

2019/2020



ANNUAL
REPORT



PRESIDENT AND EXECUTIVE DIRECTOR'S MESSAGE

Adapting and Growing Together

This report reflects on our work over the past year, but we want to begin with a few thoughts on the last few months. While the COVID-19 pandemic has overshadowed everything, it has also served to illuminate something that we already know at Community Living Association Lanark County (CLA): we have an amazing team and an amazing community.



JEAN KNOWLES
PRESIDENT

We have worked together to keep those we support – as well as one another – safe. In partnership with our developmental services colleagues, CLA has prepared and distributed 500 meals each week. Our procurement team has sourced scarce personal protective equipment. And we've pivoted to offer virtual training, including the daily Morning Show all via Zoom. Conversations range from cooking, to the arts, to a great game of bingo – and we expect the virtual training will be here to stay.

Even during a global pandemic, we are committed to being there to support the people we work for.

Now, we want to share some highlights from the year leading up to the pandemic.

New Partnerships

- Last fall, CLA's Executive Director Tony Pacheco retired after 8 years at the helm. Thank you to Tony for his leadership. We welcomed Rob Eves as our interim leader, forging a new partnership with Carebridge Community Support. This partnership is a great example of developmental sector agencies working better together.
- An all-agency retreat last November brought Boards and managers from across Lanark County together for leadership development.
- In February, CLA teamed up with the Lanark County Developmental Services Leadership Table to present a series of sessions by well-known consultant and author David Hingsburger.



ROBERT EVES
EXECUTIVE DIRECTOR

A Commitment to Quality

- CLA completed a successful compliance review last spring – thanks to the incredible work by the Quality Assurance Committee and staff. We met and exceeded the expectations of the Ministry of Children, Community and Social Services.

Inspiring Possibilities

- CLA's Vision speaks to respect and dignity. This past year, CLA provided support to two new innovative housing options for those we serve, doubling the options available.
- Funding from the national Canada Summer Jobs program allowed CLA to create opportunities for three mentors and nine individuals who we support.

Community Linkages

- A key goal in CLA's strategic plan is community engagement. Throughout the past year, we have seen a significant increase in this area, including a commitment to expand volunteer and employment opportunities.
- In April 2019, CLA signed an agreement to co-lease space with Big Brothers Big Sisters of Lanark County in Carleton Place. In August, CLA's 'Used Book Outlet' was transformed as 'Foundry Books' in this new location. The bookstore honours the Findlay Foundry which was located just behind the store for more than 100 years.
- Community spirit is alive with events such as the annual Christmas Door Decorating Contest. This year, CLA invited Tayside Community Options and Carebridge to participate.

Throughout the past year, the CLA team has supported individuals with intellectual disabilities to enable, assist, and inspire them to live their best life. Thank you to our Board of Directors for leading the way and thank you to the CLA staff for your passion and commitment to the people we work for.

Thank you and stay safe,

Jean Knowles, President

Robert Eves, Executive Director

INSPIRATIONAL AWARDS



KELLY CARVILL

KELLY CARVILL

Kelly has encountered many changes in her life. Through it all, Kelly has blossomed into a stronger woman. She has adapted to living alone and has developed skills within her daily life. Kelly has organized her apartment and personalized her home in a way that is comfortable for her. Her family and friends enjoy visiting.

Kelly has moved locations for her job and established her role as a leader in the new Foundry Books bookstore. She adapted well to all the expectations, especially during COVID-19. Kelly excels as a customer service representative and as a trainer in her job. She is building connections in her community through her amazing personality and contagious smile.

Kelly is an inspiration to others!





The CLA Awards honour those who demonstrate or support the values and mission of the organization.



AMBER HULL

AMBER HULL

Amber has lived all her life within systems of support. She is a strong advocate for others and has visions of what she wants her life to be.

Amber joined CLA in 2018, coming from Peterborough. She articulated that she wanted to go to college, have a career, and live on her own in her community. With determination and guidance from her support staff, Amber succeeded in renting her own home, receiving her high school diploma, volunteering at local events and not-for-profit agencies, and working in her community. She accessed community resources (Alternative) to assist with employment opportunities and completed several training courses, including a certificate in food handling.

To explore a career in Early Childhood Education, Amber chose to volunteer at The Table in the after-school program for kids. She worked with the Algonquin Employment Centre in Perth, as well as KEYS Employment program, to look for new job opportunities. She was hired at Perth District Collegiate Institute, working full-time in the cafeteria until COVID-19. She plans to return when possible. During COVID, Amber was given an opportunity to provide home care supports to elders who want to remain in their homes but need help with everyday tasks. She worked with

the Sweatergang Companions and currently helps two clients. She enjoys her job.

We wish Amber all the best as she navigates her adult life and we look forward to seeing her grow and be an active participant in her community. Congratulations Amber!

JUDY-LYNN JORDAN INSPIRATIONAL AWARD

The Judy-Lynn Jordan Inspirational Award is presented to individuals who are empathetic, engaging, and committed to volunteering and helping others.

KATRINA O'HARA

Katrina shows commitment to her friends and family. She volunteers with Big Brothers Big Sisters of Lanark County in their after-school program in Carleton Place. In her role, she assists young children to be active and engaged, while providing the attributes of a positive role model. In the summer of 2019, Katrina also supported those living in one of CLA's group homes. She helped with recreation and leisure activities.

Thank you, Katrina!



KATRINA O'HARA

CHAMPION AWARD

The Champion Award is presented annually to persons, community partners, or corporations that support the mission and vision of the association.

BIG BROTHERS BIG SISTERS OF LANARK COUNTY



**Big Brothers
Big Sisters**
OF LANARK COUNTY

Big Brothers Big Sisters of Lanark County (BBBS) is a not-for-profit agency supporting young people all over Lanark County. The BBBS mentoring programs in schools and the community provide boys and girls, and young women and men, with a role model to talk to and share the experiences of growing up.

Jewels Gently Used Clothing Stores are located in Perth and Smiths Falls and, until recently, in Carleton Place. The money raised in these retail locations goes to support the local agency.

For the past two years, BBBS has welcomed CLA participants as volunteers at their Jewels store in Smiths Falls, as well as in the after-school program in Carleton Place. CLA's bookstore, Foundry Books, also had the pleasure of sharing retail space with the Jewels store in Carleton Place.

Thank you to BBBS for your support.

THE REAL DEAL STORE



Kevin McDougall has been volunteering at The REAL Deal for over a year now. He really enjoys spending every Thursday morning there. The team at The REAL Deal have treated Kevin with respect. But most of all, they have treated Kevin as if he was an employee. He has a sign-in sheet and name tag. Everyone at The REAL Deal deserves this award. It's an amazing place to watch someone learn new life skills and work their way toward a paid job.

High five to everyone at The REAL Deal!

PRESIDENT'S AWARD

The President's Award is presented annually to the staff member who demonstrates extraordinary commitment and actions that are above and beyond the job expectations.

AIMEE DOYLE



AIMEE DOYLE

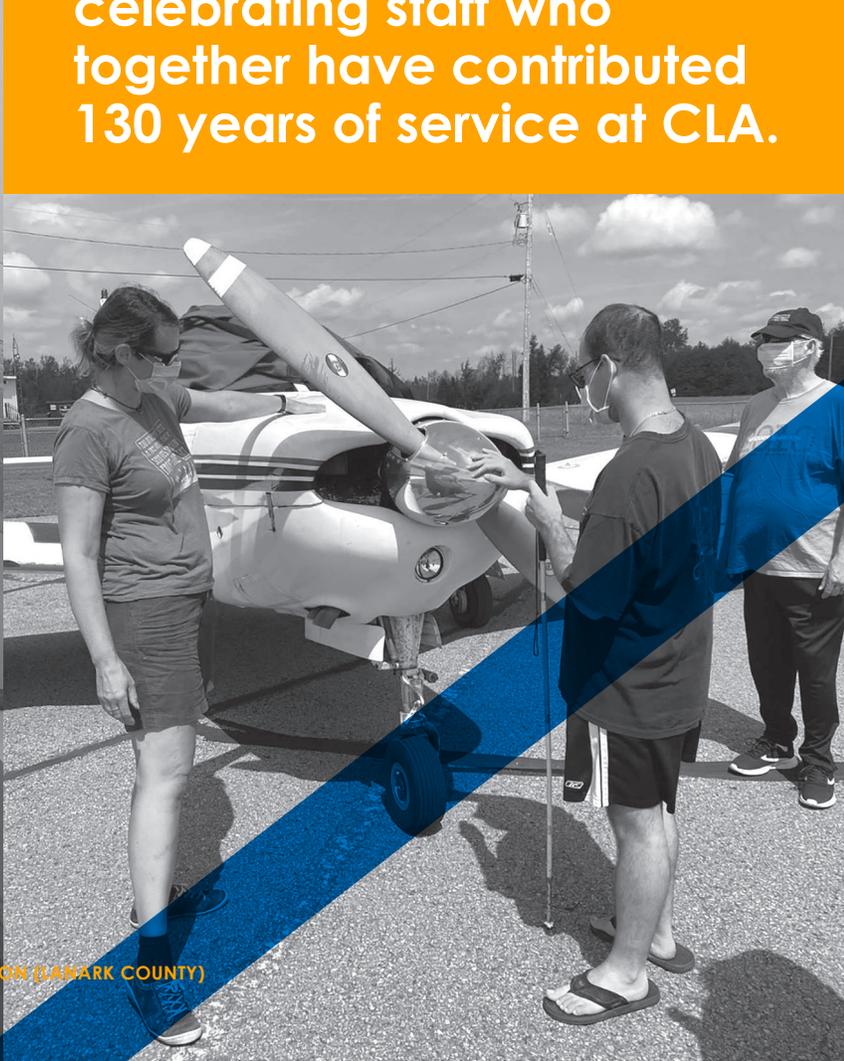
Aimee sets the bar high when it comes to dedication and commitment. No job is too difficult or too overwhelming. During times of crisis, Aimee is ready and willing to take on the challenges presented to her. Her realistic hands-on support and care for those she works for has made her a hot commodity between programs and services.

Aimee's work ethic is one to be modeled. She is constantly finding work to do that is valued and appreciated. During this past (pre-COVID) school year, Aimee secured several volunteer positions with a local school, supporting their snack and breakfast programs.

Thank you Aimee for your dedication.



This year, we are celebrating staff who together have contributed 130 years of service at CLA.





STAFF RECOGNITION

Celebrating Our Staff

CLA has a committed and passionate team and we are pleased to recognize the following staff members who have achieved career milestones this past year. Together, they have contributed more than 130 years of service at CLA!

PERFECT ATTENDANCE

- Kristine Dobbie
- Chris Lambert
- Sarah Lancaster

FIVE YEARS

- Shane Bowes-Shanks – Dec 5, 2014
- Matt Burtch – Feb 23, 2015
- Bonnie Cook – July 8, 2014
- Susan McKay – Nov 10, 2014

FIFTEEN YEARS

- Kelli Hudson – Apr 7, 2004
- Brenda Turner – Dec 1, 2004

TWENTY YEARS

- Jane Beveridge-Sample – Dec 14, 1999
- Stacy Rainville – Oct 13, 1999
- Kristen Ritchie – Aug 10, 1999
- Andrea Young – Oct 13, 1999



IN MEMORIALS



MICHEL JOSEPH ANDRE (MIKE) CAZA

Michel Joseph Andre (Mike) Caza

FEBRUARY 27, 1963 - APRIL 2, 2020

Mike – our 'Sunshine' - joined CLA on May 30, 1990. He instantly touched the hearts and souls of everyone who had the honour of getting to know him. He was a smart and capable man with a strong resolve. Mike enjoyed his life with CLA and was blessed with an extremely loving and supportive family. They remained committed and by his side throughout his life.

Mike's smile captivated an audience. His laugh was infectious. His heart was full of love. Anyone who had the opportunity to know this gentleman instantly connected with his kind demeanor, his jovial nature, and his love of music.

Those who supported Mike have so many strong memories of him - from marching around the house singing 'Hey Jude' (with empty paper towel rolls as our microphones); to helping him with his studies or baking; to going out on the town 'looking our absolute best'. He was a likeable guy, and always up for anything - unless he wasn't. Then we all got a clear 'No, No, No, No'. Message received Mike.

His family was Mike's world and they cared so deeply for him. They epitomize what it means to be a family and provided such endless support and love to Mike and his supporting staff. They truly became a part of the Edward Street Home in Mike's later years. Their love for each other was

felt by everyone. Mike's life was better and more complete because of them.

Mike taught those around him the true meaning of compassion. We are blessed to have been able to support Mike throughout his life, and he will be forever missed by those closest to him. He will be remembered as someone who was kind, thoughtful, and gentle. He is felt in the hearts of many now.



PAT MACDONALD

Pat MacDonald

MARCH 8, 1935 - JANUARY 1, 2020

On January 1, 2020, our dearest Pat passed peacefully at the age of 84. He moved to his home at Andrews Avenue in 2005 and enjoyed his retirement years there. Pat was number one for all those who had the pleasure of meeting him. He was loved and will be missed by his friends and staff at Andrews Avenue and Rideau Regional Centre.

Pat enjoyed the simpler things in life. He was an admirer of Ford trucks, liked drinking Pepsi, and appreciated a good cup of coffee. He liked lunches at McDonald's, van 'bus' rides, Lawrence Welk, cookies, and his numerous stuffed animals all named Peter. He also loved to sing - usually off-key but he didn't care! What Pat loved most of all was his Blockman cigarettes, log cabins, and of course Bob Barker.

Pat had a big personality from the time he was small and was known to be a scrapper from his time at Rideau Regional Centre. Despite his feistiness, Pat was a wonderful guy who cared for his staff, fondly calling everyone 'Blooty'. He was a great storyteller who liked to grab you by the hand and reminisce about his mother and other events throughout his life. He made it his mission to learn the ins and outs of everyone's lives by asking questions about kids, spouses, pets, and house colours. Pat enjoyed conversing about the weather, reporting it would be 'light sunny periods today and tomorrow'.

Pat was a strong man with a strong heart - a man whose memory we will forever cherish.

Rest peacefully our dear Pat. You truly were one of the good ones!



MICHAEL NOTHNAGLE

Michael Nothnagle

OCTOBER 15, 1974 – SEPTEMBER 1, 2019

When I was asked to write something about Mike, I thought first of some words to describe him: Determined, Kind, Driven, Passionate, Funny, and Resourceful.

Mike was an amazing man. He refused to be defined by his limitations. Mike knew what he wanted and was not willing to take 'no' for an answer. He was determined to see his dreams come true. His main and consistent dream was

You are my sunshine

My only sunshine

You make me happy

When skies are grey

You'll never know dear

How much I love you

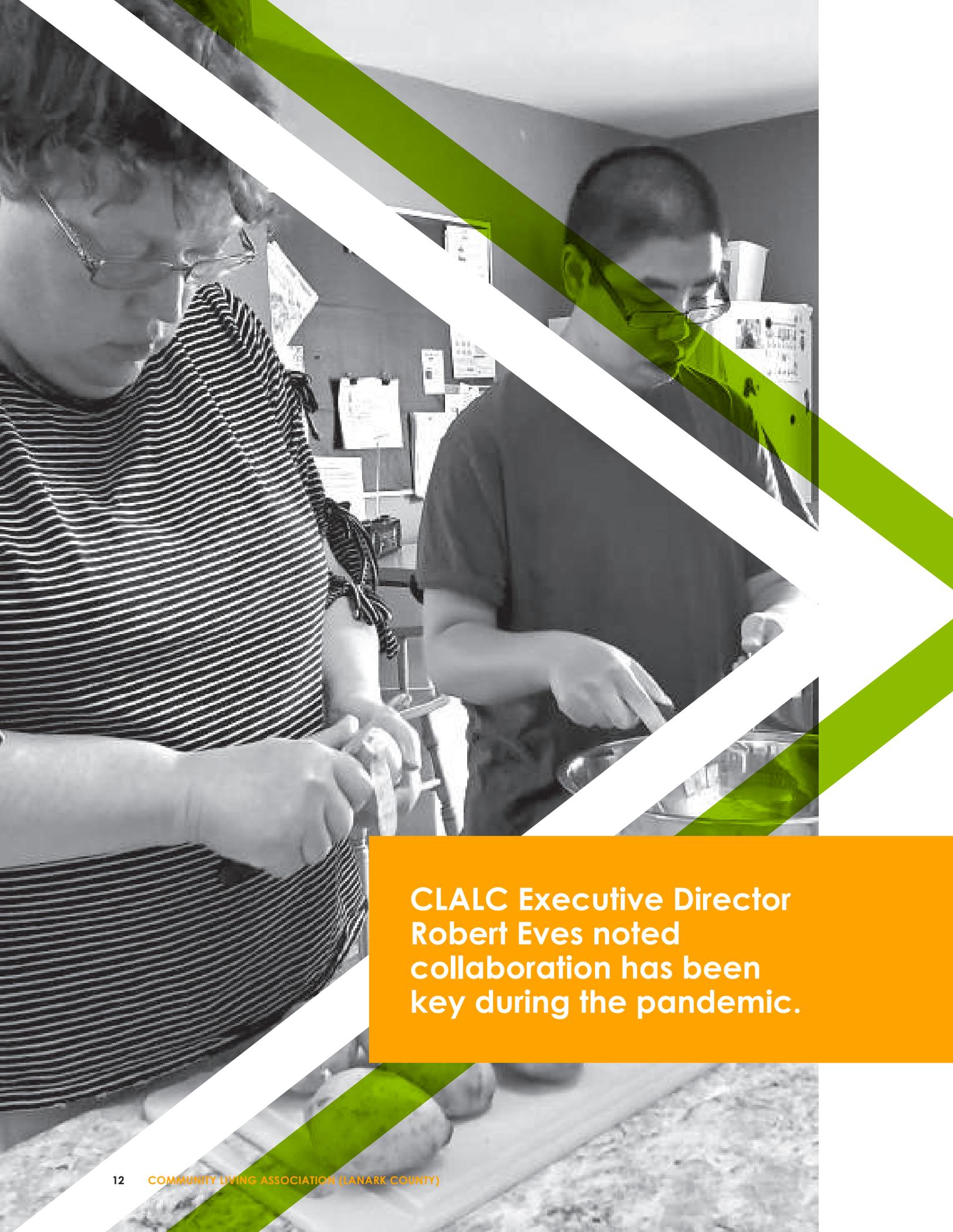
Please don't take my
sunshine away

to find someone to love, marry, and start a family with - someone that shared the same desires that he had.

From the moment I met Mike, I realized I was in for quite an adventure. Mike would teach me to question everything and to never give up until the bitter end. Mike couldn't imagine living alone, but quickly grew into a man that not only moved out on his own; but was able to secure plans to travel to different areas in Ontario. Mike made a lot of new friends on his travels, but also learned some hard lessons. But no matter how much life knocked Mike down, he never let it take away his passion for finding love and accomplishing his dreams.

Mike and I would disagree about stuff all the time, but he knew I had a responsibility as a staff member to give him all the information. He always reminded me that although he was grateful for the advice, he would decide what was best for him.

Mike demanded a big presence whenever he would enter any room. With his passing, a huge void has been left in the worlds of his friends and family. He is missed.



CLALC Executive Director Robert Eves noted collaboration has been key during the pandemic.

INSIDE OTTAWA VALLEY

'Amazing support': How Community Living Association Lanark County is Navigating through Pandemic #givingback

NEWS Jun 04, 2020 by Tara Gesner Carleton Place Almonte Canadian Gazette | REPRINTED WITH PERMISSION

The COVID-19 pandemic has brought on a new normal for individuals supported by way of Community Living Association Lanark County (CLALC).

As a charity, CLALC works with more than 140 individuals with intellectual disabilities as well as their families to provide a positive quality of life and community inclusion. The association, headquartered in Carleton Place, operates four traditional group homes, enhanced supported independent living homes, supported independent living, family homes and other creative housing opportunities. A number of programs and services are offered, including community support, continued adult learning and life skills development.

For people supported in CLALC's traditional group residences, "everyone's day is now spent in their homes," regional manager Barb Woods told the Canadian Gazette. "There are no more day programs, volunteer jobs or employment and school for people to attend."

At the beginning of the public health crisis, the change was hard, and "there are still days where it is frustrating for some; however, for the most part, individuals are doing well," she said.

For people who are connected to their communities and friends outside of CLALC, it has been a bit tougher, but the association has worked hard to facilitate opportunities for them to see friends, family, and staff.

"I cannot say enough about how our staff has responded to the new normal," Woods said. "They jumped in, giving it their best."

Community Living Association Lanark County quickly recognized it needed to provide activities and events to keep the individuals it supports engaged.

Longer shifts were introduced and specific teams were created for each home.

"Quickly recognizing we needed to provide activities and events to keep people engaged and settled, we introduced a virtual calendar of events," the regional director explained.

There are card making sessions, yoga and fitness classes, opportunities to learn about beekeeping and makeup application, reading and cooking activities, as well as the ability to chat with a therapist to assist in understanding what is happening and how people are feeling.



"We have arranged for music to be played on the streets where our homes are located, for individuals and their neighbours to enjoy," Woods said. "Arlene Quinn was our first headliner."

"It has been a great experience to watch individuals respond to the new things happening ... they are embracing everything with excitement," she continued.

CLALC Executive Director Robert Eves noted collaboration has been key during the pandemic.

"I am truly proud of the efforts of our team in this challenging time," Robert Eves said. "Not only has our team continued to provide excellent and creative support to the individuals we support, but they have also actively sought out ways to work with agencies and businesses from across Lanark County."

Jean Knowles is CLALC's board chair and she is proud of the efforts being made by the association's front-line workers to insure the people they serve remain healthy, happy and safe.

"We also commend the members of our management team for their capable oversight and diligence in supplying direction and necessary equipment in these challenging times."

Community Living Association Lanark County created a meal preparation and delivery system, which has been very successful. Two shifts work four to five days a week, preparing, cooking, packaging, and delivering individual meals.

MEAL DELIVERY PROGRAM

CLALC created a meal preparation and delivery system, which has been very successful. Two shifts work four to five days a week, preparing, cooking, packaging, and delivering individual meals.

"These meals are not just for people we are supporting within Community Living Association Lanark County but anyone in need of healthy and homecooked meals," Woods said.

Carebridge Community Support, Tayside Community Options and other agencies have accessed meals for their clients.

"All food is delivered to one location and prepared, with the meals sent out," Woods explained. "No one is grocery shopping in stores, and the same people do deliveries."

More than 500 meals are delivered weekly, including to Carleton Place's Kory Earle, a community advocate for people with disabilities and president of People First of Canada. He called staff members "heroes."

"I want to thank Community Living Association Lanark County staff for its amazing support, weekly check-ins and amazing meals," he stated. "I beyond appreciate it."

Nadine Lafrance is another resident who has not only benefitted from meal delivery, but the online virtual programming offered.

"Having the meals delivered has been very helpful, and my favourite so far has been the honey garlic sausage with broccoli and rice," she noted. "Getting my weekly groceries for me has also been helpful, as it means I do not have to go out to shop."



Support from the local community and businesses has been profound. Woods mentioned gifts for staff, freezers and fridges, food, hand sanitizer, face shields and other personal protective equipment.

"Businesses such as Canadian Hydro Components Ltd. (Almonte), Keyesbury Distributors Limited (Carleton Place), Dairy Distillery (Almonte), Patrice's Your Independent Grocer (Almonte), The Beach House (Perth), Andress' Your Independent Grocer (Smiths Falls), The Garden Market (Smiths Falls), J. Quattrocchi & Co. (Smiths Falls), Action Sanitation Products (Perth), Top Shelf Distillers (Perth) ... and many others have been so helpful and amazing to work with," Woods expressed.

According to Woods, CLALC has had a couple of scares, with a person supported or a staff member tested for COVID-19. Fortunately, the test results have been negative.

"Spirits are high... we have the odd thing to deal with on occasion, but staff has responded well, ensuring our individuals are safe and happy," Woods said.



by Tara Gesner

Tara Gesner is a reporter with the Carleton Place-Almonte Canadian Gazette. She can be reached at tgesner@metroland.com. Follow the Canadian Gazette on Twitter and Facebook.

FINANCIALS

Community Living Association - Lanark County

Statement of Operations

| For the year ended March 31 | 2020 | 2019 |
|--|------------------|------------------|
| REVENUES | \$ | \$ |
| Ministry of Children, Community and Social Services | | |
| • Operating Program (Schedule 2) | 5,577,464 | 5,767,044 |
| • Dedicated Supportive Housing (Schedule 3) | 109,175 | 106,728 |
| Canada Summer Jobs Grant | 31,593 | 29,675 |
| General Reserve Program (Schedule 4) | 234,128 | 97,451 |
| SHIIP Funding | – | 88,404 |
| TOTAL REVENUES | 5,952,360 | 6,089,302 |
| EXPENSES | \$ | \$ |
| Ministry of Children, Community and Social Services | | |
| • Operating Program (Schedule 2) | 5,680,529 | 5,767,044 |
| • Dedicated Supportive Housing (Schedule 3) | 108,325 | 106,728 |
| Canada Summer Jobs Grant | 31,593 | 29,675 |
| General Reserve Program (Schedule 4) | 57,058 | 49,643 |
| SHIIP Funding | – | 88,404 |
| TOTAL REVENUES | 5,877,505 | 6,041,494 |
| EXCESS OF REVENUES OVER EXPENSES | 74,855 | 47,808 |

WHO WE ARE

BOARD OF DIRECTORS

JEAN KNOWLES

President (January 2018-Present)

SUSAN EDWARDS

Vice President (June 2018-Present)

BRIAN FOOT

Treasurer (Interim) (August 2020-Present)

ROBERT EVES

Secretary (Ex Officio)

DARLENE POIRIER

NEW

JAMI-LEA FORBES

(September 2020)

LORNE HESLOP

(September 2020)

AMY MINTAH

(September 2020)

STAFF

ROBERT EVES

Executive Director

ANGELA GILBERTSON

Manager of Finance and Administration

SHARON MAY

Manager of Human Resources & Strategic Initiatives

CONNIE COVILLE

Regional Manager

BARB WOODS

Regional Manager

MARC GIROUARD

Manager of Family Homes

SARAH LANCASTER

Executive Assistant

KAITLYN GAUTHIER

Administrative Assistant

clalanark.com



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COMMUNITY LIVING ASSOCIATION (LANARK COUNTY)

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