COMMUNITY LIVING
Hamilton

# STRONGER TOGETHER

Annual Report 2017/18

# STRONGER TOGETHER

Serving people with developmental disABILITIES and their families

Supporting those with special needs in our community

## 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

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 developmental disabilities and their families throughout their lifetime so that 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!

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 developmental disabilities

# JOINT MESSAGE

**Randy Allen**
President

**Sherry Parsley**
Executive Director

## Serving an inclusive community

Community Living Hamilton began when a group of mothers came together in a church basement to explore how they could support each other and their sons and daughters with special needs. More than 60 years later, that spirit of cooperation, inclusion and participation infuses everything we do.

We believe that people with developmental disabilities should have every chance to pursue their dreams. We believe they should be able to participate in and contribute to their community in meaningful ways. We welcome and include everyone – no matter their abilities and limitations – because our community is enriched by diversity.

These beliefs guide everything we do at Community Living Hamilton. In 2017, we worked hard to serve the needs of people with developmental disabilities, their families and caregivers, and our community at large.

We supported the inclusion of kids in local child care programs. Our special needs resourcing team worked directly with licensed childcare providers offering support, resources and information to ensure that all kids have accessible, high quality, and engaging classroom environments. We also helped people with special requirements to find fulfilling, competitive and sustainable jobs, in partnership with community organizations. In the past year, 44% more people found jobs from the previous year, through our Employment Access program. We hope to continue this momentum in the year to come.

We were proud to achieve a 99.18% accreditation rating by FOCUS. This accreditation provides provincially-recognized validation for Community Living Hamilton's superior service, organizational excellence, community development and results. The final report highlighted that Community Living Hamilton staff are accessible and responsive to clients and their families, and that clients are supported to participate in activities that promote good health.

To excel at service, we made improvements to our internal organization too. The launch of our new information system ShareVision – and training of over 250 staff – empowers us with better electronic documentation, more thorough data access, retrieval and reporting, and ultimately, more informed decision-making and better service. How is this felt on the front line? In just one example, when staff noticed a client was not himself but was unable to communicate what was wrong, they could instantly review an electronic note about an earlier incident at his residence and therefore better support him throughout his day.

This year, employee engagement increased by 16% and staff development sessions yielded excellent feedback and discussions around how we can do even better.

In the coming year, supporting our vision, we will continue to be an ambassador for our people, participating in local and provincial relationships. We intend to build on community partnerships and support community initiatives that can benefit our clients. With the recently announced agreement between the Ministry of Housing and the City of Hamilton for a new mixed-use community at 191 York Boulevard, we look forward to seeing how the planning for the development unfolds, and supporting and contributing to it in whatever way we can.

As we carry out our mandate, we are honoured to have the tremendous support of donors, volunteers and partner agencies who enable us to do important work. Thank you! We feel privileged to share in the lives of our clients and their families, and we will continue to serve you in ways that make a genuine and treasured difference.

# A FAMILY STORY
## MEET LIAM & PAMELA

Liam is a guy on the go. Like most teens, he wants to have fun and hang with friends; he enjoys sports and reading biographies; he yearns for independence and wonders about his future. But Liam has already accomplished a great deal. Defying early prognoses, he learned to walk and talk, manage school, go out in the community and make friends.

His determined personality and supportive family have a lot to do with that success... along with the opportunities he finds at Community Living Hamilton.

"It's a great place," he says. "A lot of people help me here, and I get to meet new people and make friends."

Five years ago, Liam began visiting Charlton, a home-like environment that provides respite for caregivers and a fun and fulfilling experience for children and youth, aged 6 to 21. Charlton is available when school is closed, offering day, overnight and weekend visits and longer stays during the summer.

"I like it... you can do what you want: sports, movies, my buddy Chris takes me out to do things," says Liam. "You can relax and make friends." And he good-naturedly admits that his time at Charlton is a welcome break from his sister and parents!

It's also a break for them. "People don't realize how difficult it is, raising a child with special needs," says Liam's mom Pamela. "Just to have time to get the groceries and do the banking... to spend time with my other children... it's a big relief."

Their experience with Charlton snowballed into other opportunities through Community Living Hamilton. Liam visits the Leeming site for short-term respite. He also attends camp in the summer and this year was asked to be a junior leader. He describes himself as a caring person, someone who likes to help.

What's more, he has gained the confidence to try new things in the community, like boxing, which he now does three times weekly at Steeltown Boxing Club. And he volunteers at a local organization on Saturdays.

His mother is keenly aware of the difference this has all made. She only wishes she knew about the resources sooner and didn't have to be waitlisted for them.

"Liam has done so well, he's come so far... you know we really didn't know what was in store for him," she says. "I'm grateful to Community Living Hamilton for everything they have done for my son and my family. We feel so blessed."

*"People don't realize how difficult it is, raising a child with special needs. Just to have time to get the groceries and do the banking... to spend time with my other children... it's a big relief."*

# A DONOR STORY
## MEET THE ALPINI MEMBERS

### The Associazione Nazionale Alpini (National Association of Alpini – Hamilton ON) and Community Living Hamilton go back a long way.

For 20 years, the Alpini, first established as an elite mountain corps of the Italian Army and now a 350,000-member global association, has been a generous donor.

Alpini members John and Marie Di Vittorio first connected with Community Living Hamilton in 1993, when their daughter attended respite at the Charlton house. "It was respite for her, but also for our two sons and for us," says Marie. "Even our close friends and family couldn't fully appreciate the challenges associated with raising a child with special needs. But they soon saw the enormous positive impact that Community Living Hamilton was having on our family."

The Di Vittorios felt they had to become donors. But they decided to do so in a way that would raise both funds and awareness. In 1998, they – along with other Alpini members Silvano and Angela Pascolini and Kino Nardi – hosted a fund-raising dinner. They have been doing it every year since, securing donated food from local grocery chains and mobilizing a dedicated group of members who volunteer in the kitchen. To date, they have donated $65,962.37 to Community Living Hamilton and they hope to reach the $70,000 milestone in this 20th anniversary year. Says John: "Our family has been fortunate to benefit from the programs and the dedicated staff at Community Living Hamilton, so it was very important to us that we 'give back'. And doing it as a group has been especially rewarding."

# REPORT ON RESULTS

## How we served this year

At Community Living Hamilton, we are coming to the end of a three-year strategic plan (2015-2018) that touched on every facet of our organization and the people we serve.

We are focused on continuing this good work by evaluating our work to date, and planning and developing highly accessible, quality programs that create opportunities and make a difference in people's lives. We are working with community partners to ensure inclusiveness and meaningful participation for all. And we are continuously improving our organization and working toward exceptional competency in everything we do.

In this section you will see some of the ways we served in 2017/2018... through inclusiveness and opportunity.

### Community Participation

Lucas is just one of more than 300 people who were welcomed into our recreational day programs this past year. Held at arenas, libraries and centres throughout Hamilton and the surrounding region, these events help to promote community participation.

An avid swimmer, Lucas was the first person in the pool for the swimming season at Inch Park. He has participated in swimming lessons for most of his life, most recently at Bennetto Recreation Center. He has now moved to the Huntington day program where he can swim every day. Beyond swimming skills, he is working on a goal of learning how to tie his own bathing suit and shoes. But like most people, Lucas has many interests, including photography. Over the last several months, he has been working on a scrapbook of his day program activities. He plays cards with a volunteer and friends on Wednesdays and bowls on Fridays. Being included gives Lucas a chance to learn, to create lasting friendships and to participate in meaningful activities.

## Fee for Service

To provide choice, Community Living Hamilton offers a wide range of fee-for-service options to suit individual skills, abilities, interests and schedules. Two of our most popular programs are In The Know and On The Go. These programs are designed for individuals to have fun and pursue their interests in social activities in the community.

As the name implies, On the Go activities get participants out in the community to learn and have fun in a supported environment. This year, we visited a Dinner Theatre, Ripley's Aquarium, and an Escape Room, among many others! We are pleased that registrations in this program increased 24%. Our In the Know Programs, based at 191 York Boulevard, provide a home base for focused programming tailored to our clients interests. 4 days per week, sessions are offered including Socials, Craft Nights, Men's Club, Ladies Night, and a Saturday Lunchbox program.

Our In The Know program also captured increased interest with registrations up 20%. Each quarter, we held 11 weekly sessions, four days per week, which included Socials, Craft Nights, Men's Club, Ladies Night and a Saturday Lunchbox program.

## Advisors

Community Living Hamilton has always believed in putting clients first. To promote the highest quality of care and supports, the Board and all our team members include clients in decision-making around programs and services. We have formalized this approach with a group of Advisors, five to ten clients with varying perspectives and experiences who bring forward their ideas for making our organization the best it can be.

In the past year, Advisors were instrumental in deciding how to allocate interest earned on our Endowment Fund. First, they framed the question in concrete terms and identified important objectives, then they brainstormed and evaluated various ideas. In a presentation to the Board, the Advisors recommended saving the funds in the short term, then making a donation to the Drum Corps for its trip to Indianapolis for the 2018 Drum Corps International Drum Line Battle World Championships. They reasoned that this choice would create positive publicity that can then be used to garner additional funding for other causes, while also advancing a better understanding of disability.

## Residential

To support adults with developmental disabilities, Community Living Hamilton provides a wide range of accommodations options to suit their needs. These services include group residences with 24-hour support for clients with varying levels of independence and support needs, supports for independent living and community engagement, as well as family home programs.

Over the past year, residential management and staff teams have worked to create more cohesive and consistent practices across all homes. Standards have been improved which all staff are expected to meet. And the scope of community activities has been broadened so that everyone can feel connected to their communities and live out their dreams.

In an example of self directed planning, Danny has a favorite show, Coronation Street, and this past year he got to meet some of the cast members. Another resident and a peer went to a Toronto Raptors game, sat behind the bench and took photographs with the players.

Peter has many different interests, and attended Monster Jam, WrestleMania and the Hedley concert. Several other people went to see Disney on Ice.  Some who have significant barriers to community involvement are now swimming on a regular basis. Many activities happen right within our residences too, such as art exploration.

These are just some of the ways that our dedicated Residential team members supported the interests and enriched the lives of people at our residential communities over the past year.

## Employment Services

At Community Living Hamilton, we help people with all disabilities aspire to and prepare for employment. Our services run the gamut of soft-skills training, job readiness training, resume writing, job search assistance and job coaching. On the employer side, we offer a pool of dedicated and skilled employees, and we help with prescreening and coaching supports. When opportunity knocks, we answer the door together.

**How does it work?**

Meet Matthew. With previous training and experience as a church custodian, Matthew came to our Employment Access team in May 2017 seeking help to find a new job. He began attending our Success in the Workplace classes, which coach people on job search and employment preparation, and offer information and knowledge for employment success. Following completion of the classes, and armed with some valuable work experience at Wendy's, Matthew proved he had the skills and was ready to secure a new job.

Meanwhile Rocco Gizzarelli, Executive Director of Catholic Childrens' Aid Society, wanted to provide meaningful employment to a dependable person with a positive attitude. He worked with Employment Access to create a job description. When Community Living Hamilton called Matthew to explain the job opportunity and see if he was interested, his mom, in the background of the speakerphone conversation could be heard screaming with excitement, "Yes, he's interested!" Matthew was well-prepared for his subsequent meeting at Catholic Childrens' Aid and was given a start date.

His first week was filled with orientation, administrative procedures and on-the-job training. With his previous janitorial experience, little job coaching was required – just shadowing, information and feedback. Today, Matthew works three hours per day, Monday to Friday, earning a living wage. This regular income has enabled him to do things he likes to do, including taking his mom out for dinner!

## Drum Corps

Small but powerful and unique, the Drum Corps presents the opportunity to be included, to experience life through music, and to have fun.

With no paid staff, everyone associated with the Drum Corps is both a member and a volunteer. The 40-person colour guard and percussion unit boasts a repertoire of more than 20 song renditions and original beats, and performs throughout Southern Ontario. The first and only all-inclusive drum corps is now celebrating its 15th year!

The Drum Corps competes successfully against typical marching units from Southern Ontario and New York State. In 2017, it reigned – for the third successive year – as Drumline Ontario Festival Class Provincial Champions. The Corps is especially proud to have been invited to represent Community Living Hamilton and Canada at the 2018 Drum Corps International Drum Line Battle World Championships in Indianapolis Indiana.

Thank you to our sponsors: Community Living Hamilton, Dream Cymbals & Gongs, Yamaha Canada Music, Woodshed Percussion, Los Cabos Drumsticks, Healthcare & Municipal Employees Credit Union, Mohawk College and other private supporters.

## Drop 'N Shop

Drop 'N Shop is a thrift store operated by Community Living Hamilton, in partnership with the City of Hamilton, which gives people with developmental disabilities an opportunity for employment. Everyone at Drop 'N Shop is engaged in the same daily tasks and assignments. We work in partnership with the Employment Access team to help train and assess people for competitive employment.

In the past year, despite the expense implications of Bill 148, which raised the minimum wage in Ontario from $11.60 to $14/hour, we were pleased to be able to maintain the number of positions and level of service.

## Special Needs Resourcing

Community Living Hamilton partners with the City of Hamilton and licensed childcare providers to support the inclusion of all children in the classroom. Our highly skilled staff include support facilitators and resource teachers who work directly with the childcare centre to provide consultation and enhanced classroom support.

During the past year, our Resource Teachers provided consultation to 206 of 209 licensed child care programs in the city, which benefited 557 children with special needs. And, for the first time ever, we were able to provide service in French at Le Ballon Rouge.

We also established the Licensed Child Care Provider Advisory Committee to engage child care providers and seek input to ensure we are providing high-quality services, responsive to the needs of our clients. Through this committee, we have established collaborative partnerships with large child care organizations, such as YMCA, Hamilton-Wentworth Catholic Child Care Centres, Today's Family, and Umbrella Family & Child Centres.

Over the next year, we will partner with Ron Joyce Children's Health Centre, Affiliated Services for Children & Youth, and the City of Hamilton to provide more supportive transitions for young children with special needs from home to child care.

### How does Special Needs Resourcing work in practice?

Here's an example from the past year. A child, who started at a local day care centre, was demonstrating challenges with transitions, play and communication. Although the Resource Teacher and staff created an individual support plan (ISP), the classroom educator felt she could benefit from additional help. Using a support identification tool, the educator and supervisor were surprised to learn they were stronger than they thought, and were able to see the positive skills demonstrated by the child. The team received enhanced classroom support during the most challenging time of the day and the educator was able strategize and plan to meet all the needs of an inclusive classroom.

## Best Buddies

Community Living Hamilton is pleased to partner with the Hamilton Chapter of Best Buddies Canada, McMaster University, a global volunteer movement that creates opportunities for one-to-one friendships with people with an intellectual disability while providing leadership opportunities for student volunteers.

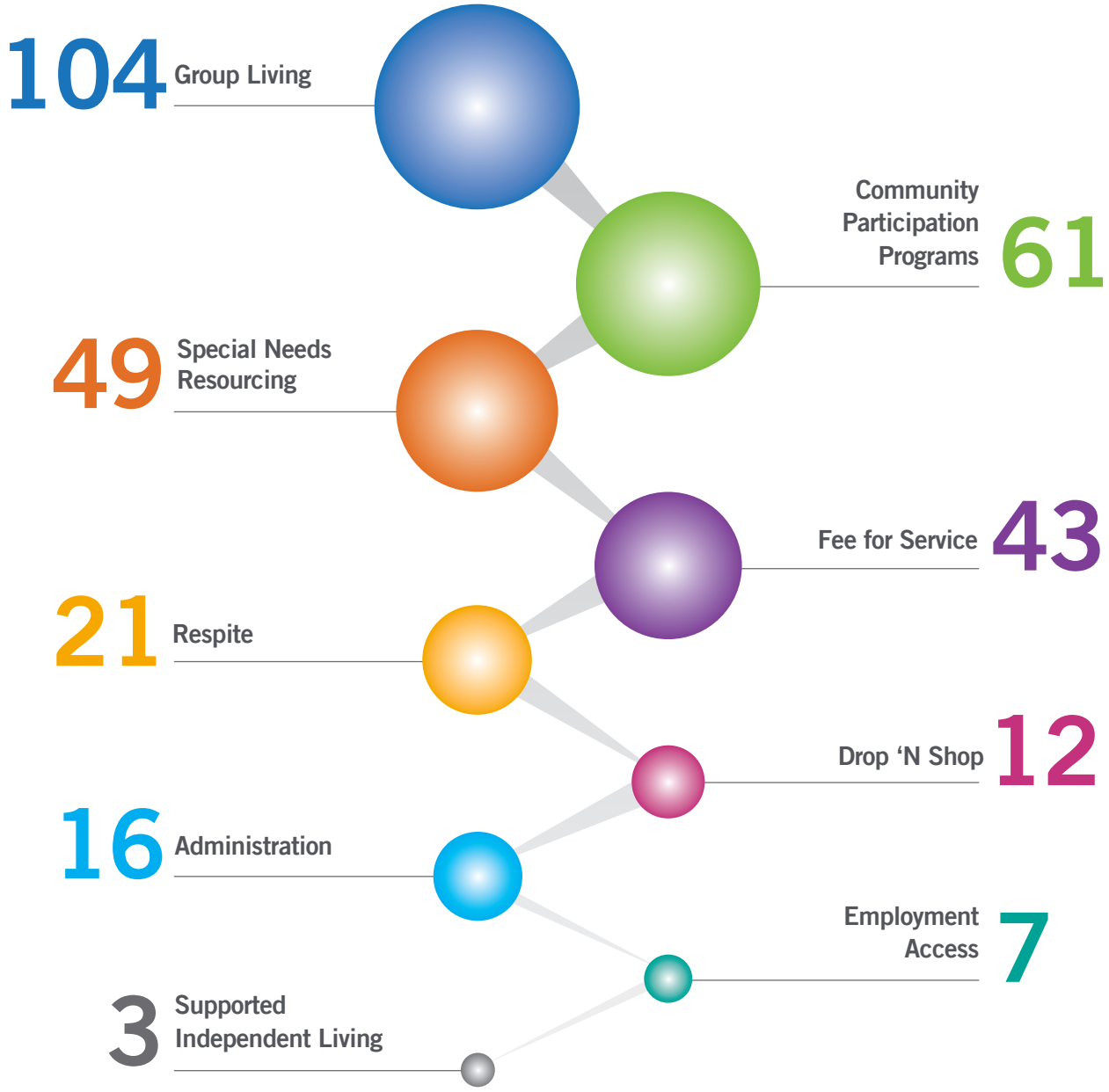
Over the past year, the Hamilton Chapter, McMaster University was one of the largest university chapters in Ontario, achieving more than 55 matches between students and our clients. Buddies and their Peer Buddies are in touch with one another by phone once a week, and meet up every two weeks in the community for a coffee, dinner, movie or walk.

A key feature of the Best Buddies program is coming together to enjoy each other's company as a large group. This year, there were several opportunities: a Halloween Meet and Greet, a December holiday party, a dance and karaoke party in February and a St. Patrick's Day celebration in March to close out the year. The Best Buddies worked together to raise money for the chapter through an event at Boston Pizza, followed by the annual Hoop It Up fundraiser at McMaster which raises both money and awareness. This year, for the first time, some of the men's and women's McMaster Marauders basketball players came out to play and cheer on the Buddies. Thank you to all the McMaster students who give so much of their time to create meaningful experiences with their Buddies.

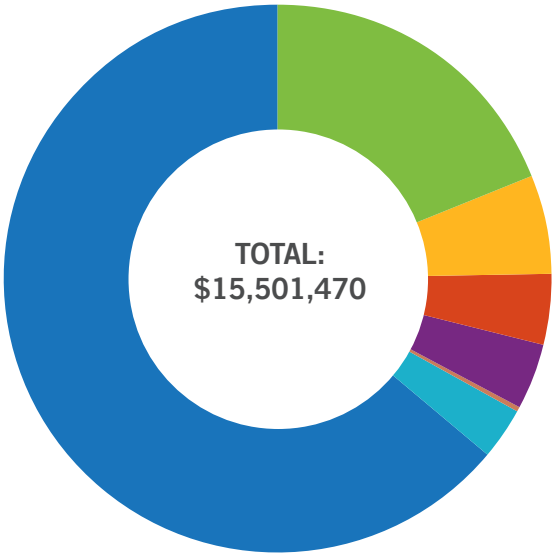
# 2017/18 HIGHLIGHTS

## Strength in Numbers

### Staffing by Area

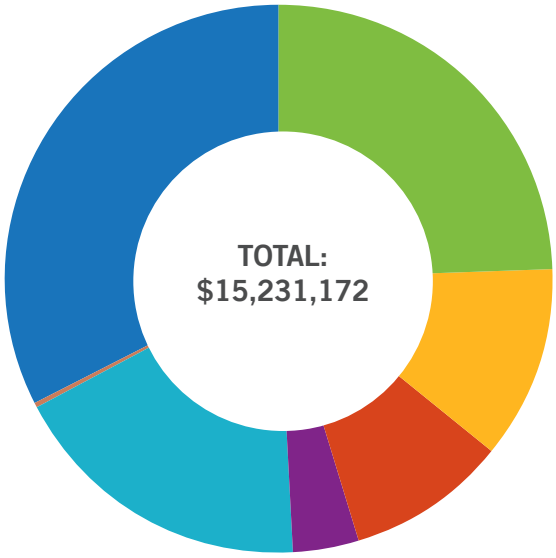


## Where the Money Comes From




| | |
|---|---|
| Provincial Government | 64% |
| City of Hamilton | 19% |
| Contract & Retail Sales | 6% |
| Lodging Fees | 4% |
| Program Fees | 4% |
| United Way Halton & Hamilton | 3% |
| Government of Canada | 0% |

## Where the Money Goes




| | |
|---|---|
| Adult Accommodation | 34% |
| Community Participation | 26% |
| Respite | 12% |
| Administrative Services | 10% |
| Employment Supports | 4% |
| Pre-School | 19% |
| Leisure & Recreation | 0% |

## Quick Facts

**403,175** Staff hours

**1407** People served

**316** Staff

**100** Volunteers

**40** Members of Drum Corps

**36** Programs

**8** Group Living Homes

**2** Respite Homes

- Supported Independent Living
- Drop 'N Shop Store
- Employment Access
- Dragonfly Lodge Summer Cottage

# RECOGNITION

## 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 receive this accreditation for our sixth straight year! A third-party onsite validation was conducted last December. During four days, an assessment team sought input through 41 in-person interviews and 46 interviews and surveys by phone or online. The process showed that Community Living Hamilton was meeting FOCUS standards and demonstrating a commitment to person-directed services, effective governance and leadership, a learning culture, and health safety and wellness.

At Community Living Hamilton, 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.

# Great Contributors

We couldn't have accomplished all that we did in 2017/18 without the dedicated service of our staff and volunteers. Thank you for all your hard work and dedication to Helping Build Great Lives in our community. We are stronger together!

### 5 Years

Kimberly Campbell
Tom Chadwick
Cassandra Gaudet
Susan Gordon
Jennifer Krawczyk
Melissa Longe
Jennifer Radway
Kathy Scarth (Volunteer)
Moises Tchicaya
Katherine Whittington

### 10 Years

Judy Colantino (Volunteer)
Jainet Costa
Katharine Ford
Kristina Harse
Kailee Huehn
Stephanie Johnston
Kelly Mancini
Leah Milazzo
Amy O'Neil
Jackson Thiongo
Zora Turner

### 15 Years

Lori Monroe
Jeanie Oak

### 20 Years

Louise Huzul
Clancy Sheehan

### 30 Years

Walter Dobroff (Volunteer)
Charles Krick

# Award Winners

## 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.

**Kelly Mancini**

## 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.

**York Team**

Lisa Cameron, Dan Chartier, Deanne Townson, Denise Kidd, Robyn Garnier, Sarah Knight and Steve Masaglio

# In Memoriam

The Community Living Hamilton family is saddened by the loss of two staff members during the past year. We miss them both, but treasure the memories, friendship, and the care they provided to our clients.

Lori Oxford

Lori Oxford passed away after a lengthy battle with cancer on March 21st, 2018. She was a long-time Community Participation On-Call staff member. Previously, she had worked in Group Living at the Mountain residence. Lori was well known for her high standard of care with our clients, an approach that was rooted in her experience raising her late daughter who had a developmental disability. Lori resigned her position in January following a medical leave of absence, but even in the latter stages of her journey, she expressed hope and enthusiasm about returning as a volunteer in the future.

Kristen Wanagat

Kristen Wanagat passed away suddenly on November 2nd, 2017 as a result of a medical condition. She worked within our “In the Know” program and was known for her dedication to the people we serve. A kind and caring person, she provided evening recreational activities including arts and crafts, and Men’s and Ladies’ nights. Most importantly, she was a very loving mother to her children who will miss her dearly.

# 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 developmental disability

**Katherine Scarth**, Second Vice-President
Retired Secondary School Teacher and Consultant
Parent of adult child with disability

**Joe Obermeyer**, Treasurer
Plant Manager, Sun Chemical
Champion of inclusive employment

**Peter Jones**, Director
Human Resource Specialist
ArcelorMittal Dofasco
Volunteered as coach for the Special Olympics

**Megan Hemlow**, Director
Project Manager - Mental Health and Addiction, Hamilton Niagara Haldimand Brant Local Health Integration Network
Private Practice: Pieces of Minds Counselling Services

**Sherry Parsley**, Ex-Officio
Executive Director
Community Living Hamilton

Design: c(group design www.cgroupdesign.com

COMMUNITY LIVING
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HELPING BUILD
GREAT LIVES

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Charitable Registration Number:
108083791RR0001