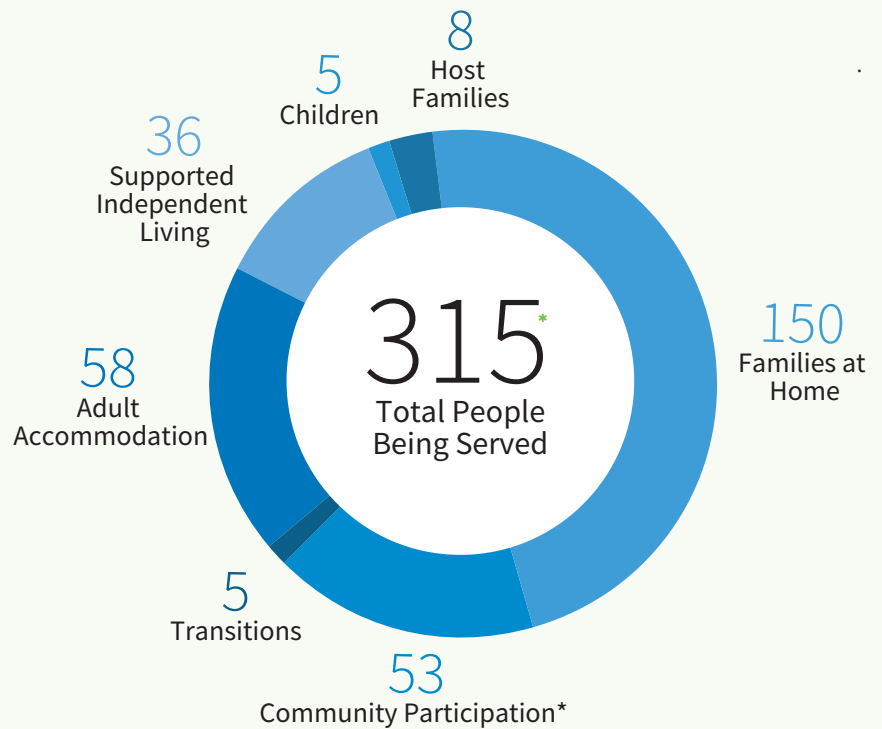
2019-2020 - \$11,900,263



## our impact

total people  
being served

*\* Lower than previous  
years due to COVID  
restrictions*





## statement of financial position

year ended March 31, 2022 (in Canadian dollars)

<b>Assets</b>	Program Funds \$	Capital Fund \$	2022 \$	2021 \$
Cash and cash equivalents	243,043	20,841	<b>263,884</b>	50,295
Accounts receivable	609,982	-	<b>609,982</b>	548,632
Prepaid expenses and deposits	50,046	-	<b>50,046</b>	47,011
HST recoverable	207,550	-	<b>207,550</b>	121,989
	1,110,621	20,841	<b>1,131,462</b>	767,927
Capital assets (Notes 3, 4)	-	5,582,652	<b>5,582,652</b>	5,720,135
	1,110,621	5,603,493	<b>6,714,114</b>	6,488,062

<b>Liabilities</b>	Program Funds \$	Capital Fund \$	2022 \$	2021 \$
Accounts payable and accrued liabilities	1,222,891	-	<b>1,222,891</b>	1,105,588
Deferred revenue	56,041	203,187	<b>259,228</b>	143,253
Government remittances payable	168,706	-	<b>168,706</b>	183,107
Current portion of mortgages payable (Note 5)	-	50,252	<b>50,252</b>	47,140
Current portion of long-term debt (Note 6)	-	921,794	<b>921,794</b>	942,693
	1,447,638	1,175,233	<b>2,622,871</b>	2,421,781
Long-term debt (Note 6)	-	264,582	<b>264,582</b>	314,334
Mortgages payable (Note 5)	-	192,108	<b>192,108</b>	241,663
Due to the Ministry of Children, Community and Social Services (Note 7)	-	2,192,101	<b>2,192,101</b>	2,192,101
	1,447,638	3,824,024	<b>5,271,662</b>	5,169,879
Contingency and commitments (Note 10)				

<b>Commitments Net Assets</b>	Program Funds \$	Capital Fund \$	2022 \$	2021 \$
Unrestricted	(490,842)	1,779,469	<b>1,288,627</b>	1,230,003
Internally restricted children's residential program reserve	153,825	-	<b>153,825</b>	88,180
	(337,017)	1,779,469	<b>1,442,452</b>	1,318,183
	1,110,621	5,603,493	<b>6,714,114</b>	6,488,062

## statement of operations

year ended March 31, 2022 (in Canadian dollars)

Revenue	Ministry Funded Programs	Non-Ministry Funded Programs	Capital Fund \$	2022 \$	2021 \$
Province of Ontario grants					
Ministry of Children, Community and Social Services (Note 11)	9,700,524	-	-	<b>9,700,524</b>	9,620,670
Third-party fee for service					
Children's Housing Program	-	728,902	-	<b>728,902</b>	403,191
Passport flow-through funding (Note 8)	-	612,718	-	<b>612,718</b>	583,125
United Way grants	15,410	5,424	-	<b>20,833</b>	19,037
Program revenues (Note 9)	1,376,969	329,932	3,000	<b>1,709,901</b>	1,461,406
Program revenues - internal transfers (Note 14)	(368,529)	146,178	222,351	-	-
Other grants, donations and membership fees	245,306	41,241	15,374	<b>301,921</b>	336,892
	<b>10,969,680</b>	<b>1,864,395</b>	<b>240,725</b>	<b>13,074,799</b>	<b>12,424,321</b>

Expenditures	Ministry Funded Programs	Non-Ministry Funded Programs	Capital Fund \$	2022 \$	2021 \$
Amortization	-	-	218,425	<b>218,425</b>	195,408
Homeshare and support fees	337,702	7,540	-	<b>345,242</b>	400,940
Insurance	121,335	4,800	-	<b>126,135</b>	116,724
Interest	43,739	7,177	-	<b>50,916</b>	51,959
Occupancy costs, repairs and maintenance	806,609	170,520	-	<b>977,129</b>	1,079,652
Program costs	572,679	71,378	-	<b>644,057</b>	561,325
Purchased services	1,544,945	894,129	-	<b>2,439,074</b>	1,372,306
Respite fees	189,059	-	-	<b>189,059</b>	191,170
Salaries and benefits	7,034,619	563,283	-	<b>7,597,902</b>	8,123,320
Staff training	23,500	4,351	-	<b>27,851</b>	27,021
Vehicle operation and travel	286,158	39,248	-	<b>325,405</b>	295,445
	<b>10,960,345</b>	<b>1,762,426</b>	<b>218,425</b>	<b>12,941,195</b>	<b>12,415,270</b>
Excess of revenue over expenses	9,335	101,969	22,300	<b>133,604</b>	9,051

## statement of changes in net assets

year ended March 31, 2022 (in Canadian dollars)

<b>Unrestricted Surplus</b>	Pogram Fund \$	Capital Fund \$	<b>2022 \$</b>	<b>2021 \$</b>
Net assets, beginning of year	(684,815)	2,002,998	<b>1,318,183</b>	1,309,132
Excess of revenue over expenditures	111,304	22,300	<b>133,604</b>	9,051
Transfer between funds	245,829	(245,829)	-	-
Amount to be repaid to the Ministry	(9,335)	-	<b>(9,335)</b>	-
<b>Net assets, end of year</b>	<b>(337,017)</b>	<b>1,779,469</b>	<b>1,442,452</b>	1,318,183

## statement of cash flow

year ended March 31, 2022 (in Canadian dollars)

<b>Cash Flow - Cash provided by (used for) the following activities</b>	<b>2022 \$</b>	<b>2021 \$</b>
Operating activities		
Excess of revenue over expenses	<b>133,604</b>	9,051
Amortization	<b>218,425</b>	195,408
	<b>352,029</b>	204,459
Changes in working capital accounts		
Accounts receivable	<b>(61,350)</b>	(316,967)
Prepaid expenses and deposits	<b>(3,035)</b>	28,981
HST recoverable	<b>(85,561)</b>	(42,622)
Accounts payable and accrued liabilities	<b>107,968</b>	625,208
Deferred revenue	<b>115,975</b>	(7,379)
Government remittances payable	<b>(14,401)</b>	29,264
	<b>411,625</b>	520,944
Financing activities		
Repayment of line of credit	-	395,000
Repayment of mortgages and long term debt	<b>(173,776)</b>	(150,633)
Advances of long term debt	<b>56,682</b>	-
	<b>(117,094)</b>	(545,633)
Investing		
Purchase of capital assets	<b>(80,942)</b>	-
Increase (decrease) in cash	<b>213,589</b>	(24,689)
Cash and cash equivalents, beginning of year	<b>50,295</b>	74,984
Cash and cash equivalents, end of year	<b>263,884</b>	50,295



## in memoriam

In loving memory of those gone too soon. We will cherish the memories we hold for individuals who have graced this world and the doors of our agency, and hold them deeply in our hearts. Our condolences to the families and caregivers of those we've lost. Today we honour our friends and loved ones. You shall never be forgotten.

**Shelly Besito**  
May 2021

**Douglas Nickerson**  
June 2021

**Douglas Pedersen**  
June 2021

**Michele Gibson**  
September 2021

**Elaine Prince**  
January 2022

**Barbara Truman**  
January 2022

191 South Service Road Grimsby 905-563-4115  
ON L3M 4H6

**cl-grimsbylincoln.ca**

**COMMUNITY LIVING**  
Grimsby, Lincoln and West Lincoln  
*Inspiring Possibilities*