



Inspiring Possibilities



Our Vision

Valued People • Inclusive Community

Our Mission

Community Living London is a registered charity dedicated to supporting people with intellectual disabilities and their families to live fulfilled lives.

COMMUNITY LIVING 
London
Inspiring Possibilities

President/Executive Director Report

"Inspiring Possibilities." We continue to encourage each person to be the best that they can be and we provide flexible supports to assist each person to achieve everything possible. Possibilities are endless if you dare to dream and have the courage to keep on trying. At Community Living London we see the "impossible" happen each day - a person who attains competitive employment, someone who learns to swim, a gentleman who learns to take the bus independently, a young lady who makes new friends, a man who travelled to Toronto for the first time, and on, and on, and on. New possibilities are endless.

This year brought some change through new regulations governing the developmental service sector. Quality Assurance Measures were introduced as a regulation of the new Services and Supports to Promote the Social Inclusion of Persons with a Developmental Disability Act, 2008. Community Living London has trained all employees in this new regulation, which focuses on abuse reporting, medication administration, financial management, health promotion, and Human Resource management. This regulation was developed to ensure all organizations providing support to people do so within specific parameters to ensure quality supports.

Our Advocacy committee also had a busy year. They continue to work with the City of London in an attempt to achieve a transportation subsidy for persons on the Ontario Disability Support Program (ODSP) by demonstrating the success of other municipalities in Ontario. They have met with local MPP's to ensure the needs of people with intellectual disabilities, families on the wait list, and support staff working in the field are not forgotten, and also prepared submissions for the Minister of Finance encouraging a plan to address the long waiting list for services.

The organization also undertook an accreditation review through FOCUS accreditation. It is important to note that this review was done voluntarily, with no directive from our funder. We felt it was important to have an external review of the services and supports the organization offers, to measure service quality against a set of proven standards. There were countless hours spent preparing for this review, organizing data, developing policy, assisting people to determine what was important in their lives and then assisting

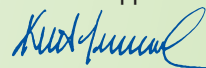
them to achieve their goals, and preparing a comprehensive package of information for the reviewers. We were very pleased to be informed that Community Living London consistently demonstrated a commitment to the people supported in the organization, and the passion for the work is obvious. It was also noted, that although we are a very large organization, Community Living London is always able to maintain our connection with the people supported and our stakeholders throughout all levels. Staff of Community Living London are highly regarded in this community and our partners, families and funders all agree that our commitment leads the work of the agency. We are currently waiting for the review panel's report, but are very confident that Community Living London will achieve an accredited status in the near future.

Thanks to all staff members at Community Living London who work so hard each day to assist people in achieving success. Your commitment to people, your energy, your professionalism, your dedication, your interest in ongoing learning, and your willingness to always go the extra mile, are deeply appreciated. Quality supports is a result of your daily efforts and your true commitment to our Vision: Valued People • Inclusive Community.

**Success is a journey,
not a destination**

Ben Sweetland

Thanks to all of you, our members, people who choose Community Living London for support, families, funders, donors, volunteers, community partners, and staff members for continuing to join us on this journey, for believing in possibilities, and encouraging success. This could not be done without the support of all of you.



Keith Trussler
President



Michelle Palmer
Executive Director

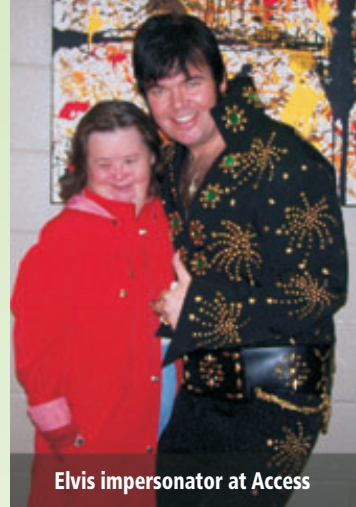
Year in Review

Highlights:

- Two groups of people supported within Accommodation Services chose to move to new homes in 2010. The people report that they are very happy in their new homes and have been welcomed into their neighbourhood.
- Once again Community Living London (CLL) was able to welcome new people: four people from the Community Services Coordination Network (Application Entity) wait list moved into their new homes within CLL's accommodation services.
- In the summer of 2010 Community Living London received a generous grant from Ronald McDonald House Charities that enabled purchasing a multi media centre for one of our respite homes. The children who access respite now enjoy the big screen television with a Smart Board overlay and a Wii game system with many games.
- The Safe Space provides clinical supports and treatment to persons referred to us by Regional Support Associates (RSA). Three people have benefited from this support in 2010-2011 and successfully returned to their homes, avoiding hospital admission. We continue to work in partnership with RSA and the Enhanced Specialized Services Network to provide this much needed option for people experiencing significant challenges in their lives. CLL invests in the specially trained staff who work in this space and we are proud to now have 40 staff members as a part of this team.
- Community Living London participated in the annual Regional Support Associates Conference in October 2010 where we had the chance to share our expertise on aging and intellectual disabilities. Supervisor Laurie McAndrew engaged in a panel discussion on aging where she highlighted the unique home and the supports and services offered by us for people with intellectual disabilities who are also experiencing age related challenges.
- At Scatcherd Respite Place we have been able to successfully support several people with complex medical needs. With additional staff training and the addition of hospital beds and lifts, our staff members have been able to successfully meet this

challenge. For people over the age of 18 who have significant medical needs Community Living London is able to provide the much needed support.

- The Augmentative Communication team has developed resources in alternative formats for Social Sexual Safety Awareness Training, Personal Outcomes, Healthy Food Resource Guide and two Train the Trainer Manuals. The Ontario Trillium Foundation provided funding to ensure these resources are available to other organizations, as well as training on the use of these resources.
- The Wet and Dry Snoezelen spaces at Ford Access Services continue to increase the number of users by offering times during the evening and weekends. We are pleased to welcome people from CNIB, Alice Saddy Association, Participation House, Family Service Thames Valley, L'Arche, Forward House, Crest Services, Ingersoll Community Living, Community Living Elgin, Thames Valley Childrens' Centre, Thames Valley District School Board, Woodstock Developmental Services, Salvation Army Community Living, Madame Vanier Childrens' Services, Christian Horizons, and The Autism Society London.
- The development of literacy skills of people with intellectual disabilities continues to grow through the use of three Smart Boards within the agency. This technology facilitates interactive learning in many areas, such as money management, street safety, etc.
- We are proud of our continued partnership with United Way of London and Middlesex that enables us to provide Inclusive Camping Services, the Teach and Play Toy Lending Library, and Volunteer Services.
- The Transition to Community Employment initiative commenced training for 16 people who are participating in developing skills in preparation for success in community employment. Seven new jobs have been obtained by people who have participated in this initiative and currently there are seventeen people waiting to



Elvis impersonator at Access

enter the program. Funding through the Service Canada Opportunities Fund was secured for this initiative.

- Plastic Packaging Employment Training Centre was once again successful in achieving a certified co-packer status with a gold rating through an annual audit conducted by Guelph Food Technologies. An additional audit was completed by Kellogg's USA to ensure new requirements were being implemented. The success of these two audits allows for continued partnership with Kellogg's.
- Opp Art Employment Training Centre secured four on-going contracts with Community Care Access Centre (CCAC), Ty-Lan Enterprises, Jack Balaban Services, and Trim Gard Auto Molding. In addition, a variety of one time contracts have been secured throughout the year.
- Over the past year Employment Services supported a total of 100 paid employment positions with over 70 different employers in the London area. We congratulate the following London businesses for making the decision to hire a person with an intellectual disability over the past year: American Eagle, Bungalow Restaurant, City of London, Lamplighter Inn, Little Red Roaster, the London Convention Centre, Remark, Startech.com, Swiss Chalet, and Windsor Factory Supply.
- Our agency, a founding member of the Ontario Disability Employment Network (ODEN), participated in meetings coordinated by the Lieutenant Governor, David Onley, who also presented at the annual ODEN conference.
- The Family Support Worker Department provided support to 176 children and their families over the past fiscal year. Also, two Bachelor of Social Work students from King's University College assisted the department while furthering their education.
- We provided support at the Northbrae Hub to over 30 families living in the northeast area of the city. This number continues to increase. This service provision helps with the Child and Youth Network's (Family-Centred Service System task force) goal of reducing the difficulty in accessing services for families.
- To facilitate 12 Sibling workshops we collaborated with Thames Valley Children's Centre, CPRI, and The Salvation Army London Village. Moreover, CLL was able to provide an extra special team building exercise for the youth Sib-Group. They were taken to O'Shea's farm for a team-building session that is designed to break down social barriers and encourage inclusiveness for all children. This outing received rave reviews by the participants and parents.

- We were able to assist eight families through the Christmas Family Drive. This is a record for our program! Each family was extremely thankful and appreciated the generosity of all.
- As part of the Child and Youth Network's Healthy Eating and Physical Activity Campaign the Family Support Program assisted in developing a referral map called "Recreation and Healthy Living Resources for Families of Children with Special Needs and Families Facing Barriers to Participation".
- The Person Centred Planning (PCP) Department enhanced the Life Plan through the addition of personalized safety assessments, rights audits and individualized communication plans.
- The PCP team assisted several people in the community to meet emerging needs through the planning process and accessing emergency funds to secure time limited supports. Overall, the team provided planning facilitation for approximately 400 people in total in 2010 - 2011.
- Our Person Centred Planners were hired to conduct PATH training with the Haldimand Association and they have been booked to facilitate organizational PATH's for Alice Saddy and Cambridge Associations for Community Living. Also, our team was selected to develop person centred plans for two adults currently being supported in hospital settings, to allow for transition into community based supports.
- The PCP Department continued to facilitate the work of the Rights Review Committee that adjudicates on rights restrictions that impact the lives of people supported.



Christmas Family Drive preparation at the FSW office

Volunteer Services

Highlights:

- Community Living London continues to be a volunteer-driven organization, with over 200 active volunteers.
- 72 students were involved in the Best Buddies program, with eight holding executive positions on the Campus Leadership Team. We continue to provide training and mentorship for those involved in one-to-one matches to ensure that meaningful, long lasting relationships are cultivated.
- Lisa Walters was presented with the 2010 Volunteer of the Year Award, having spent much time and effort ensuring the success



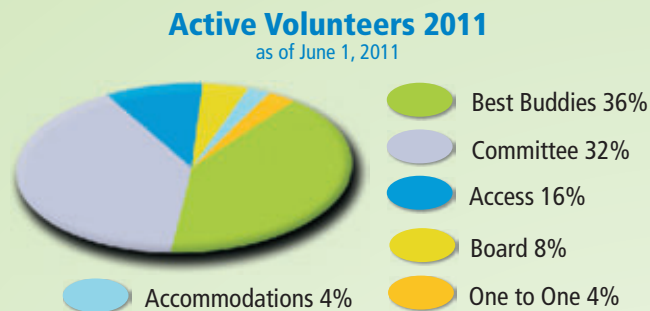
Allison (left) with Best Buddy Sherene

Success Story: Augmentative Communication

Tony is a very social gentleman who always has a lot to say. Although he is non-verbal, Tony enjoys meeting new people and making his voice heard.

He recently started using an Augmentative Communication Aid, allowing him to communicate more effectively with the people in his community and make more and more decisions in his everyday life.

Through the use of his aid Tony has come to develop strong relationships with the staff and patrons of a local restaurant,



of many special events. As the long-time Chair of the Night of Heroes Fashion Show Committee, Lisa was instrumental in this year's event being named the most successful ever.

- Ashley Acott was honoured with the 2010 Spirit of Friendship Award for her longstanding dedication to the Best Buddies Program.
- CLL continues to partner with Fanshawe College in providing placements for students in the Developmental Service Worker program. This year, over 60 students were mentored across all areas of the agency.
- After many years of receiving volunteer support, the participants in the Friday Night Bowling Program decided that they were ready to take the reigns themselves. A true testament to the support our volunteers provide, the Friday Night bowling participants are now fully engaged in the program as it operates independently. Our dedicated volunteers have been deployed to other program areas.

Johnny's. In fact, the owner of the restaurant was so impressed with Tony's new ability to effectively communicate with others that he decided to develop a pictorial menu, in an effort to create a more inclusive community for all.



Advocacy

Highlights:

- The Advocacy Committee was successful in securing the support of the Developmental Service Advisory Committee in our recommendation for Fanshawe College to develop a Community Integration through College Education Program (CICE) in London. CICE programs offer post secondary education opportunities for students with intellectual disabilities and is currently being actively explored by senior officials of Fanshawe College.
- Community Living London in collaboration with the New Vision Advocates is engaged in on-going conversations with the City of London Administration and Members of City Council regarding the development of a public transportation subsidy for people living on ODSP. We are hopeful that City officials are actively seeking a viable solution for people living in poverty who do not currently have access to affordable public transportation.
- Members of the Advocacy Committee continue to engage in conversation with our local MPPs to develop strategies to address the extensive waiting lists for services for people with intellectual disabilities.



Mark Anderson, Director of NVA (left) with Keith Trussler, Board President at London City Hall

Success Story: Family Support Worker Program

Lilly is an 8-year old girl who is full of life! Although Lilly has Angelman Syndrome which affects her physical and intellectual development, she rides horseback, plays soccer, loves to swim and attends school. Her mother, Danielle, works part-time and spends the rest of her hours planning and supporting her daughter to live life to the fullest! A Family Support Worker (FSW) from Community Living London is a part of the team that helps Danielle to access supports for Lilly.

In order to access all of the activities, the family wanted a modified vehicle that would allow Danielle to take Lilly to her many appointments and leisure pursuits! With the assistance of the Family Support Worker, Danielle completed funding applications for President's Choice Children's Charity and March of Dimes.

President's Choice Children's Charity helped the family to purchase a Dodge Caravan and the March of Dimes funding allowed the installation of a swing chair to make it easier for Danielle to get Lilly safely in and out of the van!

Nothing comes easy, but having a Family Support Worker to help with paperwork and advocacy makes the ride a bit smoother! What a team - what a success!



Success Story: Adult Toy Lending Library

As a DSW II (Developmental Support Worker) with Community Living London, Hattie Benjamin has been primarily supporting people with challenging and aggressive behaviour. Working closely with Regional Support Associates (RSA) to develop effective support strategies, she gained a deeper insight of many of the underlying reasons that play an important role in these behavioural issues.

Throughout the years Hattie discovered a pattern: she often found herself "sneaking" the people she supported into Teach and Play to get new ideas and to discover what objects and activities catch the supported person's interest and attention.



When Hattie started supporting Michelle, Michelle was going through a difficult time in her life and needed help. Implementing the behaviour protocol together with the appropriate resources proved to be a real success! "Not only did we witness growth in Michelle's skill development, but the aggressive behaviour dwindled and her quality of life and overall happiness greatly increased," Hattie reports.

But Hattie didn't stop there. "It got me thinking - why do we need to 'sneak' these people into Teach and Play? Why isn't there a resource centre for adults with intellectual disabilities, where they can go and access different toys, activities and hobbies that would in turn add active enjoyment, meaning, and happiness to their lives? Isn't the job of the developmental services worker to help the people they're supporting to further develop, regardless of age?"

Hattie contacted her supervisor, Gary Downing, and the idea got support from senior management. Funds were allocated to purchase items and Hattie started to build an organized inventory of educational and developmental toys.

This is the inspiring story of taking initiative and advocating for the people supported. It is also Michelle's success story and many others, whose quality of life greatly improved, thanks to the advocacy and care of our support staff.

As Hattie puts it, "Already, Michelle's skills have greatly increased and have placed her in a higher developmental range - which really is what this job is all about."



Michelle (left) and Hattie (right) enjoying the resources available through the Adult Toy Lending Library

Organizational Development

Highlights:

- At the 2011 Professional Development Day we acknowledged the 2010 Award of Service Excellence winners. Cheryle Dupuis was the recipient of the Individual award, and the team who works at Dissing Crescent was the recipient of the Team award. We are extremely proud of our staff who consistently go above and beyond to deliver excellence to the organization and the people we support. Congratulations!
- In February 2010, Community Living London was chosen as one of 16 agencies across the Province to participate in the Core Competencies Pilot Project, a key deliverable of the Developmental Services Human Resource Strategy Steering Committee. In the rapidly changing and complex environment of the Developmental Services sector, the implementation of workplace competencies is critical to enhancing and sustaining a quality workforce that will continue to deliver a very high standard of service. Throughout 2011 and 2012 a key group of employees will be assisting with the next phase of this project as they assist with the training of other agencies across the region.



Cheryle Dupuis (left) with Michelle Palmer, Executive Director

Success Story: Respite Services

Approximately 4 years ago, three young women from Strathroy began attending respite. They have been friends for many years and plan to have an apartment together some day. The respite location was the perfect place for them to experience what it might be like to live away from home, together, with minimal staff support. Every visit has been positive and exciting as the girls planned their stay from start to finish.

In the spring of 2010 Julie suffered a stroke. After intensive rehabilitation she told her mother that she wanted to attend respite with her friends again. At first, Julie's mom, Annette, was very hesitant to let her go. After several phone calls with the supervisor and the staff Annette finally agreed to let her daughter return to respite.

On her first visit, Annette felt that Julie should only stay for one night; however, upon arrival Julie clearly stated she was staying for two nights as she loves respite and wanted to be with her

friends and staff. Staff assured Annette that they would call and update her on Julie's status.

By Saturday afternoon it was evident that Julie was her old self again; so, Annette agreed to let her stay for the entire weekend as she felt confident that staff would take excellent care of her daughter.

This was a success for everyone involved, Julie, her family and the staff team. Moreover, looking back, Annette shared that "attending respite was a big part of Julie's healing after her stroke."



Julie (left) with her Mom

Membership

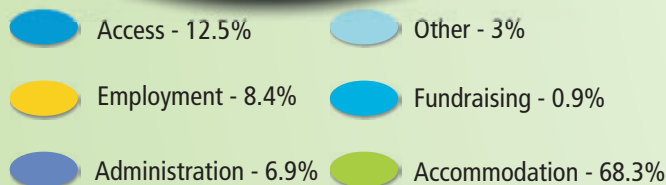
Highlights:

- Currently, Community Living London has 178 active members.
- We continue to educate members about the importance of planning for their families' financial future. In 2010-2011, 85 members were in attendance as we welcomed Brendon Pooran, an estate planning lawyer, who provided information about the Registered Disabilities Savings Plan. 40 members were in attendance as we hosted the Annual Members' meeting in conjunction with a Will & Estate Planning Seminar, presented by Cohen Highley lawyer Tyler Hortie and Certified Financial Planner Barry Carson.

- In April, more than 70 families and staff representing 12 agencies were in attendance at the annual Children's Services Fair. This event provides an opportunity for families to learn about services and programs that are available for their children and also to network with agency representatives and other families. CLL partnered with 4 new agencies this year.
- Young families receiving support from CLL were asked how we could better educate and prepare them for the realities their loved ones will face in the future. Results of the survey will be used to customize our Education Series in the coming year.
- Long-time member and CLL supporter Archie Cairns was honoured on the Mayor's Honour Roll for his work in the community.

COMMUNITY LIVING LONDON Operating & Resource Development Funds Revenue & Expenditures Summary March 31, 2011

Expenditure by Service



REVENUE

| | | |
|-----------------------|-----------|-------------------|
| MCSS SUBSIDY | \$ | 16,441,584 |
| UNITED WAY SUBSIDY | \$ | 120,563 |
| SERVICE CANADA GRANTS | \$ | 226,616 |
| OTHER GRANTS | \$ | 362,024 |
| FEES/SALES | \$ | 1,359,010 |
| OTHER REVENUE | \$ | 112,737 |
| FUND DEVELOPMENT | \$ | 499,173 |
| TOTAL REVENUE | \$ | 19,085,707 |

EXPENDITURES

| | | |
|---------------------------|-----------|-------------------|
| SALARIES AND WAGES | \$ | 15,646,734 |
| TRAVEL AND TRAINING | \$ | 372,580 |
| PROGRAM SUPPLIES | \$ | 807,215 |
| OCCUPANCY | \$ | 1,416,547 |
| TRANSPORTATION | \$ | 315,516 |
| OTHER | \$ | 309,827 |
| TOTAL EXPENDITURES | \$ | 18,868,419 |

Highlights:

- The New Vision Advocates (NVA) has approximately 30 active members. Meetings are held the 2nd and 4th Tuesday evening of each month except for July and August when meetings are held on the 2nd Tuesday only.
- NVA celebrated their 10th anniversary of being an advocacy group.
- NVA successfully hosted the 4th Annual Noodles and Spaghetti Dinner. Monies raised assists members to purchase a banner with the group's name and logo on it.
- Members sit on all of Community Living London's Board Committees.
- Members of NVA continue to partner in planning and hosting the annual Speaking Out conference. This group received the James Montgomery award from Community Living Ontario for all of their work in hosting this very successful conference.
- The Past Chair of NVA continues to sit on the City of London's Accessibility Advisory Committee and was also re-elected to sit on the Council of Community Living Ontario.



- Two members of NVA have been asked to sit on the Developmental Services Ontario Advisory committee for the South West Region and one of the NVA members sits on the Developmental Support Worker Advisory Committee at Fanshawe College.
- The NVA members have been asked to present workshops on Rights and Responsibilities and to give advice on how to start an advocates' group. Moreover, they hosted a very successful one day retreat for advocates and people supported from across the Southwest region.
- The group actively supports Bill 83 to stop picketing of workers in front of the homes of people receiving supports.
- The group is advocating for subsidized LTC bus passes for low income Londoners.



NVA Executive Board Members:
 (from left) Mark Anderson, Director; Justin Hess, Director;
 Anne Angell, Secretary; Robert Rogers, Co-Chair; James Taylor, Chair

Community Presentations:

- Presentations were given on rights and responsibilities, respectful language and respectful supports at CLL's staff trainings, meetings and at Fanshawe's Developmental Support Worker Program.
- Speeches were given at various events on various topics; for example, "How to start an advocacy group" (ARCH Advocates, Ingersoll Support Services), "Being an advocate" (Hutton House), "The power of words and labels" (OADD, Fanshawe College Social Worker students), "Life in an institution, advocacy and the power of words" (CADD), "Who we are" (Kiwani's Seniors' Club), and "Tips for Including Everyone" (YMCA, Boys' and Girls' club summer camp staff).
- Advocating for subsidized bus passes at the City of London's Community and Neighbourhoods Committee and Budget meeting.

Board of Directors 2010/2011

Executive:

President | Keith Trussler
Past-President | Ann Hutchison
Vice-President | Andrew Chunilall
Treasurer | Ruth Hall
Member-At-Large | David Vince
Member-At-Large | Jill Teeple

Board Members:

| | | |
|-----------------|----------------|--------------|
| Betty Dore | Dennis Winkler | Susan Bird |
| Carmela Girodat | Holly Ings | Ward Coulson |
| Carol Campbell | Jim Hewett | |
| Darlyne Morlog | Joe Hoffer | |

Administrative Staff 2010/2011

Executive Director | Michelle Palmer
Manager of Accommodation Services | Aileen Watt
Manager of Community Services | Laurie Baker
Acting Manager of Development & Communications | Kris Usher
Manager of Finance | Brian Sim-Little
Manager of Organizational Development | Lara MacDonald-Deane
Manager of Person Centred Planning | Sandy Jefferson



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