

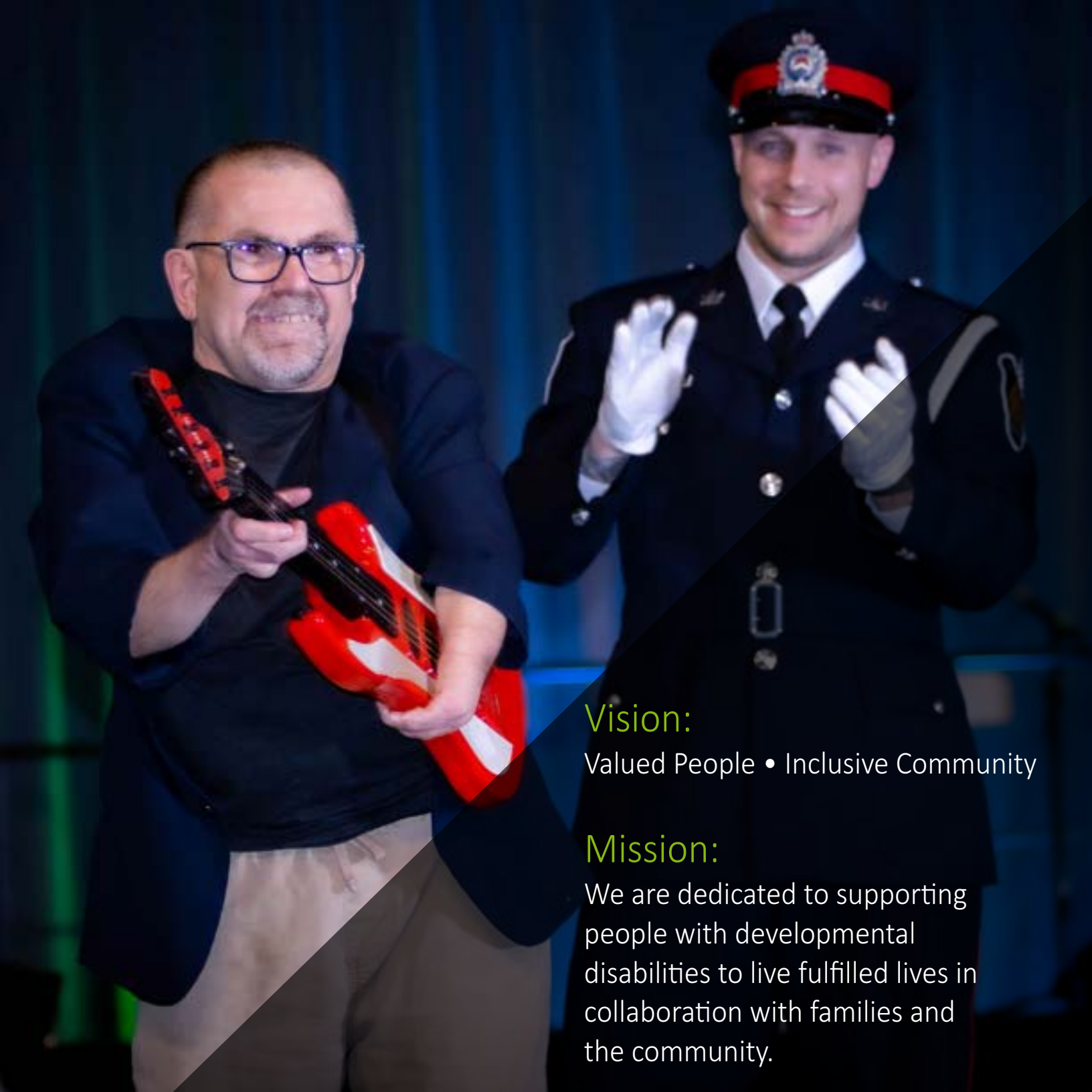
COMMUNITY LIVING
London



Inspiring Possibilities

Annual Report
2022 - 2023





Vision:

Valued People • Inclusive Community

Mission:

We are dedicated to supporting people with developmental disabilities to live fulfilled lives in collaboration with families and the community.

President/Executive Director Report

It is hard to believe that it has been more than three years since the Ontario government declared an emergency in 2020 due to COVID. What we thought was a two-weeks long precautionary measure, turned into several years of changes.

When we look back at our 2022-2023 year, it feels like we are just returning to our new normal: we reopened all of our services and we are moving ahead, bringing some valuable lessons with us. We are now equipped to conduct meetings virtually as well as in-person, we are more conscious of the importance of our hygiene and sanitizing practices, we watch ourselves and put a mask on even if we just have an itchy throat to protect those around us, and no one thinks anymore that going to work while having any symptoms of an illness is an act to revere.

The Ministry of Community, Children and Social Services (MCCSS) is embarking on the next phase of its developmental service reform through its “Journey to Belonging: Choice and Inclusion” initiative. As part of this initiative, KPMG has been engaged to lead a costing study to determine the costs of delivering adult developmental services in Ontario. Community Living London was invited to this initiative, including the next phase, which will focus on service intensity, drivers that influence variability in costs, data elements, etc. At this point, the government is still at the Strategy Development phase, but we expect moving to the Implementation and Transition phase in the coming years. We will continue to advocate for easy and equitable access for all.

agreement with the Board of Directors, our Strategic Plan update has been deferred and we are excited to start on this path, now that things are going “back to normal” – a new and improved normal! You can expect to hear about our new Strategic Plan in next year’s annual report; however, you may be even invited to provide your input in our future plans. Please follow our social media or feel free to reach out to us, if you would like to be involved. We are here because of YOU, our stakeholders – the people we support, family members, volunteers, donors, community partners, and last but not least our dedicated staff. We cannot express our sincere thanks enough for all that you have been doing to support us and we are eager to have you by our side, while we move forward.



Susan Deakin
Susan Deakin
President



Michelle Palmer
Michelle Palmer
Executive Director

“Never lose hope. Storms make people stronger and never last forever.”

- Roy T. Bennett

While many things were put on hold during COVID, we are excited for the future. Given the pandemic situation, in

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YEAR IN REVIEW

Accommodation Services

We had another busy, challenging and rewarding year in Accommodations Services.

We welcomed one new person into supports from the Developmental Services Ontario waitlist, and they are thriving in their new home. This was an excellent example of collaboration between our Accommodations Services and Community Services Departments. Our supervisors and their staff put in a great deal of time and effort to ensure that the best possible supports are in place in order to create a smooth transition for the person supported and their family. As a team they overcame obstacles and ensured that a consistent, predictable plan was in place to ensure success. As a result, we have seen the best possible outcome as they already feel at home. Thanks to all involved!

As we have come out of the pandemic our amazing staff have returned to helping the people they support to accomplish amazing things in the community once again!

People have returned to activities in their community and beyond. We have seen people return to their London Knights season tickets, go to Toronto Maple Leaf Games, Toronto Blue Jays games, a trip to Costa Rica and so much more.

Our staff and supervisors are thrilled to have the ability to meet in person again and we have returned to full training and in person staff meetings, allowing people to interact in a more meaningful way with their coworkers.

We look forward to another fantastic year.



Barry at a London Knights Game



Patti at the Fair



Ala'a visiting the Toronto Zoo

Success Story

Go Leafs Go! Go Leafs Go!

The chant was heard throughout the home for days before Barry and his housemate left for Toronto.

Barry, an avid hockey fan, would watch the hockey highlights and read the box scores every day! He would talk with anyone he could about hockey; how the Leafs were doing, winning or losing and how the playoff chances were coming along.

A brutally honest fan, Barry, would tell you they were playing awful most of the time and the players needed glasses to find the net.

It hasn't always been a boisterous chant coming from Barry. Barry has been hospitalized many times for mental health crisis, each time lasting longer than the last. Last year, Barry spent most of the year at Parkwood hospital. He was in a state of what doctors describe as mental psychosis, with only limited time spent where he was lucid or aware of his surroundings and those around him.

Barry received Electroconvulsive Therapy (ECT) treatments from his team of nurses and doctors at Victoria Mental Health unit. During his hospital stay his team was unsure of

what the outcome would look like and whether or not Barry would be himself if he ever got to go back home.

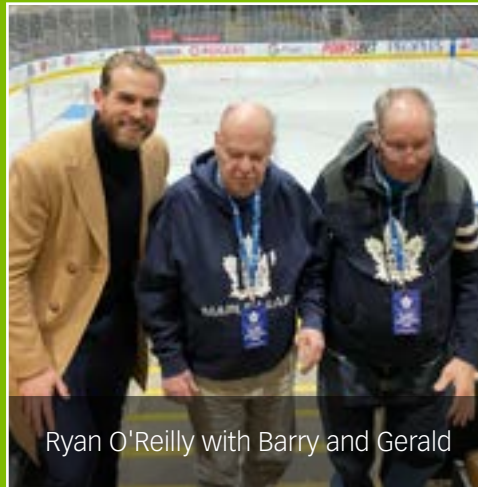
For months his staff team from Community Living London would go up to the hospital and visit Barry, talk to him about the things he loved, and the conversation always went back to hockey.

In July 2022 Barry was showing signs of improvement. His ECT treatments were helping; Barry was more lucid and becoming more and more independent with his daily activities. He was able to go home in July!

Barry was welcomed home with so much love and caring from his staff and housemates. They celebrated at a restaurant when he was able and Barry jumped right back into his everyday life.

He began watching hockey again, Sportsnet was on the TV all day long. If you wanted a highlight or update, Barry had it for you. He got tickets to go see the London Knights play. His staff team ensured Barry had accessible seating in just the right area of the arena, so Barry could access everything he needed with ease.

After that game, Barry asked to go to another game. He was delighted and so happy to tell everyone he was able to go in person. As the weeks passed, Barry went to more and more games. He was able to make it through the whole game, cheering loud and chatting with fans all around him.



Ryan O'Reilly with Barry and Gerald



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He then asked if he could go see the Toronto Maple Leafs play. His staff jumped at the chance to help him accomplish this goal; they began planning together.

They purchased train tickets, they secured a hotel at the Roger's Centre to catch some views before the Blue Jays began playing. They purchased tickets to the Leafs game and invited his housemate, Gerald, to come along to join in on the action.

On March 29th Barry packed up and went to the train station, hopped on the train and was excited to experience everything Toronto had to offer. He went to the Hockey Hall of Fame, and later ended up at the game.

As he was chatting up his seat neighbour, he didn't know what was coming next... Barry's seat neighbour was friends

with Ryan O'Reilly. What happened next was incredible, as the gentlemen sent a text to O'Reilly and told Barry that if he waited after the game he would come up and meet him.

After the game everyone waited and then Ryan O'Reilly came up and took pictures with Barry and his housemate, talked hockey with them, so the night ended on a high note!

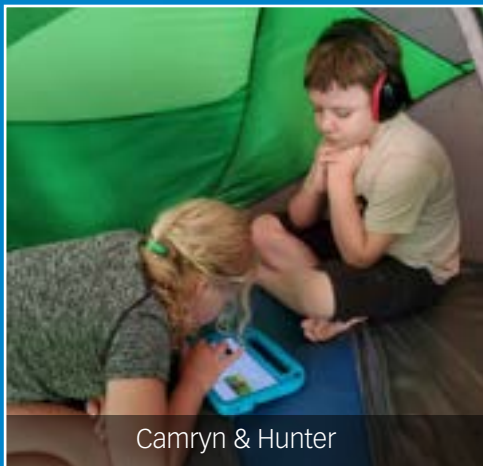
Although the Leafs lost that night it was still a win to Barry. We didn't know what Barry's future looked like a year ago. His love for hockey and his dedicated supports at Community Living London helped make his dream of seeing the Leafs come true, and he now has some amazing photos with O'Reilly to look back on for years to come!

Success Story Respite Services

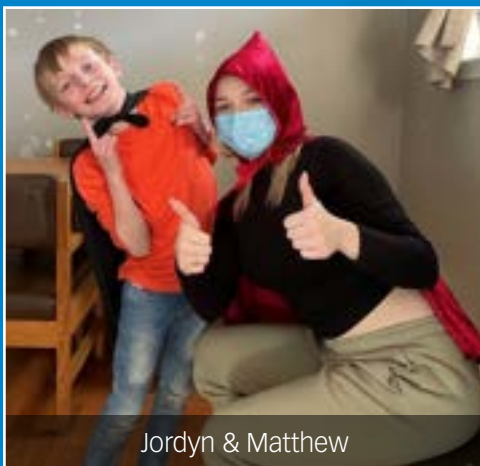
This past year our Respite program has seen many changes. In April 2022 we were finally able open our Scatchard Respite Program for overnight supports for both children and adults! Up until then we were providing day supports for as many families as we could while following

all the COVID protocols and trying to operate with two full time staff and a hope and a prayer. Although day supports were helpful, they didn't give our families the true break they needed to continue providing support for their children at home.

Since last April, when we fully opened this home, we have been able to take 15 adults off the DSO wait list for overnight adult respite. This number is one of the largest we have had in many years.



Camryn & Hunter



Jordyn & Matthew



Danielle enjoying the nice weather

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In October the Respite program expanded even more and both our Children's Respite home and our Adult Retreat program opened for overnight supports at reduced numbers. Since October, we have been able to bring in 24 new families for our children's program and the number continues to increase.

Over the past year we have worked hard to find the staff that make up this amazing team who provides supports for approximately 150 families in our community. Without this team, we would not be where we are today and that is back to working hard to provide the supports our families need each day to support their family members.

Being able to walk into the homes and see everyone back and having fun has made this journey one that I will remember for many years.

COMMUNITY ACCESS CENTRES

The Hub

This past year at The Hub has been a time of growth and creativity as we continued to navigate the ever-changing level of pandemic restrictions while also providing fun and interactive classes/activities as the number of people attending increased.

The Hub welcomed 11 new Fee for Service participants and 2 new Base Funded participants to our program who are thriving and making great strides with developing new friendships and learning new skills.

The Hub has successfully increased the number of classes being offered from 4 each day (during the pandemic) to 16 classes each day! As the pandemic restrictions have eased up we have been able to bring back some of the highly requested classes, such as; Spa, Karaoke, Woodworking and Learn to Draw, while also adding many new activities, such as: Escape Room Adventure, Everything Apples, Resin Art, Minute to Win It, Target Shooting, Bocce Ball and Dice Games.

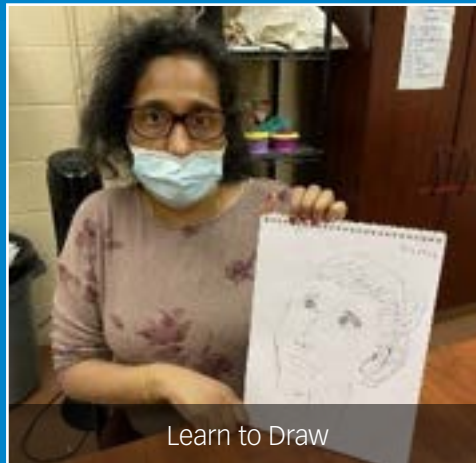
Participants and Staff are looking forward to another exciting year to come!

Adelaide Access

Over the past year the Adelaide Access supported over 30 people offering a variety of favourite and new activities. Everyone has enjoyed the relaxing of many of the COVID restrictions which allowed increased opportunities to enjoy favourite community activities such as swimming, bowling, visiting our favourite coffee shops, trampoline parks and hiking at our local parks. We are also offering many in house



Escape Room Adventure



Learn to Draw



Woodworking Class

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activities in person; line dancing, Glee Club and everyone's favourite Karaoke. It has been very exciting to offer many of these in the Access Extra and a wonderful opportunity to see friends we have not seen in over two years.



Success Story Adelaide Access

Over the past year participants at Adelaide Access enjoyed a new "Learn How to Draw - Art Class". This art class has participants producing unique pieces of art that have been a big hit. Utilizing an iPad, each person is able to follow along a tutorial that teaches them how to draw a picture of their choosing. The "Art for Kids Hub" app follows a father and son who teach people how to draw pictures step by step, allowing them to pause and un-pause tutorials to follow along at their own pace. Once the finished product is complete, participants enjoy laminating a copy of their art work to take home with them and also leaving a copy on display for people to admire at Adelaide Access.



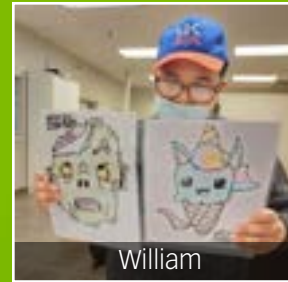
Joseph



Kevin



Danielle



William



Kevin

Club at the Hub

The Club at the Hub social program for adults on the Autism Spectrum had a busy year. Participants were excited to have the opportunity to spend time together every other week, after a long break. Everyone enjoys the many activities available at The Hub: basketball in the gym, board games, foosball, shuffle board, movie nights and much more. The specialized program has become so popular we are now running every Monday!

Snoezelen Room

The Snoezelen room is now up and running. I sound like a broken record when I keep saying how long its been.

We have had several trainings and a lot of renewed interest in the Snoezelen room, and a lot of new faces are now taking advantage of this unique space. Since October 2022, we have averaged 20 new people getting trained per month. If you are interested in the Snoezelen room, please reach out to Ford Cres 519-433-3371.

Neighbourhood Access

Everyone was so excited to be back to Neighbourhood Access at South London Community Centre. Bingo, Boccia, cooking and games afternoons are busier than ever. Thursday afternoons continue to be dedicated to the Whiteoaks Family Center, where the Neighbourhood Access Staff, acts as a community connector.

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Ford Access

There have been a lot of happy faces and friendships renewed over the past months. People are back to their post-COVID schedules and participating in new and familiar activities that were non-existent for over two years. A few of the activities that are back in full swing are: swimming at the Y, Volunteering at Goodwill, Baking, Crafts, amazing art painting classes and of course a week wouldn't be complete without Karaoke.

Ford Access led a Hamper Challenge at Christmas time. It was spearheaded by one of the Ford Team members and

then became a friendly rivalry throughout the organization. Each staff were responsible for donating specific items, to build a basket. The baskets were donated to people supported in the community support program and our FSW families.

The staff team at Ford continue to plan new and exciting opportunities for people. With the warmer weather coming upon us, the plan is to utilize the beautiful outdoor space in the mornings before the heat sets in. The staff team have some creative and fun activities planned for the warmer months.



Horton Access

The gang is back together! Horton Access started back up in September and again many happy faces. The Horton Street Senior's program was so happy to see the Horton Access gang back in the building. Everyone is incredibly busy, and it took no time at all for people to get back into their groove, with all of the activities that take place in the building. One of the very popular programs is on Wednesday mornings Music with Mario.



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Leisure Connections

The Leisure connections program is back up and running, and continues to offer fun activities in the evenings and some weekend events. To date there has been a Masquerade Ball, Hockey games, The Briar, Karaoke nights and so much more.



Wednesday Night Bowling League

Picture it, two years and no Wednesday bowling league, no Dairy Queen, no I. You can imagine the hugs and high fives that happened the very first night of bowling in September of 2022. It's hard to believe the season is now over until September 2023. Everyone that attended was happy to be back to see friends, their bowling coaches/volunteers and to get back to some regular Wednesday fun!

Employment Services

In celebration of NDEAM – National Disability Employment Awareness Month, this past October, the team from Employment Services visited with the businesses connected to Community Living London to thank them for promoting diversity through their hiring practices. It is through Employers recognizing and engaging the benefits and advantages of hiring inclusively that innovative and exciting job opportunities arise.

The goal of finding a paid job is shared by many. It is one way to contribute our skills and talents, to explore our

interests and options, and to expand our experiences and social circles. Employment Services is proud to assist job seekers along their journey. The past year saw more people return to their jobs and new job seekers experience labour market attachment.

Rachel, Shawn, and Chris are employed as Crossing Guards through Paladin Security, which recently merged with Stinson Security. They are dedicated to fulfilling their responsibilities and enjoy the community connections that have developed.

Our team looks forward to connecting with both job seekers and businesses to expand opportunities for growth in the workforce. Please contact Employment Services to learn more.



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Thank you to our Inclusive Employers 2022 - 2023!

Anderson Craft Ales
Arnsby Property Management
Arthur J. Gallagher Canada
Limited
ATLOHSA
Bath and Body Works
Bee Clean
Best Western Lamplighter
Budweiser Gardens (Ovation
Foods)
Burger King
Cineplex Odeon
CLEO
Cohen Highley LLP
Community Living London
Corus Entertainment
Costco
Dearness Retirement Home
Fanshawe College
Farm Boy
Ferguson Electric
Food Basics
GoodLife Fitness
Grainger Canada

Home Depot
Idlewyld Inn and Spa
LCBO Warehouse
Loblaws Great Food
London Hydro
London Police Services
McDonald's
McKenzie Lake Lawyers
Metro
Millennium Constructions &
Design Inc.
Montana's
Neo Tokyo
No Frills
OES Inc.
Old East Village Business
Improvement Area
Paladin Security
Pizza Hut
Real Canadian Superstore
Siskinds LLP
Southwest Pet Centre
StarTech.com
Strictly Addressing

Tepperman's
To Wheels
Turner Drug Store
Value Village
Westmount Neighborhood Pet
Clinic
Wholesale Club
Williams Form Hardware and
Rock Bolt Canada Ltd.
Winks Eatery
YMCA

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Interested in Purchasing Service?

Community Living London hires highly qualified and experienced staff who are recruited through a rigorous assessment process. Every effort is made to effectively match staff, based on each person's interests and needs.

If you have Passport funding or personal funds, the following options are available for purchase:

Day Supports • community engagement or centre-based to meet your needs

In Home Support Worker • community involvement support

Out of Home Respite Service • in a home-like environment

Employment Services • identifying employment goals, employment training classes, securing employment, on-the job training, on-going job coaching

Skill Development and Lifelong Learning Classes • to increase independence in a variety of areas, including social sexual awareness education

Planning Services • develop a Life Plan with identified goals and action steps



Community Living London has been a provincial leader in providing quality supports to people with developmental disabilities since 1952.

Benefits of purchasing service from Community Living London:

- ★ Qualified & Experienced Staff
- ★ Let us take care of the recruitment and hiring
- ★ Quality Service Options
- ★ Flexible Invoicing Arrangements
- ★ Competitive Rates

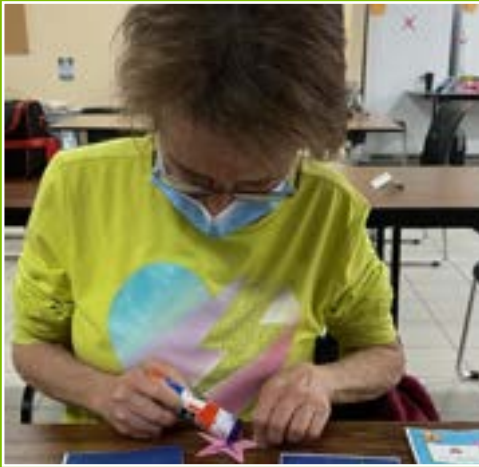


If interested in exploring the purchase of service, please contact:
Cheryl Massa at cheryl.massa@ccl.on.ca or call 519-686-3000 ext. 396



Success Story Card Making at The Hub

Last fall, a request was made through Community Living London's email, asking for homemade cards to show appreciation for doctors and nurses working hard



throughout the pandemic. People supported at the Hub who were participating in a card making class felt inspired to answer the call! Fifty cards were made and passed along for these superheroes. The cards were very much appreciated as indicated on a social media post showing the staff at the Victoria Hospital Emergency Department posing with many of the cards that had been made at the Hub. What a great example of community being there for community!

Success Story Adrian at Night of Heroes

The staff team from Ford Access and Respite Services are so incredibly proud of Adrian for strutting his stuff at Night of Heroes. Adrian was brilliant, almost as brilliant as his sport coat, which was flashy and fabulous. He blew kisses to everyone, he not only walked the cat walk with his hero, but also had a special guest join him on stage!

I spoke with Adrian's mom, Sharon, briefly, before the show started, and you could hear the pride in her voice and see the tears in her eyes, that her amazing Adrian was going to go on stage in front of hundreds of people.

Adrian came to Ford the day after the show, and was tired but very happy. Adrian was so proud of his



Adrian at Night of Heroes

accomplishment and couldn't wait to show everyone his pictures and tell them about his big night!

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Children and Youth Services

Family Support

The Family Support Program supported 161 children and their families this past year, assisting with advocacy, planning, and linking to community and government resources. The Family Support Workers are happy to be meeting with families in person – at Community Living London, in the community, and in family homes when needed.

Sibling Workshops began in September 2022 following a three-year hiatus during the pandemic. The Family Support Workers collaborate with staff from Salvation Army London Village and LHSC's Pediatric Family Resource Centre to

facilitate the program. Siblings and their families have been enthusiastic for the workshops since their return.

The Family Support Workers have begun collaborating with TVCC to facilitate monthly "Paperwork & Funding" virtual workshops for families. There have been regular general funding workshops as well as more specific workshops on equipment funding and funding for summer planning. These workshops have all been very successful and continue to have great registration numbers.

The FSW program also hosted 2 students from the Bachelor of Social Work Program at Kings College - UWO. It was great to have students back in person and in the office helping to support families.



Children's Services Committee and Events

Our Children's Services department continues to be busy in our community. Some of the committees we are involved with are:

- All Kids Belong Advisory
- The intake coordinators committee
- CSCN Local Resolution
- 5 County FASD-CSP Steering Committee
- It Takes a Village Planning Group
- Family Support Workers of Ontario

We also attended the following community events:

- TVCC Rec and Leisure Open house
- TVCC Summer Camp Open house
- Open Doors

Summer Leisure Program

After a 2-year hiatus we were very excited to partner with the Thames Valley and District School Board and Home and Community Care Support Services South West to offer the Summer Leisure Program, a specialized day camp for children and youth ages 7 – 20. We provided a day camp experience for 50 children and youth in two locations; St. George's Elementary school and Clark Road Secondary School. The campers enjoyed typical summer camp activities; crafts, water balloon battles, basketball, theme days, musical guests, karaoke and especially spending time with friends.

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Leisure Nights

It has been another exciting year for the Leisure Nights participants and program staff. This specialized program offers social and recreational activities for children and youth who have a diagnosis that includes Autism. We served 25 children and youth between the ages of 7 – 17. This program operates at 25 Ford Crescent, everyone enjoys the many activities that are available at this location including; Snoezelen Room, Computer Lab, gymnasium, Smart Board

and of course video games! We also spend a lot of time enjoying the backyard; snowball fights in the winter and creating our own splash pad with the hose, Slip n Slide and lots of buckets and sponges in the summer.

Throughout this last year it has been evident that although we were apart for two years, the Leisure Nights crew have developed strong friendships. As one staff commented, "It is so amazing to see everyone together, laughing and so happy to see each other; its like they were not apart at all"



Human Resources and Organizational Development

Wow what a year it has been! As we are now seeing a light at the end of the tunnel we have the opportunity to take a breath, reflect on what we've been through, and make plans for the future. While the needs of people supported continues to be our primary focus, I can't stress enough about the value of our committed, and valued staff. From our very hard-working Direct Support Professionals ensuring everyone is well and living their dreams, to our Supervisors constantly juggling staff and managing outbreaks, to our Senior Leadership, providing guidance along the way. A huge shout out to everyone including the

Board of Directors, for standing behind us in navigating these past three years.

As we forge ahead in returning to this new normal, we will continue to strive to improve people's lives, rebuild our staff, and celebrate and recognize all of those that stuck with us in weathering this horrible storm.

We welcomed 138 new staff to the organization over the past year, and yes, that's a big number, we will make every effort to foster meaningful relationships with people supported as well as team development and insightful, inclusive, thriving work places. We've learned from these past few years that it is imperative that we give staff the resources necessary to enjoy Developmental Services as

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not only a job but as a career. We are focusing a great deal on not only building a diverse, inclusive workforce, but one of a very high level of respect for one another as human beings.

The Human Resources Team has had equal challenges maintaining a Recruiter position. Please join me in welcoming Allison Smith as our new Recruiter, as well as Olivia Tomchick as our Administrative Assistant. Both have embraced their roles with the current challenges and continue to maintain a positive approach.

Of the 138 new hires, I am happy to report that a very large percentage of those hires are people arriving from other countries. We already are a very diverse organization, but I think we could all agree that learning about other cultures to understand our unconscious bias's is an integral

part of becoming a fully inclusive community. Our Diversity Committee has been resurrected and is hard at work planning on how to fulfill these objectives.

The Modernization of Core Competencies group recently been reassembled. As everyone is aware, we have fully embraced Core Competencies as an integral part of developmental services work. Working collaboratively with Creative Team Solutions (CTS), we will update these competencies in the coming months to ensure these are entrenched in not only our hiring practices, but also in our ongoing training and professional development.

Please join me in acknowledging and celebrating the following individuals that have reached the following service achievements:

5 years

Kemi Bailey	Kandra Maness
Briana Bassett	Mins Mohan
Samuel Butler	Cindy Price
Samuel Field	Terraine Riley
Alix Geoffrey	Alyssa Stevens
Rebecca Howe	Siby Thomas
Liza Jacob	Joseph Varkey
Binu Lal Sarasalayam	Alexandra White
Belen Lucero	

10 Years

Fartun Ahmed
Jennifer Balch
Megan Lamonaca
Joshua Miller
Kelly Morden
Britany Morton
Sarah O'Brien
Anna Tavener
Jessica Vasicek

20 years

Marci Armstrong
Jac-Lynn Campbell
Tensae Grenet
Tsehaynesh Hagos
Alejandro Hoyos
Michelle Lenehan
Yolanda Ostrowski
Azieb Woldemicael

30 years

Stephen Collard
Jennifer Hopkins
John McVeigh
Monica Telfer

I would be remiss if I didn't include a huge congratulations to Michelle Palmer, our fearless leader. Michelle started her career with Community Living London 40 years ago, and quickly found her calling. She continues to apply that inspiring leadership with kindness and encouragement in everything she does. Congratulations Michelle!

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



Michelle speaking at Night of Heroes

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Success Story Brad's Busy Year

Brad had a busy and rewarding 2022-2023 year, as living in London, supported by Community Living London's Accommodation Services, allows him to attend many events. His love of sports, live music and participating in community events provides Brad with a well rounded and satisfying way to spend his time.

One of the first events that Brad attended in 2022 was The Backstreet Boys on July 2nd at the Budweiser Stage in Toronto, accompanied by his friends, Brandon and Dillon. This was a very exciting day for Brad as the Backstreet Boys are his favourite! The highlight of the evening was when Drake joined the stage as a surprise guest to sing "I Want It That Way". This was something Brad will never forget!

Next up on exciting events to attend was the London Comicon at the RBC Place. This convention is the largest Comics, Sci-Fi, Anime and Gaming event in Southwest Ontario, and Brad thoroughly enjoyed seeing all the displays and visiting with the guests.

October 15th brought Brad another opportunity to enjoy some live music. This time it was Bryan Adams right here in London at Budweiser Gardens. Brad is a long-time fan of Bryan Adams and was thrilled to know so many of his hits.

Now it was time for some sporting events, and what better way to start of the season then by attending a Toronto Argonauts game. Though they lost to the Montreal Alouettes, Brad still enjoyed being able to see them play live.

Anyone who knows Brad is aware that his favourite sport to watch is hockey. As a season ticket holder for the London Knights, he is fortunate to be able to see them often. And there is no better way to spend a Friday night than to cheer on the home team while enjoying popcorn and a drink. Continuing with hockey, one of the highlights of 2022 was being able to see his favourite team, the Toronto Maple Leafs take on the Philadelphia Flyers on December 22, again of course with popcorn. Go Leafs Go!

Starting 2023 off strong, Brad fulfilled one of his long-time dreams, to see the Toronto Raptors play live. After hopping the Go-Train in Hamilton, they were able to enjoy a nice

meal and then go on to see the Raptors beat the Trail Blazers at the Scotia Bank Arena.

With the nice weather finally here, Brad now has the opportunity to get out and play some sports himself. One area in which Brad really excels is playing golf. He enjoys visiting the driving range, as well as participating in the Special Olympics Eagles Golf Program.

One of Brads favourite sports to play is floor hockey. He was incredibly happy to participate again, as the program had been put on hold due to COVID. It is as if he never took a break from playing, and he is once again excelling at the games and practices.

Brad has also had the opportunity to participate in volunteering with ReForest London which is a non-profit organization whose mission it is to enhance environmental and human health in the Forest City. What a wonderful way to give back to the community while enjoying our beautiful green spaces.

With all this activity and with support from his staff, Brad was able to achieve his goal lose a significant amount of weight, a whopping 50 pounds, and is the lightest he has been in years, improving his overall health! This is an accomplishment that Brad is extremely proud of, and we the staff are very proud of him as well, and Brad's parents are also thrilled to see him so healthy.

Overall, 2022-2023 has been a really exciting and fulfilling time for Brad and this summer promises to be a thrilling one, as there are several other events are in the works. We look forward to many more adventures!



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Volunteer Program

What will we do without our volunteers? That is a question we almost had to ask ourselves when the pandemic shut down our programs, and our volunteers, in March 2020! Luckily, we didn't have to face the reality that all was lost—our first ever virtual volunteers became vitally important in keeping people with developmental disabilities connected to the community throughout those dark days of isolation.

It wasn't until September 2022 that we were finally able to offer our volunteers an opportunity to begin spending time, in person, with the people that we support again! Our bowling league was back and our Best Buddies program finally had the go ahead to plan activities where people could visit face to face. Many of our familiar volunteers were back and we began, as we do each September, welcoming new faces to our team. As Tyler said "I have really enjoyed volunteering with Community Living London! It has helped

me connect with some really awesome people that I wouldn't have met otherwise."

Although getting a chance to see people again in person has been wonderful, we learned during the pandemic that technology could be used to our advantage! We will continue to offer a wide range of virtual activities, led by volunteers, to compliment other activities that people with developmental disabilities are engaged in. For many, these sessions are a chance to try a new activity and meet some new friends. Attending volunteer-led virtual programs also removes two huge barriers—program costs and transportation.

Our volunteers have long been an integral part of the work we do in working towards supporting people to live fulfilled lives. As we move back into a model where we can help people with disabilities build meaningful relationships, we begin the work of rebuilding a once vibrant community of people who volunteer to inspire possibilities.



Best Buddies Event



Pat and Wendy

Inspiring Possibilities

COMMUNITY LIVING
London

Development and Communications

As the community began to open-up a little more, the department of Development & Communications was excited to get back out into our community and interact with people we have missed seeing these past three years. Our department reconnected with our Glen Cairn community network on a Party in the Park in June at Glen Cairn Park. The Saturday event included music, dance, and delicious food. For the event, the participants at The Hub created beautiful cards for all occasions. They were a hit especially with Father's Day only days away. We look forward to more events with our community partners.

Our social media accounts were filled with people we support participating in more indoor and outdoor activities and taking trips out of town. It was great to see everyone out doing things they love again. Make sure to find Community Living London on Facebook, Instagram, Twitter and LinkedIn and join in on the fun!

The support Community Living London has received this past year has been phenomenal. We are back connecting with our supporters and everyone has been eager to get back to planning fun events and raising funds for our organization. In 2022, the 29th Annual Cohen Highley Golf Tournament raised over \$24,000 for programs and services at Community Living London. Over the past 30 years, Cohen Highley has raised over \$850,000 for Community Living London. We appreciate all the work and dedication the volunteers at Cohen Highley put into planning the event. It's always a fun day of golfing at The Oaks Golf and Country Club.

This year, Community Living London was chosen as the Charity of Choice for the London Knights game. This was the first time our organization had been chosen and we were excited to raise funds for Community Living London and re-engage with our London community. The 50/50 raffle raised \$5,500 for Community Living London.

In November Community Living London participated in Giving Tuesday where we launched our 'Gift of Communication' campaign. The campaign was an

enormous success, raising over \$4,000 to purchase iPads for people we support to aid in communication.

With a \$21,000 grant from the Harry E. Foster Foundation, the Adelaide Access program at Community Living London was able to purchase a sensory cart that included a sound responsive ladder panel, a bubble table and several activity kits. When people receive the right type of sensory input in these areas it can increase concentration, reduce anxiety, develop fine and gross motor skills and encourage language skills. The Adelaide Access program strives to meet the needs and wants of each person who attends the program, to make their experience at the centre the best it can be.



In 2022, Community Living London received a \$175,000 grant from the Ontario Trillium Foundation to explore the types of services that people we support, and their families are looking for post-pandemic and in the future. The project gathered feedback from people with developmental disabilities, their families and community stakeholders on what types of support they want and need for leisure, recreation, community participation, volunteering and respite. Many of these supports were not offered during the pandemic when people and their families needed to make alternative arrangements. We look forward to presenting the information that has been gathered and see how it will affect the new model of services for people with developmental disabilities and their families.

Inspiring Possibilities

COMMUNITY LIVING
London 

The 31st Annual Night of Heroes Fashion Show & Silent Auction

On March 23rd Community Living London welcomed everyone back to RBC Place to celebrate the 31st Annual Night of Heroes Fashion Show & Silent Auction. After two virtual celebrations, 62 Community Living London and Community heroes walked, danced, and rolled down the runway at RBC Place in front of a crowd of over 650 people.

With the help of RBC Place London, Encore Global, and our amazing planning committee, the 31st Annual Night of Heroes was an enormous success. DJ Alpha kept the music playing and everyone dancing all night long, along with our incredible Emcee, Nick Paparella, who was back again this year to share the inspiring stories of our heroes. This year's heroes included: The OHL's first Woman Referee Hillary Brennan, Disabilities Studies Associate Professor and Advocate Jeffrey Preston, Paralympic Sledge Hockey Silver Medalist James Dunn, and Dave Partington, CEO of Gallagher Global Brokerage, Canada. While our heroes took the stage, Nick shared the incredible accomplishments from heroes supported by Community Living London. There was laughter, smiles, and not a dry eye in the ballroom as our heroes took the stage.

The online silent auction was enjoyed by guests at RBC Place and at home, featuring over 100 incredible items to bid on. Prizes this year included: WestJet Fly Anywhere tickets, Blue Jays & Maple Leafs tickets, Spa & Getaway Packages, Gift Baskets, and more!

Thanks to our amazing supporters, the 31st Annual Night of Heroes raised over \$170,000 to help continue inspiring possibilities with Community Living London. A HUGE thank you to all our volunteers, donors, sponsors, and heroes for helping to make the 31st Annual Night of Heroes one for the record books! A special shout out to our top sponsors CTV Bell Media and Cohen Highley LLP for their continued support. Thank you to Insurance Store, The Finucci Janitis Allen Group RBC Dominion Securities Wealth Management, and Brenda Finch, Financial Advisor - CIBC Wood Gundy for their support of the 31st Annual Night of Heroes.

Save the date! The 32nd Annual Night of Heroes Fashion Show & Silent Auction is Thursday February 22nd, 2024 at RBC Place London!

THANK YOU TO ALL OUR DONOR-WE TRULY APPRECIATE ALL YOUR SUPPORT THIS PAST YEAR! THANK YOU FOR HELPING COMMUNITY LIVING LONDON INSPIRE POSSIBILITIES!



Inspiring Possibilities

COMMUNITY LIVING
London 

The 22nd Annual Community in Motion: The Serious(ly) Fun Run!

In 2022, Community Living London welcomed our participants back live and in-person at Springbank Gardens on Sunday September 25th. The 22nd Annual Community in Motion: The Serious(ly) Fun Run! was a huge success, raising \$82,000 for Community Living London. A record year!! The rain didn't stop over 200 participants from running, walking, and wheeling the 2KM and 5KM path at Springbank Gardens.

Participants put the 'Fun' in The Seriously Fun Run as they enjoyed many activities throughout the day including a kid's fun-zone, warm-up workout by Goodlife Kids, and musical



entertainment by London's own Sarina Haggarty. A special shout out to our Emcee Matt Loop from 102.3 JACKFM for keeping the energy up all morning long! Thank you to all our participants and teams who joined us at the 22nd Annual celebration of Community in Motion. Big Thank you to our top sponsors, 102.3 JACKFM and North Pole Trim and Supplies.

Join us for the 23rd Annual Community in Motion: The Serious(ly) Fun Run! on Sunday September 24th at Springbank Gardens. We can't wait to see you there!

Membership Program

Did you know that you can become a member of Community Living London? Our members take an active role in determining the strategic direction of the organization by sitting on our Board of Directors and voting at our Annual General Meeting. Other benefits include: a subscription to the "Update" newsletter, inclusion on our email distribution list, invitations to special member events and more! All first-time members are eligible for a complimentary membership their first year. To get your membership today, contact melanie.alexander@cll.on.ca.

Inspiring Possibilities

COMMUNITY LIVING
London 

Person Centred Planning & Quality Assurance

Community Living London's Person-Centred Planning Department celebrated 25 years! In April of 1997, Community Living London undertook the largest organizational restructuring. The change was in an effort to be more responsive to people receiving services and their families. Part of this restructuring included the inception of a new department, Person Centred Planning with Community Living London being one of the first organization to dedicate as an area of service. The team spent a period of time learning and embracing the philosophy of person-centred planning while developing skills in the use of planning tools, which included attendance at conferences and workshops and connecting with those well known in this area. Within the organization, Person Centred Planning has continued to evolve as the core of service delivery. Each person supported has a personal plan which reflects their hopes, dreams and wishes. Today the planning team continues to develop and maintain their skills, being proficient in the use of PATH, MAPS, and Essential Lifestyle Planning. The planners also became certified in-house trainers in Personal Outcomes Measures, a planning and evaluation tool. All of these tools were adopted within the organization with a specific emphasis on Outcomes. The task was undertaken to educate all employees within the organization in Personal Outcomes Measures which then became the primary planning tool. This led to a greater understanding of people supported by direct support professionals which in turn created many more successes and achievements. While COVID suspended training in many areas the department has modified our Personal Outcomes training, gearing it to teams of staff to ensure meaningful learning, based on shared experience with the people they support. Today, Community Living London continues to utilize Personal Outcome Measures as the foundation of supports to people ensuring staff training remains a priority of education related to quality supports.

As part of on-going learning we continue to mentor our DSW 2 staff who have assisted the planners with the completion of Complex Plans. The Ministry of Children, Community and Social Services has frequently asked Community Living London to complete these specialized, support plans. Complex Planning involves assisting a person and their family in identifying their vision and goals for the future. There is a historical perspective of the person, defining goals for future work, life and play, and what would be the supports needed to achieve these things. A comprehensive plan invites all the people involved in a person's life to provide information about the person which includes family members, loved ones, friends, teachers, anyone the persons defines as important in their life. The Person-Centred Planner is responsible for oversight and finalization of all plans while coaching and transferring knowledge to the DSW working with them. This important work develops our staff's ability to work co-operatively, demonstrate their personal commitment toward assisting with determining best outcomes, showing respect for those who know a person best and encouraging the exchange of information and flow of ideas.

The Person-Centered-Planning Department facilitated a large scale move meeting to look at all of our homes and consider the needs and changing needs of people we support. This involves looking at the compatibility of housemates, skills and interests, as well as the physical environment. The follow-up discussions help us to make recommendations and plans based on the suitability of a person's current living situation as well as forecast changing needs. We anticipate opportunities and determine benefits, consciously considering the positive impact of support.

Ministry of Community, Children and Social Services (MCCSS) compliance happened for Community Living London in September 2022. During this time, they visited 11 sites, reviewed 45 individual files, 2 new board member files, all Policies and Procedures, and reviewed all Serious Occurrences. In our debriefing, they shared some of their

Inspiring Possibilities

experiences and some incredibly positive feedback. Such as “It was evident that everyone worked really hard to stay current – even in the midst of a global pandemic – this was demonstrated by the completion of annual reviews and ISP’s”. They stressed that this was not something done consistently throughout the province and they were very impressed. Additionally, that our supervisors and staff were very knowledgeable and that keeping people safe is hard at the best of times and the dedication of all employees at Community Living London did not go unnoticed by the Ministry. Given what we have been living for the past few years, this was an extraordinarily successful review.

Community Living London continues to actively maintain our accredited status with FOCUS. FOCUS Accreditation conducts a 3rd party audit assessing quality supports and services which we have been involved with since 2010 receiving our first accreditation in 2014. Community Living London was scheduled to complete our 4th accreditation hosting the onsite portion in the spring of 2022. As we prepared and the timeline was getting closer our Board of Directors understood the priorities of Community Living London’s work needing to continue on supporting people ensuring stable staffing and preservation of family and friends as integral in people’s lives. As such it was approved that Community Living London would defer the on-site for 1 year. We are excited to announce that we will be hosting this on-site with FOCUS Accreditation in June of 2023.

As part of continuous quality improvement, Community Living London created a virtual suggestion box. This is available to anyone who visits our website and wants to share a suggestion. We have received many suggestions and have acted on several. We review and track suggestions as they are received. For each person who offers a suggestion they then receive information about their suggestion and if items are actioned or an explanation as to why it may not be actioned. We then share with the agency so people can see the benefits of providing a suggestion.

The Quality Assurance and Planning department continues to play an ongoing role in the training and education of Direct Support Professionals at Community Living London. The training includes New Employee Orientation, Developmental Support Worker 2 (DSW 2) training, Personal Outcomes, and presentations at various staff meetings.

Quality assurance and planning remain a focal point of the supports at Community Living London. The department is committed to ensuring that the agency provides exceptional services to all stakeholders and follows the vision “Valued People • Inclusive Communities”.

New Vision Advocates

Another busy year for the members of New Vision Advocates (NVA).

NVA continues to facilitate and organize the Staying Connected network meetings. Members of NVA started this network in 2021 and continue to facilitate monthly meetings with people from across Canada. This network provides the opportunity for people with developmental disabilities, family members, support professionals and students in the disability studies programs to network, learn from each other and join together to advocate for change.



MPP Peggy Sattler met with members of NVA

Each year since 2021, the members of NVA have partnered with the members of the Staying Connected Network and members of the Hot Topics group in Queensland and Golf Coast in Australia to plan and host a virtual event in celebration of International Day of Persons with Disabilities. This year, members reached out to members of Advocating Together in Dundee Scotland. Members of this group joined our event and shared about their group, issues people with developmental disabilities face in Scotland and how they advocate for change.

Members of NVA have been invited by other organizations to share their knowledge and experiences on what makes an advocacy group active. During COVID, many self-advocacy groups stopped meeting and become disconnected. With the input and experiences from the members of NVA many are starting to be active again.



Scott, Anne and Yvonne with DSW students after speaking

Throughout the year, members of NVA have given many presentations, both virtually and in person. They speak to students in the Developmental Services Workers program at Fanshawe College and students in the Disabilities Studies Program at King's College on a regular basis.

NVA members created a training video for the London Police Department, sharing their experiences and suggestions on making interactions with Police better for both people with disabilities and the officers.

Members of NVA continue to meet with their local MPP's and MP's to address issues they feel affect people with developmental disabilities such as poverty and lack of affordable, accessible and safe housing.

Members were invited to participate in a roundtable discussion on housing that was organized and facilitated by MP Kayabaga to discuss the need for accessible affordable housing.

In March, NVA member Yvonne Spicer was awarded the Queens' Platinum Jubilee by MP Kayabaga for her work as an advocate for people with developmental disabilities.

The members of NVA have been advocating to support Bill C-22, The Canadian Disability Benefit. They have attended information sessions, written letters to their MP's and to the members of the senate to ask that this Bill be



MP Kayabaga presented NVA member, Yvonne Spicer, with the Queen's Jubilee Award

passed. A member of the group also sat on Inclusion Canada's Income security task group which reached out to many groups and organizations to share information on Bill C-22 and to gather input from people with lived experiences, family members and supports about the need for this benefit.

Congratulations to NVA members Mark Anderson and Yvonne Spicer on being elected on to the Community Living Ontario Board of Directors.

NVA continues to partner with members of New Day, Our Choice Matters and P4P self advocates to plan and host the annual Speaking Out conference. In October 2022 the



Anne and Daniel presenting to DSW students at Fanshawe

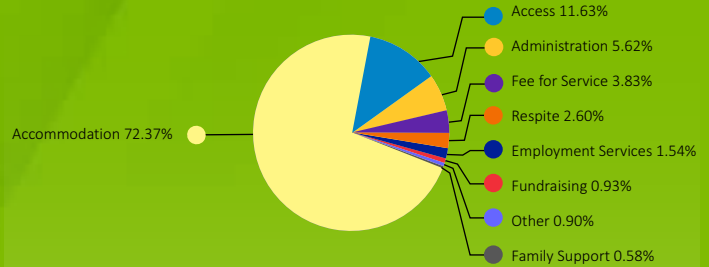
conference was once again held in person at the UNIFOR family education Centre in beautiful Port Elgin. Members are busy planning Speaking out 2023, to be held October 20 -22 in person.

Currently members are working to plan fundraising events, and hope to once again be able to host their Notes and Noodles, Spaghetti dinner event in the fall.

The New Vision Advocates continue to meet twice a month, with invited guests such as MPP's, City officials and members of other self-advocacy groups.

Community Living London
Operating & Resource Development Funds
Revenue & Expenditures Summary
March 31, 2023

EXPENDITURE BY SERVICE



REVENUE

MCCSS Subsidy	\$ 27,455,135
Fees For Services	\$ 2,653,260
Investment & Other Revenue	\$ 895,600
Other Government	\$ 623,949
Fundraising/Donations	\$ 408,163
Service Canada Grants	\$ 95,492
United Way Subsidy	\$ 68,830

TOTAL \$ 32,200,429*

EXPENDITURES

Wages and Benefits	\$ 26,727,753
Professional Fees	\$ 1,665,527
Occupancy	\$ 1,606,342
Program Supplies/Equipment	\$ 1,130,950
Transportation	\$ 595,075
Office and Other Expenses	\$ 91,300
Travel and Training	\$ 39,566

TOTAL \$ 31,856,513*

*All amounts are unaudited.

2022 DONORS

Cumulative Giving

Peter Nobes de Burgh Society: \$500,000-\$999,000

Cohen Highley LLP
The Estate of Carrie Marguerite Muth
Dave Scatcherd Memorial Golf Tournament
United Way Elgin Middlesex

Charles Kingsley Allison Society: \$250,000-\$499,999

George Cedric Metcalf Charitable
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Florence Millicent Worrall Society: \$100,000-\$249,999

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The Harry E. Foster Charitable Foundation
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Marguerite Emily Cartwright Society: \$50,000-\$99,999

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Katherine Harley Society: \$10,000-\$24,999

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Canadian Airborne Forces Association-
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Estate of Kenneth E. Dickie
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Mr. & Mrs. James & Lorraine Hewett
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Labatt Brewery ECCO
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Mrs. Aileen Watt
Mr. Ted Wernham
Ms. Cynthia Westerhout
Ms. Kathleen Westerhout
Mr. George Wilson

Annual Giving

Walter Hill Society: \$50,000

United Way Elgin Middlesex

Edna McCallum Society: \$10,001 - \$24,999

Anonymous
Canada Life Assurance Company

Cohen Highley LLP
The Harry E. Foster Charitable Foundation
Randy Pettipas
Estate of John T. Ryan

Patron's Circle: \$5,000 - \$9,999

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London
Estate of Norah Morris
London Agricultural Commodities, Inc.
London Knights Hockey Club
CIBC Children's Foundation
HR Downloads

Advocate's Circle: \$1,000-\$4,999

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Mr. Van Oirschot
Ms. Taylor Seers
Mr. Scott McRae

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Mr. & Mrs. Paul & Karen Chimenti
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