



Annual Report
2012-2013



Our Vision

A community where everyone is valued.

Our Mission

To offer quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members.

Our Values/Principles

We are enriched by embracing the uniqueness of each person and their contribution.

Everyone is heard. Services reflect what is important to and important for, each person.

Employees, volunteers and the community are vital to our success and future.

Growth and development occur best in safe, respectful and supportive environments.

We are accountable to the people we support, their families and the partners with whom we collaborate.

*Cover Photo: Angela enjoying
her Caribbean Cruise*

April 2011

Building a Dream

Sean has always loved spending the day in a boat on the water. And while he could count on borrowing his Dad's boat, Sean was yearning for a boat of his own. So, about two years ago, he purchased a 1959 Larson Thunderhawk and set about restoring it.

With the help of family and friends, Sean now has his dream boat. Sean likes to spend a bit of time each day on the water, and can often be seen touring friends across the lake. Sean has also entered a couple of boat shows and looks forward to participating in more of these events this season.



Celebrating Citizenship



John became involved in our organization two years ago. John is originally from the United States and came to Canada as young child after he was adopted.

As we got to know John, he expressed to us very clearly that he wanted to reconnect with his roots. His adoptive parents had passed away and he wasn't sure how to begin. With the assistance of his support staff, John obtained a copy of his missing birth certificate, decided to pursue becoming a Canadian citizen and then applied for a passport to travel to his birthplace. Turns out John's biological family was searching for him too. He was thrilled to travel to Chicago and reconnect with his biological mother and other relatives.

A Message from the President & Executive Director

Jointly, as President and Executive Director, we'd like to express our heartfelt thanks to all of our volunteers and employees for their hard work and their continuing commitment to the people we support.

These are very difficult times for agencies in the broader public sector. There has been a long term trend toward ever higher standards of accountability. Match this to the more recent economic downturn, diminished funding levels, projections that things won't get better until at least 2017 and the fact that we still need to deliver high quality support to people, and you have a veritable fire storm for any social service agency.

And yet, we not only survived through 2012-13 but have become stronger than ever before. Timing presents a bit of a problem as we write this report. For more than two years we've been preparing for accreditation, and last month (in May) a team of validators from *Focus Accreditation* paid us a visit. As this is written, the Focus Accreditation team is writing a report of its own; it will go to a panel which will decide whether or not to accredit Community Living Durham North and we'll know the result of their deliberation around the time of our Annual Meeting in late June.

Now, in early June, we don't have the result and it would be unseemly for us to take the process for granted and to celebrate here an accreditation that has not actually been conferred. However, we can say that we worked very hard preparing for accreditation; that we are more than ever before a model of best practices within the developmental sector; and more than ever able to produce positive outcomes for the people we support. These

are the important results, after all; these are the reasons for becoming accredited. These achievements we can safely celebrate and we want to thank everyone who participated in the Focus on-site or in the prolonged run-up to that visit.

Most of this report will be a brief review of the accomplishments of this past year, but we want to offer a personal tip of the hat to the A-TEAM – the self-advocates within CLDN of whom we're all very proud. They are a constant in the orientation of new staff and many of the people that help us to interview job candidates, both internal and external, are active A-TEAM members as well. Indeed, the A-TEAM is maturing into an independent player within the local developmental sector. It helps to welcome and orient new students in Durham College's DSW program and it has been invited to present at conferences as far afield as Ottawa.

And we'd be remiss not to mention our new partnership with the Scugog Memorial Library and others. Gifts from the Baagwating Community Association and the Rotary Club of Port Perry made it possible for us to purchase a very upscale Coffee Kiosk. Then, we received a five year grant from the Ontario Trillium Foundation that will enable us to operate the kiosk – on the premises of the library. The library is providing the venue; we hope to enhance the enjoyment of its visitors. And many people supported by CLDN will have an opportunity to hone their skills at the kiosk, as a means of preparing for competitive employment further down the road.

Again, on behalf of CLDN's Board and its management team, we want to thank our staff, volunteers and partners in the community who helped to make the past year the success that it was.

J.L. (Jamie) Ross
President

Glenn Taylor
Executive Director

A Year in Review

Quality Supports

- Every person we support has an up to date Support Plan that is reviewed and signed off at least annually.
- Our group of self-advocates, the A-TEAM, delivers an Abuse Awareness training module that is a part of every new employee's orientation.
- Our by-laws stipulate that one position on the Board is reserved for a person appointed by the A-Team.
- People supported are now participants in both internal and external job interviews.
- Our Hot Line is now in its fourth year and people are increasingly comfortable using it to make their voices heard.
- Our Rights Review Committee is in its fifth year and, like the Board, includes one or more supported people.

Well Qualified Staff

- The minimal educational qualification for full time direct support staff has recently been upgraded. A Developmental Services Worker diploma or a narrow range of pre-determined equivalents is now required.
- 148 employees had been trained in Personal Outcome Measures; allowing for turnover, 70% of full-time employees and 42% of part-time employees have participated in this training. By December 2013 we hope to have 95% of our full-time and 75% of our part-time staff trained.
- New employees undergo a rigorous five day orientation before they begin to support people.
- We're about to begin the implementation of Core Competencies. It is expected that in the act of training all of our 235 staff in these core competencies, we will enhance their level of professionalism and boost the quality of the support we provide to people.

Partnerships

- *With Durham College:* We're now providing placement opportunities for an average of nine Durham College DSW students each year. One of our managers sits on the college's DSW Advisory Committee while a professor in the college's DSW Department sits on our Board and Rights Committee. Further, in the Fall of each year, the A-TEAM routinely delivers its Abuse Awareness training module to Durham College's incoming class of DSW students.
- *With the Scugog Memorial Library:* With the help of a five year grant from the Ontario Trillium Foundation, we're about to open a Coffee Kiosk on the premises of the Library. It is providing the venue; we hope to enhance the enjoyment of people who patronize the library.
- *With Durham Region Police Services:* For the third consecutive year, members of the force will deliver a popular training module to people whom we support known as *Take Care; Beware*. Also, for several years now the DRPS has put a representative on our Rights Review Committee.



Building Capacity

- Despite the complete absence of capital funding, we have acquired two new homes, one in Uxbridge (October 2012) and one in Cannington (a transaction that actually won't close until July 2013). Our Board made these purchases possible by covering the down payment with Association funds; the retirement of the mortgage is then an operating expense covered by the budget of the new group home.
- We restructured our services in 2011 so as to create a second Respite Home thereby doubling our capacity to provide short term respite.
- Our Day Programs in both Port Perry and Uxbridge have extended their Monday to Friday hours and figured out how to remain open on some Saturdays.
- We continue to find ways to invest in keeping our homes and other buildings attractive and in good repair. In February and March, as the previous fiscal year wound down, we purchased one new roof, one new furnace, two redesigned kitchens, three fully renovated bathrooms, one restored septic system, major furnishings for 7 homes (i.e. sofas, dining room tables/chairs, window coverings) and painted shared areas in 5 homes.

Donors & Sponsors

Individual Donors

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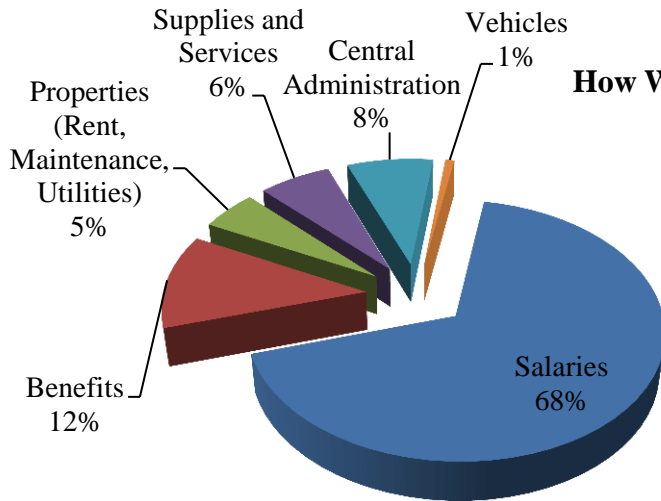
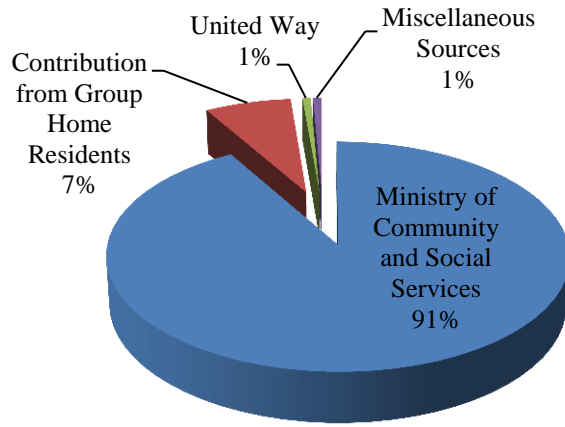
Service Clubs/Groups

United Way Durham Region
Ladies Auxiliary Canadian
Legion- Branch 419
The Rotary Club of Port Perry
Blackstock and District Lions
Baagwating Community
Association
Building Bridges Cttee

Financial Information

Where the Money Came From

\$10,579,768



How We Put the Money to Work

\$10,579,768

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