

COMMUNITY LIVING
Hamilton

INTÉGRATION
COMMUNAUTAIRE
Hamilton



2015 / 2016
Annual Report





The Advisors

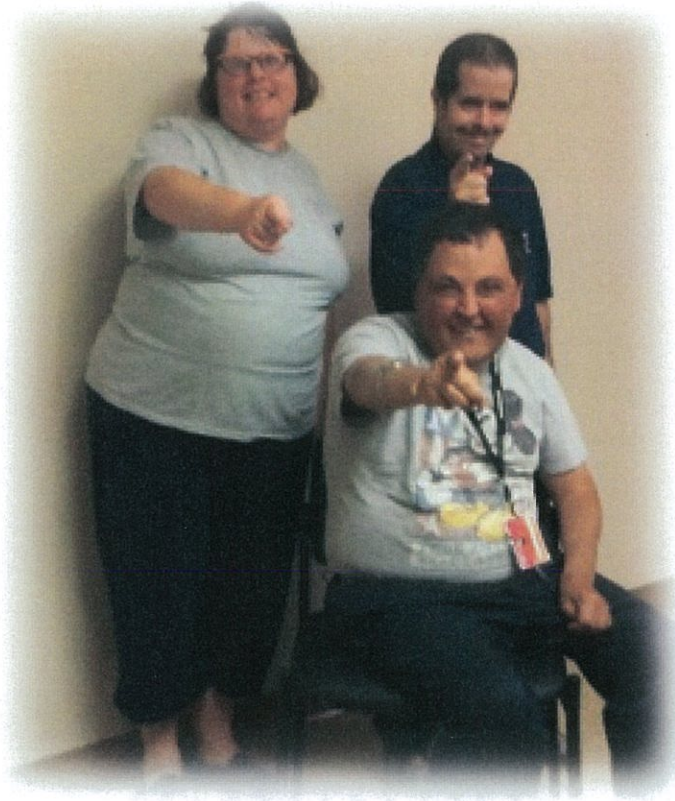
The Advisors are a group of Community Living Hamilton clients who advise and make recommendations to staff, senior management and the Board of Directors in order to promote the highest quality of care and supports for clients at Community Living Hamilton.

They meet regularly throughout the year.

The work they have done includes:

- rewriting Community Living Hamilton's Mission statement into plain language and presenting it to the Board of Directors for approval and adoption,
- giving Human Resource input for the questionnaire used for hiring employees,
- rewriting the Rights Statement for clients of Community Living Hamilton.

The members approach their work with sincerity and earnestness and we have come to rely on this group significantly. We look forward to receiving more recommendations as they delve into areas such as accessibility and complaints and feedback.



*Top L-R: Emily Adams and Mark Henderson
Front: D'Arcy Regan*



Message from the President of the Board of Directors and Executive Director

For many years, the arrival of autumn has been a reflective time for us at Community Living Hamilton. Hosting an Annual General Meeting and preparing Annual Reports allow us to pause and reflect on our successes and celebrations over the past year. Our 2015/16 year was eventful and successful and we're pleased to share the year's accomplishments with you.

Almost a year ago we launched a new service for children – **Children's Day Respite** at our Leeming Street location. This service is available to families on Saturdays and Sundays and emphasizes recreation, community outings and relationship building. Feedback is positive and the number of participants continues to grow. We're pleased to be able to offer this service alternative for local families.

In July of this year we learned that we were selected to provide **Special Needs Resourcing Services** to Licensed Child Care Providers – simply, this means supporting children with special needs to thrive alongside their friends at day care. Delivering this service will allow us to meet so many more families and to introduce them to our organization. It also allowed us to significantly expand our staff team. Over 50 new staff – Resource Teachers, Support Facilitators, and Supervisors – have joined Community Living Hamilton this month and we welcome them with open arms.

Our staff continue to work hard to deliver on our vision and mission. Last fall we conducted our first Employee Engagement Survey because we want to be sure we are engaging our staff as best we can – which in turn will best serve our clients. Staff provided us with feedback about how we can improve employee engagement and we thank them

for their participation and candour. In the spring we held our growing-each-year Employee and Volunteer Recognition night. It was a wonderful celebration of many milestones and we introduced and awarded two new staff awards: the President's Award for Excellent and Continuous Improvement and the Helping Build Great Lives Award.

Also this year, our Board of Directors established the Community Living Hamilton Endowment Fund. The Board opened this Fund to ensure stability, and to provide a source of income to carry out our work. Our Endowment Fund is a signal to our community that we're good stewards of our finances, that we're a stable organization and that we will ensure that Community Living Hamilton continues to operate and do good work in Hamilton for many, many years to come. Our Board also continues to steward the planning for our Community Respite Centre. We expect that 2017 will see news and activity on that front.

We'd like to thank everyone who supports the work of Community Living Hamilton - that extends from our staff and volunteers, to our members, our donors, and our Board of Directors. Our appreciation also encompasses our funders and partners, which include the Ministry of Community and Social Services, the Ministry of Child and Youth Services, and the City of Hamilton.

Thank you to the people we serve. We're honoured to be a part of your life and we're humbled to work alongside you, "Helping Build Great Lives".

Randy Allen
President

Sherry Parsley
Executive Director



Children's Day Respite

This year marks a milestone for Children's Respite at Community Living Hamilton.

In December of 2015, Community Living Hamilton launched a new Children's Day Respite program in our newly renovated Leeming Street day program location. This newly designed day respite program has allowed Community Living Hamilton to reach out and offer respite opportunities to even more families. Children ages 6 to 17 are able to book single day respite sessions held each weekend from 9AM until 4:30PM on both Saturday and Sunday.

Over the last year, the Children's Day Respite program has grown in both size and popularity. The program started with a small number of children attending every other weekend and now we currently run every weekend with up to 12 children per day. The program has become so popular that over 80% of all new children's respite referrals are interested in weekend respite.

Children attending day respite participate in a full day of activities including music, cooking, arts and crafts, outdoor activities and cooperative games in our gym. In addition to the structured activities that are presented, the children are also able to increase their confidence and social interactions by making new friends in a safe, judgment free environment.

Community Living Hamilton understands that respite opportunities are an extremely important service in assisting families to cope with the extra stress and pressures of raising a child with special needs. By expanding our children's respite services options, Community Living Hamilton is not only increasing opportunities, but also allowing a broader selection of respite options which better meet the changing needs of families and caregivers in the Hamilton community.





Special Needs Resourcing

It is thrilling and humbling to share that Community Living Hamilton has been awarded, by the City of Hamilton, the contract to provide Special Needs Resourcing Services to Licensed Child Care Providers. This good news came to us in July.

This is a wonderful opportunity for our organization to meet many families of children who have special needs.

It will allow us to introduce Community Living Hamilton to families who may not yet know about us and the services we offer.

It is an opportunity to build new relationships with families.

To give you a sense of the magnitude:

- This is a 5 year, roughly \$15 Million contract (July 1, 2016 – June 30, 2021)
- We expect that by Year 5 we'll be serving, annually, upwards to 1000 children with special needs and their families
- We will be directly supporting and serving over 200 Licensed Child Care Providers

Community Living Hamilton has been working very closely with the City of Hamilton and our City's 200+ Licensed Child Care Providers to plan a seamless transition to our new service delivery model which will launch on January 1, 2017.

Over the past number of weeks we have been recruiting, hiring, and orienting approximately 50 new staff and we are so pleased that they have joined our organization. There are a significant number of skilled and experienced child care and Special Needs Resourcing professionals in our community and we're confident we have built a qualified and expert team. As of January 1, 2017 – the start date for the new service model - we will have a strong team in place to ensure that we're delivering quality services to children, families and Licensed Child Care Providers.

Sherry Parsley,
Executive Director





Our Properties

A great deal of hard work and planning has led this to be one of the most successful years in memory in terms of maintaining safe, welcoming and comfortable properties for our clients and our staff.

This year saw a renewed emphasis on our locations including a second round of investment in appliances and furniture, the re-design of several sites to make them more conducive to service delivery and perhaps most importantly, the on-boarding of our new Manager – Properties.

Some of the exciting upgrades to our locations include:

- The purchase of new living room and/or dining room furniture at Delancey, Kensington, Kentley, Mohawk and Queenston,
- The purchase of new appliances for Kentley, Mohawk, and Kensington
- New flooring at Kentley and Delancey,
- The re-design of a client's bedroom at Kensington to better fit their needs,
- New TVs & TV stands and iPads for several day programs.
- Painting and new furniture at our East 34th site.

In addition to our properties, we were also very excited to expand our fleet with the addition of two (2) new fully accessible vehicles.





Investing in Learning

The last year saw Community Living Hamilton continue investing in the learning and development of our staff. This included on-going training on essential topics such as Non-Violent Crisis Intervention, First Aid & CPR and an expanded new hire orientation with enhanced content on Health and Safety.

We were also very pleased to offer the third round of Annual Staff Development Sessions. The sessions this year were designed to highlight the importance of planning in client services delivery and touched on topics such as the updated Person Directed Planning tools, managing client finances and supporting clients with medical needs.

“A lifelong learner is a lifelong winner.”
- **Matshona Dhliwayo**

Community Living Hamilton also remained focused on the development of our management team. Five (5) managers attended sessions focusing on leadership development and coaching/managing a team.

This continues to be a priority to our organization and efforts have already begun to plan our next round of staff development sessions to take place in January of 2017.



Human Resources

A Coaching Culture

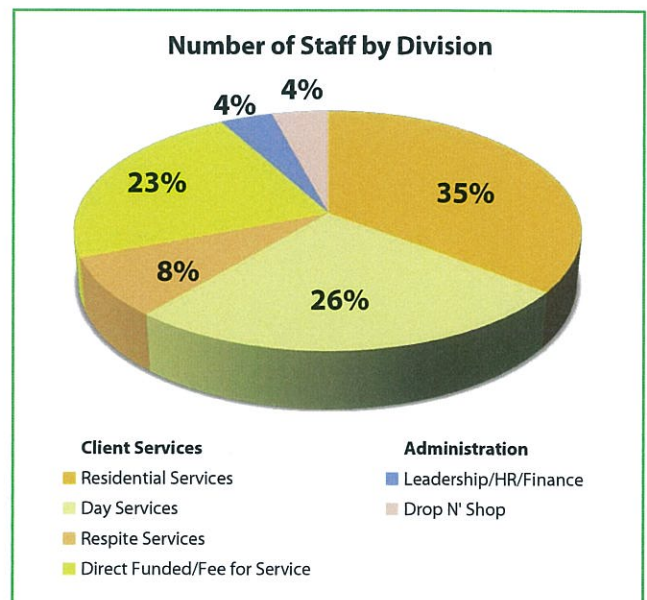
Community Living Hamilton is very pleased to have launched our new coaching and performance management program. This includes newly revised forms, training for our management team and an emphasis on recognizing success as it happens, not simply waiting until a “one time a year” review.

Through focusing on the individual accomplishments of our staff, providing regular feedback, and allowing time to discuss areas for growth we can support our staff in developing new skills and enhancing their current strengths.

New Opportunities

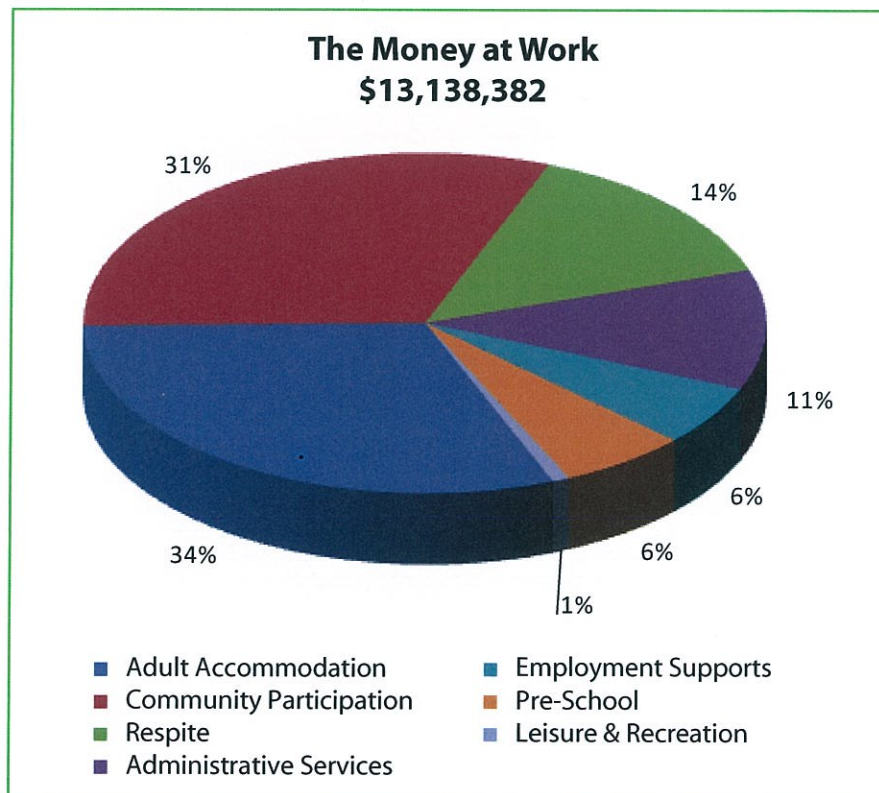
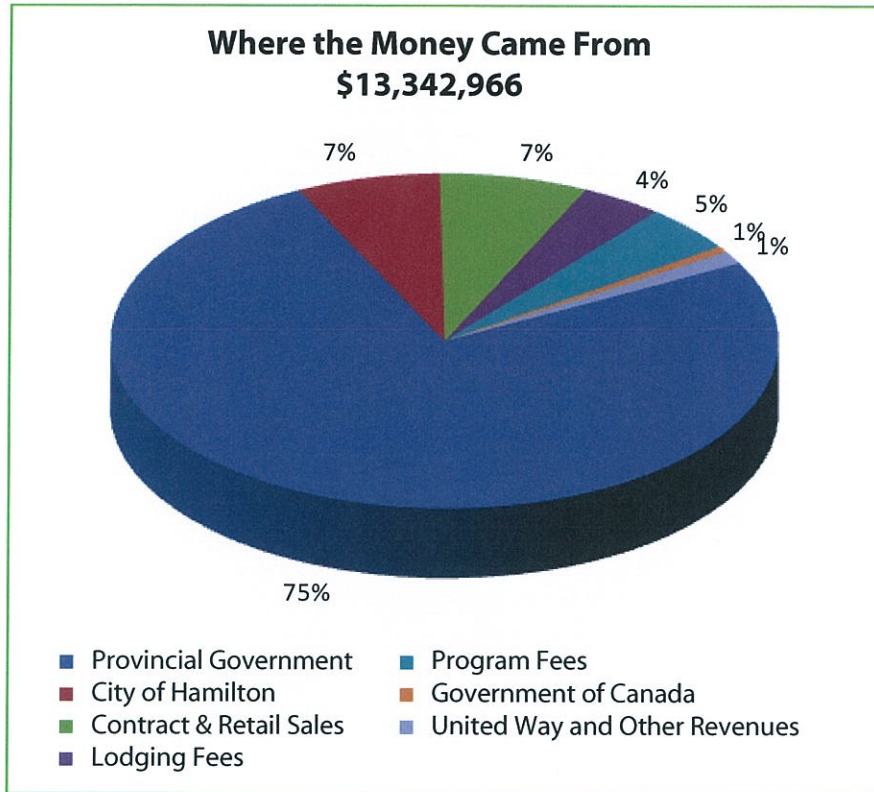
It was an exciting year for our team in terms of having access to new opportunities within Community Living Hamilton. We were pleased to see six (6) part-time staff members move into full-time roles within the organization. Additionally, we had the opportunity to promote two (2) new managers from within our staff team, and had two (2) existing managers move into senior manager roles.

In addition, over thirty (30) employees were provided the opportunity to work in temporary assignments, or be awarded new part-time positions.





Financial Overview 2015-2016*



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



Strategic Plan Framework (2015-2018)

STRATEGIC FOCUS AREAS

1 Program
Development

2 Organizational
Development

3 Partnership
Development

STRATEGIC DIRECTIONS

1.1 Expand respite services to be more flexibly available to families

2.1 Commit to continuous improvement at all levels to better meet the needs of people and families

3.1 Develop integrated, strategic alliances with select service partners to contribute to a more efficient and effective local service delivery system

1.2 Expand direct funding and fee for service options to provide more choices for families

2.2 Build an adaptive environment through training and development for everyone

STRATEGIC PROJECT **Build a Community Respite Centre**

The Centre will welcome children, teens and adults, in areas designed especially for them, and will offer an array of respite care, flexible day programs, events and activities.





A Note to our Members

For a number of years we've held our Annual General Meetings (AGMs) in October – many months after the close of our business year. We'd like for our Annual General Meetings to be closer to the year in review, so our Board of Directors has decided that, going forward, we will hold our AGMs in June. The business year will be recently closed and the information shared will be timely. This means our next Annual General Meeting will be in June 2017, to close out the 2016/17 year. We hope to see you there.



Accreditation 2017

November 2017 will mark 4 years since Community Living Hamilton was accredited for the first time. What an achievement that was! It was such an exciting and proud moment – and we have been proud to “sport” the FOCUS Accreditation seal on our website and all of our correspondence for these past few years. That seal announces to everyone that Community Living Hamilton has committed to a cycle of continuous improvement by having FOCUS come and “inspect” us every four years. There will be a lot of activity over the next year as we prepare for FOCUS to come and visit us. The biggest piece of work is that we need to assess ourselves again and hand in a report to FOCUS that outlines how we meet each of the 183 standards that FOCUS has given us. To do this work we have 4 teams looking at the standards and documenting the “evidence” that Community Living Hamilton has in order to prove we meet the standard.



Thank You and Congratulations

Every year, Community Living Hamilton celebrates employees and volunteers who have achieved milestone years of service. Employees and volunteers who have served for 5 years, 10 years, 15 years, 20 years, 25 years, 30 years, 35 years and 40 years with Community Living Hamilton are recognized.

This year's recognized employees and volunteers are:

5 Years-Employee

Bethany Newman

10 Years-Employees

Cesidio Dirienzo
Margaret Williams
Nancy Oommen
Marie Allan
Betty-Jean Taylor
Nancy Clarke
Shane Case

15 Years-Employees

Deanne Townson
Edgardo Consunji
Linda Corriveau-Boucher
Noel Ocampo
Elaine Gordon
Mary Sicurella
Francis Caprani
Irene Wenzel
Vincent Hoang
Ewa Krol
Gary Consunji

20 Years-Employees

Evelyn Jansen
Brenda McLaughlin
Andrea Lewis

25 Years-Employees

Linda Alaimo
Joanne Brown
Karen Bouverat
Steven Mesaglio

30 Years-Employees

Alison Binns
Kelly Stewart

35 Years-Employee

Paul Noon
Karen Adams

5 Years-Volunteers

Ololade Arinfemiwa
Lori Broughton
Kim Cote

10 Years-Volunteer

Tina Cheeseman

45 Years-Volunteer

Jessie Poulton

Thank you for a total of 600 years of service to Community Living Hamilton!



Board of Directors and Mission Statement

Board of Directors 2015/2016

President

Randy Allen

First Vice-President

Judy Colantino

Second Vice-President

Katherine Scarth

Treasurer

Joseph Obermeyer

Secretary

Don Burroughs

Directors

Peter Jones

Dr. Adriano Persi

Vision Statement

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

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