

our voices matter

annual report 2023-2024



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executive director



Cathy Turner

Planning for the future

As we reflect on another year, I want to share my huge appreciation to all our staff for the work they do to ensure the people we support have the opportunity to live their best lives. I also want to thank our volunteer board for their guidance and expertise, helping us move forward in a meaningful way.

This last year, we've made much progress on our strategic pillars, training our staff and advocating for the people we support.

Strategic plan

Our strategic pillars include

- Development of a strong and supported staff team
- Working with community partners to create housing and transportation solutions
- Reimagining the way that we provide community participation services for the people we support

- Working towards sustainable programs through growth and development

Our leadership teams have been working diligently to recruit and provide refreshed orientation and onboarding activities that set our staff up for success. In combination with ongoing high volume recruitment activities, we are working to ensure our staff have training opportunities, supportive supervision as well as clear roles and responsibilities so they feel great about what they do here.

To strengthen our networks and connections to help create housing and transportation solutions for the community we support, our board and leadership have launched into political affiliations and developed new collaborations with community partners.

Our community participation team has transformed the way we help people navigate access to community activities so they can participate fully. This work continues in earnest. We've also developed and are growing new programs to provide the agency with more opportunities and offer services to more people.



The training and development of our teams remains paramount. We've provided opportunities through guided learning, self-directed learning, webinars, in-house training and offered tools to enhance the work we do here. We have amazing teams and want to set them up to be successful in their roles.

We've also provided training opportunities for the people we support, preparing them for safety in independent living, as well as training for families.

Advocacy

This year we focused on adding our voice to the province-wide cry for an increase in operational base funding. We participated heavily in the #5tosurvive campaign. You likely saw us on the news, read about us in the paper, and participated in writing letters to the Minister to help us raise awareness that our funding is failing to keep pace with inflation. Together, our voice is louder, and we will always be part of advocating for people with developmental disabilities.

We continue to advocate for funding, inclusivity, invitations to be involved in our community, housing and transportation and to enable the people we support to

live their best lives exactly as they want to live them.

60 years

Next year we celebrate 60 years of growth, caring and supporting this community! We look forward to celebrating with our strong supporters and our community as a whole.

I'm proud to be a part of this amazing sector and working alongside dedicated staff, supporting some of the most incredible people.

stay in touch

 @CLGrimsby

 @clgrimsbylincoln

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

board chair



Aaron Morrow

Giving thanks for community

As board chair, it's an honour to reflect on a year filled with significant achievements, challenges and opportunities. This marks my first full year in this role, and I am deeply grateful for the trust and support from our community, staff, and board members.

At the heart of our mission lies the unwavering commitment to advocate for those we support. Our advocacy efforts are vital in ensuring that every individual receives the respect, dignity, and opportunities they deserve. We strive to amplify their voices and champion their rights within our community and beyond.

Our organization's commitment remains steadfast. We believe that our employees and volunteers are our greatest resources. We're dedicated to fostering a passionate, well-managed organization known for its integrity, honesty, respect, and trusting relationships.

New beginnings

This year, we proudly celebrated the purchase and renovation of a new high behaviour home. A milestone that would not have been possible without the generous funding from the Community Living Foundation, Grimsby, Lincoln and West Lincoln. Their support has been instrumental in providing a safe and nurturing environment for three new individuals who will be joining our organization. We extend our heartfelt thanks to the foundation for their unwavering dedication to our cause.

Significant changes in our senior management team have brought new energy and perspectives to our organization. We have welcomed new faces in administration, human resources, and finance. These individuals bring a wealth of knowledge and experience, ensuring that our operations remain robust and forward-thinking.

#5toSurvive

Despite facing funding challenges, our agency has worked tirelessly to support the #5toSurvive campaign. This initiative has been crucial in raising awareness and garnering support to sustain our essential services. Our team's resilience and dedication in the face of financial constraints has been truly inspiring.

Embracing change

We're proud to announce that we've successfully completed two Ministry inspections this year - one each for adult compliance and children's licensing. These audits affirm our commitment to maintaining the highest standards of service and accountability. They reflect our dedication to continuous improvement and excellence in all we do.

As we look forward to 2025, we're excited to celebrate 60 years of community supports. This milestone will be marked with exciting contests and events, showcasing our journey and the profound impact we've made in the lives of those we support. It's a time to reflect on our achievements and envision a brighter future.

I'm pleased to see that a majority of the board's strategic goals have been making steady progress. Our board has gained invaluable insights into the various programs and services offered by Community Living Grimsby, Lincoln, and West Lincoln. These learning opportunities have deepened our understanding and appreciation of the work and challenges within our organization and the sector.

New faces

This year we welcomed four new board members who bring a wealth of knowledge and experience in various areas. They'll work alongside our board to support Cathy, our executive director, as well as our dedicated staff and the individuals we support. We have also bid farewell to some valuable and dedicated board members. I give them my sincere thanks for their unwavering support over the years.

Personally, I have enjoyed the experiences and opportunities to work with other board members, staff, and the individuals we support. The collaborative spirit and shared dedication have been truly rewarding.

As we look forward to new and exciting times ahead, I take great pride in the phenomenal work we do as an agency. I extend my heartfelt thanks to our executive director Cathy, the staff, and the individuals supported by Community Living Grimsby, Lincoln, and West Lincoln. Together, we will continue to make a positive impact and uphold the values that define our organization.

Let's embark on another year of advocacy, support, and community togetherness.

board of directors 2023-2024

Aaron Morrow
President

Nancy Raimondo
Vice-President

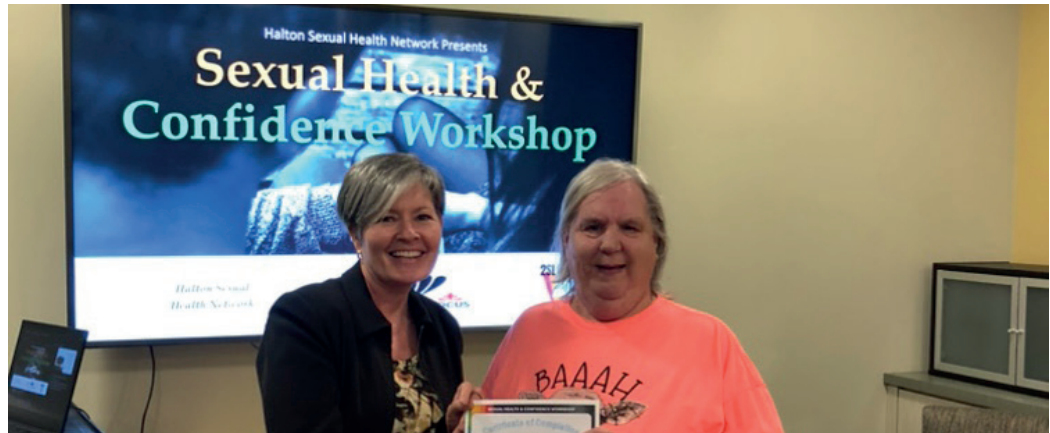
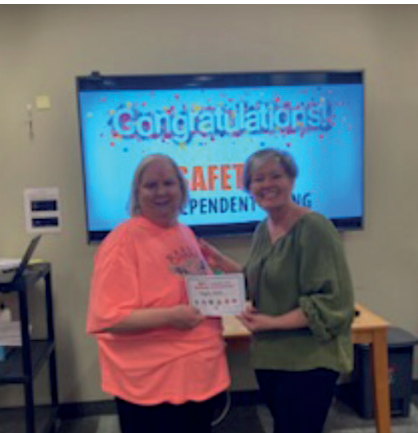
Nastaran Haghani
Treasurer

Donna de jong
Secretary

Cathy Turner
Executive Director

Lilia Masternak
Christine Hahn
Sarah Hodgson
Heather Allan
Jodie Middleton
Pat Barnes
Georgios Panagiotaros
Leah Merza
Leslie Murray
Directors

Investing in our staff development



The Training and Development Committee aims to provide at least two training opportunities annually to each of these five groups; staff, individuals supported, families, community, and leaders.

This year, Cynthia Lockrey conducted two workshops for our priority groups; many of our staff. Our staff attended How to Communicate with Families while our community was invited to attend How to Advocate for Individuals with Disabilities. These interactive workshops helped everyone improve their communications skills to make a personal connection.

Through our community affiliation with McMaster University, a dementia training course, with certification upon completion, has been offered to staff. To-date 28 people have participated.

We've also partnered with Mohawk College Enterprise. The opportunity for

Leadership Skills Training, where the opportunity has been offered to seven leaders and one senior leader.

To help keep individuals we support safe, a group of interested staff were trained as trainers and Safety for Independent Living and Sexual Health and Confidence Workshops were offered with about 30 people participating to date. We plan to extend these workshops to people in our community.

Mary Ann has taken both courses and said "the workshops are good" and that she "learned a lot."

Finally, monthly book reviews have been provided to leaders, staff and individuals supported.

Watch for a video that captures the highlights of our programs and services in the coming months.



Continuing to create inclusive spaces

In the second year of our Equity, Diversity and Inclusion Committee, our members have expanded their learning through online resources and webinars. We've also added a weekly section to the Insider newsletter highlighting meaningful quotes, resources, personal stories, agency activities related to EDI, culture, traditions and celebrations.

Recognizing the importance of Truth and Reconciliation, we have refreshed our land acknowledgement. Our All United Voices self advocacy group will be helping us develop a new method of delivery.

Through an employee engagement survey, which included EDI questions, we're creating a plan for further education based on employees' interests.



The top three requests for training are:



Intentional inclusion



Generational diversity



Unconscious bias



Our staff and volunteer appreciation event included an EDI highlight, completed by a Niagara artist. We also hosted Pride activities, creating a resource package for employees to access on our public drive.

Finally, we've added EDI information to the annual training for the people we support.

It's been a busy and productive second year!

staff stories

We're grateful for CLGLWL's dedicated staff, including new and long-term employees, who passionately make a difference daily. We love sharing their stories.

Where passion meets commitment



Cyndi Gryp

Cyndi Gryp is a familiar face, having worked with the agency

for 45 years. We're grateful to Cyndi for her dedication and sharing highlights of her career supporting children with developmental disabilities.

On July 17, 1978 I accepted a full-time position at the Lincoln Developmental Day Centre (LDDC), now known as Hopkins Centre. The previous year, I'd started at the centre on a student placement. This includes spending the blizzard of '77 with several staff and children whose bus to Welland and Port Colbourne was forced to return due to unsafe roads.

As a Niagara College student I requested this placement as I'd been told that LDDC was known for its innovative work with children, teaching new skills using precision teaching.

Over the years I've worked in many different roles and seen changes in how and why we do things. What has remained consistent is my involvement in children's programs – including home share, weekend respite and family support.

I'm impressed with how the agency's commitment has remained strong both to the people we support as well as the staff.

Staying in one job for this long isn't common anymore. But the changes I've been part of over the years has made it seem like several job changes. This includes working under five executive directors, learning from each of them.

In my 45 years with the agency, I've seen homes open and close. While we closed ARC Industries, we opened Employment Services. We also welcomed many people from the closing institutions,

receiving the OACL James S Montgomerie Community Award for our work.

I've also seen the LDDC change from a children's program to Hopkins Centre adult program. We've opened a home to move children out of long-term care homes, offered summer day camps, seniors' programs and more. While the list goes on, we've always prioritized offering supports that people need.

As an agency, we continue to adapt and create to meet people's needs and provide support. Leading the staff to provide these supports, I've always been proud of the work we do and continue to do.



Working with individuals with intellectual disabilities has been enlightening and inspiring.

Tracey Hockridge
Employee



Partnering for success



Tracey Hockridge

I chose to work with this agency to be part of the All Hands In program. I love how it gives individuals a purpose by finding opportunities to work within the community. Having a background in social work and recreation therapy, this ties in with my desire to help people live their best life.

Working with individuals with intellectual disabilities has been enlightening and inspiring. Each partner has unique traits and personalities that challenge me in a positive way to accommodating each person's needs.

Being a job coach and helping the partners who own Well Preserved has been a true joy. I love my job because

it's fun! I enjoy inspiring people to be creative and learn new things. In return, it's inspiring to watch them succeed and the hard work they put into their business.

I personally feel challenged every day because each day brings something different. Whether it's setting goals with individuals or coming up with creative new ideas, I love watching their excitement about their work.

My years of working has helped me realize the importance of focusing on each individual's personality. I'm a firm believer of person-centred thinking and not to paint everyone with the same brush.

I look forward to the new challenges and opportunities that come with my exciting role.

individuals' stories

A magical experience

Cheryl

For years, Cheryl has wanted to go to Disney World. In July 2023, her dreams finally came true, thanks to the advocacy of her support staff, Brittany. The two flew from Buffalo, NY and spent 5 magical days and 4 nights doing all things Disney.

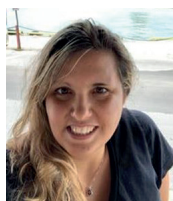
The trip started with Cheryl's first plane ride in over 20 years! Each day brought new activities and lots of fun.

Cheryl enjoyed the fact that many of the rollercoasters were wheelchair accessible, as was the pool. She also enjoyed the yummy food, comfortable bed and meeting the Disney characters to get photos and their signatures. Her highlight was meeting Winnie the Pooh.

Other fun activities included watching the fireworks, movie night at the pool, wearing Minnie Mouse ears, the fancy wristband and enjoying cocktails. She wasn't a big fan of the heat.

Cheryl and Brittany made some incredible memories, with lots of photos as reminders of their trip to the land of Mickey Mouse. They proved that dreams really do come true!





Melissa

I'm one of the over 1.8 million people in Canada who has ADHD (attention deficit hyperactivity disorder). This neurological condition impacts my organizational abilities, time management and punctuality. Over the years I've learned to adapt and thrive in the face of challenges.

I've also been blessed with supportive friends, family, caregivers and use tools like medication. It's given me a unique perspective and drive.

Advocating for others

My journey living with ADHD has made me hyper independent and given me a strong sense of self-reliance, autonomy, resilience, self-motivation, resourcefulness and more. It's also inspired me to be a strong self-advocate and advocate for others.

I often challenge the status quo – speaking truth to power, unencumbered by a filter, to champion the causes of friends and community.

This includes taking a stand and serving as the voice for the voiceless while demonstrating strength and resilience.

I've been able to harness a unique perspective, drawing upon my abilities, to become a formidable ally and advocate. By leveraging my outspoken nature, I'm able to uplift those around me, creating a lasting, positive impact as a transformative force.

As an individual with ADHD, I have a strong sense of independence, which serves as a remarkable strength. I'm driven to tackle challenges and achieve my goals with determination and resilience. While this trait empowers me to succeed in many areas, I'm learning to balance it with the understanding that asking for help, when needed, is a sign of wisdom, not weakness.

By embracing my independence, while acknowledging my needs, I'm becoming an even more powerful and empowered individual, capable of overcoming obstacles and achieving my dreams.



I've also been blessed with supportive friends, family, caregivers and use tools like medication. It's given me a unique perspective and drive.

Melissa





What is Person Directed Support?

As we transition to person directed supports, this is a question we often get. It's also one we feel deserves space to be answered.

It's listening. It's responding. It's taking the time to learn what a person wants from us, their goals, hopes and dreams, and learning together what services and supports might help them get there. It's tailor made and is the direction the Province's Journey to Belonging is taking developmental services agencies across Ontario.

Journey to Belonging is how our sector will be reforming in the years between now and 2031.

What are we doing?

We've tweaked our family support services to separate children and adult case management into two groups.

We've also welcomed a new adult case manager position. Through this exciting new direction, we'll be providing families and individuals supported with guidance, helping them navigate systems that support them in their individualized ways.



We're excited to be re-imagining how we can provide community participation services as we look to provide customized individual supports. We're tailor making programming. This is being done by surveying and working with people and families to create opportunities to help us design the future of how our community participation services are provided – who, what, where, when, why, and how.

Watch our changing landscape take shape!



all united voices

We are proud of our self-advocacy group, All United Voices. This group, made up of people we support, works together to advocate for themselves, others and our agency.

Over the last year, they've presented at conferences, planned events for our agency, were consulted when planning our celebrations for Community Living Month and other activities. They're also active participants in our advocacy efforts, including meeting with our MPP.

Here are their words when asked about their involvement in All United Voices and the importance of self-advocacy.

Roberta

Being a self-advocate makes me feel good, gives me a sense of responsibility and I've learned to speak up about my needs.

Heather

It's helped me become friendlier with others and more aware of how to communicate with people. It's opened my eyes to different things like meeting new people, asking questions, doing surveys and has improved my confidence.

Jodie

All United Voices has helped me understand my rights, that I can do what I want and to speak up for others.

Ken

This committee has help me do things that I might have said no to before. The support of my friends has given me more self-confidence with speaking up for myself.

Melissa

This committee has helped me grow my business, given me a lot of confidence to get out there, and has given me the chance to attend the AGM of Community Living Ontario, which was a big honour.

Clem

All United Voices has given me some independence. It's taught me when to be funny and when to be professional – as I've learned about etiquette. I've also found a space to use my skills and passions in the group.

Cheryl

I like being part of the group as I get to make new friends and my voice is heard. I feel good about what I do. I like meeting in person so we can see each other.

Angela

I like talking with my friends and hanging out with the advocacy group. I feel good at the end of a meeting because I like sharing with people.



thank you, donors



Your donation helps the people we support live their best lives.

We're grateful for all the individuals, staff, businesses, families and community members who made a financial or in-kind contribution to support our programs and services.

Alison Liddell

Ana Nickerson

Angel Hodgins

Barb Mihowich

Beamsville Pharmacy

Birmingham Fire Control

Boggio Pharmacy

Canadian Online Giving Foundation

Care 24 Health Care

Charities Aid Foundation Canada

Charles Hopkins

Christine & Michael Hahn

Dana Whitfield

Dutchies Landscaping

Foundation for Human Development

Ginny & Christine Gibson

Grimsby Chrysler

Grimsby Legion

Grimsby Senior Citizens Club

Heather Gojanovich

Helen Yule

Hendriks & Sons Greenhouses

Jane Ashby

Jane Foss

James Wilsack

John McLennan

Karyn Pedersen

Leadership Niagara

Lenora Watson

Lora Warkentin

Lorne McCallum

Louwes Windows & Doors

Lynn Fee Realty Services

Lynn Walton

Margaret Pedersen

Melody Minds

Meester Insurance

Michael & Rosemary Brown

Nancy Taylor

Nickerson Customs

Niagara Outdoor Landscape

Pat & Tom Barnes

Paul Klinowski

Paula Komenda

Preventative Dental Hygiene

Puja Suri-Lof

Rotary Club of Grimsby

Sigrid Smith

Sherri Doig

Station 1 Coffeehouse

Tara Yule

Tysen Galoni

United Way

Veronica Grant

Woodshed Lumber

**While we strive to ensure everyone is recognized, our apologies if we have inadvertently missed anyone.*



Five Years:

Tammy Barrington
 Chantel Kocsis
 Mackenzie Kremer
 Amanda Neufeld
 Makayla Patterson
 Natalie Siena
 Tianna Stys
 Cameron
 Vandewater

Fifteen Years:

Kathleen Guite

Twenty Years:

Heather Egerter
 Chris Jugaru

Twenty-Five Years:

Erin Burmudzija
 Ryan Munro

Ten Years:

Christina Ciarmoli
 Brittney McGowan
 Cristina Toland
 Chris Walton

Thirty Years:

Paula Komenda
 Amanda Kostuk-Cowell
 Jennifer Taylor



Forty-Five Years:

Cyndi Gryp



agency funding

overall increase



+11.7%*

2023-2024 \$16,303,261*

* We've added 1 new location and are welcoming 3 new individuals this year.

2022-2023 \$14,595,985

2021-2022 \$13,074,799

2020-2021 \$12,424,321

2019-2020 \$11,900,263

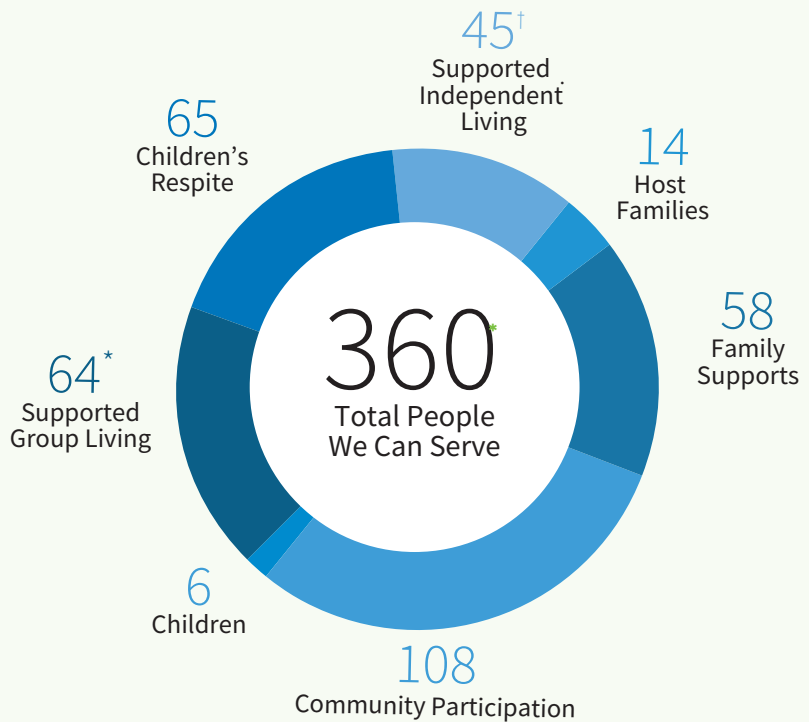


our impact

total people we are funded to serve

* up from 61

† up from 42



statement of financial position

For the year ended March 31, 2024

Assets	Program Funds \$	Capital Fund \$	2024 \$	2023 \$
Current				
Cash and cash equivalents	852,776	-	873,994	424,946
Accounts receivable	392,880	21,218	392,880	440,738
Prepaid expenses and deposits	-	-	-	35,621
HST recoverable	161,149	-	161,149	198,561
	1,406,805	21,218	1,428,023	1,099,866
Capital assets (Notes 3, 4)	-	6,056,707	6,056,707	5,384,926
Investment	33,593	-	33,593	32,978
	1,440,398	6,077,925	7,518,323	6,517,770

Liabilities	Program Funds \$	Capital Fund \$	2024 \$	2023 \$
Current				
Accounts payable and accrued liabilities	1,129,597	-	1,129,597	1,048,962
Deferred revenue	71,491	155,445	226,936	291,818
Government remittances payable	117,548	-	117,548	100,343
Current portion of mortgages payable (Note 5)	-	140,223	140,223	52,527
Current portion of long-term debt (Note 6)	-	949,634	949,634	322,909
	1,318,636	1,245,302	2,563,938	1,816,559
Long-term debt (Note 6)	-	18,512	18,512	745,992
Mortgages payable (Note 5)	-	-	-	139,389
Due to the Ministry of Children, Community and Social Services (Note 7)	-	2,192,101	2,192,101	2,192,101
	1,318,636	3,455,915	4,774,551	4,894,041

Contingency and commitments (Note 10)

Net Assets	Program Funds \$	Capital Fund \$	2024 \$	2023 \$
Unrestricted	(166,623)	2,622,010	2,455,387	1,359,675
Internally restricted children's residential program reserve	288,385	-	288,385	264,054
	121,762	2,622,010	2,743,772	1,623,729
	1,440,398	6,077,925	7,518,323	6,517,770

Approved on behalf of the Board

statement of operations

For the year ended March 31, 2024

Revenue	Ministry Funded Programs	Non-Ministry Funded Programs	Capital Fund \$	2024 \$	2023 \$
Province of Ontario grants					
Ministry of Children, Community and Social Services (Note 11)	11,183,318	7,082	-	11,190,400	10,320,703
Third-party fee for service					
Children's Housing Program	-	912,002	-	912,002	831,070
Passport flow-through funding (Note 8)	-	848,282	-	848,282	822,825
United Way grants	4,370	-	-	4,370	17,500
Program revenues (Note 9)	1,678,055	304,586	-	1,982,641	2,265,503
Program revenues - internal transfers	(41,779)	41,779	-	-	-
Other grants, donations and membership fees (Note 12)	255,131	267,414	843,021	1,365,566	337,384
	13,079,095	2,381,145	843,021	16,303,261	14,594,985

Expenditures	Ministry Funded Programs	Non-Ministry Funded Programs	Capital Fund \$	2024 \$	2023 \$
Amortization	-	-	171,260	171,260	197,726
Homeshare and support fees	279,625	13,998	-	293,623	298,285
Insurance	149,053	4,129	-	153,182	143,677
Interest	55,977	1,394	-	57,371	65,050
Occupancy costs, repairs and maintenance	1,703,996	96,751	-	1,800,747	1,835,212
Program costs	617,190	45,681	-	662,871	622,981
Purchased services	1,120,325	1,198,318	-	2,318,643	3,223,009
Respite fees	164,063	-	-	164,063	148,998
Salaries and benefits	8,470,006	554,479	-	9,024,485	7,485,119
Staff training	42,338	-	-	42,338	21,639
Vehicle operation and travel	476,575	18,060	-	494,635	372,012
	13,079,148	1,932,810	171,260	15,183,218	14,413,708
(Deficiency) excess of revenue over expenses	(53)	448,335	671,761	1,120,043	181,277

statement of changes in net assets

For the year ended March 31, 2024

	Program Funds \$	Capital Fund \$	2024 \$	2023 \$
Net assets, beginning of year	(170,120)	1,793,849	1,623,729	1,442,452
Excess of revenue over expenditures	448,282	671,761	1,120,043	181,277
Transfer between funds	(156,400)	156,400	-	-
Net assets, end of year	121,762	2,622,010	2,743,772	1,623,729

statement of cash flow

For the year ended March 31, 2024

Cash Flow - Cash provided by (used for) the following activities	2024 \$	2023 \$
Operating activities		
Excess of revenue over expenses	1,120,043	181,277
Amortization	171,260	197,726
	1,291,303	379,003
Changes in working capital accounts		
Accounts receivable	47,858	169,244
Prepaid expenses and deposits	35,621	14,425
HST recoverable	37,412	8,989
Accounts payable and accrued liabilities	80,635	(173,926)
Deferred revenue	(64,882)	32,587
Government remittances payable	17,205	(68,362)
	1,445,152	361,960
Financing activities		
Repayment of mortgages and long term debt	(152,448)	(167,920)
Investing		
Purchase of capital assets	(843,041)	-
Change in investments	(615)	-
Increase (decrease) in cash	449,048	194,040
Cash and cash equivalents, beginning of year	424,946	230,906
Cash and cash equivalents, end of year	873,994	424,946



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.

Donald Cowan
February 2024

Arnold Schaap
February 2024

Danny Atkinson
December 2023

Laura Robertson
November 2023

Maria Corsini
September 2023

**While we strive to ensure everyone is remembered, our apologies if a loved one is inadvertently missed.*

905-563-4115

191 South Service Road Grimsby
ON L3M 4H6

cl-grimsbylincoln.ca

COMMUNITY LIVING
Grimsby, Lincoln and West Lincoln 
Inspiring Possibilities