

Annual Report 2022 - 2023



Community Living Elgin
7 Morrison Drive
St. Thomas, ON N5R 4S5
Phone: 519.631.9222
Fax: 519.631.0820
Email: info@communitylivingelgin.com

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Our Vision

A community where all people feel included and can realize their potential.

Our Mission

We provide supports that empower people with a developmental disability, Early Years children and their families to enhance their quality of life and life choices.



The participants at our St. Thomas Community Access Program were so happy to assist Tim Hortons in preparing their SMILE cookies. It is so rewarding to give back to our community.

Principles and Values

We will:

- Treat all people with dignity and respect and build on trust-filled relationships and equality.
- Support all people to realize their basic rights no matter their skills and capacities, but equally, also ensure they understand their important responsibilities in fulfilling their role as a citizen.
- Listen to all of our stakeholders, giving them voice and input into the work of Community Living Elgin and the outcomes being realized.
- Develop an organizational culture that is team-based, fosters innovation, practices evaluation and assessment, and continually creates opportunities for learning and development.
- Treat each person as an individual with their own needs, aspirations and choices through personalized planning and continually expanding their opportunities.
- Pursue collaborative initiatives that leverage all the community's resources in better meeting the needs of all people in realizing their goals and aspirations.
- Value the work and commitment of our staff and volunteers in achieving the Mission of Community Living Elgin and the outcomes for all the people supported.
- Be accountable for the decisions we make and the effective stewardship of the resources that are provided, acting with integrity in all that we do.



Santa made a visit to one of our homes and everyone was thrilled.



Message from the President & Executive Director

“It is often the small steps, not the giant leaps, that bring about the most lasting change.”

Queen Elizabeth II

2022 was yet a third year of living with the limitations of the COVID 19 pandemic and also a year of learning how to begin to live our lives to the fullest again in spite of the precautions and the reality that the pandemic is still circulating in the community. We saw the people we support getting back to normal life, participating in activities and thriving in their community. In early 2023 we saw the lifting of some mandates that we had to follow, including no longer requiring our staff to wear masks at all times. It was a very liberating moment in time.

When we look back on this time, one of our greatest accomplishments will surely be that we did our very best to support the people in our organization and we succeeded in keeping everyone safe. The Board and Management of Community Living Elgin will be forever grateful for the tremendous effort put forward by our team of great staff to keep everyone safe in what was a very challenging time both physically and emotionally.

Looking ahead, we are excited to continue to grow our agency – to support more people and to provide more opportunities for people to live their best lives. We hope that you enjoy a look back on some of the accomplishments of the past year in this Annual Report. The smiles on the faces of the people we support speak for themselves. It has been a great year and we are looking forward to even greater things to come.

On behalf of the Board and Management Team, we say thank you to everyone at Community Living Elgin for your hard work, for your pride in our agency and wish you continued successes in the coming year. And a special thank you to families and friends of people supported – your encouragement during such difficult times was and remains appreciated.



Susan Bird, President of the Board



Michelle Palmer, Executive Director

Happiness is realizing your dreams...



For a while Doug has wanted to see Kilo Ren and Princess Elsa at Disney. So, the staff at Highview Apartments got to work and this March we helped Doug make his wish happen. First, we drove to Florida and stayed at the Sheraton Vistana Resort. Doug went to Hollywood studios the first day and met Darth Vader and Kilo Ren and got to fly the Millennium Falcon as well!



He was very excited and we put in a lot of steps that day in the lovely Florida heat! The pool was a welcome site.

Day 2 Doug went to Epcot and got to see as he puts it... his Ice wife Elsa!!!



She was so nice and spent time listening to Doug sing "Let it go"!



Doug also had one small mishap with sunscreen getting into his eye so we made a quick stop at the First Aid Centre and Doug made a new friend, Jodi ♡

On our way back home we stopped at a Cincinnati Reds game to finish off our week long journey.



Doug is very excited to go again next year!

Operations 2022 – 2023 – Jayne Andrews, Director of Support Services

Number of Adults Supported	
Community Access-East Elgin	15
East Elgin SIL	8
Community Access Curtis	15
Group Living	60
Supported Independent Living (SIL)	29
West Elgin SIL	9
Passport	93
Supported Employment	5
Host Family	2
TOTAL:	236



Who doesn't love to dance?

Another year has come and gone. The year has been one of welcoming back many happy people who have reconnected with the many services we offer. We are thrilled to see many old and new friends return after 3 long years of COVID. Some highlights this past year include:

- Our day support services in St. Thomas, Aylmer and West Lorne are fully open and excited to be offering programs once again.
- We have welcomed new people supported at our renovated Wellington St. home and plans are underway to open another home in the Lyndhurst area.
- Our EarlyON program in Aylmer and the surrounding area has returned with “in person” activities including free indoor and outdoor programs for families with children 0-6yrs.
- Our Passport program is seeing increasing numbers and continues to grow.
- Our homes are getting much needed facelifts which includes landscaping, fences, roofs and over all general maintenance.

We get stronger each day thanks to the many people supported, families and staff who come together as a community.

Alone, we can do so little; together, we can do so much. - Helen Keller

Human Resources 2022 – 2023 – Lynne Easter, EHRO

Let me start by saying this year and this pandemic has continued to challenge our resilience and every aspect of our lives and the lives of the people we support. Continued efforts and messaging to all of our staff, leadership, and all stakeholders has truly been the glue that holds us together. As we slowly prepare to attempt to emerge from this entire situation, I am convinced we will all come out stronger in the end.

Community Living Elgin has maintained the vast majority of staff through the pandemic which continues to be a testament to people's commitment to our people supported. We continue to recruit however the challenge remains in finding experienced staff with specific skill sets. We receive and process many applications weekly and have now maxed out our number of casual staff.

Similarly, we faced challenges within the HR department in finding a qualified recruiter. Please join me in welcoming both Allison Smith, Recruiter, and Olivia Tomchick, Administrative Assistant, as part of the HR Team. Allison comes with a DS background which prepared her well for this position. Olivia spent the last couple of summers working at CTS as a student and has proven to be a good fit in HR.

As we move forward, we are looking at Diversity, Modernization of Core Competencies, and constantly assessing the needs of persons supported within our community. Dealing with the impacts of COVID will continue to be a challenge in every aspect of our lives.

Please also note that we recently celebrated our long-term service awards. Please join me in celebrating this outstanding level of commitment and dedication to the organization. This speaks volumes about how loyal and truly compassionate our staff are to the people we support.

Of a special note, our fearless leader, Michelle Palmer, has just celebrated 40 years in Developmental Services. Her kind demeanor and supportive leadership has inspired many along the way! Congratulations Michelle!

We continue to be thankful to the organization and all of its stakeholders for staying the course as we faced these incredible challenges of the last three years. The heartwarming stories related to the people we support continue to be a testament to all staff and their loyalty and commitment!

Staff and people supported enjoyed meeting their favourite athletes at the 2022 Sports Spectacular!



Our Choice Matters 2022-2023

The Our Choice Matters self-advocate group began meeting in person in December 2022 following COVID and meets every second Tuesday of the month from 3:30-4:30pm at the CAP building at 2 Curtis St. Membership has been low since resuming in person meetings, due to the loss of members throughout COVID. The committee continues to brainstorm ideas to encourage people to attend and will continue to solicit new members from CLE.

The OCM group held a Christmas Basket raffle, hosted a hotdog day and a Valentine's Day dance at CAP and both events were well attended.

The OCM group will be hosting a Mini Golf Tournament for people supported at CLE and will be held at the Railway 1856 Ultimate Mini Golf course at the Elgin Mall. In July/23 the Our Choice Matters will organize a CLE trip to Ottawa in September to meet with local MPP Rob Flack at the Legislature.

The Chair of Our Choice Matters, Richard Sitzes, and Vice Chair, Blair Lyons, along with Rita Silverthorn and Rhonda Vanderven, advisors have continued to meet virtually with the Speaking Out Conference planning committee. The Speaking Out Conference is organized by 3 self-advocate groups; New Day from Essex, New Vision Advocates from London, and Our Choice Matters from Elgin and an in-person conference will be held in October in Port Elgin.

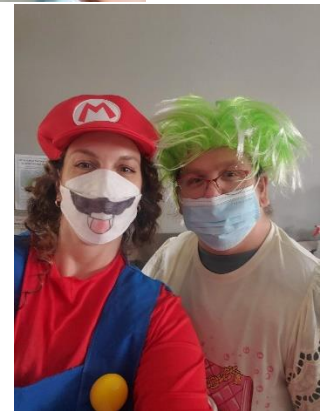
Our Choice Matters may be contacted through the executive and advisors or 519-631-8012 x1623 or ourchoicematters@gmail.com



St Thomas Community Access Program



St. Thomas CAP's Halloween Dance was a smashing success! The CAP staff did an amazing job decorating and pulling everything together. It was such a great feeling getting to see everyone come together, dance and sing. Reuniting with old friends, and past staff put smiles on everyone's faces.



Aylmer Community Access Program

In the summer we learned about Costa Rica, went on scavenger hunts, and made crafts. Went for daily walks and had water fun days in the park. We had a garden at the Gaylea Museum which just tripled this year in space for our vegetables and fruits. We had so much produce, we had the chance to give some fresh cucumbers and tomatoes to the Corner Cupboard Food bank, where we clean once a week through volunteering.

We did the traditional 5000 Thanksgiving bags where we fold and sticker large paper bags for the Aylmer Express, who hand them out in support of the Corner Cupboard. We also donated 20 handmade apple crisp desserts to them to handout for thanksgiving, which we made from the 7 bags of apples we picked at the apple orchard.

We worked on personal goals like meal preparation by making homemade lasagna, sausages, and individual crafts. We made salsa, enjoyed a couple trips to the beach, and did our share of cleaning up garbage around the community.

We have attended the Flying Squirrel for an hour every other Monday, bowling on Tuesdays as well as horseback riding for one young lady in the afternoon, swimming Wednesdays at the YMCA and skating on Thursdays. We volunteer in a few places uptown throughout the week too.

We joined in the Derby in the fall and won third prize for our mystery machine. Everyone had lots of fun and got to say hi to those they hadn't seen in a long time due to COVID.

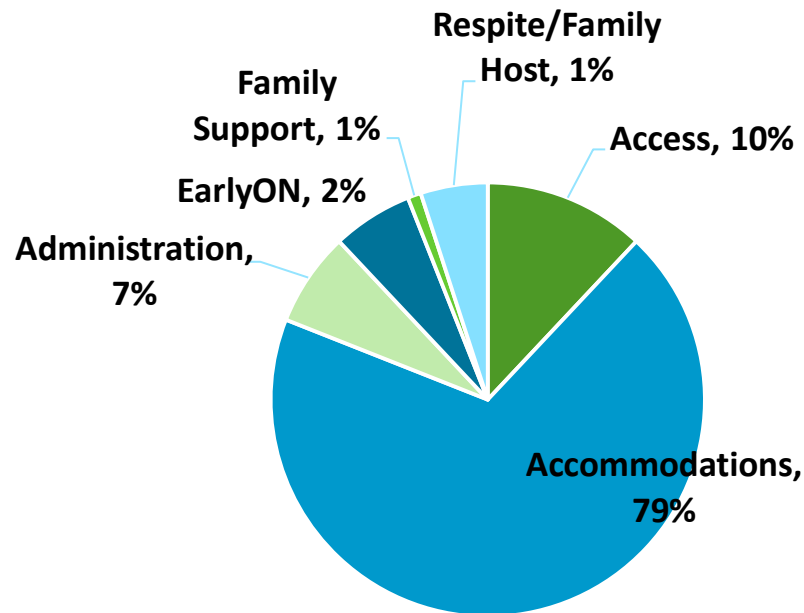
We try to stay busy and involved in the community as much as possible. We are enjoying fulfilled days here at EECAP and hope to keep fun filled days going.



Community Living Elgin Operating Funds

Revenue and Expenditures Summary, March 31, 2023

Expenditure by Service



REVENUE	
MCCSS	\$13,094,545
MCCSS – Permanent Wage	\$1,291,809
MCCSS – Capital Grants	
Municipal Funding	\$264,308
LHINS	\$122,852
Fee for Service	\$442,922
Other Revenue/Projects	\$28,412
TOTAL	\$15,244,848

EXPENDITURES	
Salaries and Wages	\$12,849,275
Travel and Training	\$68,419
Purchase Service	\$1,182,820
Occupancy	\$198,991
Vehicle Costs	\$117,303
Repairs/Infrastructure	\$231,504
Other Expenses	\$563,798
TOTAL	\$15,212,110

Board of Directors 2022-2023

Susan Bird, President

Darren Connolly, Past President

Tina Grignard, Treasurer

Nicole Turner, Director

Administrative Staff 2022-2023

Michelle Palmer, Executive Director

Jayne Andrews, Director of Support Services

Raid Nazzali, Chief Financial Officer

Dave Round, Director of Finance

Lynne Easter, Executive Human Resource Officer

Marie Baker, Executive Assistant

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Matt had not been to Medieval Times since he was a young boy. Thanks to his Passport funds he was able to attend with the staff member of his choosing.

Life is Good!

