

2013 / 2014
Annual Report

Remakerie
Templemead
Lawfield
Direct Funding
Learn and Grow
Employment Access
Kensington
Inclusion
Valley Park
ARC
Dragonfly Lodge
Family Home
Passport
Rosedale
Delancey
Kentley
Appleford
Special Services at Home
Cartier
Mountain
Huntington
Chedoke
Westdale
Unsworth
Central
Hester
Parkdale
Mohawk
York
Drop n Shop
HUB
Volunteers 191
East 34th
Great Lives
Charlton
Alternate Care
Leeming
Queenston
SIL



Accreditation

Accreditation – 1 year in....

Community Living Hamilton is very proud to report that we were accredited.

Following rigorous work and preparation, we have been awarded a 4-year Accreditation status with FOCUS Accreditation!

Validators from FOCUS were onsite November 19 – 21 2013 to view our programs, conduct interviews and review documentation. Over the 3 days, the Validators met with and interviewed:

- 11 staff,
- 13 clients,
- 9 families,
- 11 Managers, Senior Managers and Directors,
- the Board of Directors, and
- 11 partners
- The Executive Director

They also visited 4 of our Residential sites: Mountain, Cartier, Queenston and Mohawk; 3 day programs: Westdale, Valley Park and Unsworth; one child care centre where we provide service; and our retail location: Drop N Shop.

All of the information collected by the Validators during our on-site visit was compiled into a report and presented to the Accreditation Committee at FOCUS. This Committee then determined Community Living Hamilton's Accreditation status.

**Out of 201 standards, we achieved 197.
That is a 98% result!**

This means there were 4 standards for which we achieved a “partial” rating and received recommendations. A plan to address these recommendations was developed and submitted to FOCUS.

CLH is now officially in the continuous quality improvement loop and as part of our ongoing improvement as well as part of our accreditation requirements, we will be submitting an annual report to FOCUS outlining the quality improvements that CLH has been working on and has achieved during the year. Our next on-site validation will be in the Fall of 2017.

Community Living Hamilton would not have been able to achieve this incredible milestone were it not for the dedication and hard work of all of our employees. Countless hours went into this achievement. We are very proud to be sporting our Accreditation Logo on our website and everywhere else we can!



FOCUS - Accredited Organization
2013-2017



Message from the President and Executive Director

Our last year consisted of much work and many projects, but the underlying theme was about doing better, and listening more. It's a pleasure for us to give to you, in the form of this Annual Report, a summary of the work we did and the projects we accomplished. It's even more of a pleasure to be able to show you how we continue to do better for the people we serve, and how we are listening more to the people we serve.

We're very pleased to also take this opportunity to introduce "The Advisors" – our new advisory group; committee members are people who receive service from the organization. Their first significant piece of work was to develop a new Mission Statement. The Advisors looked at our old one and decided it wasn't what they wanted it to be. They developed a new, plain language version and presented it to our Board of Directors in the spring. Following some discussion and feedback, our Board of Directors approved a new Mission Statement for Community Living Hamilton – one developed by the people we serve. This is really something to be proud of.

We also formed a Quality Committee; front-line staff and management staff are working together to ask ourselves how we can do better. They began to answer that question by asking the people we serve. The committee launched a large-scale client satisfaction survey – you'll see some of the results here, in our Annual Report.

The key achievement of the organization this past year was a successful Accreditation award from Focus Accreditation. It was an important achievement in terms of scope and approach; all areas of Community Living Hamilton operations were critically examined, and the approach – staff-driven, self-directed work groups – allowed over 50 staff to directly participate.

Highlights from our Accreditation report from Focus include:

- "People using services and other stakeholders expressed great satisfaction with the quality of services being provided by CLH"
- "The information collected before and during the on-site validation process clearly demonstrated that Community Living Hamilton met or exceeded most of the standards established by Focus"
- "Community Living Hamilton provides services of the highest quality"
- "CLH is described as having, and demonstrated in many ways, that it is an organization committed to learning and continuous improvement"

We must take this opportunity to thank our staff. Without you we would not have been so successful with our Accreditation results; in fact, we received much positive feedback about our staff. We know you do great work and it's so nice to see it also recognized by others. Thank you.

As always, we are appreciative of the various funding bodies that support us to do our work; we thank the Ministry of Community and Social Services, the Ministry of Child and Youth Services, the City of Hamilton, Human Resources and Skills Development Canada, and the United Way of Burlington and Greater Hamilton.

Most significantly, we thank the people we serve. It's our honour to work with you, helping build great lives.

Randy Allen
President

Sherry Parsley
Executive Director

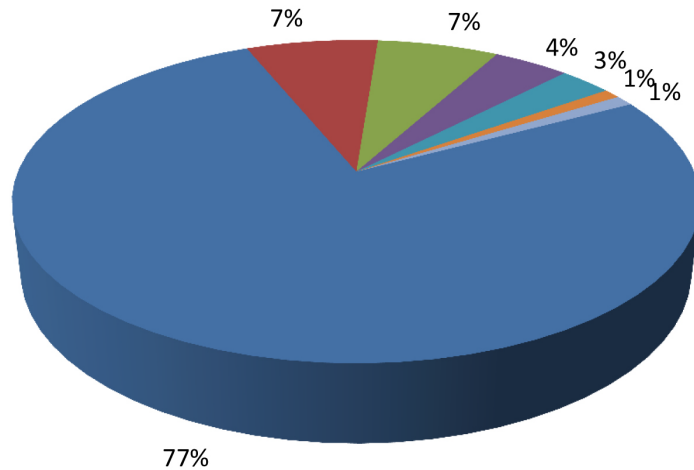




Financial Overview 2013-2014*

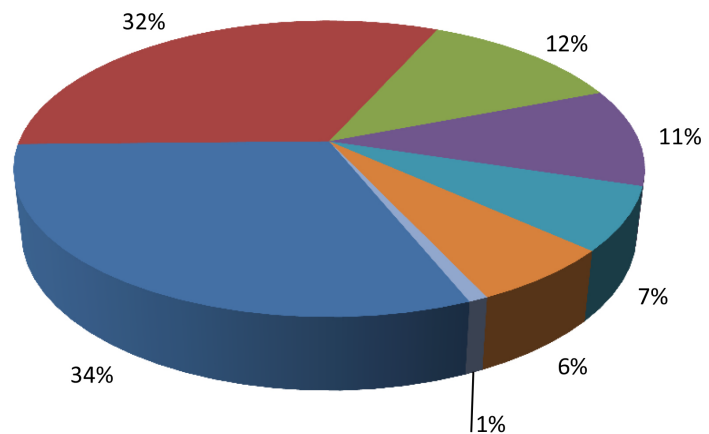
Where the Money Came From \$12,521,037

- Provincial Government
- City of Hamilton
- Contract & Retail Sales
- Lodging Fees
- Program Fees
- Government of Canada
- United Way and Other Revenues



The Money at Work \$12,628,669

- Adult Accommodation
- Community Participation
- Respite
- Administrative Services
- Employment Supports
- Pre-School
- Leisure & Recreation



*This includes Operating Fund and Capital Fund.
Financial statements available upon request.



Year in Review - Strategic Directions

Strategic Alliances - To explore and form strategic alliances both locally and provincially

Visit by Ministry of Community and Social Services [MCSS] Assistant Deputy Minister [ADM]

On February 7, 2014, ADM Karen Chan visited CLH to meet senior leaders and to tour Arc Industries. Ms Chan was particularly interested to learn about CLH's residential model as is delivered at our Queenston location.

Community Living Hamilton hosted June 2013 OASIS Board meeting

Community Living Hamilton presented at provincial OASIS conference in May 2013

Fran Doodeman, Senior Manager, Client Services was accepted as a presenter at the 2014 OASIS Conference. Her presentation, "Increasing Health Care Challenges – Exploring and Defining an Organization's Capacity to Meet the Health Care Needs of Clients" was well-received.

Executive Director has joined the United Way of Burlington and Greater Hamilton Campaign Cabinet.

Quality and Accountability - To be accountable by demonstrating effective and efficient use of resources to all stakeholders

Accreditation

CLH was awarded a 4-year accreditation status from Focus Accreditation. As stated by Focus, "the information collected before and during the on-site validation process clearly demonstrated that Community Living Hamilton met or exceeded most of the standards established by Focus" and that "Community Living Hamilton provides services of the highest quality".

The Advisors

CLH formed an advisory committee; members are people in receipt of service from the organization. "The Advisors" have determined their own Terms of Reference for the Committee and a first, significant piece of work was the development of a new, plain language, mission statement for the organization.

Quality Committee

A Quality Committee has been formed, with membership from front-line staff as well as management staff. The committee has undertaken a large-scale client satisfaction initiative. All clients who receive day

program service and/or residential service have been surveyed, with appropriate support made available during survey completion.

Website launch, including French Language features and Accessible supports

CLH launched a new, user-friendly website to promote the organization. The website is an improvement over our former site; it is user-friendly and compliant with applicable French-Language Service requirements and the Accessibility for Ontarians with Disabilities Act.

Client Services - To ensure that the needs and wellbeing of people are the cornerstones of what we do

Staff Development Sessions

Oct, 2013 - Jan. 2014 – 110 staff attended. Senior leaders hosted the sessions and reviewed topics such as inclusion, professionalism, and confidentiality, as well as direct service issues such as administering medication.

Management Team Leadership Development

Leadership Development sessions for the management team continued this year; presentations included: using data and information in decision-making, supervisory skills and professional development.

Innovation and Sustainability - To ensure sustainability through offering relevant and viable programs and services. To strengthen and broaden our financial base through innovative means

22 Leeming Street

22 Leeming Street was renovated to meet the needs of one of our day programs; further improvements are anticipated regarding accessibility and service delivery with the completion of outdoor work scheduled for 2015. Additionally, this program now operates out of an owned facility so no longer incurs rent costs.

Drop n Shop

A series of improvements, including a new staffing model, store re-design, and the arrival of a retail manager, have resulted in a 13.6% increase in sales in 2013/14, as well as a 60% smaller deficit in the second half of the year.





Human Resources

Staffing

Community Living Hamilton experienced several changes to our staff team of the previous year with the creation of two (2) new job classes within our Drop N' Shop location. These new classifications saw the hire of staff members with backgrounds specifically within retail settings while also welcoming several former clients into competitively paid positions within our staff team.

We were also very pleased to welcome several new members to our management team while striving to better align our management activities with our strategic directions.

Health & Safety

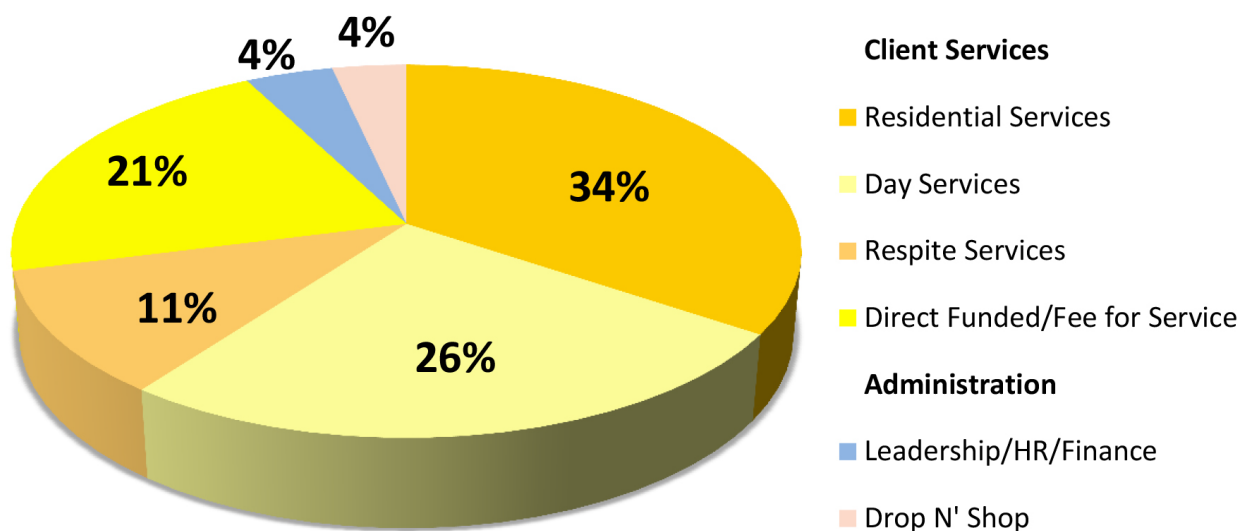
Over the last year we experienced several exciting initiatives in the area of health and safety. We have conducted two (2) very informative surveys of our staff on the important topic of workplace violence and we were also very pleased to return to the safety group program as offered by the WSIB.

Perhaps most importantly, several new members joined the Joint Health and Safety Committee, bringing a renewed enthusiasm to the group and kicking off a year of planning that will see the development of a new health and safety orientation, a review of all existing policies and efforts to engage all Health and Safety Representatives to facilitate a strong safety culture across all our locations.

Student Placements

Community Living Hamilton is seen as a leader in developing the next group of social service workers and continues to be in high demand as a placement provider for students in many local colleges. Over the last year, we provided placements for over 12 students, providing over 3500 hours of hands-on learning for students to enhance their in-class learning experience. We are very pleased that many of those students placed with our organization will go on to join our team as staff members.

Number of Staff by Division





Day Programs and Residential Services Satisfaction Survey - 2014

The Quality Improvement Committee, as part of our annual quality improvement plan, recently conducted two surveys. One survey was for clients who receive services and another for their families and/or significant others. All clients in residential

services and day programs were surveyed and given the opportunity to participate, as were all their families. 80 clients receiving day service and 19 clients receiving residential services participated as did 17 of their family members.

Day Programs and Residential Services Results

	Yes
I can get information when I need it	87%
I get help when I need it	95%
I have choices about the help I get	95%
I am happy with the role I have in my planning meetings	96%
I feel safe at my program/home	97%
I feel listened to and understood	97%
I know who I can talk to if I don't like something	96%
I have my own belongings and they are safe	93%
I am encouraged and helped to see my family	84%
I am encouraged and helped to see my friends	90%
I get to do what is important to me	94%

Family Member/Significant Other Results

	Yes
My family member gets information when they need it	76%
My family member receives help when they need it	75%
My family member has choices about the help they receive	59%
I am happy with the role my family member has in their planning meetings	73%
My family member is in a safe environment	94%
My family member feels listened to and understood	65%
My family member knows who they can talk to if they don't like something	71%
My family member has their own belongings and they are kept safe	84%
My family member receives the support and encouragement they need to maintain relationships with their family	79%
My family member receives the support and encouragement they need to make and maintain friendships	86%
My family member gets to do what is important to them	72%
I can get information from Community Living Hamilton when I need it	76%
I receive help from Community Living Hamilton when I need it	67%
I am happy with the role I have in my family member's planning meetings	82%
When I have concerns I feel listened to and the concerns are addressed in a timely manner	69%

We are encouraged to see so many favourable responses in the survey. This lets us know that we are doing good work. However we pay close attention to all responses to see where more improvement may be

made. In the coming months the Quality Improvement Committee will be doing further analysis of the results and making recommendations for addressing the areas of concern noted in the survey.



Board of Directors and Mission Statement

Board of Directors 2013/2014

President

Randy Allen

First Vice-President

Judy Colantino

Treasurer

Gina Robinson

Secretary

Don Burroughs

Directors

Peter Jones

Joseph Obermeyer

Dr. Adriano Persi

Katherine Scarth

Lindsay Scott

Vision Statement

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



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Mission Statement

Community Living Hamilton's goal is to 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.

Community Living Hamilton promises to work with individuals with intellectual disabilities and their families throughout their lifetime so that they can:

- Be free to:
 - go to work
 - go to church
 - vote
 - volunteer
 - donate
 - make their own decisions
 - have friends and people who care for them, and
 - succeed in life!

This is achieved through:

- helping people build skills
- providing a range of services
- having partnerships in the community
- speaking up for and with people with intellectual disabilities

Approved by the Board of Directors as submitted by The Advisors, May 20, 2014