



## Annual Report 2016/17

Helping Build Great Lives

# Our Vision

All persons live with dignity as citizens of their community, share in every element of living and have equal opportunity to participate.

# Our Mission

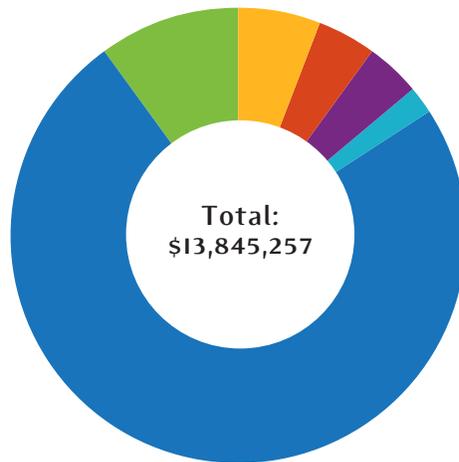
Educate the community so that it recognizes that some people need more support than others, but all have a way to contribute. All can participate at their own level or in their own way.

We promise to work with individuals with intellectual disabilities and their families throughout their lifetime so they can be free to:

- go to work
- practice their own individual religious beliefs
- vote
- volunteer
- donate
- make their own decisions
- have friends and people who care for them, and
- succeed in life!

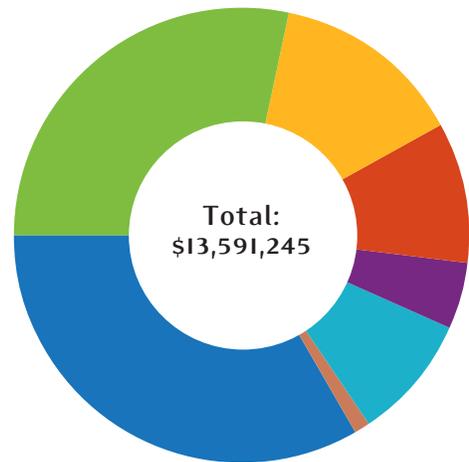
# Year at a Glance

## Where the Money Came From



● Provincial Government	74%
● City of Hamilton	10%
● Contract & Retail Sales	6%
● Lodging Fees	4%
● Program Fees	4%
● United Way and Other Revenues	2%

## The Money at Work



● Adult Accommodation	34%
● Community Participation	29%
● Respite	14%
● Administrative Services	10%
● Employment Supports	5%
● Pre-School	9%
● Leisure & Recreation	1%

## Quick Facts

**1,400** people served

**35** programs

**8** group living homes

**4** respite sites

**35** members of Drum Corps

**330** staff\*

**439,710** staff hours

**70** volunteers

\*includes Special Needs Resourcing staff added January 2017

For complete Financial Statements please visit the Community Living Hamilton website at [www.communitylivinghamilton.com](http://www.communitylivinghamilton.com)

# Shaping a Caring Community - A Joint Message



Randy Allen  
President



Sherry Parsley  
Executive Director

At Community Living Hamilton, we feel honoured to be a part of people’s lives and to do such rewarding work. To prompt a smile, plan an activity, encourage a friendship, coach a new skill, feel the relief of a caregiver... these are truly enriching moments. And we are grateful to the 1,400 people in and around Hamilton - and their families - for entrusting us to serve their needs. Together with incredibly capable local partners and agencies, we are helping build great lives in our community.

There’s no doubt that an intellectual disability is an enduring “forever” type of challenge... not only for the person with the disability, but also for family members who are typically the primary caregivers. Yet the way we look at it, everyone has a way to contribute. All can participate at their own level or in their own way. Some people need more support than others, which is why we’re here.

In 2016/17, we worked diligently on behalf of our clients to advance our 3-year strategy. We made good strides to become more available, to extend choices to clients and families, to improve service, to build competency and to nurture valued partnerships.

We were especially proud to launch our Special Needs Resourcing service in January after many months of preparation. This initiative brings us closer to more kids who need support. We have brought on stream a highly skilled and dedicated group of resource teachers and support facilitators who are working alongside childcare centre staff to deliver essential services.

We continue to work hard to ensure our properties create a sense of belonging while being safe, comfortable and welcoming to the individuals we support, their families and our community. Many projects were undertaken over the past year including a new furnace at Mohawk, new doors at Kensington and Charlton, new laminate flooring at Kensington, improved exterior lighting at Kentley and interior painting at Kensington, Appleford, Mohawk and Kentley. At 22 Leeming, we installed a new roof, created office space for our Special Needs Resourcing program, updated the exterior and painted interior spaces.

Last year, our Board of Directors established a vital Endowment Fund to ensure good financial stewardship and stability as we move forward on our mission. This year, it approved a plan to undertake a large-scale capital campaign for a transformational project: a new, larger centre of 23,000 square feet that will provide urgently needed capacity for short- and long-stay respite for all ages.

We are excited by the prospect of filling a yawning gap in respite services for the Greater Hamilton region. Too many people today are waitlisted. With greater capacity, we can ease the caregiving burden on local families, ensure that clients receive well-deserved care and support, and contribute to a richer, more diverse community where everyone is included and has a chance to realize their full potential.

Thank you to all the donors, volunteers and partner agencies who enable us to do good work. And most of all, thank you to our clients and families who allow us to share their lives.

# Achievements Make a Difference...

## Accountability Matters

Community Living Hamilton has adopted a three-year strategic plan (2015-2018) that touches on every facet of our organization. We are focused on developing:

**Client-centric programs** - extending respite services to be more flexibly *available* to families and expanding our service options to provide more *choices* for families

**Our organization** - continuously *improving* to better serve our clients and building an adaptive environment through training and development to achieve exceptional *competency*

**Community partnerships** - developing strategic alliances with service *partners* to ensure greater efficiency and effectiveness in service delivery

On this and the pages that follow, you will see some of the ways we made a difference in 2016/17 and how we are showing accountability in meeting our objectives.

### Being Available

A large part of our work at Community Living Hamilton focuses on services that ease the burden of caregiving. Respite care provides relief. It is a vital safety valve for the demands and challenges of caring full time for a person with a disability.

We offer day and night respite services for children and adults at several locations. There, they and their families find highly skilled, caring staff. More than that, they find peace, security, comfort and safety.

Our Children's Day Respite program, launched in 2015, continued to fill this need in the past year. Every weekend, at our Leeming Street location, children arrive for a fun-filled day of games, music, baking, and arts and crafts. We have recently introduced a welcomed community component to our day respite. Children can now participate in community-based activities such as visits to local playgrounds and parks, recreation centres and libraries, and exciting festivals and events.

Our Children's Overnight Respite program, held at our Charlton House location, gives children a safe and fun-filled weekend away from home. The children play an active role in determining the activities that will be fun for them. For example, in the past year, they watched a Hamilton Tiger-Cats football game, went to the Westfield Heritage Village Ice Cream Festival, attended Disney on Ice, and took trips to the newly opened Flying Squirrel trampoline park.

We continue to shape our Children's Respite programs in response to the community's urgent needs. In 2016, we helped fill a gap for adolescent boys and girls with a brand new summer day camp program. It featured outings to appealing local destinations such as Little Rays Reptile Zoo, Puddicombe Farms, Bronte Creek Conservation Area and the Hamilton Harbourfront. Our day campers also enjoyed playing Mini Putt, spending the day at the pool and taking rides on a train, trolley and boat.

As important as the fun were the new friendships that were made, and we are excited to make this program available again for the 2017 summer. It is being expanded to include an additional week geared to children of all ages. Caregivers have welcomed this summer day camp, and registrations show strong uptake of the program.

## Choices

Our clients and their families need and deserve choices. That's why we offer a wide range of fee-for-service programs, to suit individual interests, needs and schedules.

Many of our clients have access to funding through the Ontario Ministry of Community and Social Services *Passport* program for adults and the *Special Services at Home* (SSAH) program for children. This provincial funding supports individuals in recreational activities, skills development, and access to arts and cultural activities that help enrich their lives, in ways that they choose. By choosing Community Living Hamilton, they and their families know they will get qualified staff, top-notch programming, safety and security, and peace of mind.

Two of our most subscribed programs are *In the Know* and *On the Go*. Our aim in offering these client-directed activities is to support individuals in achieving their goals and to empower them to safely participate in community-based activities.

Our staff is there for support, but the participants set the agenda for *In the Know*, selecting the activities they wish to pursue. On offer are various social groups, craft classes and cooking classes. Activities take place four nights a week and on Saturdays during these 11-week sessions.

Through our *On the Go* program, outings are planned to places of interest in the Golden Horseshoe area, based on the group's preferences. In the past year, participants went to Niagara Falls, African Lion Safari, water parks, boat cruises, magic shows, sporting events, concerts and theatrical productions.

Since 2015, our fee-for-service offerings have also included respite options for children with special needs. Families use SSAH and/or Children's Out of Home Respite funding to access our weekend day respite and Summer Camp offerings. Both options are facilitated by highly trained staff and include outings and on-site activities to keep participants active and stimulated.



# Meet Logan

To say Logan, 17, is a keen participant is an understatement. He was one of the first adolescents to sign up for Community Living Hamilton's new summer camp program held in August 2016. Given his mobility issues, his mother wanted him to gain a summer camp experience among children his own age in an accessible environment. On the first day of camp, Logan arrived at our Leeming Street building, smiling and excited to meet the other children. He sat patiently at the front entrance and greeted each new camper, eagerly introducing himself. From that day forward, his warm greeting became a morning routine for everyone.

Logan enthusiastically participated in a jam-packed week of outings and events. He rode on a train at Puddicombe Farms, and took a trolley and boat cruise at the Hamilton Harbour. He joined his peers in a game of Mini Putt and a day of swimming and picnicking at Bronte Creek Conservation Authority. His favorite story about camp is how the staff at Little Rays Reptile Zoo wanted him to pet their "cat." Logan laughed hysterically and refused the offer. The pet cat was actually a live skunk...good call, Logan! As the week of camp came to an end, Logan and his new friends made tie-dyed t-shirts, which they took home to remember their time together.

What has day camp meant to Logan? It was such a positive experience that he has since joined the Children's Day Respite program and was excited to be with friends he made during the summer. Logan later visited and decided to stay overnight at our Charlton location. He has adapted quickly and always arrives with a smile, excited to chat with children and staff. And, not surprisingly, his calendar is already blocked off for our 2017 summer camp!



## Improving

More than 200 people with intellectual disabilities take part in Community Living Hamilton's recreational day programs that promote community participation. Held at arenas, libraries and centres throughout Hamilton and the surrounding region, these activities include neighbourhood walks, community events, weekly adult colouring circles, book clubs, noon-hour concerts, movie screenings and more. We are continuously seeking ways to improve these activities and make them fulfilling and meaningful for all participants.

This year, as part of our mission to build great lives, clients at each site created bucket lists of things to achieve together. Many expressed the desire to "pay it forward" and to thank others. As a result, staff facilitated unique charitable opportunities such as Inch Park's second annual SPCA cupcake fundraiser, which was expanded to include an onsite sale during a hockey tournament. In addition, clients from every site visited the animals at the SPCA, and many brought along treats. Our Rosedale site worked all season with the Victory Garden project helping harvest tasty vegetables. Many sites took part in local cleanups and earth day projects. Blankets and hats were knitted for local shelters. And to celebrate and thank a wonderful woman who swims each week, clients at Huntington created a beautiful vase for her 80th birthday.

We started a new tradition with an End of Summer Picnic. Participants and staff gathered for a relaxing day at F.H. Sherman Recreation and Learning Centre, also known as "Dofasco Park", to reunite with friends, play some games, and get creative with an art project. Hugs and smiles led to new friendships and more new learning experiences. Cooking lessons, tours of fire stations, specialty crafts, water safety classes and karaoke challenges were just a few of this year's activities. Many new ones included a focus on health and fitness, such as healthy food choices, active living choices and sit-to-be-fit classes.

With all these new and improved activities, we sought feedback from our clients through a survey to ensure continuous improvement in our programming.

## Competency

At Community Living Hamilton, we recognize that a team of highly capable, deeply engaged, well-equipped, caring and professional staff is essential to our mission. This is why we invest in our people and technologies to support their work.

This year's fourth annual staff development training featured a renewed emphasis on quality and the launch of the new client database, ShareVision. This new online resource has made collecting, updating and accessing key information about the people we support easier than ever. To support the launch, we undertook a comprehensive training program and ensured the right tools are in place for improved and convenient service, including new laptops and tablets.

## Seal of Approval: FOCUS Accreditation

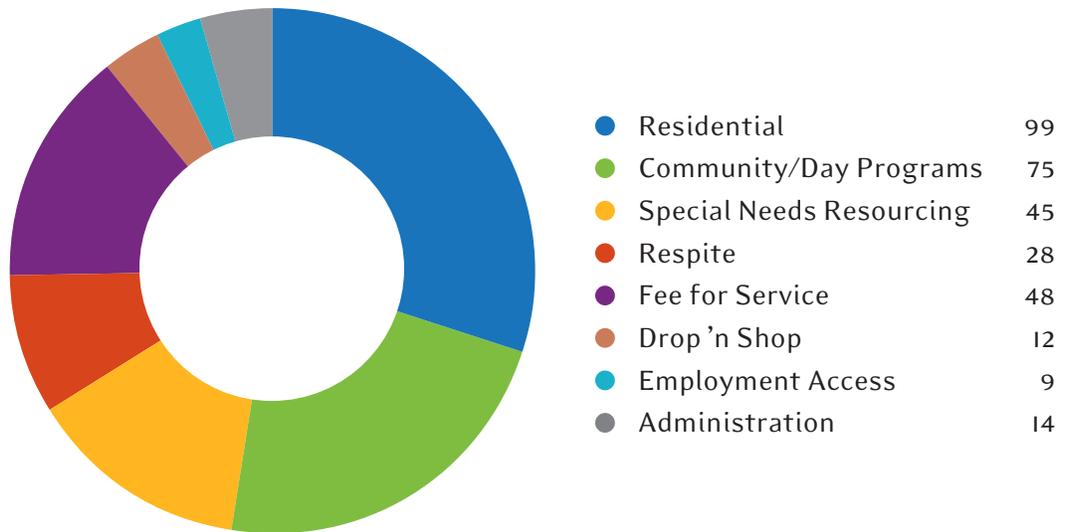
FOCUS recognizes organizations that provide community-based human services for their results, organizational excellence and community development. Community Living Hamilton is proud to have earned this accreditation for 2013-2017 and we look forward to extending this performance. A third-party onsite validation will ensure that we are continuing to meet quality service standards.

We regard accreditation as a process of continuous improvement.

It encourages us to promote professional development, build teamwork, identify gaps in service and ways to improve, become more efficient and effective, and nurture a culture of quality and safety.



## Staffing by Area



## Partnerships

January 3, 2017 was a milestone date for Community Living Hamilton. On that day, we launched our brand new Special Needs Resourcing service. We are thrilled to be providing service to kids across the Hamilton region through their local childcare sites... and pleased to be working with so many dedicated service providers.

To ensure a successful launch, we recruited and oriented a team of almost 40 Resource Teachers and Support Facilitators last fall. In November, we reached out to the community in four open houses that attracted nearly 70 people, where we shared information and answered questions.

We have quickly developed strong partnerships with some of the city's largest childcare providers including the YMCA of Hamilton/Burlington/Brant and Umbrella Family and Child Centres of Hamilton. Both Community Living Hamilton and childcare staff members are focused on working collaboratively to provide a high-quality, welcoming and inclusive childcare program.

With the City of Hamilton's expanded eligibility criteria, we are able to provide service in before- and after-school care programs. This has been extremely well received. For example, the family of a child who attends one such program at

Blessed Theresa of Calcutta recently expressed her gratitude that her daughter is once again able to benefit from Special Needs Resourcing after a three-year gap of ineligibility due to her age.

Hamilton's new Special Needs Resourcing model also includes the use of a standardized assessment tool to determine the amount, if any, and duration of enhanced classroom support for licensed childcare settings. Feedback has been positive. In one such case, Church of St. Peter's Children's Day Care Centre was recently assessed and qualified for enhanced classroom support. When Debbie Nunn, Supervisor, was notified that a Support Facilitator had been assigned to the site, she expressed how grateful she was for the support and how wonderful it is to see a fair system that everyone can access.

At Community Living Hamilton, we look forward to continued collaboration with our childcare partners and supporting many more families of children with special needs in the years to come.



# Board of Directors

**Randy Allen**

President

Retired entrepreneur/Insurance broker

**Judy Colantino**

First Vice-President

Vice-Chair, Down Syndrome Association of Hamilton

Chair, Hamilton Wentworth District School Board Special Education  
Advisory Committee (SEAC)

Parent of adult son with intellectual disability

**Katherine Scarth**

Second Vice-President

Retired Secondary Teacher and Consultant

Parent of adult child with disability

**Joe Obermeyer**

Treasurer

Plant Manager, Sun Chemical

Champion of inclusive employment

**Don Burroughs**

Secretary

Retired Associate Dean, School of Continuing Education, Mohawk College

Parent of young man with a disability

**Peter Jones**

Human Resources Specialist, ArcelorMittalDofasco

Volunteered as coach for the Special Olympics

**Sherry Parsley**

Executive Director

Community Living Hamilton

# Great Contributors

We couldn't have accomplished all that we did in 2016/17 without the dedicated service of our staff and volunteers. We congratulate the following people who have achieved milestone anniversaries.

## Staff

### 5 Years

Christa Harris  
Amanda Lohnes  
Jody Lyon Kelder  
Katelyn Murray  
Chris Proudfoot  
Caroline Scruby  
Clare Sweeney

### 10 Years

Sarah Barlow  
BJ Bomberry  
Sylvia Dion  
Cecilia Lim  
Laureta Martinez  
Lori Oxford  
Dee Peebles  
Michelle Ward-Kozack

### 15 Years

John Chorko  
Richard Lockhart  
Darlene Markiewicz  
Gloria Petitti  
Chester Rudzinski  
Tammy Sinclair  
Frances Tomasevic  
Adelina Tugay

### 20 Years

Michelle Clement  
Melissa Green  
Mary Lanosky  
Lorraine Owen  
Deanne Townson

### 25 Years

Cecile Cohen

### 30 Years

Terri Beattie  
James Beattie  
Tina Cheeseman  
Gail Dennis  
Kathy Matthews  
Jane Slater

### 35 Years

Marianne Biello  
Lola McGregor

### 40 Years

Mimma Musitano  
Steven Swan

## Volunteers

### 15 Years

Peter Jones

## Award Winners

### Terry King

*Helping Build Great Lives Award*

Presented to an individual who, through their work at Community Living Hamilton and within the community, builds community integration for the people we support, enhances Community Living Hamilton projects/initiatives, and builds community partnerships/participation.

### Charlton Program Team

*President's Award for Excellence and Continuous Improvement*

Presented to an individual or team that consistently demonstrates a commitment to continuous improvement to better meet the needs of our clients and their families.



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